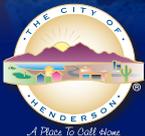




YOUTH ENRICHMENT HANDBOOK FOR PARENTS • 2019-2020



**City of Henderson
Parks and Recreation Department**



Contact Us

Youth Enrichment office	702-267-4100
6:00 a.m. to 6:00 p.m., Monday-Friday	
Online registration support.	702-267-4122
Therapeutic Recreation and Inclusion Services. . . .	702-267-4065
Black Mountain Recreation Center	702-267-4070
Downtown Recreation Center	702-267-4040
Henderson Multigenerational Center	702-267-5800
Silver Springs Recreation Center.	702-267-5720
Valley View Recreation Center	702-267-4060
Whitney Ranch Recreation Center	702-267-5850

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

Additional information about our facilities and programs is available online at cityofhenderson.com. The site also contains the latest edition of *Henderson Happenings*, which can be viewed online in its entirety.

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Dear participants and parents,

Welcome to the City of Henderson 2019-2020 Youth Enrichment program information handbook for youth and teens. Providing youth enrichment programs is one of the most important things we do, and we are pleased that you have chosen us to provide this important service for you and your family.

This handbook is filled with information needed to make your family's experience with our programs as fulfilling as possible. Please read and become familiar with this handbook. Should you have any questions and/or comments, please feel free to call the supervisor of the program in which your child is enrolled.

All of our programs are designed to meet the needs and goals of participants and parents – activities are supervised, organized, diversified, and safe. Since we are helping to shape future leaders, teachers, mothers, and fathers, we take pride in the quality of our programs. We incorporate fun, education, exploration, social interaction, and play. Every child is important, and we strive to engage and include everyone. Should special accommodations be necessary, we will be happy to discuss inclusion or specialized programming (see page 23 for details).

Thank you for choosing the City of Henderson for your Youth Enrichment experience.

BEFORE- & AFTER-SCHOOL PROGRAMS

SAFEKEY

Elementary school before- and after-school program (follows school district calendar) 6:30/7:00-8:45/9:00 a.m. • school dismissal-6:00 p.m., Monday-Friday • Morning program start times vary and are determined by each individual school administration.



Safekey is a before- and after-school recreational enrichment program held at all Henderson elementary schools. Participants must be a minimum age of 5 and attending the elementary school's kindergarten. This fun-filled program focuses on crafts, games, and special activities as an alternative while parents work. The program offers a variety of stimulating activities designed to help your child grow socially, emotionally and physically, as well as providing homework time and a snack. Safekey provides milk by way of the USDA Special Milk Program through a grant from the Nevada Department of Education.

Recreation staff, including school district teachers and support staff, makes up the nucleus for quality activities and program supervision.

TEEN SCENE

Middle school/junior high school after-school program (follows school district calendar) • School dismissal-6:00 p.m., Monday-Friday



Teen Scene is an enriching after-school program designed with teens' interests in mind, while providing a safe, supervised environment for sixth through eighth graders. A before-school program is available at select schools. See *Henderson Happenings* for listing of locations. Teen Scene is provided for working parents to ensure their teens' safety. The program features arts and crafts, activities, sports, field trips, homework time, special events, and a snack. Teen Scene provides milk by way of the USDA Special Milk Program through a grant from the Nevada Department of Education.

Recreation staff, including school district teachers and support staff, makes up the nucleus for quality activities and program supervision.

Special Milk Program

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Ave., SW, Washington, D.C. 20250-9410 or call 800-795-3272 or 202-720-6382 (TTY). USDA is an equal opportunity provider and employer.

Safekey & Teen Scene Registration Information

Initial Registration

Youth Enrichment registration consists of two parts: participant information forms and payment. Parents are required to complete new forms each school year and pay an annual registration charge in order for their child to attend any Youth Enrichment program. Then parents can register (make payment) at any City of Henderson recreation center or online. Location and pricing information is available at cityofhenderson.com. Once school has started, parents can fill out/turn in their child's participant information forms at Safekey/Teen Scene sites or the Youth Enrichment office. Children must be registered and payments must be received in advance before the child may attend.

Registration/Payment Procedures

- Safekey/Teen Scene is available at your child's school on days when school is in session.
- Registration and payment must be completed in **advance** of the first participation.
- The annual registration charge will be added to your account upon completed processing of all required forms.
- Payments can be made online at cityofhenderson.com or in person at the Youth Enrichment office or any City of Henderson recreation center.
- Sibling discounted rates are available for more than one child in a family.
- Registration forms, including specific days being paid for, must be filled out with each payment by the parent or guardian. Your cooperation will assist our staff in accurately enrolling your child.
- In order to ensure accuracy, please do not send payments to the recreation centers with your child; they will not be accepted.
- When paying at our recreation centers or Youth Enrichment office, please allow for plenty of time to fill out your registration form and for front desk staff to process your transaction.
- Please verify days registered, as days selected are locked in and cannot be credited or moved.
- Once payment has been received, credits or refunds will not be issued for days your child is unable to attend Safekey/Teen Scene.
- Parents **MUST** bring their receipt to the site for payment verification. If a receipt is not presented, the child will not be allowed to participate in the program.
- Daily costs must be paid in full before the child is permitted to attend the program.
- Financial assistance is available, see page 25 for more details. Please see your Safekey/Teen Scene instructor or call 702-267-4100.
- Extended stay is offered at each site until 6:30 p.m. for an additional \$10 per child per week. Extended stay payment is due the Wednesday prior to the week your child is attending.

