



# **YOUTH ENRICHMENT HANDBOOK FOR PARENTS**

City of Henderson  
Parks and Recreation Department

**HENDERSON**™





## Contact Us

<b>Youth Enrichment office</b> . . . . .	<b>702-267-4100</b>
6am to 6pm, Monday-Friday	
*7:30am to 5:30pm, Monday-Friday when CCSD school is not in session.	
<b>Online registration support.</b> . . . . .	<b>702-267-4122</b>
<b>Adaptive Recreation &amp; Inclusion Services</b> . . . . .	<b>702-267-4065</b>
<b>Black Mountain Recreation Center</b> . . . . .	<b>702-267-4070</b>
<b>Downtown Recreation Center</b> . . . . .	<b>702-267-4040</b>
<b>Henderson Multigenerational Center</b> . . . . .	<b>702-267-5800</b>
<b>Silver Springs Recreation Center.</b> . . . . .	<b>702-267-5720</b>
<b>Valley View Recreation Center</b> . . . . .	<b>702-267-4060</b>
<b>Whitney Ranch Recreation Center</b> . . . . .	<b>702-267-5850</b>

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](http://cityofhenderson.com).

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# HENDERSON™

Dear participants and parents,

Welcome to the City of Henderson 2024-2025 Youth Enrichment program information handbook for youth and teens.

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 19 for details).

Thank you for choosing the City of Henderson. 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.

# OVERVIEW OF OUT OF SCHOOL TIME PROGRAMS

The City of Henderson has been offering recreational day camps as well as before-and-after school programs to our community for over 30 years. Our award-winning recreational programs offer a wide variety of activities that focus on crafts, games, music, drama, physical activities, and special events while providing a safe, fun, and affordable alternative to working parents.

Stimulating daily activities are age appropriate and are designed to help your child grow socially, emotionally, and physically.

Out of School Time Programs Offered by The City of Henderson Include:

- Safekey
- Teen Scene
- Battle Born Kids
- Teen Rec Connections (WRRRC)
- Teen Travels
- Aquatic Camps
- Whitney Hangout
- Basketball Camp (DRC)
- Chess Camp (BMRC)
- K'Nex & K'Bots Camp (BMRC)

\*The City of Henderson offers preschool, camps, and drop-in days for 3–5-year-olds at Valley View Recreation Center. Visit [cityofhenderson.com](http://cityofhenderson.com) for more information on these programs.

Special activities such as field trips, in-house field trips and swimming are part of our programming when available and are announced on the program's monthly calendar. The Parks and Recreation's Safekey and Teen Scene programs actively participate in the A.P.P.L.E. (All People Promoting Literacy Everywhere) Partnership and encourages reading for leisure during specified rotations/times. Books are provided and are available in a wide variety of levels, for all ages of participants to read.

Please visit [cityofhenderson.com](http://cityofhenderson.com) for additional information on our current programs.

## Youth Program Registration & Payment Information

Registration for programs consist of two parts: participant information forms and payment. Parents are required to complete new forms each school year and pay any applicable annual registration fees associated with your selected program prior to attending. Once paperwork has been completed and submitted electronically by the parent/guardian and processed by the parks and recreation department, parents can register (make daily/weekly payments) at any City of Henderson recreation center or online.

Parents can initiate registration by visiting [cityofhenderson.com](http://cityofhenderson.com) and using search keywords Youth Programs or by contacting one of our recreation facilities.

All forms are sent and submitted electronically via DocuSign. Parents will have an opportunity to include an additional parent/guardian if desired. Please note that if an additional household is included, the registration form cannot be processed until both parties have signed and completed all paperwork. Only one registration packet will be accepted per participant.

Registration paperwork may include but are not limited to:

- Participant information forms & emergency contacts
- Special activities waivers
- Medication forms (only required if participant needs to take medication prescribed or over the counter during program hours)
- Fast acting medication release (requires medication form completion)
- Adaptive Recreation and Inclusion Services information packet for participants with documented special needs (optional)

## **Payments**

Parents may pay for their programs using one of two methods:

- Online registration
- At any City of Henderson recreation facility during regular business hours

Payments are not accepted at Safekey/Teen Scene sites. Participants will not be permitted to attend any programs prior to completion of enrollment process and payment.

