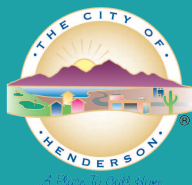


Therapeutic Recreation & Inclusion Services



Program Guidelines



City of Henderson
Parks and Recreation Department
cityofhenderson.com
702-267-4065

About Us

Therapeutic Recreation & Inclusion Services

240 Water St. • P.O Box 95050 • Henderson NV 89009-5050

Phone: 267-4065

Fax: 267-4101

For full telephone access, use Relay Nevada by dialing 7-1-1

8:00 a.m.-5:30 p.m., Monday through Friday

Rec & Roll and On the Go are held at the following recreation centers:

Henderson Multigenerational Center 267-5800

Valley View Recreation Center 267-4060

Whitney Ranch Recreation Center 267-5850

Mission Statement

Therapeutic Recreation & Inclusion Services is committed to providing quality recreation programs and services to meet the expressed needs of our residents with disabilities to ensure each person served has the opportunity to enjoy their recreational experiences.



Participating in Our Programs: It's Your Choice

Whether you choose to participate in therapeutic recreation programs or take part in our general recreation programs with those who do not have disabilities, Therapeutic Recreation & Inclusion Services will help find a way for you to get the most out of your leisure activity.

Need Help Selecting a Program?

If you need assistance in making recreation and leisure choices or exploring new and different possibilities, an intake interview may be appropriate. Our staff will identify an individual's needs, strengths and interests and will help with identifying programs that match the individual's abilities and interests.

The Inclusion Process

Some individuals with disabilities prefer to participate in the City of Henderson Parks and Recreation Department's general recreation programs. To include those with disabilities, we provide support in the form of adaptive equipment, program modification, additional staff training, support staff, and other services to facilitate inclusion. Our staff assists in determining the most effective means of inclusion support for individuals to participate in any program.

Here's How to Get Included

- Register for the recreation program of your choice. If you or your participant has a special need or disability that requires special accommodations, please contact Therapeutic Recreation & Inclusion Services.
- Contact the Recreation Services supervisor at least two weeks before the start date to discuss the details or features of the program.
- The Recreation Services supervisor contacts Therapeutic Recreation & Inclusion Services (if necessary) to discuss the type of support needed to accommodate you or your family member.
- Therapeutic Recreation & Inclusion Services works cooperatively with the family to determine which accommodations best support the individual.
- You or your family member may start the program with inclusion supports in place.
- Our staff members periodically observe the program to provide assistance and answer any questions.
- Communication between Therapeutic Recreation & Inclusion Services staff, Recreation staff and the individual and/or family is maintained continuously throughout the cooperative inclusion process.

Pool Access

The majority of the City of Henderson's pools have lifts, gradual low steps, zero-depth entrances and/or slow-paced water exercise classes to make swimming more accessible. For more information, visit cityofhenderson.com.

Scholarships

Scholarships for Henderson residents are available for those with demonstrated financial need. Applications are available at every City of Henderson recreation center.

Respite funds

Respite is accepted for all activities. Please bring your respite forms and give them to the front desk when registering.

Programs

Rec & Roll

Rec & Roll (formerly Rec) is a 9-month after-school recreation program for teens and young adults with disabilities. It is offered at various recreation centers and provides opportunities for young adults to explore their recreational interests in a structured environment and develop the skills needed for independence. Daily programs focus on community-based recreation activities such as bowling, swimming, and going to the movies. The program also provides activities that enhance skills related to independent living, including budgeting, meal planning, personal hygiene, social interaction, and the importance of making time for leisure experiences. Grades 9-12.

On the Go

On the Go (formerly Blast) is a 9-month community-based recreation program for adults of varying abilities wishing to meet new friends through recreation and independent living activities. It is offered at various recreation centers and provides an opportunity for participants to experience and develop a variety of lifetime leisure skills in a community-based setting. The program is structured to encourage the familiarization of neighborhood leisure resources, self-image, community belonging, and responsibility through recreation participation. 22 years and up (or have graduated from high school).

Snacks

Snacks are permitted and encouraged. Vending machines are available at the recreation centers. Please note that we are unable to refrigerate or microwave snacks. Staff will work with the parents/guardians of participants who have dietary restrictions. For excursions, participants must bring their own snack or purchase one at the recreation center vending machine prior to the trip.