Payments

Parents may register by two methods:

- Online registration: until 11:59 p.m.
- At the Youth Enrichment office or any recreation center: hours may vary by location.

Payments are not accepted at Safekey/Teen Scene sites. The daily rate can be paid in advance or on the day your child attends the program either online or at a recreation center. **All payments must be made prior to your child attending the program.**

Please pay by check, credit card, money order, or cash. Make checks and money orders payable to the City of Henderson. Once arriving at your Safekey/Teen Scene site, you must present your receipt to site staff for verification of payment/enrollment. Without a receipt, the child will not be permitted to attend the program.

We recommend that you save your receipts for tax purposes. We do not automatically issue an end-of-year statement. If you have an online account, you are able to view all transactions online at any time. Please see page 26 for additional information.

Nonpayment

- Daily payments are expected prior to your child attending the program.
- The child will be unable to attend Safekey/Teen Scene until all unpaid balances are paid. Additionally, the current day must be paid in full. If your child is unable to attend due to nonpayment and is dropped off at a Safekey/Teen Scene program, they will be escorted to the school office. The school office will then follow its procedures, which may include contacting the proper authorities and transporting the child if they are unable to contact parents. Please refer to your child's school parent handbook for procedures regarding children who are not picked up on time. The Clark County School District (CCSD) has an After-School Care Process. If the CCSD sends your child to Safekey under the After-School Care Process you will be responsible for any fees incurred.



- Daily balances are put on the parent's account each day the child attends Safekey/Teen Scene. If the account is left unpaid, the family will be placed on the nonpayment list and all family members will be unable to register for any City of Henderson recreation activities, classes, events, programs, etc., until the account is paid in full. For additional information, please see page 19.
- We understand that children may come from a situation where parents are separated, divorced, or currently seeking a divorce. It is the responsibility of the parent who registered the child for the program to keep all payments up to date. If the account is left unpaid, the child will not be allowed to participate in Safekey/Teen Scene, regardless of which parent is responsible for the balance.
For more information about policies surrounding custodial situations, please refer to page 15.
- A returned check or declined credit card is considered nonpayment and the parent will immediately be placed on the nonpayment list. The City of Henderson reserves the right to place customers who have a history of nonpayment on a cash-only basis. Please see page 18 for details.
- **Parents are not guaranteed to receive a call from the Safekey office when a child is not pre-paid.**

Late Pick-Up: A \$10 late pick-up fee will be assessed for every 10-minute increment the child stays past the scheduled program time, beginning at 6:01 p.m. (program location time). The late fee is due at the time of pickup or before the participant returns to the program. If the child is not picked up 30 minutes after site closing time, the proper authorities will be notified.

Absences: No credit will be given if a child is absent.

Early Dismissal Days: Safekey and Teen Scene are offered on early dismissal school days. Program hours are extended from the early bell time until 6:00 p.m. There is a different price structure for early dismissal days. Refer to *Henderson Happenings* or visit cityofhenderson.com, for additional information.



Attending School Programs During Safekey/Teen Scene Hours:

The school district offers before- and after-school clubs, sports, homework clubs, etc., and parents may want their children to take part in these activities during Safekey/Teen Scene program hours. Before site staff can release your child to attend these on-campus activities, parents must complete a liability waiver informing site staff of the day, time and place of the activity. Once parents have completed the waiver, the child will be released to attend the activity. The following procedures must be followed in order for your child to attend a before- or after-school activity.

- Parents must fully complete the liability waiver.
- Children are not allowed to attend a before- or after-school activity if the parent has not completed the liability waiver.
- For morning Safekey, the child must be signed in by the parent. At the time of the activity, the child can sign himself/herself out.
- For afternoon Safekey/Teen Scene, the child must first come to Safekey/Teen Scene and sign in. Then they can sign out to attend their activity. At the end of the activity, the child is required to return to Safekey/Teen Scene and sign back in.
- If parents arrive to pick up their child during their activity, the parent must go to the Safekey/Teen Scene site and sign their child out.
- Violations of these procedures will result in the loss of the privilege.

Personal Cell Phones: Children's personal cell phones must be turned off and placed in a backpack upon arrival at the Safekey/Teen Scene program. The City of Henderson is not responsible for cell phones brought to the program. Should you need to contact your child you may call the Youth Enrichment office at 702-267-4100.

BREAK PROGRAMS

KIDS ZONE

Kids Zone is a seasonal program offered when school is not in session. It follows the school district's break calendar. See Henderson Happenings for program times and locations. 7:00 a.m.-6:00 p.m., Monday-Friday

Kids Zone is the City of Henderson's sensational day camp program. It's designed to enrich Henderson youth (ages 5-12) with a variety of supervised interactive activities when school is not in session. Children age 5 who have not yet attended kindergarten may be accepted on a trial basis as Kids Zone is an all-day program and the extended day may not be conducive.

Your 12-year-old child upon staff recommendation, may be allotted a spot in On The Edge, Teen Zone or Teen Ventures.

