



## Registration Policies

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## **Outdoors for All Registration and Refund Policies**

### **DSHS Respite Funding:**

Outdoors for All will not be accepting DSHS (DDA) Respite Funding during the 2022-2023 fiscal year. Due to challenges with reimbursement and participant attendance, Respite Funding is not a viable payment option.

### **Financial Scholarships:**

Financial Scholarships are available to participants based on availability of funds and on a first come, first served basis based on date of registration. In our current fiscal year, financial assistance may cover up to 90% of total activity cost, with a maximum award of \$2,000 per participant per season (Winter: October through March. Summer: April-September).

To be considered for financial scholarships participants must be registered for the program for which they are requesting financial aid and have a submitted application in by the deadline.

### **Payment Policy:**

Payment in full is requested at the time of registration. Financial aid payment plans consisting of 10% of total cost at time of registration are available to individuals looking to apply for financial assistance.

Balance is due in full 14 business days prior to the start of the program. Any accounts with outstanding balances after that time risk withdrawal and loss of 10% of program fees.

\*Adult Adventure Day Camp requires a 3-day minimum registration per week. If this is not met, the participant risks withdrawal or additional charges added to their account.

### **Cancelation Policy:**

Canceled registrations 14 business days prior to the first program activity day will receive a full refund.

Cancelations less than 14 business days prior to the first program activity day will forfeit the 10% down payment made at time of registration.

Cancelations less than 7 business days prior to the first program activity day will forfeit the full program fee, including fees for equipment rentals, lift tickets, and any additional costs.

### **Program Cancelation:**

If Outdoors for All cancels programming and is unable to offer a make-up date or session, a pro-rated refund will be considered given the conditions around the program.

If a make-up date is offered, no refund will be offered to participants who are unable to attend.

### **Registration Transfer Policy:**

Should you need to change your registration to a different activity, or program location please contact the office as soon as possible, a \$25 transfer fee will be applied.

## Outdoors for All Essential Eligibility Criteria (EEC)

Outdoors for All programs and activities are suited for a wide range of individuals with disabilities; however, not all programs and activities are suitable for all abilities. The qualifications for participation in each of Outdoors for All's programs may vary for each program and activity. Outdoors for All does not discriminate, exclude, or deny any qualified individuals from participation in its programs and activities.

If an individual participant is unable to meet the below criteria, we may be able to assist the individual with reasonable accommodation unless it alters the fundamental nature of the activity or compromises the health and safety of participants, volunteers, staff, or self.

Participants (as well as staff & volunteers) of any Outdoors for All program or activity must meet the following minimum qualifications to participate:

- Be able to manage personal care independently or with the assistance of a companion. Personal care is identified as but not limited to: (changing clothes, personal hygiene, eating, using restroom).
- Be able to follow instructions and effectively communicate independently or with the assistance of a companion.
- Be able to safely tolerate elevation of 3,000 ft and above for duration of activity time – for snow sport activities, outdoor climbing, and hiking.
- Be able to transfer safely in and out of equipment independently or with assistance.
- Be able to remain adequately hydrated, fed, and properly dressed in order to remain generally healthy, regulate body temperature, and be able to avoid environmental injuries such as hypothermia, heat-related illness, sunburn, and frostbite.
- Be able to effectively signal or notify staff, volunteers, or companion of personal distress, injury or need for assistance.
- If taking prescription medications, be able to maintain proper dosage by medicating independently or with the assistance of a personal care attendant or with verbal prompt by staff member.
- Be able to tolerate activity participation throughout the duration of the program and/or communicate need for rest breaks.
- Be prepared to participate in physically strenuous activities that may require physical ability beyond what many people are accustomed to in their day-to-day lives.
- Be able to wear all safety equipment correctly such as, but not limited to, helmet, spray skirts, or personal flotation device.
- Be comfortable traveling in outdoor settings where access to advanced medical care may be delayed.
- Contribute to a safe environment— Be able to refrain from behaviors that pose a risk (such as aggression, inability to set boundaries, lack of safety awareness, drug/alcohol use or influence) to self or others, independently or with assistance.
- Appropriately fit in and use equipment for body type, height, and weight without going beyond the weight capacity or other limitations of program equipment.

## **COVID-19 – Essential Eligibility Criteria (EEC)**

Outdoors for All will continue to follow guidelines in alignment with State and Federal health guidelines to prevent the spread of COVID-19. We will assess transmission levels in our region to determine the need to adapt protocols for COVID-19 throughout the year.

We ask that participants, volunteers, and staff avoid program areas when feeling unwell.

## **Drop-off/Arrival & Pick-Up**

Participants should arrive ready to participate as best as possible, and no more than 15 minutes prior to the start of their activity, unless specified in the confirmation process.

Participants under the age of 18, or those that do not drive themselves, are to be picked up from the activity area by a family member, legal guardian, or approved caregiver, no more than 10 minutes after the conclusion of their lesson. For every 10 minutes that the participant is left in the care of an Outdoors for All staff member or volunteer (beyond the first 10 minutes after the conclusion of their lesson), Outdoors for All will charge a \$15 Late Pick-Up Fee to the participant's ActiveNet account. Participants cannot return to programs unless this late fee is paid in full.

