Contact Us!

SAFEKEY OFFICE

2601 E. SUNSET ROAD // LAS VEGAS, NEVADA 89120

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www.clarkcountynv.gov/parks

Table of Contents

Safekey Vision _____ 1

Department Purpose**//**Vision**/**Mission _____ 1

Safekey Program Description _____ 1

Hours of Operation**//**Closures _____ 1

Enrollment Procedures – Policies – Fees - Collection of Fees _____ 2-3

Credits/Refunds/ Financial Assistance/Vouchers _____ 3

Safekey Check –In & Out _____ 4

Early Arrivals/Late Pick up/ Health and Emergency Issues _____ 4-5

Inclusion/ Personal Care Policy _____ 5

Parent/Participant Code of Conduct _____ 5-7

Trespass Procedures/Mandatory Reporting of Child Abuse/Neglect _____ 7

Custody Issues/ Photography Release Statement _____ 7

Communication/ Safekey Site Staff _____ 8

Personal Items/Telephone Usage/ Snacks _____ 8

Frequently Asked Questions _____ 9

Safekey Vision

Clark County Parks & Recreation (CCPR) Safekey Program is dedicated to providing a fun, safe, secure, and non-threatening recreation environment for kids. Kids are encouraged to create, explore, and make new friends before and after school.

Department Purpose /Vision/ Mission Statement

Purpose

To efficiently and effectively deliver safe recreation and leisure services to all community residents.

Vision

Harmonious, healthy and sustainable communities where people live, work, and play together.

Mission Statement

To enrich our community through excellent parks, programs and services.

Safekey Program Description

Clark County Parks & Recreation Safekey is a before and after school recreational based program. It is offered to students in grades K-8 at participating schools. Safekey offers a healthy environment where participants will engage in, but not limited to indoor/outdoor individual and small group games, arts & crafts, our C.C.P.R. reading program, an afternoon snack, all designed to your child's social growth.

Hours of Operation:

Safekey Main office (2601 E. Sunset Road Las Vegas, Nevada 89120)

Walk – In Hours: Monday – Friday 7 a.m. – 6:00 p.m.

Phone Hours (702) 455-8251: Monday – Friday 7 a.m. – 6:30 p.m.

Morning program hours at Safekey sites vary, depending on school bell schedules. All sites conclude at 6 p.m. when school is in session.

Staff Development Days, Parent/Teacher conferences & Track Break, Clark County Recreation Centers may have a program available. Check with the center location nearest you. Recreation Center contact information is listed in the back of this handbook.

Holiday Closures

Safekey will be closed on all Federal, State and County Holidays. The Safekey program follows the CCSD calendar and operates only on days that school is in session **(no p.m. Safekey on half days).**

Enrollment Procedures/Policies

Safekey Enrollment consists of two parts: Participant registration form and payment. Parents are required to complete a new registration form each school year prior to the child attending. Payments can then be made at any Clark County recreation center, Safekey Administration office, or online. Once school has started parents can fill out and turn in their child's registration forms at the Safekey Site. Children must be registered and payments must be received before the child may attend Safekey.

- Enrollment forms are available online to download (print) at www.clarkcountynv.gov/parks, any Safekey site during program hours only, and the Safekey Administration Office and at Clark County Recreation Centers. (Listed on the last page)
- It is imperative that Safekey site staff has current contact information in the event of an emergency. Please update as changes occur.
- Any changes/additions to the registration form must be completed in person by the registering parent/guardian at the Safekey Site.
- Only one registration form per child is required for each school year. If co-parenting, include both co-parents information on the registration form.

Fees

Standard Safekey sites: 7 a.m.-Bell & Bell – 6:00 p.m.

- $4.00 per morning
- $7.00 per afternoon

Early Safekey sites: 6:30 am – Bell & Bell – 6:00 p.m.

- $3.00 per morning
- $8.00 per afternoon

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Collection of Fees

Clark County Safekey has instituted an online payment option that allows parents to pay for Safekey in advance. Unfortunately, payments cannot be accepted at the Safekey sites. Payments can be made online, at any Clark County recreation center, and at the Safekey Administration Office. Payment is due by Wednesday for the next week attending to ensure program availability. If payments are not current, the child will not be accepted and will be escorted to the school office.