Daily and weekly activities include fitness and health, arts and crafts, drama, music, swimming (seasonal), games, field trips, and special events. Programs are fully supervised, offering children a full day of recreational fun while parents enjoy some peace of mind. Program calendars are available at each site.

A registration/participant information form must be completed before the child may attend at each site registered.

ON THE EDGE

On the Edge is for tweens (ages 10-12) and is all about awesome activities, building friendships and opportunities to grow. The program is held weekdays from 7:00 a.m. to 6:00 p.m. during the summer and offers activities and field trips for older youth participants. For complete details, view the current issue of *Henderson Happenings* or visit us online at cityofhenderson.com (search "Youth Enrichment").

A registration/participant information form must be completed before the child may attend.

SPECIALTY CAMP

Specialty Camp is a summer program. See Henderson Happenings for times and locations. 7:00 a.m.-6:00 p.m., Monday-Friday

Specialty Camp is a blend of education and recreation for kids ages 8-12. Each themed week is designed to stimulate specialized youth skills. These weekly camps run concurrently with specified weeks of Kids Zone, enabling you to select the camps that best suit your child's interests.

A registration/participant information form must be completed before the child may attend.

TEEN ZONE

Teen Zone is a summer program. See Henderson Happenings for times and locations. 7:00 a.m.-6:00 p.m., Monday-Friday.

Teen Zone is an all-day recreational program designed to entertain, and enrich teens ages 12-15 (graduated fifth grade through completion of eighth grade). Daily and weekly scheduled activities include fitness and health, arts and crafts, swimming, games, field trips, special events, and community service based projects. All activities are age appropriate and designed to promote socialization and a positive self-image, which are essential for a teen's growth and development. A registration/participant information form must be completed before the teen may attend.

TEEN VENTURES

Teen Ventures is a summer program. See Henderson Happenings for times and locations. 7:00 a.m.-6:00 p.m., Monday-Friday.

Teens ages 12-15 develop self-confidence and positive decision-making skills while forging new friendships. The twist on this program is that participants stay mobile throughout the week. They learn about themselves while exploring their community and participating in great activities. The program is held 7:00 a.m. to 6:00 p.m. weekdays during the summer. Teens attending on field trip days must go on the field trip. A registration/participant information form must be completed before the teen may attend.

PROCEDURES & INFORMATION

Kids Zone • Specialty Camp • On the Edge Teen Zone • Teen Ventures

Registration & Payment

Initial Registration/Deposits: Initial registration and deposits are processed through online and mail-in registration. Online registration for Youth Enrichment programs may differ from the majority of our other Parks and Recreation programs. Parents can register in advance any week in Kids Zone, On the Edge, Specialty Camp, Teen Zone or Teen Ventures with a 10 percent per child per week non-refundable/non-transferable deposit. Deposits are not accepted for school holidays, Clark County School District professional development days or Safekey/Teen Scene programs. See the current issue of *Henderson Happenings* for detailed program information and registration timelines and dates.

Deposits: Unless otherwise specified, deposits are available as a cost-effective method of ensuring your child's spot in our programs, provided the remaining balance is paid on time. Program space is limited. Deposits are non-transferable and non-refundable.

Amounts paid for any week in excess of the deposit may be refunded, if requested in writing at least 7 days prior to the child's attendance in the program, less a \$5 administrative charge per week. The balance amount beyond the 10 percent deposit is refundable upon request prior to the week of attendance.

Weekly Payment: Once the participant is enrolled with a deposit for a particular week(s), a weekly payment must be made to complete the registration and maintain their spot in the program. Payment in full is required on or before the Wednesday prior to each week the child is scheduled to participate. The Wednesday deadline time depends on the payment method you choose:

- Online registration: until 11:59 p.m.
- Any recreation center: hours of operation may vary by location.
- Mail: refer to the current issue of *Henderson Happenings* for instructions. Mail-in registration must be received by the Wednesday prior to the week your child will be attending.

The City of Henderson is not responsible for delayed or lost mail.

Late payments result in loss of deposit. Please check with the individual facilities for availability. Registration for forfeited spaces is available on Thursday mornings beginning at 7 a.m. for the following week. If space becomes available, the full weekly payment will be required.

We understand that children may come from a situation where parents are separated, divorced, or currently seeking a divorce. However, if an account is left unpaid, the child will not be allowed to participate in the program, regardless of which parent is responsible for paying the balance.

Please save your receipts for tax purposes. We do not automatically issue end-of-year statements. If you have an online account, you can view all of your transactions online (and print copies). Please see page 26 for additional information about receipts.

Program Procedures/Information

Sign In/Sign Out: Parents/guardians or authorized individuals listed on the participant information form are required to sign the child in to and out of the program daily. Authorized escorts must be a minimum age of 16 (except for ABC ETC., which requires the authorized escort to be 18 or older) to pick up and sign out a child. Please sign the sign-in/sign-out sheet when dropping off or picking up your child. A government-issued picture identification card is required each time you (or your authorized escort) pick up your child. There are absolutely no exceptions. Electronic devices and photo copies of an identification do not serve as a substitute for the actual identification card. Please advise individuals you have listed on your form of this policy. This is for your child's safety.