We accept check, e-check, credit or debit card, money order, or cash. Make checks and money orders payable to City of Henderson.

We recommend that you save your receipts for tax purposes. We do not automatically issue an end-of-year statement. You are able to view all transactions online at any time.

Contact [COHRECONLINE@cityofhenderson.com](mailto:COHRECONLINE@cityofhenderson.com) or call 702-267-4122 for assistance with online registration.

## **Payments for Daily Drop-In Programs**

Payments for daily drop-in programs must be made prior to your child attending as space may be limited. Drop-in programs can be registered for in advance and have extended dates available allowing you to prepay for multiple dates at one time. Please review the current refund policy as restrictions may apply.

## **Payments for Programs with Deposits**

Select weekly programs require a deposit, a portion of the total cost that will be applied to the full payment. If the program you are choosing to attend requires a weekly deposit, then the deposit must be made first. You can sign up for as many deposits that are available. The remaining balance to the program must be paid

by 11:59pm the Wednesday prior to the week of the deposit. Late payments result in loss of deposit. Any unpaid registrations that coincides with a deposit will be released to the general public Thursday mornings at 7am and filled on a first come first served basis.

## **Annual Registration Fees**

An annual registration fee of \$10 will be added to your account for each participant in your household enrolled. All fees must be paid in full prior to attending any Youth Enrichment program.

## **Early Arrival/Extended Stay**

Select programs offer a weekly early start or late pick-up option. Participants must be registered on or by the Wednesday prior to the week their child will be attending. Each participant must be registered separately. Late registration will not be accepted. Participants not picked up the end of regular program will be subject to a late pick-up fee. Please see Late Pick-Up for additional fees and information.

Early Arrival • 6:30am-7am • \$10 per child per week

Extended Stay • 6pm-6:30pm • \$10 per child per week

## **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 6:01pm (program end time). The late fee is due at the time of pick up and/or must be paid before the participant can return to program. If there is a second occurrence within 12 months of the first late pick-up, a parent conference will be required. If there is a third occurrence within the same 12-month period, the household will be subject to suspension from the program.

If the child is not picked up 30 minutes after site closing time, and parent/guardian has not made contact with the program, then CCSD Police, Henderson Police Department, or another appropriate authority will be notified. Late fees are assessed per household if all participants are attending the same program at the same location. For households utilizing multiple programs and/or locations, fees are assessed per program and location.

## **Early Dismissal Days**

Safekey and Teen Scene are offered on early dismissal school days. Program hours are extended from the early bell time until 6:00pm. There is a different price structure for early dismissal days.



## **Nonpayment (pertaining to after-school programs)**

We understand that occasionally, circumstances may arise throughout the school day that may require the need for emergency use of the afterschool childcare program. If this is the circumstance, please contact the Youth Enrichment office immediately at 702-267-4100 option 1. A Non-payment notice will be completed and a signature will be required at time of pick-up. Payment will need to be made before the participant can return to program regardless of prepaid future dates. Any accounts left unpaid will be denied service. If there is a second occurrence within the same school year, a parent conference will be required to review payment policy procedures.

If your child arrives to the program and is in a non-payment status, 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 CCSD sends your child to Safekey or Teen Scene under the After-School Care Process you will be responsible for any fees incurred.

Non-payments will not be accepted for before-school programs.

## **Absenteeism/Refunds**

A household account credit will be issued for future use in the program if cancellation requests are received prior to the end of the school day. Deposits and Service fees are nonrefundable.

## **Returned Checks**

Returned checks or e-checks will be considered nonpayment. Patrons who pay for services with checks or e-checks that are returned due to insufficient funds or on closed accounts will be charged a \$25 administrative fee.

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 Business Manager for return to normal payment status.

## **Collections**

Invoices will be sent monthly 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. If an account is sent to collections the customer must pay the collections balance before returning to program. The customer account will be placed on cash and credit card only payment restriction for 6 months from the date of the final collection payment.

## **Child Care Subsidy**

Parents wishing to enroll in Youth Enrichment programs using a certificate from an approved childcare subsidy provider must contact PRADMINSPC@cityofhenderson.com. Approval from our subsidy partners does not automatically register your child into approved programs. All applicable co- payments will be applied to your City of Henderson account and must be paid prior to attending.

