# 23 Process Waivers

## How to Get a Manager Check-Off

Be able to explain and show the Challenge Center Manager the waiver process as listed below.

## Procedure Details

Basic Process:

1. Collect a Peak Adventures waiver from every participant and observer.
2. Make sure all necessary pages are completely filled out.
3. Count to make sure you have the same number of waivers and people on the course.
   1. If you have more waivers than people, that is ok.
   2. If you have more people than waivers, you may have to do a roll call to figure out whose waiver you are missing.
4. Put the waivers in order based on the medical information provided; most severe things on top.
5. Fill out green tag. Information to include:
   1. Date of program
   2. Organization
   3. Contact person
   4. Number of waivers. You may want to hold off on completing this section until you know you have a waiver from everyone attending.
6. Staple green tag in the middle of the left hand side of the waiver. See below:

Waiver

Additional Important Information:

Every participant is required to complete our Waiver and Medical Form to be on the course. At a minimum, participants must complete the following areas:

* Waiver:
  + Workshop Date(s)
  + Participant Name and Signature
  + Guardian Name and Signature (if participant is a minor)
* Medical Form:
  + Participant Name and Contact info
  + Participant Birthday
  + Emergency Contact and info
  + Authorization to Treat a Minor Date, Name, and Signature (if participant is a minor)

Legally, we cannot require anyone to disclose their medical history (HIPAA LAW). You can encourage a participant by saying, “If we needed to call EMS, what information would you like them to know.” Other than that, a participant should not be pushed to fill out more than they are comfortable.

Waivers cannot be altered in anyway, meaning, we will not accept waivers that have had areas scratched out or had a line drawn through them. The only exception to this would be the line that reads: “*I authorize and release to ASI Peak Adventures the use for any purpose of my photographic or video recorded image of the participant listed below.”* From time to time we have groups, mostly youth groups, which for a variety of reasons, do not want their picture taken. If this is the only part of the waiver with a line through it, we will accept it.

Processing Waivers. Before every program:

* Collect waivers from every participant (or the main contact person). This is the responsibility of the Peak Adventures staff member assigned to waivers for that program.
* Make sure every observer/non-participant has completed a waiver.
* Check that at a minimum the items listed above are filled out on the waiver from.
* Count all waivers and count number of participants. This number should match. If you have more waivers than participants, that is ok. If you have more participants than waivers, recount or take roll until the discrepancy is resolved.
* If the program is a Sac State class where the students pay for themselves, cross reference the participant names from the waivers with the names on the list. If a participants name is not on the list, they must still pay. See Money Handling Procedures document.
* Review any disclosed medical issues. Put waivers in order with more serious medical concerns on top and less serious or no medical concerns on the bottom.
* Fill out a green tag with the program date, organization, contact person, and number of waivers.
* Staple this tag along the left hand side of the stack of waivers. Make sure to use the right size staple/stapler and its ok to staple more toward the center of the packet. When it is stapled too close to the edge, sometime the staples poke out of the edge and become a hazard.
* Place this pack in the wire Program Folder basket.

What if someone doesn’t have a waiver?

Here are some scenarios we have encountered in the past and how to deal with them:

Scenario 1: An adult doesn’t have a waiver or is missing information. *Ask the adult to fill out a waiver or fill in the missing information.*

Scenario 2: A minor doesn’t have a waiver or is missing information and their parent/guardian is present. *Ask parent/guardian to fill out the waiver or fill in the missing information for them.*

Scenario 3: A minor is missing non-critical­ information from their waiver (anything other than a signature). *The chaperones can help provide this information or the minor can fill out this information themselves..*

Scenario 4: A minor has a waiver but doesn’t have the *Authorization to Treat a Minor* signature. *If it is a school group, they should have this on their own permission slip. If so, this needs to be on site. The contact with the school group will need to be told that they take on responsibility to presenting this form to EMS, if needed. If contact does not have a signature to treat a minor, please see Scenario 6 on how to obtain parent/guardian signature.*

Scenario 5: A minor has a waiver but doesn’t have the waiver form signed. *Please see Scenario 6 on how to obtain parent/guardian signature.*

Scenario 6: A minor doesn’t have a waiver at all and a parent/guardian isn’t on site to sign. *Here are some different ways to try to get a signed waiver/authorization to treat:*

* *Have contact try to call parent/guardian. They can use our landline if needed.* 
  + *If they are in the area they can stop by and fill out a form.*
  + *Have them go to our website and download the form:*
    - [*www.peakadventures.org*](http://www.peakadventures.org) *–>Team Development –> Forms –> Challenge Center Medical Waiver form*
    - *If they can’t down load the form, we can email or fax it to them as well.*
  + *Have the parent return the signed waiver. They may either email, fax, or text (or email) a picture of the signed waiver.* 
    - *If the office is open and you need assistance, please call the Front Desk (278-6321). When the office is open, a hard copy should be present at the course so any digital copies you receive should be forwarded to the office for printing. Let someone in the office know to be on the lookout for incoming waivers.*
      * *Email –* [*asi-pke2@csus.edu*](mailto:asi-pke2@csus.edu) *(front desk email)*
      * *Fax – 916-278-7158*
    - *If the office is closed, a digital version will work to have during the program. Be sure to email it to Valerie (*[*vregner@csus.edu*](mailto:vregner@csus.edu)*). She will print it and store it with the other waivers in the office.*
* If participants want to engage in the program while the waivers are being handled, they may participate in low-risk activities. Absolutely no climbing or running activities. Team Leads are empowered to make decisions on other activities.
* If unable to get the waiver and/or authorization to treat signature, the participant may not participate at all.
* We are unable to take authorizations from the parents over the phone.
* There have been a few times that exceptions have been made. This decision must be made by management. Please call Valerie, Eric, Alicia, or Jael if you are having a hard time getting a waiver (s).