

Vancouver Parks, Recreation and Cultural Services Inclusion Services Policies and Procedures

Vancouver Parks, Recreation and Cultural Services is Inclusive!

Vancouver Parks, Recreation and Cultural Services invites people of all ages with disabilities to participate in any of the activities offered in the activity guide. Reasonable accommodations/modifications will be provided to people with disabilities in accordance with the guidelines of the Americans with Disabilities Act (ADA).

Be Included! Here's how:

1. Register for the program(s) of your choice within age category. Answer YES indicating the need for accommodation/modification in a program.
2. Once registration is complete the accounts main contact will receive an email from our partners at **ePACT** Network to complete a participant information form online. In the Special Accommodation/Modification section, check YES indicating the need for other considerations in a program and complete the required section, which is a series of questions about the participant's specific needs. This will help us to provide the most reasonable accommodations/modifications for each participant.
3. In order to provide an appropriate accommodation/modification, the **ePACT** information must be completed a **minimum of 10 days prior to the first day of the program.**

What is ePACT?

Vancouver Parks, Recreation and Cultural Services is proud to announce our adoption of **ePACT** Network for better safety!

ePACT is a secure emergency network, that we will use to collect medical and emergency contact information electronically. Not only will **ePACT** replace our paper participant information forms, but it will also ensure we have a way to communicate with you in the event of an unexpected situation.

Why are we using ePACT?

- To save you time - With **ePACT**, you only need to complete the information once, and can then use that same record for other programs or subsequent years.
- Improved privacy and security – Eliminating paper forms ensures that your key information is safe and secure. **ePACT** maintains the same levels of security as online banking, and limits access only to the administrators we assign for enhanced privacy.
- Better support – **ePACT** makes it easy for you to share comprehensive health and emergency contact details, so we can provide the best support to our participants. Plus, you can update this anytime and we will automatically receive those new details.

How it works

- You'll receive an email invite to share information with Vancouver Parks, Recreation and Cultural Services.
- Click 'Complete Request' to create a free account, or log-in if you already have an existing **ePACT** account.
- Enter the required information, like medical conditions, emergency contacts, and authorized pick up. If you need accommodations/modifications, be sure to check the box that you need accommodations. This will give you a drop down of questions that you need to answer fully in order for us to provide reasonable accommodations/modifications.
- Share it with Vancouver Parks, Recreation and Cultural Services by submitting the form so that program staff has access.

Inclusion Services Responsibilities

Parent/Guardian/Caregiver

1. Register for program of choice within age category.
2. Complete participant information online in ePACT **a minimum of 10 days prior to the start of the program.**
3. Communicate absences and changes to schedule, feedback on support and participant experience.

**Note: Using respite funds? Register through your caseworker. Additional policies apply.*

Parks and Recreation

1. Review participant information in ePACT.
2. Determine appropriate level of support to be provided.
3. Connect with clients, families and caregivers to share support plan.
4. Communicate the approved support plan to program staff.

Participant

1. Meet program registration requirements.
2. Adhere to Code of Conduct.
3. Be able to remain with other program participants and staff in a safe and healthy manner.
4. Have fun!

Accommodation/Modification:

- Programs can/may be adapted by applying reasonable accommodations/modifications and/or using auxiliary aids and/or services, however the basic structure of the program remains the same.
- Accommodations/modifications are made as determined needed and without altering the basic program structure. Accommodations/modifications may be flexible as well as innovative and may vary depending on program size, type and duration.

Accommodations/modifications may include:

- Informing the course or program instructor, lead and/or staff of the participants needs.
- A lower staff to participant ratio than would be standard for the program.
- Personal caregivers are welcome to attend with participants.

Personal Care/Behavior Support:

Vancouver Parks, Recreation and Cultural Services program staff does not provide personal care or dedicated individual behavioral support. If a participant requires personal care such as but not limited to toileting assistance, feeding, or changing of clothes or with other modifications that require one-on-one support you may send a family member/caregiver to attend with the participant at no charge. They must be cleared with a background check through VPRCS or a partnering agency, contact program coordinator for information.

Support Staff: The role of a support staff is to help guide participants through the activities and encourage peer interaction. Support staff will provide supervision with line of sight and safe distance to promote independence for the participant.

- **For swimming lessons** staffing will be 2:6 ratios. Parent/guardian may accompany participant in the pool for those who need one-on-one assistance. A completed background check is required prior to class start date. Contact Jenny Wilson at jenny.wilson@cityofvancouver.us
- **Sport leagues:** Parent/guardian is required to remain at the practice and games for all youth leagues and may provide support for their child. Parents may not provide direct support on the game field.
- **Day camps:** Camps may be offered for more than 8 hours per day. A group approach will be implemented for accommodation/modification requests. Personal caregivers are welcome to attend with participants.

Caregivers/Volunteer Mentors: Anyone supporting a participant with accommodation/modification one-on-one mentor/caregiver in a registered program can receive free entrance to the program or facility. You must be cleared as a Caregiver/Volunteer Mentor with a background check. For more information and to complete a background check, contact Andy Meade at 360-487-7098 or andy.meade@cityofvancouver.us. All participants and caregivers are required to follow program expectations and code of conduct and complete the caregiver waiver online: [Volunteer Caregiver - Hold Harmess Agreement - Formstack](#)

Drop-in programs: Inclusion services and accommodations/modifications are not provided for drop in programs. A family member/caregiver may attend with the participant at no charge and must sign in on the electronic Caregiver Waiver/Policy Acknowledgement at the center front desk each day they participate; a background check is not required.