## **Rental Equipment**

Outdoors for All rental equipment is for Outdoors for All participants only. Fees for equipment rentals are specified in the registration process. Outdoors for All must charge sales tax on equipment rentals.

Normal wear and tear to equipment is acceptable. Participants are responsible for the upkeep of the equipment throughout the session, reporting damage to Outdoors for All staff, and the safe return of the equipment at the conclusion of lessons. Should the equipment face damage beyond normal wear and tear, or is lost/stolen, the participant is responsible for the maintenance, or replacement, of the equipment through a reputable manufacturer or retailer.

Participants renting for an off-site rental must have appropriate transportation for the equipment and storage to protect the equipment from loss, theft, or damage. Off-site rentals are based on staff availability and must be requested at least two business days in advance. A \$10 cancellation fee will be collected if canceled less than 24 hrs in advance.

## **Helmets, PFDS, and Related Safety Equipment:**

Anyone participating in an Outdoors for All downhill winter sports program, cycling, or outdoor climbing programs must wear appropriate helmets. Individuals participating in watersports must be able to appropriately wear a Personal Flotation Device (PFD). In some cases, additional safety equipment will be recommended by staff or volunteers.

## **Program Management and Expectations**

### **Staff and Volunteers:**

Outdoors for All staff are trained instructors in adaptive recreation and passionate about bringing the outdoor experience to everyone. We also utilize the support of trained volunteer instructors and interns during program sessions. All staff members and volunteers are trained to deliver Outdoors for All programs with an emphasis on safety, fun and learning.

Summer staff members and volunteers are provided the tools and training to coach small groups and one-on-one lessons for cycling, mountain biking, watersports, rock climbing, hiking, and other outdoor activities. To best serve the unique needs, abilities and interests of participants, staff and volunteers have access to participant health forms; better known within Outdoors for All as the Participant Information Form. Staff and volunteers are trained to utilize the information provided in the Participant Information Form to make equipment selections, set up equipment, and create weekly lesson plans tailored to each student. Staff and volunteers acknowledge the sensitive nature of each participants' form and receive training on information privacy.

Outdoors for All staff and volunteers work to support the needs of each participant within the selected activity and program. Outdoors for All staff and volunteers are not trained to support activities of daily living; such as toileting, medical needs, dressing, or behavioral needs. Please see behavior policies in the next section regarding caregiver requirements for participants who need support with activities of daily living. The Outdoors for All Foundation will not discriminate in any of our endeavors based on disability, race, religion, sexual or gender orientation or national or ethnic origin.

### **Behavior Policy:**

Outdoors for All staff and volunteers are dedicated and trained to help all participants have a successful experience within programs, and specifically within the activities taking place during the program. If a participant requires 1:1 care in the school day, or in the execution of their activities of daily living, they will need a caregiver within the program as well. This includes medical needs, behavior concerns, wandering tendencies, as well as assistance with toileting or changing clothes, etc. If this kind of supervision is necessary, a caregiver or chaperone is REQUIRED to accompany the participant at no additional fee. Please note at registration if a caregiver will be attending. Within certain activities, it is not possible to have a caregiver or chaperone attend alongside the participant. If you are unsure if an Outdoors for All program is the right choice for you or your participant, please contact our office to speak to a staff member. A refund or pro-rate will not be given to participants who are asked to miss a program due to behavioral concerns.

### **Abuse Prevention and Reporting:**

Outdoors for All does not tolerate abuse or neglect of any kind, between any association of staff, volunteers, participants, family members, or caregivers. In Washington State, abuse or neglect is defined as the physical, sexual, or emotional injury of a child (or vulnerable adult) by any person under circumstances which cause harm to the individual's health, welfare, or safety; or the negligent treatment or maltreatment of a child (or vulnerable adult) by a person responsible for or providing care to the child.

If there is suspected abuse or neglect, or a claim of abuse or neglect, taking place within an Outdoors for All program, or with a participant who is involved in an Outdoors for All program, Outdoors for All has a legal and ethical responsibility to report such suspensions or claims to the appropriate authorities and/or support investigations into such claims of abuse or neglect.

During an investigation, Outdoors for All may limit the participation of individuals involved in the claim. Outdoors for All does not have an obligation to share the details of an investigation with those involved in the claim, to protect privacy and prevent retaliation of those involved.

Staff and volunteers complete yearly training on abuse and neglect prevention and reporting practices within Washington State.

### **Electronic Communications and Social Media:**

Outdoors for All staff and volunteers utilize electronic communications to provide program updates and notifications on the status of programs. Staff and volunteers are trained to keep these communications professional in nature. When writing to a youth participant, or a vulnerable adult, staff and volunteers are advised to include a parent or legal guardian in the communication, or to include another staff member.

The most common form of electronic communication is email. Text messages between cellphones is occasionally utilized to provide quicker updates on the status of programs.

Outdoors for All asks that participants writing to staff, or volunteers also keep communications professional in nature, and program related. Should a participant send electronic communications that are not related to a program, staff and volunteers are asked to report these threads of communication to the Program Director for follow-up with the participant, and/or the participant's parent or legal guardian.

Regarding social media, staff are asked to not follow or "friend" any participant. Should a participant choose to follow or "friend" a staff member, staff are advised not to accept the request from the participant. Should a participant choose to follow or "friend" a volunteer, volunteers are discouraged from accepting the request, especially from youth participants (or vulnerable adults).