Receipts are issued for each payment received, parents are required to provide proof of payment either digitally or paper form. Please retain your receipts. The Safekey office and/or Safekey program sites do not provide copies of attendance records, receipts or childcare tax information. Child Care statements are available online under your household account (My Account). Clark County is a non-profit government agency and the County Tax ID# is 88-6000028.

Forms of payment accepted at Recreation Centers and Safekey Administration:

- Cash, VISA, MasterCard and Discover
- Checks (made payable to Clark County Parks & Recreation Safekey) ID must be present.
- Money orders (made payable to Clark County Parks & Recreation Safekey)

Collection of Fees, cont…

Clark County Cannot Accept:

- Post-dated Checks
- Out-of-State Checks (except military personnel)
- Checks that do not have a pre-printed name & address
- If checks are received for insufficient funds, CCPR reserves the right to enforce the rule that no checks will be accepted for the remainder of the school year. Returned checks for insufficient funds must be reconciled when notification is provided to the parent/guardian of participant. A return check fee of $25.00 will be assessed by the Clark County Safekey program; your bank may have additional charges. Reconciled checks for insufficient funds must be paid in cash or money order.

Credits/Refunds

Will be issued at 100% if notice of non-attendance is given in advance. Credit/Refunds request must be submitted via email to **safekeyrefunds@clarkcountynv.gov** prior to the start of the daily am/pm program. NO EXCEPTIONS. **Late requests will not be accepted**.

Financial Assistance/Vouchers

Clark County Safekey accepts Child Care & Subsidy program certificates issued by the Las Vegas Urban League, Desert Regional Center (DRC) and employer issued childcare reimbursement forms. Some restrictions may apply.

Las Vegas Urban League – Child Care Subsidy Program (CCSP)

Parents must apply for assistance by going to the website at www.childcarelv.org or calling702-636-3949.
Once approved parents will be provided with a site specific certificate that is applicable for use at that location only. Parents/guardians will be responsible for bringing the approved initial certificate and any renewed certificates to the Safekey Administration to receive discounted benefits from Clark County Safekey. Parents must sign the Child Care Enrollment Attendance Verification form monthly at the respective school. Failure to do this may result in participants being denied services or parents being required to pay the full price for the program.

Desert Regional Center (DRC)

Parents must contact DRC directly by calling 702-486-5855 for further detailed information. Once approved parents will be provided with a voucher and are responsible for bringing the approved initial and any renewed vouchers to Safekey Administration. Parents must sign the Attendance Verification form monthly at the respective school. Failure to do this may result in participants being denied services or parents being required to pay the full price for the program.

Employer-Issued Child Care reimbursement forms

These forms are issued by various employers for reimbursement. Payments to Safekey must be current for all programs fees for an Employer-Issued Child Care reimbursement form to be completed. Please allow 5 business days for the completion of these forms. This will allow Safekey staff to perform the necessary task to ensure all information is accurate.

Safekey Check –In & Out

Participants must be signed-in to the program before school by a parent/guardian and signed-out at the close of the after school program each day they are in attendance by a designee or parent/guardian. There are NO exemptions to the check-in & out policy. A valid government issued picture ID is required each time you or an authorized person arrives to pick up your child. Kids participating in Safekey are responsible for reporting to the Safekey program directly after school. If the participant is involved in Clark County School District after-school activities, Safekey staff must be notified ahead of time in writing. Clark County is not responsible for any participant until he/she reports to the program.

Early Arrivals/ Late Pick-up

Start times for Clark County Safekey before school programs vary by location; please check with your Safekey site staff. Please do not arrive early and drop your child off on school grounds. We realize circumstances occur that cannot be anticipated, but all Clark County Safekey sites close at 6:00 p.m. Beginning at 6:01 p.m., a late pick-up fee of $5.00 will be assessed for every 10 minutes the participant(s) remains at the site. This additional charge will be added to your household account and must be paid with your next payment. If the participant remains at the site until 8:01 p.m., Metro Police will be called to transport the participant to Child Haven. If this occurs, you may call Child Haven at (702) 455-9390, to make arrangements to pick up your child.

