



1-2-3 Pause Attendance Program

Starting August 15, 2023 Pause will be implementing a new attendance program across all programs and events called "1-2-3 Pause".

Please know we appreciate how overwhelming special needs parenting can be and how unpredictable days can look and that **our number one priority is to work with you to make your experiences with Pause, not just good, but GREAT!**

Part of making your experience great is creating opportunities that are fun, inspiring and accessible. **While our events are free to you (we love that!), they do have a substantial cost to them and countless volunteer and staff hours behind the scenes.**

We, unfortunately, have seen a steep increase in the amount of no-shows and cancellations in the last programming year and while we understand there are very valid reasons that necessitate canceling, it also breaks our heart when events are sold out and families are turned away - especially when, in the end, there was space for them due to no-shows. We also hold **a responsibility and promise to our funders** that we will fulfill the great honor of serving families with the funds they have graciously provided.

1-2-3 Pause allows for both commitment and flexibility while we work WITH you to find solutions to the reasons why attending registered events may be difficult for your family. Our staff and volunteers truly are excited to see you and your kids, so we want to do whatever we can to ensure any barriers are removed!

Below you will find the 1-2-3-Pause attendance program with an adapted version for actively enrolled Unlimited families who attend weekly programming.



Cancellation 1: Freebie.

- We know life happens and kids, just like us, can have sick days, sad days or good 'ol "not having it today" days.
- We value your communication because it helps us be better communicators to our volunteers and allows us to invite standby families to join us when you can't. (*No-shows without communication will simply bump you to a cancellation 2 status to start, eliminating your "freebie".*)

Cancellation 2: Event attendance and/or registration will be momentarily paused.

- We are kindly asking families to choose either a \$50 donation or 2 hours of volunteer service to be done on-site, virtually or at home. A list of different and diverse options will be available to meet the needs of our families.
- Once the donation is paid or volunteer time is completed, event attendance/registration will resume.

Cancellation 3: Event attendance and/or registration will be momentarily paused.

- We care about you and your family and want to work with you to eliminate any barriers getting in the way of you receiving rest, support, connection and fun at our events and trainings.
- Someone from our caring staff will meet with your family to troubleshoot and co-create a family success plan so you and your family can enjoy future Pause activities.

Cancellation 4: Enrollment paused for the programming year.

- We want to be a resource that is helpful, not stressful. Everyone needs space sometimes and we understand that adding an extra thing to life just isn't possible sometimes.
- Your family will be eligible to reinstate your enrollment during the next Family Event Registration period so you can join us when it's the right season in life for you.

Pause Unlimited Families:

Because we know committing to a full term of weekly programming is..well, a commitment, we have adjusted the ACTIVELY ENROLLED Unlimited family 1-2-3 Pause program to **reset each TERM** (every 12 consecutive weeks).

IMPORTANT:

- Cancellations for Pause events and training **still count** toward your total allowable cancellations per term.
- **If you opt out of Unlimited enrollment for any of the four terms**, your 1-2-3 Pause plan will return to the annual program outlined above until your Unlimited registration status has returned to active.



Thank you for allowing us to serve you and your family in the best way possible. We can't wait to see you soon!