Curbside drop offs are not permitted. Parents must sign children in to the program. Please allow a reasonable amount of time to complete any appropriate paperwork and receive updated information from our staff. Unless designated as a drop-in program, children may not sign themselves out to attend other classes or activities, even if those classes are located within the same park or recreation facility. Our staff takes pride in ensuring the safety of your child but cannot maintain responsibility for your child outside the program.

Late Pick-Up: A \$10 late pick-up fee is assessed for every 10-minute increment the child stays past the scheduled program time, beginning at 6:01 p.m. (program location time). The late fee is due at the time of pick up or before the participant returns to the program. If your child has not been picked up 30 minutes after the program ends, the proper authorities will be contacted to receive your child.

Field Trips/Swimming: Days and times vary for field trips and swimming. A parent's signature is required on the field trip release form in order for your child to participate in a field trip. See Recreation staff for field trip sign up (this must be done for each field trip). Please check with staff at your site for specific information to ensure your child arrives on time to avoid missing the bus. Safekey/Teen Scene requires parents to complete a permission slip two days prior to the scheduled trip. For safety reasons, parents are not permitted to pick children up from the designated field trip; children must depart and return with the program for each field trip/swim time.



Participants must wear clothing appropriate for the trip. If applicable, special attire requirements will be noted on the field trip release form or posted at the site. Kids Zone T-shirts (provided) must be worn on all field trips. Children/teens must bring their own appropriate swimwear, towel, and sunscreen (spray is recommended for ease of application). Please send all items labeled and in a separate bag for each child. We recommend parents apply children's sunscreen at least 30 minutes before dropping them off as children are responsible for applying their own sunscreen (spray is recommended for ease of application). Sunscreen should be reapplied every 3 to 4 hours after initial application. Cutoffs and colored T-shirts are not allowed in city pools. Summer program participants will be permitted to wear white T-shirts (only rash guards off of slides/diving boards) for sun protection. Participants will be required to complete a swim test at the discretion of Aquatics staff. Life jackets will be issued to participants who are unable to swim – they will be identified as non-swimmers and will be permitted to use the wading pools or pool facilities with zero depth entry, not to exceed a depth up to their waist level. As a safety precaution, parents are encouraged to purchase U.S. Coast Guard approved

life jackets for children predetermined to be non-swimmers. If a child needs to wear a life jacket, they will have to keep the life jacket on the entire time they are in the aquatic facility (they will not be allowed to take them on and off.) Complete rules can be found at cityofhenderson.com.

Absenteeism/Suspension: No credit will be given when a participant is absent or suspended. The deposit does not carry over.

Recreation Staff: Our staff is carefully selected and placed at program locations based on what is best for participants and the program. Many of our staff members are school teachers, college interns and college/high school students. For your child's safety and enjoyment, staff is trained in positive child discipline, emergency and safety procedures.

Division of Participants: Division of participants into groups varies with program enrollment. Groups are divided accordingly, either by age or school grade. The City of Henderson reserves the right to make changes to the way participants are grouped.

Appropriate Attire: Many of our programs involve active play. Please have your child dress in play clothes (halter and tube tops not allowed). For safety purposes, skate shoes or open toed/ heeled shoes are not permitted. Tennis shoes are strongly recommended. Dress policy applies to all daily activities, field trips, swim days, and special events. Shorts must be between mid-thigh and knee-length and fit properly. If your child is inappropriately dressed for the program, we will call and ask you or your emergency contact to pick up the child or bring the appropriate clothing needed.

Toileting: All children must be toilet trained to attend Youth Enrichment programs offered by the City of Henderson. We do not provide personal care assistance but do understand that occasional accidents may happen.

When an accident occurs, a parent or authorized individual will be called to inform them of the toileting accident.

The parent/authorized individual must arrive at the facility within 30 minutes to change the participant's clothing.

Registration Programs: The City of Henderson's *Henderson Happenings*, your guide to recreation and leisure activities, lists all programs offered during a specific period.

Please check for additional program information and read the registration guidelines to ensure proper placement. You must complete a separate registration form for each child in each program to ensure proper enrollment. Programs included are Kids Zone, On the Edge, Teen Zone, Teen Ventures and Specialty Camp. Space is limited so it is advisable to register as early as possible.

Registration is held at the site locations for Summer Fun (during program dates and times only). See the Summer Fun entry for additional details. Advanced Safekey/Teen Scene registration is offered at select recreation centers prior to the start of school. Once school is in session, registration is ongoing at each Safekey and Teen Scene site during program hours. However, payments must be made online or at one of our recreation centers.

Telephone Use: Telephones at our program locations are for business use only. In case of an emergency, please call the main recreation center number for center-based programs (see inside front cover for a list of numbers). Emergency calls for Youth Enrichment programs held at elementary and middle schools should be directed to 702-267-4100. School district telephones in the multipurpose rooms and cafeterias are not for public use. Please do not call the school office. A parent, guardian or emergency contact will be notified if an emergency situation should arise or if your child becomes ill.

Lunch & Snacks: Please pack nutritional lunches and snacks (optional). Snacks are provided for afternoon Safekey/Teen Scene only. Our recreation centers have vending areas where basic items may be purchased. Off-site locations do not have access to vending machines. Please send coins only; recreation centers cannot make change. Children are responsible for their own money and the use of the vending machines is at their own risk. We do not have the ability to refrigerate or microwave lunches or snacks.

