



YMCA Thursday Club - Term Three 2019

PARTICIPANT

Name of participant:

Date of Birth:

Age:

Male

Female

Name of the Residential Home/Trust:

Address:

Please detail participant's transport to and from the YMCA:

SPECIAL REQUIREMENTS

What are the participant's needs or requirements that we should be aware of (medical, behavioral, cultural, dietary etc.)?

Does the participant require any medication while on the programme?

Yes

No

Details:

SERVICE MANAGER/WELL-BEING REPRESENTATIVE

Name:

Email:

Organisation:

Cell Phone:

Work Phone:

EMERGENCY CONTACTS

Contact 1 Name:

Relationship:

Home Phone:

Cell Phone:

Work Phone:

Contact 2 Name:

Relationship:

Home Phone:

Cell Phone:

Work Phone:

YMCA THURSDAY CLUB

Important Information and Terms and Conditions.

PLEASE NOTE: Signing this form means agreeing to these terms and conditions.

GENERAL TERMS AND CONDITIONS

YMCA disability services are designed to provide a safe social environment where participants can learn about themselves, others and the environments around them. The YMCA has strict operating procedures and we do everything we can to ensure the safety of our participants. If a participant needs medication to be administered by our staff – a separate medication consent form must be signed by the caregiver. There is always some form of risk involved in an activity and accidents can occur. YMCA staff will not be held liable for any damage, injury or loss which participants may sustain. An ambulance will be called in the case of an emergency which is beyond the programme staff capabilities. Participants may be transported to or from a YMCA site in conjunction with scheduled activities or for the health and safety of a participant. This may be in a YMCA van or by Leopard Coachlines.

LATE PICK – UPS

In the instance that a caregiver is going to be late (after 6pm) please ring the facility to notify staff of a late pick-up. A 15 minute grace period will be given in all late pick up instances. If a participant is not picked after the 15 minute grace period, a \$15 late fee will be applied, and an additional \$15 will be payable every 15 minutes or part thereof that the participant is not collected. If a caregiver is not contactable, the YMCA has the right to seek advice from the NZ Police.

PRIVACY

The details collected on this form are used by the YMCA to process registrations and are stored securely on a database. This information will be accessible to YMCA staff. This information may be accessed by an external organisation for the only purpose of an audit. If any details change the YMCA must be contacted immediately. If at any time during the enrolment process the Thursday Club Coordinator deems the participant's behaviour/history beyond our staff capabilities – the YMCA holds the right to refusal of any participant.

PHOTOGRAPHS

The YMCA may take photographs of participants for use in promotional material, our website, brochures or for local newspaper articles. These images only depict general programme activities and operation. If you do not want images used of a participant in your care please inform the Thursday Club Coordinator on 0220954332.

PAYMENT

Full payment is required on week one of the term. If this presents substantial financial difficulty please contact the Thursday Club Coordinator on 0220954332.

ATTENDANCE

If a participant is unable to attend, please contact the Thursday Club Coordinator on 0220954332. Repeated no shows will be removed from the programme with no refund provided and will need to reenrol in the programme at the discretion of the Thursday Club Coordinator.

REFUNDS POLICY

All our term programmes require two weeks (14 days) notice if a refund is to be issued. In the case of a refund there will be an administration charge of \$25 per programme. If you are unable to attend at short notice due to serious illness, injury or a family emergency please discuss your options with the Thursday Club Coordinator.

BEHAVIOUR MANAGEMENT

The YMCA has a very clear behavior management policy and under no circumstances do we tolerate physical or verbal bullying, violence, racism or continued negative behavior. The YMCA 4 key values of Respect, Responsibility, Honesty and Caring underpin how we operate our programmes and are used to ensure individual and group behavior is appropriate.

All behavioral issues will be dealt with fairly and evenly. If negative behavior continues caregivers will be contacted and a behavior management contract will be established. If this contract is broken participant/s will be asked to leave the programme immediately with no refund given. The YMCA has the right to remove a participant at any time if they deem appropriate.

It is the responsibility of the caregiver to ensure that participants in their care are aware of this and that their behavior is their individual responsibility.

Behavior management is much more affective when the YMCA staff and caregivers work together. Please inform us if there are any special details around this issue. If this relationship is not adequate, the YMCA has the right to remove a participant at any time if they deem appropriate.

SICK / INJURED PERSON PROCEDURES

If a participant will be absent from the programme for any reason please ring 0220954332 to inform us. If we do not receive an explained absence, caregivers will be contacted. If a participant in your care is sick or have an infectious illness (vomiting, diarrhea, chicken pox etc) this will mean they are not allowed to attend the programme. We will attempt to contact all caregivers on the programme and warn them if a participant is sick with an infectious illness.

If a participant is sick or injured the YMCA will care for and keep the participant safe and comfortable until they collected. We will contact you if this occurs.

If a participant is sick or injured you authorize the YMCA to administer First Aid.

In the event of serious injury or illness the YMCA will attempt to contact a caregiver to approve medical attention. If no contact can be made medical attention will be sought in consultation with a registered medical practitioner.

Any cost associated may be passed onto the caregiver.

FEEDBACK/COMPLAINTS

We appreciate feedback on our programmes. However, if you would like to lodge a complaint, there will be forms available at each programme location on the information board. The complaints process will also be visible.

PAYMENT

The YMCA of Christchurch would like to thank everyone who plays a role in the running of our programmes.

I have read the information above and agree to these conditions

Signed:.....

Date:.....