Registration for Rec & Roll and On the Go

Initial Intake

Individuals with disabilities who are interested in registering for these programs should contact the Therapeutic Recreation & Inclusion Services main office to schedule an intake. The individual who will be participating in the program must attend the intake along with a parent/guardian, family member, or group home staff.

Registration

The first week of each month, a registration payment form and activity calendar for the upcoming month will be mailed to the participant's home. Participants indicate for which days they are registering by marking an "X" in the boxes for these dates on the registration payment form calendar. Registration is sent out to up to 15 participants to fill 10 "secured" spots. The remaining registrations will be placed on a drop-in list. This process repeats in July, November and February, giving everyone a chance to obtain a secured spot every four months. Registration space is available on a first-come, first-served basis and payment must be received with the registration form by 5:00 p.m. on the designated deadline date. You may pay via cash, credit card or check. Registration can be faxed, mailed or made in

person at the Therapeutic Recreation & Inclusion Services office. The City of Henderson also accepts respite funds for program payment. If respite runs out, payment for the upcoming month will be due before the first day of the month or the participant cannot attend for that month.

If a calendar is submitted late or not at all for a participant who has a secured spot, they will be placed on the drop-in list for that month. We will notify you of the days that are available compared to the dates requested for that month.

If a participant is on the drop-in list, registration should still be submitted by the deadline with the registration form and payment. Drop-ins will be called in the order that registration was received to notify you of days available compared to the dates requested.

If registration is *not* submitted two months in a row the participant is removed from the attendance lists and the parent/guardian must re-enroll the participant by contacting the Therapeutic Recreation & Inclusion Services' main office. Participants are not guaranteed a spot based on the possibility of a wait list.

Absences

If a participant is to be absent on committed days, parents/guardians must contact the program cell phone (located on the bottom of the activity calendar) to notify staff of the absence. No refunds will be issued for absences.

Policies & Procedures

Participant Information

Therapeutic Recreation & Inclusion Services updates participant information every school year. Annual information forms will be sent out yearly to gather this information. Please remember to update all disability information, emergency contacts, and any other changes (home, work, and emergency phone numbers, medications, etc.).

Dress Attire

Many of our activities involve active play and crafts/projects that may get messy. Tennis shoes and comfortable clothing are recommended. Swimsuits and towels are required for swimming.

Transportation

- The City of Henderson partners with CAT Paratransit to transport participants to and from the recreation centers where our programs are held.
- We provide the On the Go program with a daily pickup from Opportunity Village and Transition Services for designated sites.
- Clark County School District (CCSD) may provide transportation on a daily basis to the recreation centers, depending on the distance, for Rec & Roll program participants. (Contact CCSD Transportation to see if our centers are within their driving distance.)
- Please schedule all CAT bus and/or guardian pickup and drop-off as close as possible to scheduled beginning/ending program times. Drop-off and pickup are as follows:

Rec & Roll

Drop-off between 1:30-2:15 p.m.

Pickup between 4:45-5:30 p.m.

On the Go

Drop-off between 1:45-2:00 p.m.

Pickup between 4:45-5:30 p.m.

Note: On field trip days, On the Go participants must arrive at the program at 2:00 p.m. and Rec & Roll participants by 2:15 p.m. or they will not be able to attend the program for that day. Participants will be called to pick up the participant from the Therapeutic Recreation & Inclusion Services office.

Sign in/Sign out

- Waivers are available for individuals who have permission to exit a Therapeutic Recreation & Inclusion Services program, ride a CAT bus, and/or remain unsupervised before or after scheduled program hours.
- Participants sign in and out of the program on a daily basis to record their attendance.

Late Pickup

A \$10 late pickup fee is assessed for every 10-minute increment the participant stays past the scheduled program end time, beginning at 5:31 p.m. The late fee is due at the time of pickup or before the participant returns to the program. If the participant has not been picked up one hour after the program ends, the proper authorities will be contacted to receive the participant.

Personal Care Assistance

Individuals with disabilities are encouraged to participate in our programs.; however, guardians must provide alternate arrangements for those needing personal assistance with toileting, feeding or dressing.

