

River Valley Special Rec Policies and Procedures

Before registering for programs, please review the following policies and procedures. If you have any questions or concerns, contact Kristin Giacchino, Executive Director at kristin@rivervalleysra.com or 815-933-7336 (EXT 203).

Absences

Families should notify River Valley Special Rec if a participant cannot attend a program. Credits are only issued for absences that have been pre-approved through the Refund Request form. Staff levels are planned based on full attendance, so informing us of absences helps avoid unnecessary expenses. Timely notification allows participants on the waiting list to attend and prevents wasted tickets. We understand that last-minute absences may occur and appreciate your cooperation.

Drop-Off and Pick-Up Procedures

All participants must be signed in upon arrival and signed out at pick-up. Prior to attending a program, please ensure the office has been informed of your participant's authorized pick-up individuals, whether they will be riding the bus, or if they are approved to leave independently. Please note that RVSRA staff are not responsible for supervising participants before the program's scheduled start time.

For participants who ride the River Valley Metro bus, walk, or have received prior approval to serve as their own authorized pickup, the participant must sign themselves in upon arrival and out at departure. This process ensures accurate attendance records and helps maintain the safety and security of all participants, whether they are accompanied by a caregiver or attending independently.

Food Allergies and Dietary Needs

River Valley Special Rec strives to accommodate dietary needs and food allergies whenever possible to ensure the safety and well-being of all participants. Families are asked to provide complete and accurate information about any allergies or dietary restrictions during registration on the Annual Information Form. In some cases, we may request that parents or caregivers send an alternative meal or snack for their participant to ensure safe and appropriate food options. While we make every effort to accommodate individual needs, families should be aware that it may not always be possible to fully control food allergens in group settings.

Code of Conduct and Discipline

Participants, staff, volunteers, and parents are expected to exhibit appropriate behavior at all times. This includes showing respect to all individuals, following staff directions and program rules, and allowing others to enjoy the program without disruption. Offensive behavior, foul language, inappropriate touching, or aggressive actions are not tolerated. Participants are expected to treat equipment, supplies, and facilities with respect.

River Valley Special Rec applies a positive and caring approach to discipline. Staff will attempt reasonable accommodations to help participants meet behavior expectations. However, if accommodations are unsuccessful or unsafe or inappropriate behavior occurs, RVSRA reserves the right to dismiss participants whose behavior endangers themselves or others.

Participant Supervision

Program drop-off begins 15 minutes prior to the scheduled program start time. Participants should not be dropped off earlier unless prior arrangements have been made with River Valley Special Rec. If a participant is dropped off before the designated drop-off time, the parent/guardian/group home staff may be contacted. After one warning, a \$10 fee will be applied for every 15 minutes a participant is

dropped off early. A notice will be sent to the parent/guardian indicating the fee charged to the account.

If a participant has not been picked up at the scheduled program end time, the parent/guardian/group home staff will be contacted. After a 15-minute wait period, emergency contacts will be called. After one warning, a \$10 fee will be applied for every 15 minutes that a participant is picked up late. A notice will be sent to the parent/guardian indicating the fee charged to the account.

Loss or Theft

Families are encouraged to label all items brought to programs with the participant's name. Electronic devices and adaptive equipment should be checked in with staff upon arrival. Participants should avoid bringing items of value, as River Valley Special Rec is not responsible for the loss or theft of personal belongings.

Medication Dispensing

Participants who require medication during a program must have the required medication forms completed in UltraCamp prior to attendance. Medication must be delivered directly to the RVSRA office in its original prescription container or a clearly labeled container with the participant's name, medication name, dosage, and administration schedule. Any special instructions should be communicated to staff in advance.

All medication changes must be updated in UltraCamp; staff may not administer medications that are not listed. Some medications and treatments cannot be administered by RVSRA staff, and a parent, guardian, or caregiver may be required to dispense medication during programs. Participants approved to self-administer may keep medication with them; however, all required forms must still be completed.

For questions or assistance, please contact the office.

Mandated Reporting

All River Valley Special Rec staff are mandated reporters under Illinois law. Staff are required to report any observed or suspected abuse or neglect to the DCFS or OIG hotline. Recreational program personnel are specifically covered under this mandate, and all staff receive training on recognizing signs of abuse and following proper reporting procedures.

Photography and Video Policy

By registering for a River Valley Special Rec program, families consent to RVSRA photographing or filming participants for use in any media, without compensation. If a participant should not be photographed or filmed, please contact our office.

Participant Attire and Hygiene

Participants should wear attire appropriate for the program, such as comfortable clothing and tennis shoes for athletic or fitness activities. Participants are expected to arrive clean and demonstrate proper hygiene. Families should provide extra supplies as needed, including undergarments, wipes, and an extra set of clothing.

Seizure Policy

Participants with a history of seizures must submit a Seizure Care Plan through UltraCamp or return a signed copy to the office prior to participation. This plan must be updated annually or whenever changes to medications or care occur. RVSRA cannot administer rectal, injectable, or emergency nasal/oral seizure medications, but will ensure they are passed to EMS or hospital staff in an emergency.

Participant Transfer Plans

Families must provide information on their participant's mobility and transfer needs, such as assistance moving from a wheelchair to a seat, toilet, or activity area. This information is submitted through the Participant Transfer Plan in UltraCamp. Staff review each plan to ensure participants receive safe and respectful support. Plans are approved by the Executive Director, and any changes require approval. A transfer plan is required for participants using mobility devices, those needing assistance with transfers, or participants with limited mobility or physical support needs. Please contact our office if you are unsure whether a transfer plan is required.

Wellness Guidelines

To protect participants and staff and prevent the spread of illness, participants should not attend programs if they have a fever of 100.4°F or higher, have vomited in the past 24 hours, experience persistent diarrhea with other symptoms, have a contagious rash, persistent cough, eye infection, symptoms of contagious illnesses such as mumps, measles, chickenpox, strep throat, flu, or impetigo, fatigue that prevents participation, runny nose with yellow/green discharge, or lice or mites.

Families should notify RVSRA if a participant contracts a contagious illness. Participants may return when cleared by a doctor or when symptoms have clearly passed. If a participant shows illness symptoms during a program, they will be removed from the group and must be picked up by an authorized adult.

Weather and Emergency Cancellations

Programs may be canceled due to inclement weather or unforeseen emergencies.

Participants and families will be notified by text and/or phone when possible. Canceled programs may or may not be rescheduled. If a program is canceled and not rescheduled, participants will receive a credit on their account for the amount paid.

Equal Access

No participant shall be denied access to programs or services based on race, sex, creed, national origin, or disability. All participants have equal rights to enjoy River Valley Special Rec activities and services.