

Inclusion Services Policies & Procedures

All participants must allow a minimum of 10 working days for accommodations.



CONTACTING INCLUSION SERVICES

Inclusion Services Office: 360-487-7057
Inclusion.Services@ci.vancouver.wa.us
 Teresa Williamson, Inclusion Services Coordinator:
 360-487-7060

INCLUSION STAFF

Vancouver-Clark Parks and Recreation strives for quality programming. All staff must go through Washington State Patrol background checks. We hire qualified staff who also work in the fields of education, special education, disability services and human services.

ATTENDANCE POLICY

No-Show: Once an accommodation has been confirmed, if an Inclusion participant is unable to attend the activity (whether registered program or drop-in), please notify the Inclusion office at least **1-business day** in advance. If no contact has been received, the Inclusion participant will be assessed \$15 per every no show/no call. In case of emergency, the Vancouver-Clark Parks & Recreation refund policy will be followed.

Late Arrival: If an inclusion client/participant is late without contacting the mentor or 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 the unable to reach anyone the mentor will leave and the **NO-SHOW** policy will be followed.

Late Pickup: 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 Child Protective Services or 911 to pick up the participant. The first time you are late a warning will be given. The second time, charges will be assessed (\$15.00 for every 15 minutes).

If unable to reach Inclusion Services or the mentor we encourage you to call the **facility phone** if you are going to be late due to unforeseen circumstances. Late fee would still apply but possible alternatives can be determined.

Parks & Recreation Facility Numbers: Marshall & Luepke Centers, 487-7100 and Firstenburg Center, 487-7001

DROP-IN : Inclusion Services can provide accommodations for drop in opportunities if the schedule is approved in advance. Follow the same procedure as making a request. Schedules are set up on a trimester basis. NO-SHOW Policy will be strictly adhered to.

BEHAVIOR MANAGEMENT: We strive to provide a safe, positive environment. Our expectation is that participants enjoy the program and respect others in all activities. All participants must abide by the Vancouver-Clark Parks and Recreation's Code of Conduct. This is posted in each building or a copy can be provided upon request. We take a positive approach to discipline, striving to be fair, reasonable and consistent. **IF YOUR CHILD/PARTICIPANT HAS A BEHAVIOR PLAN IN PLACE, PLEASE PROVIDE A COPY SO STAFF CAN MAINTAIN CONSISTENCY IN REGARDS TO BEHAVIOR MANAGEMENT.** If a participant injures another participant, staff person, or damages property the family/caregiver will be contacted and disciplinary action will take place. Sometimes clients may communicate their needs in a physical manner that may require non-violent restraint measures. All staff are certified in non-violent crisis intervention.

NON-VIOLENT RESTRAINT:

Vancouver-Clark Parks & Recreation staff are trained in Crisis Prevention Institute's Non-Violent Crisis Intervention. CPI emphasizes early intervention and non-physical methods for preventing or managing disruptive behavior. Personal safety techniques are included. If physical restraint is needed due to an individual's dangerous behavior, CPI's physical control and restraint positions will be implemented. At all times staff will provide for the care, welfare, safety and security of all involved in the crisis situation. In some cases 911 will and parents/caregivers will be called. If you would like more information on this program/policy, please contact Teresa Williamson at 487-7060.

CHILD & ADULT ABUSE REPORTING

The Parks and Recreation staff are required by Washington State law to report immediately to the police or Child/Adult Protective Services any instance where there is reason to suspect the occurrence of physical, sexual or emotional abuse, neglect or exploitation.

MEDICATIONS

Parks & Recreation staff cannot administer medication. If a participant can self-administer medication, call 487-7057 for more information and the required forms. Medication needs to be in its original container. Staff will keep all medications in a locked box.

PERSONAL CARE

If a participant requires personal care, please call 487-7057 for accommodations and instructions.

CAREGIVERS/VOLUNTEER MENTORS :

Anyone supporting a participant with accommodation needs can receive free entrance to the program or facility if a Caregiver/Volunteer Mentor packet is completed. A Washington State background check must be cleared with the City of Vancouver. For more information, contact 360-487-7060.

NON-DISCRIMINATION

We do not discriminate on the basis of race, creed, color, national origin, sex, age or disability.