Safety

- Safety is a priority. In the Rec & Roll and On the Go programs, we have a 1:5 staff-to-participant ratio.
- Pickup and drop-off while on excursions or at excursion sites are not permitted. This may be done only at the original program site. Contact program staff to find out when they will be returning to the recreation center.
- For the safety of all participants and staff, any behaviors from a participant that may cause harm or jeopardize safety will be addressed immediately. (Refer to the Code of Conduct.)

Medication Release Information

If a participant has any illness or condition that necessitates taking medication during program hours, it is preferable that the individual not participate in the program until he/she completely recovers from the illness or condition. At the risk of infecting others, health services recommend that if any one of the following symptoms is present, the participant should stay home:

- Elevated temperature
- Inflamed sore throat
- Wheezing
- Diarrhea
- Nausea/vomiting
- Earache
- Persistent headache
- Unexplained rash

If an individual needs to take prescription medication during program hours, the following procedures must be followed:

- Parents must complete the medication release forms.
- Medication must be in its original container with the pharmacist's label.
- Pharmacist's label must display the individual's name, the name of the medication, the instructions/dosage, and the name of the prescribing physician.
- Only a daily dose should be in the medication container each day. Liquid medication must be pre-measured with the above information attached.

If the individual needs to take non-prescription medication during program hours, the following procedures must be followed:

- Parents must complete the medication release and supplemental forms.
- Medication must be in its original container with the complete label attached.
- The medication must be accompanied by a doctor's note, on letterhead, stating the name of the medication and the dosage.
- Medication will not be accepted by any staff member without a doctor's note.

For the safety of the participant, there will be no exceptions. In either case (prescription or non-prescription), the parent/guardian must provide in writing all other necessary instructions and information regarding the medication. Program staff will, whenever practical, provide the individual with medication at the time(s) indicated on the medication release form. The individual is responsible for administering his/her medication. The Parks and Recreation Department does not provide medical personnel at any program site.

If an individual is taking medication on an as-needed basis, the parent/guardian must provide, on the supplemental information form, a detailed description of the symptoms, conditions, and circumstances that would necessitate the medication and the proper dosage. The parent/guardian will be contacted on every occasion before the individual takes the medication on an as-needed basis. One parent/guardian must be available by telephone during program hours. If neither parent/guardian can be reached, the program staff will use their best judgment and will permit the individual to take the medication only when they find it clearly necessary and appropriate.

Fast-Acting Medications

Fast-acting medications, such as asthma inhalers and EpiPens, must be brought by a parent/guardian to the program site. This must be accompanied by a copy of the prescription from a physician, which must be presented to staff prior to the participant attending the program or activity. Once on site, the participant must carry the fast-acting medication while taking part in the program or activity. He or she must be capable of self-administering the medication should the need arise. Please be aware that staff members are not required to administer any fast-acting medication for any participant.

In the event of a medical emergency requiring the use of fast-acting medication, staff will call 911 immediately and the parent or guardian as soon as possible.

Site Rules & Code of Conduct

- Safety is our priority. Participants are not permitted to leave their assigned group without a staff leader or a bathroom pass and must be signed out according to program procedures upon exiting the program. Appropriate attire is required. Do not arrive prior to the program's start as *no supervision is available*.
- Always remember to update your annual information form (address changes, telephone numbers – work, home, emergency, cellular – and individuals authorized to pick up the participant).

- Respect instructors, leaders, yourself, and others.
- Respect property (site and equipment). Games and equipment are to be cared for and put away after each use. We reserve the right to compensation for property and equipment replacement if not used properly by the participant.
- Gum is not allowed in any facility.
- At the end of the program, please be prompt when picking up your participant. Late fees will apply.
- The City of Henderson is not responsible for lost or stolen items. Please leave personal items at home.
- The participant's personal cell phone must be turned off and placed in a backpack upon arrival to the program. Should you need to contact your participant, call the program cell phone (refer to the bottom of your program calendar) or the recreation center where the program is being held.
- Participants may not bring toys or electronic games/devices to the program.
- Inappropriate behavior will not be tolerated. Please see Code of Conduct for further information.
- Weapons of any kind are not permitted.
- Skateboards and Rollerblades are not permitted at the program sites unless specified for an event. Participants must remove wheels from roller shoes during program time.
- Have fun!