Depending on the location and qualifying area, the city hosts a free breakfast and lunch opportunity for children enrolled in these programs.

Water Bottles: Water bottles are allowed provided the bottle has a closed top and the child's first and last name are clearly written on it. All water bottles left at the end of the day will be thrown out.

SITE RULES & CODE OF CONDUCT

- Safety is our priority. Participants are not permitted to leave their assigned group without a staff leader and must be signed out according to program procedures upon exiting the program.
- Appropriate attire is required (see page 11).
- Do not arrive prior to program start, as no supervision is available.
- Please eat prior to arriving at the programs as food and drinks are not allowed in the gyms.
- It is the responsibility of the parent/guardian to update emergency information and personal information on forms (address changes, telephone numbers – work, home, emergency, cellular, and individuals authorized to pick up your child).
- 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 child. Late fees will apply.
- The City of Henderson is not responsible for lost or stolen items. Please leave personal items at home.
- Children's personal cellular phones must be turned off and placed in a backpack upon arrival to the program. Should you need to contact your child, call the Youth Enrichment office at 702-267-4100 or the recreation center where the program is being held.
- Participants may not bring toys or electronic games/devices to the programs.
- Inappropriate behavior will not be tolerated.
- Weapons of any kind are not permitted.
- Skateboards and Rollerblades are not permitted at sites unless specified for an event. Participants must remove wheels from roller-shoes during program time.
- Have fun!

Parent Code of Conduct

As adults, we serve as role models for the participants in our programs. If you should have a concern, please address it in a calm, appropriate manner. City of Henderson Administrative Policy sets forth a policy of zero tolerance of workplace violence, physical force, harassment, intimidation, or abuse of power or 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 parents and/or participants from the program.

Participant Code of Conduct

The City of Henderson Public Works, Parks and Recreation Department has developed rules governing behavior in order to ensure all participants' safety and enjoyment. Participants are expected to display appropriate behavior at all times. They 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 the behavior endangers the safety of themselves or others.



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/damage of property:** Improper care of items that belong to the city, 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:** Threatening individuals and physically striking or injuring another person (staff or participant) through an inappropriate action.
- **Bullying:** The City of Henderson is committed to providing a caring and safe environment in our facilities and parks where participants can recreate in an atmosphere free from bullying. Bullying of any kind is unacceptable at any of our parks, facilities and trails.

The department affirms that bullying is hurtful, no one deserves to be a victim of bullying and everybody has the right to be treated with respect. It is our policy to take all bullying behavior seriously and to take action appropriate to the situation.

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 an opportunity to correct the inappropriate behaviors, allowing the child 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 inappropriate behavior continues, a staff member will have the participant go to a designated personal space area for five to ten minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue, and allow the child to return to the group.
- 3) **Inappropriate Behavior Tracking Form:** 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, the participant will be suspended from the program.

Non-Violence Behavior Intervention

Many staff members are trained to handle a variety of behavioral situations. Through the use of non-violent crisis intervention techniques, they are able to verbally de-escalate situations and protect participant(s) when a danger to themselves or others. In these rare instances and as a last resort, staff will implement personal safety techniques and/or physical control techniques learned through non-violent crisis intervention training. If you have questions regarding these techniques, call the Youth Enrichment office. If a non-violent crisis intervention hold is required on more than two occasions, participants may be suspended from program for an extended period of time.

Suspension Policy

All suspensions result in a loss of enrollment and/or participation in any Youth Enrichment program.

- **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 according to the number of occurrences and the severity of the behavior displayed. A parent conference will 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 and will not be able to register for any other programs offered by the City of Henderson Public Works, Parks and Recreation Department. 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 beyond 30 days with the potential to include multiple years, depending on the offense. The suspension will apply to all City of Henderson Public Works, Parks and Recreation Department programs.

The parent/authorized individual must arrive at the facility within 30 minutes of being notified of the suspension. Delayed pickup may result in extension of the suspension.

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 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 staff is to ensure a safe and fun environment for your child. We do not have the ability to resolve custody issues or to be mediators. We understand that children 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 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 child, the department asks that you refrain from registering the child until such issues are resolved. If such issues arise once a child has been registered in a program, we expect them to be resolved promptly. If the issue is not resolved promptly, the department will consider whether the child may continue to participate in the program.

Any parent or guardian who demonstrates they have any custodial rights to the child may sign the child in or out of the program and may sign the child up for field trips or obtain a weekly calendar or newsletter, even if this person did not register the child 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 child's participation in the program. Be sure to allow at least four full City of Henderson

business days (Monday-Thursday) 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 city does not enforce or mediate terms of visitation.

Our number one concern is the safety of your child. Please fill out one participant information form per child and 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 any other person with custodial rights relating to your child(ren) and providing a signed acknowledgment of receipt to the department.

Mandated Reporting

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

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

Medication Release Information

If a child has any illness or condition that necessitates taking medication during program hours, it is preferable that the child 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 are present, the child should stay home:

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

Depending on the symptoms displayed, the child may be sent home for the day. Parents/authorized escorts must pick up their child within 30 minutes. If the illness or condition is contagious or communicable, the child may not be permitted to participate in the program until he/she completely recovers from the illness or condition. A doctor's release will be required prior to the child re-entering the program.

