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Hours of Operation:

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

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

Phone Hours (702) 455-8251: Monday – Friday 7:00 a.m. – 6:00 p.m.

(Office may close early during school breaks, i.e. winter and spring breaks.)

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, Winter, Spring, & Summer Breaks:

Excluding summer, Clark County Safekey is closed during these times. 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).**

Safekey Vision:

To be the leading resource for positive recreation and leisure choices in Southern Nevada. Clark County Parks & Recreation (CCPR) Safekey Program provides a fun, safe, and secure recreation environment for kids. Kids are encouraged to create, explore, and make new friends before and after school.

Mission Statement:

Creating fulfilling opportunities for the community through diverse experiences.

Goals:

Increase awareness of the department and its services by residents and visitors.

Increase collaboration with the department and with partners.

Increase participation in programs and services by the public.

Establish best practices that ensure the quality of program 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, a variety of activities including; indoor/outdoor individual and small group games, arts & crafts, our CCPR reading program, and provide an afternoon snack; all designed to enhance your child's social growth. ***Please note that the completion of daily homework is not an essential component of the Safekey program. We will strongly encourage children to complete their homework, however we are a recreation-based program.***

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, the Safekey Administration Office, or online. Children must be registered, and payments must be received prior to the child attending Safekey. **SPACE IS STRICTLY LIMITED.**

- Enrollment forms are available online at www.clarkcountynv.gov/parks, and the Safekey Administration Office. They now must be filled out and submitted electronically through the website, instead of printed off and brought in person.
- It is imperative that Safekey site staff has the most **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.
- Only one registration form per child is required for each school year. If co-parenting, include both co-parents' information on the registration form.
- A yearly, non-refundable \$10.00 registration fee per child, is to be paid for each new school year. This fee must be paid within 48 hours of submitting a registration form and prior to selecting dates / sessions for your child(ren) to attend the program.
- Failure to prepay for Safekey may result in a non-refundable convenience processing fee of \$1.00, in addition to an outstanding balance owed for that session.

Fees:

Standard Safekey sites: 7:00 am Start to 1st Bell & 3:00 p.m. – 6:00 p.m.

- \$ 5.00 per morning
- \$ 9.00 per afternoon

Early Safekey sites: 6:30 am Start to 1st Bell & 2:00 pm – 6:00 p.m. **(Based on specific school's bell schedule)**

- \$ 5.00 per morning
- \$ 9.00 per afternoon

Prepaid Service Policy & CCSD Afterschool Care Process:

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 prior to attending to ensure program availability. **After the 3rd occurrence of not paying in advance, your child will be escorted to the school's office on all subsequent offenses. Use of the Safekey program may no longer be available.**

Receipts are issued for each payment received; parents are **required** to provide proof of payment either digitally or in 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. **Any additional statement requests, other than receipts, will cost .15 per page to print.**

Forms of payment accepted at recreation centers and the Safekey Administration Office:

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

Prepaid Service Policy & CCSD Afterschool Care Process Continued...

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 returned 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.

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. All participants must be signed in by accompanying adult/sibling. 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 per participant that 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 after 6:30 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 for that school year. If more than one child in the same family is picked up late, the late fee will be assessed per child.

Refunds or Credits: Please enroll your child for the actual days they will attend as refunds, credits will not be issued for days missed or cancelled due to the limited number of spots available. Safekey dates / sessions are not transferable.

Financial Assistance/Vouchers:

Clark County Safekey accepts childcare & subsidy program certificates issued by the Las Vegas Urban League, Inter-Tribal Council of Nevada, Respite through Desert Regional Center (DRC), and Senior Respite through East Valley Family Services. Employer issued childcare reimbursement forms can be completed upon request. 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 calling 702-636-3949. Once approved, parents will be provided with a site-specific certificate that is applicable for use at that Safekey location only. Parents/guardians will be responsible for emailing their certificates to CCSafekeyUL@clarkcountynv.gov for processing. Once completed, parents will 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 emailing the approved initial voucher and any renewed vouchers to the CCSafekey@clarkcountynv.gov for processing. 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.