***Respite funds:** Vancouver Parks, Recreation and Cultural Services allows the use of respite funds through DDD and DSHS. All registrations must be submitted by the caseworker with the authorization letter. Registrations paid for privately by the customer will not be refunded in order to use respite funds. Speak to your caseworker for full policies and procedures associated with using respite funds, or viewable online at www.cityofvancouver.us/inclusion

Medications: Medication form from ePACT must be completed along with uploading a doctor note in order for the medication to be receipted in/left with staff at camps only. Vancouver Parks, Recreation and Cultural Services employees and volunteers cannot administer medication. However, they can keep medicine for participants in a locked box and make it available for them to take at scheduled times or when needed. This is only if the participant can physically administer their medication. **NOTE:** The use of epi-pen or inhaler will require additional documentation from your doctor. Seizures, heart, diabetes, etc. will require a care protocol from your doctor.

Participation Expectations: It is an expectation that participants receiving special accommodation/modifications will consistently participate in program activities during the structured hours of the program for the accommodations/modifications to continue. If participation is consistently below 50%, the parent/guardian will be contacted to discuss changes to the support plan/approach or alternative program options, if available. Participants must be able to remain with other program participants and staff in a safe and healthy way.

Behavior Management Progressive Steps – *This pertains to all participants including those requesting accommodation/modification through inclusion services:*

Our expectation is that the participants enjoy the program and respect others in all activities. We take a positive approach to managing behaviors; striving to be fair, reasonable, consistent and ensure the safety of everyone involved in the camp. When behavior issues arise, we make every effort to help every participant be successful by implementing the following progressive behavior management steps:

Step 1 - Counseling: When a discipline incident occurs, the participant will be counseled and given a description of the behavior change required. The camp lead/assistant lead and the participant will discuss the situation and discover ways to redirect and problem-solve the behavior.

Step 2 - Time-Out/Break: If subsequent incidents occur the participant may be asked to "Take a Break". A "Break" is a 5 to 10-minute period that the participant spends quietly reflecting on the incident. The program lead/assistant lead/instructor will discuss the expected behavior then have the participant rejoin the group/activity.

Step 3 – Parent/Guardian/Caregiver Contact: If a series of discipline situations occur, the participant's parent/guardian/caregiver will be contacted.

Step 4 – Suspension from program: A participant who continually disregards instructions or at any time displays negative behavior will be suspended for at least 1 day. The parent/guardian/caregiver will be contacted

and required to pick the participant up before the end of program/class that day. Emergency contact person (s) will be called if parent/guardian/caregiver cannot be reached. A behavior improvement plan may be required for the participant to return to the program/class

Step 5 – Termination from program: If the participant’s behavior remains unacceptable then the parent/guardian/caregiver will be informed, and the participant will be removed from the program and remaining weeks they are registered.

Major first-time incidents may progress the participant directly to suspension or termination. Examples of such incidents include bullying, fighting or aggressive physical contact, use of foul language, vandalism, or insubordination. A Step 3, 4 or 5 discipline responses, shall involve the program coordinator. Discipline related absences may not be eligible for refunds.

Behavior Intervention: In rare instances where a participant’s behavior or actions present an imminent danger to themselves, staff or other participants, trained and certified staff may need to utilize CPI (Crisis Prevention Institute) approved restraint techniques to ensure the safety of the participant and/or other staff or participants. For more information on the CPI de-escalation process and protocols, visit www.crisisprevention.com

Code of Conduct: All participants must adhere to the Vancouver Parks, Recreation and Cultural Services Code of Conduct (viewable online at www.cityofvancouver.us/inclusion).

Attendance Policies: If a participant is unable to attend the program please notify the program as soon as possible by email or the phone number provided by program coordinator.

- **No Show Policy:** Three (3) no shows, will result in suspension of inclusion services and from the program.
- **Late Arrival Policy:** If an inclusion client/participant is late without contacting the Inclusion office the mentor will wait 15 minutes for participant to show. After 15 minutes, the mentor will call participant’s family to see if they will be coming to program/class. If they are unable to reach anyone the mentor will leave, and the No Show policy will be followed.
- **Late Pick-up Policy:** If participants have not been picked up at program ending time, 15 minutes after program ends, staff will call contact numbers listed on the registration form. If they cannot reach anyone authorized to pick up the participant, staff will continue to call contact numbers every 15 minutes. Once an hour has gone by after program ends, staff will contact Adult or Child Protective Services or 911 to pick up the participant. *Complete details for the Late Pick-up Policy are on the ePACT form.*
 - The first late pick-up offense will result in a warning letter.
 - The second offense will result in a late pick-up charge per minute. (\$15.00 for every 15 minutes).
 - The third offense could result in suspension from inclusion services and the removal of the participant from the program. Refund may not be available.
 - Late fee would still apply but possible alternatives can be determined.

Refund Policy: To cancel or transfer registration, contact our offices a minimum of:

- Seven days prior to the start of classes, events, or camps.
- Four weeks prior to first scheduled game for sports leagues.
- All cancellations will be subject to a \$5 processing fee per class/program.
- If a course is cancelled due to unforeseen circumstances, you will be contacted, and a prorated refund or credit will be issued to you.
- Credits will remain on your account for one year, at which time you will receive a refund for any amount over \$30. Lesser credits will be allocated to a scholarship fund.

View all FAQ’s, policies and procedures and program information at www.cityofvancouver.us/inclusion

We look forward to seeing you in programs! If you have any questions, need assistance planning your recreation experience or have feedback please feel free to contact us

Andy Meade
Vancouver Parks, Recreation and Cultural Services
Center Director, Marshall Community Center
(360) 487-7098
andy.meade@cityofvancouver.us