



Vancouver Parks, Recreation and Cultural Services is Inclusive

People of all ages with disabilities are invited to participate in any of the activities offered in our recreation activity guides. 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 the appropriate age category. Answer YES to indicate the need for accommodation/modification in a program.
2. Once registration is complete, the account's 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. This section includes a series of questions about the participant's specific needs. This information will help us to provide the most reasonable accommodations/modifications for each participant.
3. 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 use to collect medical and emergency contact information electronically. ePACT replaces our paper participant information forms and ensures 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 personal information is safe and secure. ePACT maintains the same levels of security as online banking, and limits access to only 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 login to your existing ePACT account.
- Enter the required information, like medical conditions, emergency contacts, and people authorized for pick up. If you need accommodations/modifications, be sure to check the box indicating that you need accommodations. This will give you a drop down of questions that you must fully answer for us to provide reasonable accommodations/modifications.
- Share it with Vancouver Parks, Recreation and Cultural Services by submitting the form so that program staff have access to your information.

Inclusion Services Responsibilities

Parent/Guardian/Caregiver	VPRCS Staff	Participant
<ol style="list-style-type: none"> 1. Register for program of choice within appropriate 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. Provide feedback on support and participant experience. <p>If you are using respite funds, register through your caseworker. Additional policies may apply*.</p>	<ol style="list-style-type: none"> 1. Review participant information in ePACT. 2. Determine appropriate level of support to be provided. 3. Connect with participants, families and caregivers to share support plan. 4. Communicate the approved support plan to program staff. 	<ol style="list-style-type: none"> 1. Meet program registration requirements. 2. Adhere to the 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 Description

- 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, changing of clothes or 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.

- Swim lessons: If staffing allows, an additional instructor will be added to lower class 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 Taylor Cochran at taylor.cochran@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 as a 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 Harmless 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 community 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 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

A medication form must be completed in ePACT and a doctor's note must be uploaded to your account to leave medication with camp staff. Vancouver Parks, Recreation and Cultural Services employees and volunteers cannot administer medication. Camp staff 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 own medication. 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.

Code of Conduct

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

Behavior Management Progressive Steps

These steps pertain to all participants including those requesting accommodation/modification through inclusion services. It is expected 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, will involve the program coordinator. Discipline related absences may not be eligible for refunds.

Attendance Policies

If a participant is unable to attend the program, please notify us as soon as possible using the email or 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 the participant to arrive. After 15 minutes, the mentor will call the 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, staff will call contact numbers listed on the registration form 15 minutes after program ends. 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 of \$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 are subject to a \$5 processing fee per class/program.
- If a course is canceled 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 FAQs, 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.

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