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

- Parents must complete the medication release form.
- Medication must be in its original container with the pharmacist's label.
- Pharmacist's label must display the child'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 and parents must pick up the empty container each day.

- Liquid medication must be premeasured with the above information 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.

If a child must take non-prescription medication during program hours, the following procedures must be followed:

- Parents must complete the medication release and supplemental form.
- Medication must be in its original container with the complete label attached.

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 child with the medication at the time(s) indicated on the medication release form. The child is responsible for administering his/her medication. The city does not provide medical personnel at any program site.

If a child 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 proper dosage. The parent/guardian will be contacted on every occasion before the child 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, program staff will use their best judgment and will permit a child to take the medication only when they find it clearly necessary and appropriate.

The parent/guardian is allowed to bring in the amount of medication sufficient to cover doses for one program day. All medication must be checked in with the program staff to be properly and safely secured. At the request of the parent/guardian, specific medical conditions that require administration of prescription or non-prescription medication on an as-needed basis will be handled on a case-by-case basis, in accordance with the parent/guardian's request. In no case will the staff administer any medication to a participant.



Fast-Acting Medications

Fast-acting medications, such as asthma inhalers and EpiPens, must be brought by a parent 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 child participating in the program or activity. Children are not permitted to bring medication to the program site by themselves.

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 and the parent or guardian as soon as possible.

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 registration costs, application fees, license permits, and services.

Returned checks will be considered nonpayment. 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, Youth Enrichment programs, or leagues that are offered through the City of Henderson until the amount of the check plus the \$25 administrative fee have been paid in full (or a payment plan has been established and approved by the Administrative supervisor).

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 a nonpayment. 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 during regular business hours at our recreation centers.

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. If account is sent to collections, the household will be placed on a cash only payment restriction for six months. This restriction includes the use of online payment/registration options.

YEAR-ROUND NEIGHBORHOOD PROGRAMS

Summer Neighborhood Drop-In Programs

SUMMER FUN

Monday-Friday. See Henderson Happenings for program times and locations.

Summer Fun is a seasonal no-cost drop-in program for youth held within their neighborhoods. They experience a fun-filled summer of new and exciting activities that keep them intrigued and engaged. Activities include arts and crafts, games, sports and special events. Participants must currently be attending or have completed grades K-8 (minimum age 5) of the current school district year. All participants will enjoy planned activities in their designated age groups, K-5 and 6-8. There is a nominal cost for special events (schedules will be distributed at each site). The program is held at select Henderson schools.



Summer Fun Registration Information

Registration Procedures:

- A parent/guardian must complete a participant information form for each child prior to the child's participation in the program.
- Advance registration is taken during the last two weeks of the school year at all Safekey/Teen Scene sites and all recreation centers during the program/center operational hours.
- On-site registration is available only during program dates and times at the location your child will be attending.

Program Procedures/Information:

- Participants are not permitted to attend if their parent/guardian has not completed a participant information form.
- Participants are required to sign in and out each day. They are permitted to sign in and out of the program up to two times in a day.
- Participants who sign out must leave the premises. Loitering on school grounds is prohibited.
- Activity schedules will be available at each site and include weekly themes involving special events, special performances and field trips.
- Depending on the location, and qualifying area, the city hosts a free breakfast and lunch opportunity for children enrolled in this program.

SPECIALTY PROGRAMS

TEENS-N-TRAINING

Monday-Friday • See Henderson Happenings for program times

The mission of the Teens-N-Training (T-N-T) junior leader program is to train teens (ages 14-15) to become recreation assistants and to provide assistance for our summer programs. Teens-N-Training encourages self-confidence and helps teens develop important communication and leadership skills. Responsible teens able to make the commitment for an entire program session will be placed based on skills, interests, availability, and location preference. All assignments provide training, opportunities to work with children, and enhance teens' leadership ability. Summer programs using the T-N-T program are Kids Zone and Summer Fun. Prior to each summer program's start, there is a mandatory training workshop, which focuses on communication, leadership skills, conflict resolution, program polices, and an overview of your future summer experience and expectations.

All summer programs are closed July 4.



Application Process:

Applications are available online, at recreation centers and at the Youth Enrichment office. All candidates for the T-N-T program must complete an application and participate in an interview. Candidates must be available the entire summer to be considered for an interview. Once selected, the applicant will be informed of all orientation and training dates. Participants selected through the interview process must pay the registration cost before orientation. Please check the winter/spring edition of *Henderson Happenings* for registration procedures. *Henderson Happenings* is also available online at cityofhenderson.com.

T-N-T Program Elements

- Follow and implement the City of Henderson's youth program guidelines.
- Be a positive role model to program participants.
- Learn and assist camp staff by guiding participants to activities.
- Learn and lead by example, using positive and effective communication with supervisors, leaders, parents and participants.
- Assist with the daily planning and supervision of activities.
- Attend in-service trainings and meetings.
- Enjoy the leadership experience and social interaction within the program.

