



HFC NEW MEMBER HELPFUL INFORMATION

Information about our in-person classes:

- You will receive an email with program information (time, meeting spot, staff contact, etc.), at least one hour before the program begins
- We have HFC staff members at each program to get members checked in, encourage and support members, and help ensure safety for everyone participating. You can identify HFC staff by the staff shirt they will be wearing
- When you arrive at a program, you will check in with an HFC staff member
 - Sign your name & leave an emergency contact number
- After a program, parents/caregivers must come into the building to pick up the member
 - If member is authorized to take transportation independently, members/parents/caregivers will be responsible for the member 15 minutes after the program has ended
- Medication Administration and Personal Care:
 - HFC employees and volunteers are prohibited from providing hands-on assistance with the activities of eating, toileting, lifting, and medication
 - See our **Parent/Caregiver Guidelines** if you have questions about who needs a caregiver at programs with them

Information about our online programs:

- You will receive an email with class information including the Zoom link at least one hour before the program begins
- We have an HFC staff person on each call to help with any tech issues you may have, and that person's email address is also in the email you will get the morning of a program. You can email them directly to problem-solve technology issues
- The site we use to hold our online classes is called Zoom. You will have to create a free Zoom account and download the Zoom app before your first program

Policy information:

- Members who make a cancellation 48 hours in advance will receive a credit that may be used at a later program. Late cancellations and no-shows will not be given a credit
- If HFC cannot hold a program due to unforeseen circumstances, programs will be rescheduled if possible. If rescheduling is not possible, members will be issued credit
- If you register for a program, you are responsible for the payment of the registration fee
 - Program payment should occur online via card or e-check
 - Many members use state waiver funds to pay for classes. If you have a CDCS waiver through the state, let us know if you're interested in exploring this!
 - If finances are a barrier, we have a robust scholarship program that may be able to help cover class costs. Please reach out if this is something you'd like to know more about!