In the event your childcare 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.

The City of Henderson does not reserve spaces/enrollments specifically for participants using an approved childcare subsidy certificate.

Some examples of third party subsidy programs include:

1. Las Vegas Urban League Child Care Subsidy Program (702-473-9400)
2. Inter-Tribal Council of Nevada, Inc. (ITCN) Child Care Development Fund (702-570-7722)
3. East Valley Family Services (702-631-7098)
4. Desert Regional Center (702-786-7850)
5. Moapa Band of Paiutes Tribal Child Care (702-333-6565)

## **Year-End Receipts**

The City of Henderson's tax ID number is EIN 88-6000720.

Patrons may access their entire family history using their online account and print their own receipts at no cost.

Those who prefer to have the City of Henderson provide copies of the year end receipts can submit a request on our website, keyword search Contact Henderson.

# **PROGRAM PROCEDURES & INFORMATION**

## **Sign In/Sign Out**

Parents/guardians or authorized escorts listed on the participant information form are required to sign the child into program daily. Curbside drop offs are not permitted. Please allow a reasonable amount of time to complete any appropriate paperwork and receive updated information from our staff.

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 photocopies 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. Any violation of the above could require a parent conference to review program policies.

All authorized escorts must be a minimum age of 16 (except for licensed preschool programs, which requires the authorized escort to be 18 or older).

## **Waiver Sign-In and Sign-Out Procedures For Approved City of Henderson Programs**

If a participant wishes to attend an approved City of Henderson program, prior authorization is required by the program supervisor. A waiver form must be completed and filed with the program supervisor, prior to attendance. Additional program waivers for classes are required. Parents accept full responsibility for their child(ren) / teen(s) until they arrive at the assigned program and after they sign out of the assigned program. Participants will sign themselves out of youth enrichment programs no more than 15 minutes prior to attending the class and staff will provide general escort to the class location, within the facility. It is the parent/guardian's responsibility to pick their child up at the immediate conclusion of the class. If the class is cancelled, staff will notify the parent/guardian and participant will remain in youth enrichment program. It will be at the discretion of City of Henderson staff to reserve the right to deny any request.

## **Field Trips/Swimming**

Days and times vary for field trips and swimming. A parent's signature is required on the field trip release form 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. 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. Program T-shirts (provided) must be worn on all field trips. Children/teens must bring their own appropriate swimwear, towel, and sunscreen. 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. 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](http://cityofhenderson.com).

## Recreation Staff

Our staff are carefully selected and placed at program locations based on what is best for participants and the program. Staff members have been fingerprinted, drug tested and passed extensive background checks. They have also been trained in emergency and safety procedures.

While the Safekey/Teen Scene programs operate in partnership with CCSD, the program staff are hired by the City of Henderson and operate independently of the school district.

## Division of Participants

Safekey and Teen Scene are not divided by grade/age due to size of the program space.

If your child is attending an all-day program, groups vary by 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 clothes that permit easy movement and enables them to participate fully (halter and tube tops are not allowed). For safety purposes, skate shoes or open toed/heeled shoes are not permitted. Tennis shoes are strongly recommended. Shorts must be between mid-thigh and knee-length and fit properly. Dress policy applies to all daily activities, field trips, swim days, and special events. 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.

## **Personal Care Policy**

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 escort will be called to inform them of the toileting accident. The parent/authorized escort must arrive at the facility within 30 minutes to change the participant's clothing. If assistance is not provided within 30 minutes, a suspension may occur. If a second incident occurs, a 2-day suspension will take place and the parent must attend a parent conference before the child can return to the program. If a third incident occurs where assistance has not been provided within 30 minutes, the parent must attend a parent conference where the City will consider whether the child may continue to participate in the program.

## **Cell Phones & Telephone Use**

Children's personal cell phones must be turned off and placed in a backpack upon arrival to program. The City of Henderson is not responsible for cell phones brought to the program.

Telephones at our program locations are for business use only. In case of an emergency, please call the main number of the recreation center your child is attending (see inside front cover for a list of numbers). If your child is attending a before- or after-school program at a non-city facility, please contact the Youth Enrichment office for assistance.

## **Attending School Programs During Safekey/Teen Scene Hours**

CCSD offers before- or 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 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.