After three late pick-ups for the afternoon program, the child will not be allowed to return to the Safekey program. If more than one child in the same family is picked up late, only one late fee will be assessed.

Health and Emergency Issues

Please help us maintain a healthy environment by keeping your child home when he/she is sick or displaying the following symptoms.

- Elevated temperature
- Earache
- Unexplained Rash
- Nausea
- Wheezing
- Persistent Headache
- Sore throat
- Diarrhea

If the illness or condition is contagious or communicable, the child may not be permitted to participate in Safekey until he/she has completely recovered. A doctor's release will be required prior to returning to 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 label. Label must display child's name, name of the medication, the instructions/dosage, and the name of the prescribing physician.
- Only a daily dose should be in the container, and parent must pick up the container by the conclusion of each day.

If a participant is injured while attending the Safekey program, every attempt will be made by the staff at the site to call the injured participant's parent/guardian. The staff will complete an incident/accident report form. A copy of the report may be requested by contacting the Clark County Risk Management Office, (702) 455-4544.

In case of extreme emergencies or a life threatening accident, the following will occur in this order:

- 9-1-1 will be called
- Staff will call parent/guardian. (Critical that all information on the Registration Form be kept current)
- If the parent/guardian cannot be reached, additional contacts listed on the participant's registration form will be called.

NOTE: Verbal authorization may be given by the parent/guardian via telephone for emergency transport. The parent/guardian will be liable for all emergency transport costs.

Inclusion

The Clark County Department of Parks & Recreation welcomes the participation of individuals of all abilities. The Department fully complies with the Americans with Disabilities Act (ADA) by making reasonable accommodations to encourage participation in programs and activities. Should your child require an accommodation, please contact the Safekey Administration Office to speak with an Inclusion Specialist two weeks prior to dates of attendance. Individualized Education Plan (IEP) or Behavior Intervention Plan (BIP); are not mandated by law in a recreational setting. Every effort will be made to accommodate all participants in the Safekey program; however, the participant behavior guidelines must be followed to ensure the safety of all participants.

Personal Care Policy

Clark County Parks & Recreation does not provide personal care services such as feeding, toileting, or the changing of clothes. (Refer to U.S. Department of Justice Manual "The Americans with Disabilities Act" Title II Technical Assistance Manual, Article II-3.6200, which covers state and local government programs and services.) If personal care is needed we will accommodate a personal care attendant by allowing them space and privacy in the implementation of their duties. Parent/guardians may also provide the necessary care. It is recommended that personal care be provided within 10 -30 minutes of the request for service. After the third incident of personal care not being provided in a timely manner, the participant may be subject to suspension/removal from the program.
TDD services for the hearing impaired are available at 1-800-326-6863.

Parent Code of Conduct

As adults we serve as role models for the children in our program. If you ever have a concern, please address that concern in an appropriate and calm manner. Clark County Parks & Recreation has set forth a policy of zero tolerance of work place violence, physical force, harassment, intimidation or abuse of power or authority. That includes actions of employees, customers or other persons. Should a situation occur within the program due to inappropriate actions by parents/patrons that causes excessive time spent by County employees, Clark County reserves the right to remove parents and/or participants from the program.
Please refer to: Nevada Revised Statute Chapter 199, Crimes against Public Justice. NRS. 199.300.

Participant Code of Conduct

The Safekey program has established rules governing behavior in an effort to ensure all parents/guardians, participants and staff members are provided with a safe and enjoyable program. If inappropriate behavior is

displayed, guidelines are in place to assist staff in correcting that behavior. Examples of inappropriate behavior include, but are not limited to:

- Inappropriate language/actions: The use of foul, abusive or unkind words, inappropriate gestures/actions towards others.
- Harm to others: Physically striking or injuring another person (staff or participant) through an inappropriate action.
- Harm to self: Physically harming/injuring self.
- Misuse/damage of property: Improper care or use of equipment, supplies, facility, or items that do not belong to the participant.
- Removing or using property belonging to others without their expressed permission.
- Children who leave the program site without permission.
- Noncompliance with directives from staff.