East Valley Family Services (EVFS): Grandparents must contact EVFS directly by calling 702-369-3136 for further detailed information. Once approved, parents will be provided with a voucher and are responsible for emailing the approved initial voucher and any renewed vouchers to CCSafekey@Clarkcountynv.gov for processing. Parents must sign the Attendance Verification form monthly at the respective school. Failure to do this may result in participants being denied services or grandparents being required to pay the full price for the program.

Inter-Tribal Council of Nevada (ITC): Parents may contact ITC directly by calling 702-570-7722 for eligibility requirements and further detailed information.

Employer-Issued Child Care Reimbursement Forms:

These forms are issued by various employers for reimbursement. Payments to Safekey must be current with for all program's fees for an employer-issued childcare reimbursement form to be completed. Please allow 7 business days for the completion of these forms. This will allow Safekey staff to perform the necessary tasks needed to ensure all information is accurate. All forms must be emailed to CCSafekey@clarkcountynv.gov to be processed. These forms are not kept on file at the Safekey administration office.

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 parent/guardian or designee. There are NO exceptions 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 and signs in(pm).

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. If symptoms are present during Safekey sessions, parents / emergency contacts will be contacted to pick the child up immediately.

- Elevated temperature
 - Earache
 - Unexplained Rash
 - Running nose
 - Nausea
 - Wheezing
 - Persistent Headache
 - Sore throat
 - Diarrhea
 - Persistent Cough
- * Additional symptoms may be added to this list per direction from the SNHD / CDC.

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 may 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: Safekey does NOT provide one on one care

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 and provide any information that would help your child be successful. Individualized Education Plan (IEP) or Behavior Intervention Plan (BIP) documents are not mandated by law in a recreational setting. Every effort will be made to accommodate all participants in the Safekey program within the parameters of our policies; however, all guidelines, including Code of Conduct, must be followed to ensure the safety of all.

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 workplace 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 express permission.
- Children who leave the program site without permission.
- Noncompliance with directives from staff.

Steps Taken to Promote Appropriate Behavior/Correct Inappropriate Behavior:

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 "Rule Reminder" 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. An authorized pick up person may sign and deliver the behavior report to parent / guardian.

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:

All Clark County Safekey staff 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 Statutes (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 the participant(s) is responsible for listing the other parent's/guardian's information and ensures 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 regarding legal issues from child custody situations will be handled by the county District Attorney. 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, or through the Clark County School District Food Service Department free supper or snack programs. 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. ***Any treats brought in, must be store bought and contain no peanut products.***

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 or transfer of day for unused Safekey Days?**
 - a. No, due to the limited number of spots available in the program.
- 2. Can I just put money on my account?**
 - a. Unfortunately not, as our registration system requires transactions to be specific in a.m. or p.m.
- 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 p.m. 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. Parents will be advised of the pre-pay policy, child may be accepted no more than 3 times. After the 3rd occurrence Safekey services will be denied, the child will be escorted to the school office. Subsequent offenses may result in Safekey privileges being revoked for the school year.
- 6. How can I pay?**
 - a. You may pay online www.clarkcountynv.gov/parks or at any Clark County recreation center, or the Safekey Administration Office. Payments cannot be made over the telephone or at the Safekey Site.
- 7. Who can pay?**
 - a. Anyone can make a payment on behalf of your child, but all transactions will fall under the primary households' name.
- 8. How do I register?**

Complete the registration form online www.clarkcountynv.gov/parks or at the Safekey Administration office . Forms are available online and are completed and submitted electronically and once submitted they will be emailed directly to our office to process.
- 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 is required to show a picture ID.
- 10. I can't log in to my online account ?**
 - a. Please call the Safekey Office at 702-455-8251 and we will do our best to assist you.
- 11. Is my credit card information kept on file?**
 - a. For your protection, we do not store any credit card information.