## **Lunch & Snacks**

Please pack nutritional lunches and snacks if your child is attending an all-day program. 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 meal program for children enrolled in program.

Snacks/meals are provided for afternoon Safekey/Teen Scene program through various partnerships depending on the school site.

## **Special Milk Program**

The Special Milk Program is a grant in partnership with the Nevada Department of Agriculture to help provide nutritious milk to children in Safekey and Teen Scene whose schools do not participate in other federal meal service programs. The program reimburses Safekey and Teen Scene for the milk that is served. For more information, please contact the Nevada Department of Agriculture.

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on 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.

## **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 10).
- 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 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 Heely Skate shoes during program time.
- Have fun!

## **\*Nevada Revised Statute Chapter 199**

### **Crimes Against Public Justice**

NRS 199.300 Intimidating public officer, public employee, juror, referee, arbitrator, appraiser, assessor or similar person.

1. A person shall not, directly or indirectly, address any threat or intimidation to a public officer, public employee, juror, referee, arbitrator, appraiser, assessor or any person authorized by law to hear or determine any controversy or matter, with the intent to induce him, contrary to his duty to do, make, omit or delay any act, decision or determination, if the threat or intimidation communicates the intent, either immediately or in the future:
  - a. To cause bodily injury to any person;
  - b. To cause physical damage to the property of any person other than the person addressing the threat or intimidation;

- c. To subject any person other than the person addressing the threat or intimidation to physical confinement or restraint; or
  - d. To do any other act which is not otherwise authorized by law and is intended to harm substantially any person other than the person addressing the threat or intimidation with respect to the person's health, safety, business, financial condition or personal relationships.
2. The provisions of this section must not be construed as prohibiting a person from making any statement in good faith of an intention to report any misconduct or malfeasance by a public officer or employee.
  3. A person who violates subsection 1 is guilty of:
    - a. If physical force or the immediate threat of physical force is used in the course of the intimidation or in the making of the threat:
      - 1) For a first offense, a category C felony and shall be punished as provided in NRS 193.130.
      - 2) For a second or subsequent offense, a category B felony and shall be punished by imprisonment in the state prison for a minimum term of not less than 2 years and a maximum term of not more than 10 years, and may be further punished by a fine of not more than \$10,000.
    - b. If no physical force or immediate threat of physical force is used in the course of the intimidation or in the making of the threat, a gross misdemeanor.
  4. As used in this section, "public employee" means any person who performs public duties for compensation paid by the State, a county, city, local government or other political subdivision of the State or an agency thereof, including, without limitation, a person who performs a service for compensation pursuant to a contract with the State, county, city, local government or other political subdivision of the State or an agency thereof.

## **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 Parks and Recreation Department has developed rules governing behavior 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, staff will follow department policies to address these behaviors.



We reserve the right to suspend participants at any time when it has been determined that the behavior endangers the safety of themselves or others. Refunds will not be granted for suspended program days.

## **DIFFERENT TYPES OF INAPPROPRIATE BEHAVIOR BASED ON LEVEL OF SEVERITY**

### **Minor Offenses**

- Noncompliance/Disruptive (ex: refusal to complete task when prompted by staff, leaving assigned group while staying in the facility etc.)
- Inappropriate language (ex: cussing, gestures indicating foul language etc.)
- Self-harming Behavior: (ex: hitting or biting to any part of the body)
- Misuse/Destruction of Property: (ex: improper care of items the belongs to another participant/patron or city property)

### **How do we handle minor offenses?**

- If a behavior concern arises, staff will use steps 2 – 4 (positive reinforcement, positive redirection, and a break) up to three (3) times, depending on the situation. Parents will be notified of each minor offense.
- After the third minor offense, an Inappropriate Behavior Tracking Form will be implemented to assist in correcting the behavior.
- After three (3) Inappropriate Behavior Tracking Forms are submitted a mandatory Parent/Guardian Conference will be scheduled within 2 – 3 business days.
- During the Parent/Guardian conference the City of Henderson will discuss a Behavior Plan to curb future behaviors from participant.