Staff will take the following positive and progressive steps to correct a problem and/or inappropriate behavior:

- Separate the participant from the group and explain why the behavior is inappropriate.
- Inform the participant what he/she needs to do to correct the problem and/or behavior. Explain impending consequences if the problem persists.
- If the problem persists, the participant will be asked to sit in time-out/quiet time. The standard time used is one (1) minute for each year of the participant's age and is not to exceed ten (10) minutes. Participants' will complete a "Let's Think about It" form to reflect on negative behaviors.
- Document the problem/inappropriate behavior in the form of a Behavioral Written Report.

Suspension/Expulsion Policy:

- **One Day Suspension**: will be imposed when problems cannot be corrected using the positive steps of discipline, or when the severity of the behavior warrants immediate removal from the program.
- **Multiple Day Suspension**: will be imposed when inappropriate behavior continues after a one day suspension, or in the case of a more serious infraction.
- **Removal from the Program:** Following multiple day suspensions or serious incidents, a participant may be removed from the program in addition to other youth programs throughout the department. Participants whose behavior endangers the safety of themselves or others will be immediately removed from the program.
- **In extreme cases of unacceptable behavior, suspension and/or expulsion may be the first consequence. If this occurs, the parent/guardian will be called to pick up the participant immediately**.

A copy of the behavioral report is provided to the parent/guardian and must be signed by the parent/guardian of the participant who is the subject of the report.

A parent/guardian or Safekey staff member may request a conference to discuss behavior problems or other issues of concern. Clark County School District staff has no authority in discipline matters regarding Safekey.

> **NOTE:** Clark County's Safekey program reserves the right to suspend participants when it determines their behavior endangers others or self. The Safekey program reserves the right to trespass any participant or the participant's parent/guardian from the Safekey program.

Trespass Procedures

When the Safekey Site Supervisor and/or Safekey Administration have been unsuccessful in rectifying a situation, after every effort has been exhausted, Park Police/Metro may be contacted to trespass person(s) from the Safekey program. The trespassed individual will no longer be allowed on the Safekey premises.

Mandatory Reporting of Child Abuse & Neglect

Clark County Safekey staffs are mandatory reporters of child abuse and/or neglect. Most states now have civil and/or criminal penalties for any mandatory reporter who knowingly, willfully, intentionally or purposely fails to report a reasonable suspicion of abuse.

Child Custody Issues/Co-Parenting

Safekey recognizes that children may come from a variety of custodial arrangements. Accordingly, it is the responsibility of the enrolling parent/guardian to inform any other parent/guardian (responsible for the same participant) of the Safekey program policies and guidelines. We are happy to provide Safekey Parent Handbooks to both parents/guardians when requested. Please make such a request through the Safekey program site. In some cases, the site may request court documents. Please review the Registration Enrollment Agreement and provide this information under "special considerations". Information will be kept in confidence. Current laws in the Nevada Revised Statues (NRS) prohibit staff from withholding any participant from a biological parent without current court documents on file.

In joint custody situations, the person who enrolled in the participant(s) is responsible for listing the other parent's/guardian's information and insuring their access to the Safekey Parent Handbook. Again, if requested, an additional copy of the Safekey Parent Handbook will be provided. Safekey staff will NOT get involved in disputes between parents/guardians. Safekey will use any funds on the participants account(s) to rectify charges or balances, regardless of custodial circumstances.

Any request in regards to legal issues from child custody situations will be handled by the county D.A. Requests can be made by calling the main Safekey Office. Any records requested must be accompanied by a court order.

Photography Release Statement

On occasion, participants in Clark County's Safekey program may be photographed or video recorded by local news media sources or by/for Clark County Parks & Recreation. Such photography is intended for broadcast, use in promotional publications, and on Clark County's website. Participants' names are not used for any reason. If you do not want your child/children photographed, please submit a written letter and attach it to your child's/children's registration enrollment agreement(s) to be kept at the Safekey program site.

Communication

Safekey staff welcomes your comments and suggestions. We strive to maintain the highest quality programming and safety for participants. When areas of concern arise, please notify the Safekey Site/Zone Supervisors or Recreation Specialist—NOT school personnel. If your concern is not addressed to your satisfaction, please call the main Safekey Administration Office and speak to the Program Supervisor. The

Safekey Administration telephone number is (702) 455-8251. The main office is open Monday through Friday 7:00 a.m. – 6:00 p.m. (except on legal holidays). The telephone is equipped with a voice mail system. Please leave a message if your call is not personally answered (after hours, on holidays, on weekends). Staff makes every effort to return all phone calls promptly upon receipt of a message. We can also be reached via email at: CCSafekey@clarkcountynv.gov We would also like to hear positive comments regarding our programs and staff.