Participant Code of Conduct

The City of Henderson must have rules governing behavior in order to ensure all participants' safety and enjoyment. Participants are expected to display appropriate behavior at all times. Participants must accomplish this by showing respect to all other participants and staff; refraining from using inappropriate language and gestures; refraining from causing bodily harm; and showing respect for equipment, supplies and facilities. If inappropriate behavior is displayed, Department policies will address these behaviors. We reserve the right to suspend participants at any time when we determine their behavior endangers the safety of themselves or others.

Parent Code of Conduct

As adults, we serve as role models for individuals in our programs. If you should have a concern, please address it in an appropriate and calm manner. The City of Henderson's Administrative Policy No. 024 and Policy No. 025 set forth a policy of zero tolerance for workplace violence, physical force, harassment, intimidation, or abuse of power of authority. This includes actions of employees, supervisors, customers, clients, vendors, or other persons. Should a situation occur within the program due to inappropriate actions by a parent/patron that causes excessive time spent by city employees, the City of Henderson reserves the right to remove participants from the program.

Examples of inappropriate behavior (but not limited to):

- Non-compliance. Failure to comply with directions or requests.
- Harm to self. Physically harming/injuring self.
- Stealing. Removing property belonging to others, the City or other facilities without permission.
- Misuse/destruction of property. Improper use/care of equipment or items that belong to the Department, site location or items belonging to another person.

- Inappropriate language/actions. The use of foul or unkind words, inappropriate gestures/actions toward participants, staff or other persons.
- Harm to others. Physically striking or injuring another person (staff or participant) through an inappropriate action or threat.
- Disrespecting staff. Talking back to or not listening to staff members; not following directions.
- Spitting. Spitting on property, equipment, others, or self.
- Weapons. Bringing weapons or something that can be used as a weapon to the program.

Steps Taken to Address Inappropriate Behavior

Our employees are trained to implement corrective actions (in the order detailed below) when possible and reasonable. This policy affords parents the opportunity to correct the inappropriate behaviors, allowing the individual to continue to participate in the program. While we normally employ corrective measures in order (one to five), we reserve the right to enact a measure commensurate to the offense.

1. **Communicate appropriate behavior.** A staff member will communicate appropriate behavior to the participant. The participant will convey to the staff the appropriate behavior required and will be told the consequences of the inappropriate behavior should it continue.
2. **Quiet time.** If the inappropriate behavior continues, a staff member will have the participant go to a designated personal space area for 5 to 10 minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue, and allow the individual to return to the group.
3. **Inappropriate behavior tracking form/incident report.** If a behavior concern is identified, a staff member will track the participant's behavior(s). Measures needed to assist in correcting the behavior and future consequences, should the behavior continue, will be communicated to the parent/guardian.
4. **Parent/guardian conference.** If a behavior concern is identified and documented three or more times, a parent conference will be required for the participant to return to the program. The conference is mandatory to ensure consistency, follow through and cooperation among staff, participant and parent/guardian.
5. **Suspension.** The steps listed above are used to correct behavior(s) in most cases. If they are unsuccessful, a participant will be suspended from the program.

Suspension Policy

All suspensions result in a loss of enrollment and/or participation in any City of Henderson programs.

First suspension. When possible and reasonable, we use steps one through four to address the inappropriate behavior. Should the behavior continue, the participant will be suspended termed accordingly to the number of occurrences and the severity of the behavior displayed. A parent conference may be required prior to the participant's return to the program.

Second suspension. Should inappropriate behavior continue after the first suspension, the participant will be suspended for an extended period of time and will not be able to register for any other programs. A second parent conference will be required prior to the participant's return to the program.

Third suspension. A third suspension will likely include an extended period of time beyond 30 days with the potential to include multiple years, depending on the offense. The suspension will apply to all City of Henderson Parks and Recreation Department programs and facilities.

Note: Bullying; harassing; threatening other participants or staff; intimidating; uncontrollable, physical or violent behavior can be considered grounds for immediate suspension. If the inappropriate behavior results in an immediate suspension, the length of suspension will be at the City of Henderson Parks and Recreation Department's discretion, commensurate to the offense, and could include up to a permanent suspension.

No refunds will be granted for suspended program days; no exceptions.