T-N-T Learning Objectives

- Expose youth to the field of parks and recreation.
- One-on-one training with Recreation staff to learn how to work and exhibit professionalism.
- Learn responsibility and leadership.
- Learn how to work with others to accomplish objectives.
- Gain skills that can be used to assist with getting that first job.

Appearance & Grooming

- Each T-N-T will be issued a badge and shirt. The shirt must be worn with black, navy, or khaki-colored shorts or pants while on duty – no denim jeans. Shirts must be tucked in at all times. Black and khaki-colored denim pants/shorts are permitted provided they are regular fit. Loosely-fitted dress attire is not appropriate. Shorts must be between mid-thigh and knee in length.
- Proper shoe attire must be worn – flip-flops, thongs and sandals are prohibited. For safety purposes, athletic-type tennis shoes are strongly encouraged. Socks must be worn with shoes.
- Hair must be neat and clean in appearance. Extreme hair color beyond normal ranges and unusual or extreme contrasts are not permitted.
- Jewelry must not be excessive or extreme in style, quantity, color or size. Pierced earrings are acceptable; wearing jewelry in other exposed pierced body parts is not permitted.



Teens-N-Training Rules

It is the responsibility of participants to know and follow the T-N-T rules. Failure to do so will result in disciplinary action and, based on the severity or repetition of the conduct, may result in suspension or expulsion from the activity.

- Participation in the program is contingent upon how well the participant performs their assigned duties and their behavior.
- T-N-Ts are expected to conduct themselves in a professional and acceptable manner.
- T-N-Ts are expected to respect the rights of others and to respect the authority of program supervisors, coordinators, etc.
- Electronic devices are prohibited in programs, including smart phones, tablets, etc.
- The use of cell phones while on duty is strictly prohibited.
- Appropriate dress is expected at all times. Shirts provided for teens, tennis shoes, appropriate shorts or pants and modest swimsuit (one piece for girls) for swim days are appropriate.
- Smoking, alcoholic beverages, drugs, possession of weapons, and vandalism are strictly prohibited and will be dealt with according to the law. Parents will be notified of any involvement and will be expected to pick up their teen immediately. Further action, including suspension or expulsion from the program, will be taken. Refunds will not be available in this situation.
- City of Henderson reserves the right to zero tolerance for physical abuse, harassment of any form, and abusive and foul language.
- Bring a lunch and drink each day. T-N-Ts are not allowed to leave the program to purchase food.
- Friends are not permitted to visit while on duty.
- Fraternalization among participants and staff is strictly prohibited.

INCLUSION POLICY

PARTICIPATION IN OUR PROGRAMS:

IT'S YOUR CHOICE

Whether you choose to participate in our specially designed programs or take part in our general recreation programs, Therapeutic Recreation and Inclusion Services will find a way for you to get the most out of every leisure activity. Involvement in leisure experiences is important to the quality of life for all individuals.

The Inclusion Process

Some individuals with disabilities prefer to participate in our general recreation programs offered through the Recreation division. To include those with disabilities, we provide support in the form of adaptive equipment, program modification, additional staff training and other services to facilitate inclusion. Our staff will assist in determining the most effective means of inclusion support for individuals to participate in any program.



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 can identify an individual's needs, strengths and interests through an assessment that will help in pinpointing programs that best match the individual's abilities and interests.

Here's How To Get Included

- Register for the recreation program of your choice. If you or your participant have 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.
- Complete an annual information form, available at all recreation facilities and program areas.
- 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 start the program with inclusion support(s) in place.
- Our staff members periodically observe the program to provide assistance and answer any questions.

- Communication between Therapeutic Recreation & Inclusion Services, Recreation staff and the individual and/or family is maintained throughout the cooperative inclusion process.

Our goal is for participants to have positive recreation and leisure experiences.

Non-Violence Behavior Intervention

Many staff members are trained to handle a variety of behavioral situations. Through the use of non-violent crisis intervention techniques, they are able to verbally de-escalate situations and protect participant(s) when a danger to themselves or others. In these rare instances and as a last resort, staff will implement personal safety techniques and/or physical control techniques learned through non-violent crisis intervention training. If you have questions regarding these techniques, call the Youth Enrichment office.

Personal Care Assistance

Individuals with disabilities are encouraged to participate in our programs. However, those needing personal assistance with toileting, feeding or dressing must make prior arrangements for this assistance with their personal caregivers. The City of Henderson does not provide this service. Contact the Therapeutic Recreation & Inclusion Services office at 702-267-4065 for more information.

Financial Assistance

The City of Henderson offers support to Henderson residents needing financial assistance to participate in out of school care programs (Safekey, Teen Scene, Kids Zone, etc.). The Financial Assistance Program is available only to Henderson residents meeting the current guidelines of the State of Nevada Child Care Subsidy program income chart.

Henderson residents may seek financial assistance for out of school programs by submitting an application for the Financial Assistance Program. Applications are obtained online through the cityofhenderson.com/FinAid and submitted electronically along with the necessary documentation. Incomplete applications will not be considered. It may take up to 14 calendar days to receive a status on your application. If approved, a staff member will contact you with the award amount. The award will be added to a FUN Card for program costs. The participant/household is required to pay any remaining balance of the program price at the time of enrollment if the funds on the FunCard have been depleted.

