



## Rider Recruitment, Registration & Session Assignment Guide

### Bike Program Specifics:

- Determine number of riders, sessions and times. Details for a camp day include:
  - Each session is 75 minutes
  - 20 minutes in between each session (15 minutes is not enough time)
  - Approximately 60 minutes for lunch
  - Maximum of 5 sessions per day (**NOTE:** We suggest new camp hosts uncertain of demand for participant registration start with offering 4 session and open a 5<sup>th</sup> session only after filling the 4 sessions)
  - Standard format is 3 sessions before lunch and 2 after lunch
  - The camp day is generally between the hours of 8am and 5pm
  - Riders should arrive 10 minutes before their session start time
- Identify any requirements for participation specific to your organization (e.g., in county vs. out of county priority, specific disability).
- Determine your registration protocol:
  - If using first come, first served method, we recommend receipt date stamp on all registration forms
  - Lottery style registration can also be used in conjunction with an application cut-off date
- Require that a parent or guardian stay on site during the 75-minute session. Parents cannot drop off their children and depart camp. This is for liability and emergency purposes.

- Establish a waitlist policy:
  - You may have a waitlist for specific sessions or overall
  - Know which sessions your waitlisted families are able to attend
  - **Underage Riders:** Hosts must wait-list rider applicants that are between 7 ½ and 8 years old at the start of camp. Such underage riders may be permitted to participate in camp **ONLY if there are spots within the 7 days prior to camp that could not be filled with applicant riders that meet the 8-year old minimum age requirement. Under no circumstances can any child attend bike camp if they are less than 7 ½ years old at the start of camp.**

### Marketing Ideas:

- Prepare and distribute a press release and brochure via e-mail and at local retail stores surrounding the facility - see samples in the Host Documents 'Marketing' section of our Host page on our website which can be found at: <https://icanshine.org/program-hosts/ican-bike-hosts/>
- Marketing channels for recruiting riders include:
  - Local schools
  - Local nonprofit organizations (e.g. Down syndrome, Autism, ARC, Easter Seals and YMCA's)
  - Parent associations and advocacy groups
  - Parks and recreation organizations
  - OT/PT clinics
  - Pediatric neurologists, doctors and dentists
  - Advertising on Host website
  - Local sports & recreation programs for people with disabilities (e.g., Challengers T-Ball/Baseball, Special Olympics, TOP Soccer)

### Financial Considerations:

- Determine program registration fee. Consideration should be given to:
  - Your mission and budget
  - Amount that your local demographic can support
  - Your opportunities for fundraising
  - Number of riders your camp can accommodate
  - Average registration fees are generally \$150 - \$200
- Determine methods of payment and time of payment
- Determine scholarship protocol, if any

- Determine your participant registration fee refund policy and state it on the registration forms:
  - Example: "Refunds must be requested by 6/30 to receive a full refund, less a \$25 administrative fee. After 6/30, refunds will be granted based on our ability to fill the space with a new rider. Once the camp begins, refunds will be granted only for a medical emergency. A pro-rated refund will be granted with a doctor's written verification."
  - Have a refund policy if a rider is asked to leave camp due to behavioral issues. Dismissal from camp will be a joint decision by the iCan Shine Floor Supervisor and the Host Camp Director.

### **Rider Session Assignment:**

- Generally, Hosts assign riders immediately upon receipt of the registration form to their session of choice to the extent such session has available openings
- Confirm registration with parent/guardian and send details about preparing for bike camp. Refer to the following documents on our website:
  - Rider Registration Confirmation E-mail
  - Selecting the Right Bike & Helmet
  - How Parents & Guardians Can Help
  - Post iCan Bike Riding Tips
- As you assign riders to sessions, please ensure that you do not assign:
  - more than 2 'smaller riders' to the same session (i.e., less than 48" tall with at least a 20" inseam) due to each fleet being stocked with only 2 of our smallest roller bikes
  - more than 5 'larger riders' to the same session (i.e., more than 64" tall) due to each fleet being stocked with only 5 of our largest roller bikes
  - less than a total of four (4) riders to any one session.
- Recommend that if a rider will miss 1 day of camp, place them on the waitlist and give priority to someone able to attend all 5 days.

### **Rider Registration Data:**

- Record rider information on the 'Rider Data Spreadsheet' available on our website (iCan Bike Host page). Email it to your assigned Floor Supervisor as soon as registration is complete, but no later than two weeks prior to camp. If your spreadsheet is not complete, please email what you have 2 weeks prior to camp so that staff can review and make recommendations for changes, if necessary. **NOTE:** Completion of the Rider Data Spreadsheet occurs automatically to the extent Host uses Shine's online registration platform.
- If you decide to provide bike helmets for participants:
  - Order a few extras for head sizes that don't match ages.
  - Have a system to collect & label helmets following each session, store overnight, and have ready for each day of camp. Participants will take helmets home on the last day of camp.
  - Please ensure helmets are appropriate bicycle specific helmets. For more information, reference our 'Selecting the Right Bike and Helmet' document.
- Consider ordering t-shirts for riders, volunteers and donors

#### **Rider Registration Forms:**

- Our Floor Supervisor will collect Rider Registration Forms, including a copy of signed release forms, from Camp Director at the Sunday orientation (the night before camp begins).
- Rider Registration Forms will be returned to the Camp Director the following morning before camp starts.
- Signed release forms or a copy of the signed forms are required for all riders to participate in camp. Electronic signatures are acceptable to the extent Host is using an online registration platform.
- The final page of the Rider Registration Form is the Rider Info sheet describing the details about the rider's disability, strengths, weaknesses, motivators, etc... The Floor Supervisor will review this Sunday night as well as distribute to volunteers on Monday when they are assigned to their rider.
- Please make sure these completed Rider Info sheets are printed, keeping the page break we have inserted, to ensure other financial or confidential information is not on this page. Please respect parents' rights to have such information kept confidential if they make such a request.

- The Rider Info sheets provide valuable information that helps volunteers and staff be more successful in working with each rider. Many Camp Directors keep a binder with all registration forms sorted either by session or alphabetically. This is helpful for both the camp staff and the iCan Shine staff as they may refer to the forms during the week.