### **Severe Offenses**

- Elopement: (ex: assigned group area, leaving facility or scheduled field trip/outing)
- Noncompliance/Disruptive: (ex: refusal to return to group beyond the 15-minute break limit or refusal that causes safety issues)
- Verbal Threats/Harassment: (ex: threats to harm staff/participant, intimidating staff/participant)
- Physical/Violent Behavior to Others: (ex: grabbing, spitting, hitting, biting, fighting, throwing objects at people or structures, etc.)
- Physical Behavior to self: (Excessive hitting or biting to any part of the body)
- Bullying/Cyber bullying: (habitual and intentional abusive jokes, insults, slurs, threats, etc. on site or online)
- Stealing (ex: removing others personal property or facility property, etc.)
- Misuse/Destruction of Property: (ex: improper care of items the belongs to site location, off-site location, and city property.)
- Sexual Misconduct: (ex: sexual physical behavior or language)
- Possession of Any Alcohol, Drugs, or Weapon: Exception for prescribed medication only.

## How do we handle severe offenses?

- Participant will be removed from the group and sent home early for the day.
- Participant will need to be picked up within 30 minutes of incident.
- If parents do not pick up their child within the specified time, a late fee will be charged and put on the parent's accounts.
- Staff will complete an inappropriate behavior, incident or accident report based on the type of severe offense.
- Mandatory Parent/Guardian Conference will be scheduled within 4 business days.
- Participant cannot return to program until after Parent/Guardian Conference.
- During Parent/Guardian Conference, a Behavior Plan will be discussed.
- If serious offense occurs again, a suspension will be issued.

## Steps taken to address inappropriate behavior

Our employees are trained to implement corrective actions (in the order detailed below) when possible and reasonable. This practice 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 steps 1 - 4 in order, we reserve the right to enact a measure commensurate to the offense.

- **Provide Positive Environment** - Staff will create a positive, safe, engaging, and age-appropriate environment to keep participants engaged resulting in an increase positive behavior.
- **Positive Reinforcement** - Staff will praise or acknowledge participants' positive behavior to encourage appropriate behavior.
- **Positive Redirection** - Staff will redirect participants to decrease the inappropriate behavior and provide an opportunity for participant to engage in a different more appropriate behavior.
- **Offered Break Time** - Staff will offer participant a timed break, stop/step away from activity to have discussion about participant needs, reiterate staff/program expectations, create solution(s) to curb any increase in inappropriate behavior by the participant, review any behavior plans, reward systems, give time to use fidget equipment, comfort toys, and or practice relaxing techniques.



## **Disciplinary Actions**

- 1) Inappropriate Behavior Tracking Form – If a behavior concern arises, staff will complete steps 1 – 4 (listed above). After each incident an Inappropriate Behavior Tracking Form will be implemented to assist in correcting the behavior.
- 2) Parents will be notified of these occurrence(s).
  - To the phone number listed in participant's documentation - or -
  - At pick up time at the end of program day.
- 3) Rest of the Day Removal – If behavior is a severe offense or excessive minor offenses within the day, participant may be asked to leave program for the remainder day. Parent must pick up within 30 minutes of phone call from program.
- 4) If parents do not pick up their child within the specified time as arranged from the initial phone call, a late fee will be charged and put on the parent's accounts. (Reference Late Fee)

## **Mandatory Parent/Guardian Conference**

- A mandatory meeting must occur after excessive occurrences of Inappropriate Behavior Tracking Forms.
- Behavior Plan will be created to curb inappropriate behavior based on each participant's needs.
- Parent/Guardian and program staff will work together to create a behavior plan that works for their child.
- Official Suspension- Staff will follow City of Henderson Suspension Policy based on the severity of the behavior being displayed. See Suspension Policy for details.

## **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 call the full-time staff of your program. If a non-violent crisis intervention hold is required on more than two occasions, participants may be suspended from program for an extended period.

## **Suspension Policy**

- All suspensions result in a loss of enrollment and/or participation in any City of Henderson program.
- First Suspension up to 2 program days: When possible and reasonable, we use steps one through four to address the inappropriate behavior. A parent conference will be required prior to the participant's return to the program. Should severe behavior continue, the participant will be suspended, termed according to the number of occurrences and the severity of the behavior displayed.