In order to be considered for financial assistance for out of school care programs (Safekey, Teen Scene, Kids Zone, etc.) for children under the age of 13, patrons must first seek financial assistance from other funding sources; such as, Las Vegas Urban League, Inter-Tribal Council of Nevada, Inc., or Desert Regional Center. The child care certificate or documentation from an approved child care subsidy provider indicating approval, on a waiting list, or denial must be provided with the financial assistance application.

Parents wishing to enroll in Youth Enrichment programs using a certificate from an approved child care subsidy provider must register in person at the City Hall Annex, 280 S. Water St. (adjacent to City Hall) during normal business hours. Parents not utilizing the City of Henderson Financial Assistance program may use their FunCard to register for programs either online at cityofhenderson.com/register or at any City of Henderson recreation facility.

The City of Henderson does not reserve spaces/enrollments specifically for participants using an approved child care subsidy certificate. Please refer to the current issue of the *Henderson Happenings* for all registration guidelines.

When coming to register, bring a copy of your current certificate as we may not have received information from your subsidy provider. Additional paperwork will be required for parents registering for the first time. Any applicable co-pays will be collected at that time. Parents are financially responsible



for any days not covered by their current certificates. Parents can pay by cash, check, money orders, Visa, MasterCard, and Discover. Make checks/money orders payable to City of Henderson.

In the event your child care subsidy provider denies the City of Henderson's claim for reimbursement, you will be financially responsible for the difference. Services may be denied if a balance is placed on your account.

For information, call 702-267-4AID (4243) or email COHFinAid@cityofhenderson.com.

YEAR-END RECEIPTS

Copies of year-end receipts may be obtained either online or via written request. The City of Henderson's tax ID number is EIN 88-6000720.

Online: No Cost

Patrons with online accounts may access their entire family history at cityofhenderson.com and print their own receipts at no cost. It's fast and easy:

1. Log on to cityofhenderson.com.
2. Click "Online Registration"
3. Click the "Register Now!" button.
4. Enter your user name and password. If you do not have this information:
 - a. Call online support at 702-267-4122
 - b. Or send an email to cohrecon-line@cityofhenderson.com.
5. At the top of the screen, find the "My Account" option, which will offer a drop-down menu. Select "Reprint a Receipt." This will provide a list of every receipt connected to the household.

Written Request: Cost Based

Those who prefer to have the City of Henderson provide copies of year-end receipts must fill out a copy request form (to be reviewed and signed by a supervisor or manager) and pay the appropriate cost. Inquire about current costs by calling the Youth Enrichment office at 702-267-4100 or by calling any recreation center.

Copying Cost Guidelines Policy: It is the policy of the Department and subject to NRS 239.030 to provide upon request a copy of the patron receipts or year-end participation activity/history report. Copies of requests could be, but are not limited to, year-end participant receipts and history reports from Safekey, Teen Scene, Zone programs, camps and all other Youth Enrichment and parks and recreation programs. Patrons may only request copies of information that they have originally paid for or have been involved with. Copies of incident and accident reports may be requested through the program's Recreation Services supervisor.

Acknowledgement of Receipt of 2019-2020 Youth Enrichment Handbook for Parents

I acknowledge that I have received a copy of the City of Henderson 2019-2020 Youth Enrichment Handbook for Parents 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 Youth Enrichment 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 online at cityofhenderson.com/parks, 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.

I understand that there is a \$10 application charge for each child each year to process participant information and household account forms.

Signature of parent/guardian

Date

Parent/guardian's name, printed

Child's Name

Site

CITY OF HENDERSON

TEEN SCENE

EST. 1989

Teen Scene is the place to be after school. It provides a safe, supervised environment for teens in sixth through eighth grade while their parents work. From arts and crafts and sports to field trips and special events, there's something to satisfy any teen's interest. There's even a nutritious after-school snack and time to get that homework finished.

Offered from school dismissal to 6:00 p.m. weekdays.

Brown, Burkholder, Del Webb, Greenspun, Mannion, Miller and White junior high/middle schools.

Register on site or call 702-267-4100 to learn more.





Online Registration

Online registration is an easy and convenient way to register and pay for Youth Enrichment programs as well as the majority of our other classes, events and workshops.

1. Visit cityofhenderson.com, and click Happenings in the menu bar, then click Register Online.
2. If you already have a user name and password, click Register Now! to log in.
3. Choose an activity type (e.g., Safekey, Kids Zone, etc.) using the drop-down menu.
4. Then choose the activity.
5. On the next screen, click on Activity/Section, and be sure to select the appropriate family member's name using the drop-down menu. To enroll, click Add To Cart. Then follow the prompts to complete your transaction.

If you have never used our online system before, visit any recreation center to set up an account. You can register multiple family members under one household account. You may also browse through our offerings as a guest. On the main Online Registration page, simply select Guest. Please note that only registered users may enroll in programs online.

Our website may not be compatible with all mobile devices.

kind·nessv/ kîn(d)nîs / **Noun:**
the quality or state of being kind;
a kind act

The City of Henderson strives to spread the message of kindness and the value of kind acts through our special events, programs, parks and facilities.

By encouraging residents and customers to extend a kind word or gesture, we hope to achieve a greater sense of caring, sportsmanship and empathy throughout Henderson.

be kind