Custodial Issues

The obligation of the Parks and Recreation staff is to ensure a safe and fun environment for your participant. We understand that individuals may come from a situation where parents are separated, divorced or currently seeking a divorce. These situations result in various custodial arrangements. The City of Henderson is not able to interpret or make rules relating to custody agreements. This is the responsibility of the custodial parties and the City will neither negotiate nor mediate custody arrangements. The party registering the participant will designate who is authorized to pickup and drop off a participant and that authorization will be for all program times. The City will not be responsible for enforcing time constraints relating to visitation.

If custodial issues are in dispute, causing any uncertainty as to which parent is entitled to pick up the participant, the Parks and Recreation Department asks that you refrain from registering the participant until such issues are resolved. If such issues arise once a participant has been registered in a program, the Department expects them to be resolved immediately. If the issue is not resolved immediately, the Department will consider whether the participant may continue to attend the program.

Parents, guardians or other authorized individuals who attempt to pick up their participant while intoxicated or under the influence of another substance will immediately be reported to the police.

The Department's number-one concern is the safety of your participant. Please provide the name, address, and home, work and emergency telephone numbers of the other person with custodial rights. You are also responsible for providing a copy of this program handbook to the other person and providing a signed acknowledgement of receipt to the Department.

Any parent or guardian who demonstrates they have any custodial rights to the participant may sign the participant in or out of the program and may sign the participant up for field trips or obtain a monthly calendar, even if this person did not register the participant and even if the information sheet does not list this person as an authorized pickup.

Any court orders from one custodial party to specifically remove the custodial rights of the other party must be submitted to the City of Henderson prior to the participant attending the program. Be sure to allow at least five full business days (Monday-Friday) to review this paperwork. It is our experience that many divorce decrees discuss terms of visitation but often do not specifically remove the custodial rights of the other party. The Parks and Recreation Department does not enforce or mediate terms of visitation.

Mandated Reporting

Any suspected abuse or neglect issues noticed by staff will be reported to the proper authorities per NRS 432B220.

Returned Checks

It is the policy of the City of Henderson to accept personal or business checks drawn upon a Nevada bank, savings and loan or credit union as a courtesy to our customers for payment of all application costs, license permits or services.

Returned checks will be considered non-payment. Patrons who pay for services with checks that are returned due to insufficient funds or on closed accounts will be charged a \$25 administrative fee and will not be allowed to enroll in any services, events, activities,

classes, programs, or leagues that are offered through the City of Henderson Parks and Recreation Department until the amount of the check plus the \$25 administrative fee have been paid in full.

Patrons with numerous returned checks will be placed on a cash and credit card only basis for up to one calendar year. After that time, the patron may petition the Administrative supervisor for return to normal payment status.

Declined Credit Cards

Declined credit cards are considered non-payment. Staff will contact the customer directly if the credit card number for a transaction is declined. Customers will be given one business day to provide another credit card number or to pay with an alternative form of payment. If the payment is not resolved after one business day, all enrollments will be blocked and the amount owed will be placed on the account.

In response to a pattern of declined credit cards, patrons may be placed on a cash-only basis.

If a balance is due, patrons may pay in full Monday through Friday at the program site. To make weekend payments, patrons must make prior arrangements with staff.



Collections

Monthly invoices will be sent to patrons with balances due on their accounts. Once a balance is over 90 days, a letter will be sent notifying the patron that they must pay in full within three weeks, contact staff to establish a payment plan or dispute the amount due. Any disputed balances will be investigated within five business days, but patrons will not be able to enroll in classes or programs during this time. Patrons defaulting on payment plans or with accounts remaining delinquent will be sent to collections.



Acknowledgement of Receipt of Therapeutic Recreation & Inclusion Services Program Guidelines

Please complete, cut out and return to the Therapeutic Recreation & Inclusion Services office.

I acknowledge that I have received a copy of the City of Henderson Parks and Recreation Department's Therapeutic Recreation & Inclusion Services Program Handbook for Parents/Guardians on the date listed below. I understand that I am expected to read the entire handbook.

The handbook contains important information about the City's Therapeutic Recreation & Inclusion Services programs. Since the information and policies described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated at program sites and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it.

Program Name (circle one): Rec & Roll or On the Go

Program Location (circle one): HMGC WRC WRRC

Signature of parent/guardian

Date

Parent/guardian's name, printed

Participant's name, printed



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PARKS AND RECREATION DEPARTMENT

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Sally Ihmels
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City of Henderson
Parks and Recreation Department
cityofhenderson.com

We're in your neighborhood.