- Second Suspension between 3 - 5 program days: Should inappropriate behavior continue after the first suspension; the participant will be suspended for an extended period. A second parent conference will be required prior to the participant's return to the program. Participant will not be able to register for any City of Henderson program until the parent conference is conducted.
- Third Suspension minimum of 2 weeks or longer of program days: A third suspension will be a minimum of two weeks and can extended period beyond 30 days with the potential to include multiple years, depending on the offense. The suspension may apply to all City of Henderson Parks and Recreation Department programs. The parent/authorized individual must arrive at the facility within 30 minutes of being notified of the suspension. If parents do not pick up their child within the specified time, a late fee will be charged and put on the parent's account.

**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 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.

# **PARTICIPANTS WITH DISABILITIES**

All the behavior management techniques listed below will also be followed for any participant with a disability. The City of Henderson Parks and Recreation Department can provide additional support to help with behavior management and additional accommodations that may include, but are not limited to:

## **Adaptive equipment**

- Program modifications that do not change the fundamental nature of the program
- Staff/instructor training
- Behavior management systems
- Some communication systems
- Reduced staff ratio (when deemed necessary by City of Henderson staff) during the program. The City of Henderson does not provide one on one service.
- Provide inclusion observation during programs.

## **Things to Consider When Enrolling Your Participant with A Disability**

The general behavior/site rules will apply to participants with disabilities. However, behavior plans and other accommodations will be taken into consideration when deciding behavior consequences.

Please note that the group size during program fluctuates, groups can be 1:10 ratio up to 1:15 ratio, depending on the program.

Please be aware that these levels of supervision can lead to challenges for some of our participants with disabilities.

Please note that we are unable to provide 1 on 1 aides during the programs.

If a 1 on 1 is required for a participant to participate an outside Aide/Therapist/Caregiver, over the age of 18, is allowed to support the participant during program.

Please contact [AdaptiveRec@cityofhenderson.com](mailto:AdaptiveRec@cityofhenderson.com) two (2) weeks prior to the scheduled start date if you are interested in having your participant's outside Aide/Therapist/Caregiver attend program.

Families are required to pay \$18.50 for a background check. The Aide/Therapist/Caregiver will need to attend brief orientation before program is scheduled to start.

## **Personal Care Accommodations**

It is recommended that personal care (assistance with toileting, diaper or pull-up change) be provided within 10 minutes of the request for service if a child cannot adequately provide their own personal care, however, as long as assistance is provided within 30 minutes of the request, the participant will be accommodated whenever possible. If assistance is not provided within 30 minutes, a suspension may occur. If a second incident occurs, a 2-day suspension will take place and the

parent must attend a parent conference before the child can return to the program. If a third incident occurs where assistance has not been provided within 30 minutes, the parent must attend a parent conference where the City will consider whether the child may continue to participate in the program.

## **INCLUSION POLICY**

### **It's Your Choice**

Whether you choose to participate in our specially designed programs or take part in our general recreation programs, Adaptive 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.

### **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 Adaptive Recreation & Inclusion Services.

Welcome letters are available all recreation facilities to initiate contact.

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, provided by Adaptive Recreation & Inclusion Services.

The Recreation Services Supervisor contacts Adaptive Recreation & Inclusion Services (if necessary) to discuss the type of support needed to accommodate you or your family member.

Adaptive 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 Adaptive 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.

# HEALTH AND SAFETY INFORMATION

## Serious Injuries

Any suspected head injuries, severe bleeding, and life-threatening injuries during program will result in an accident report and parent/guardian will be notified as soon as reasonably possible.

## Minor Injuries

First aid will be provided for minor injuries if necessary. The authorized escort will be notified of the injury at pick up.

## Sickness Guidelines

If a child has any illness or condition that necessitates taking medication during program hours, it is preferable that the child does 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 and coughing
- 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 medication is listed on page 22.



## **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.

## **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.



## 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/register](http://cityofhenderson.com/register) and click “Register Now.”
- 2) If you already have a user name and password, click Sign In/Register.
- 3) Choose an activity type (e.g., Safekey, preschool & camps, etc.)
- 4) 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.

Contact 702-267-4122 or [COHRecOnline@cityofhenderson.com](mailto:COHRecOnline@cityofhenderson.com) for assistance with online registration.



**kind·ness** v/ kîn(d)nis / **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**