Safekey Site Staff

Our Safekey site staff is carefully selected and receives ongoing training throughout the year. Each staff member has undergone a background check prior to employment. Each program site has a Site Supervisor and corresponding staff based on recommended ratios. Staff should be easily identifiable by a Clark County badge and shirt.

Personal Items

Clark County is not responsible for lost, damaged or stolen items. Toys, radios, electronics, skateboards, scooters, hover-boards and sports equipment is not allowed at Safekey. Any participant who brings these items will be asked to put them in their backpack. Participant cell phone use is prohibited.

Telephone Usage

Telephones at our program sites are intended for business use. In case of an emergency, please call the Safekey Administration Office at (702) 455-8251 and your call will be transferred directly to the program site.

Snacks

Every participant in the after school program will receive a snack. Snacks are provided by Three Square and purchased through the Clark County School District Food Service Department. Snacks are delivered directly to the program site. If your child has a food allergy, it must be noted on the registration enrollment agreement form, and a doctor's note may be required, so that an alternative snack can be provided. Upon request, a menu is available at each program site.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD), USDA is an equal opportunity provider and employer.

Frequently Asked Safekey Questions

1. **Can I get a credit/refund for unused Safekey Days?**
    a. If requested via email prior to the program beginning

2. **Can I just put money on my account?**
    a. Our registration system requires transactions to be a.m. or p.m. specific daily.

3. **Can I get a Tax Statement for my taxes this year?**
    a. Tax statements can be printed out using your online household account. The Safekey office does not provide end of the year tax statements. Please retain your receipts, our Tax ID number is 88-6000028.

4. **Is there a fee if I am late to pick up my child?**
    a. Beginning at 6:01 a late pick up fee of $5.00 will be assessed for every 10 minutes the participant(s) remains at the Safekey site.

5. **What happens if my child attends a.m. or p.m. Safekey without being paid for in advance?**
    a. Child cannot stay until payment is made. They will be escorted to the school office.

6. **How can I pay?**
    a. Online, any Clark County Recreation Center or the Safekey Administration Office. No payments can be made over the telephone.

7. **Who can pay?**
    a. Anyone can pay for your child. All transactions will fall under the primary households' name.

8. **How do I register?**
    a. Complete the registration form at the Safekey site or Administration office. Forms are available to download online.

9. **Who is authorized to pick up my child?**
    a. The only people authorized to pick up a child are the individuals listed on the registration form. Everyone who picks up is required to show a picture ID.

10. **Can you fax or email the participation form?**
    a. Unfortunately we cannot accept faxes or emails, all forms are in triplicate and cannot be copied.

11. **I can't log in to my online account?**
    a. Call the Safekey Office at 702-455-8251 and we will do our best to assist you.

12. **Is my credit card information kept on file?**
    No we do not store any credit card information; this is for your protection

CLARK COUNTY PARKS & RECREATION
RECREATION CENTERS

Cambridge Recreation Center
3930 Cambridge, 89119 * 455-7169

Desert Breeze Community Center
8275 Spring Mountain Rd., 89117 * 455-8334

Helen Meyer Community Center
4525 New Forest Dr., 89147 * 455-7723

Hollywood Recreation Center
1650 S. Hollywood, 89142 * 455-0566

Paradise Recreation Center
4775 McLeod, 89121 * 455-7513

Parkdale Recreation & Senior Center
3200 Ferndale, 89121 * 455-7517

Robert E. "Bob" Price Recreation Center
2050 Bonnie Lane, 89156 * 455-7600

Walnut Recreation Center
3075 N. Walnut Ave., 89115 * 455-8402

Whitney Recreation & Senior Center
5712 Missouri Ave., 89122 * 455-7576

Winchester Cultural Center
3130 S. McLeod, 89121 * 455-7340

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Of race, color, national origin, sex,
Religion, age or disability in employment
or the provision of services**.