

**Special Recreation Association of Central Lake County
Goals and Objectives/Expectations – 2019**

*** If not specifically stated, objectives will be completed by December 31, 2019**

1. To provide quality community based recreation programs for people with disabilities

- a. Goals and objectives will be created and followed for all Weekly, Active Adult, Leisure Education, Special Olympics, and Camp programs offered.
- b. Lesson plans will be created in advance, approved, modified if needed, and implemented for each program held.
- c. Supervisors/Leaders will review lesson plans at least one week prior to the start of a program.
- d. Supervisors will discuss goals and objectives, when applicable, and share pertinent information including expectations and participant details with the program leader and assigned staff for each program held.
- e. Each program held will be objectively evaluated and maintained on file for two years for future reference.
- f. Full-time staff will lead a minimum of 75% of Weekly and Special Olympics programs offered each season.
- g. Administrative and Recreation staff will review specific programs offered, held, and/or canceled from the previous year to help determine future seasonal offerings.

2. To provide a well-rounded program schedule

- a. Each season, a minimum of new programs will be offered to the following groups: Adult (2), Teen/Adult (2), Teen (1), Youth (1).
- b. The program schedule will emphasize activities popular with the general public.
- c. Each season, a minimum number of Special Event programs having a fee of \$20.00 or less will be offered to the following groups: Adult (2), Teen/Adult (2); \$25.00 Teen (1), Youth (1).
- d. Each season, a minimum number of Weekly programs having a fee of \$35.00 or less will be offered to the following groups: Adult (2), Teen/Adult (2); \$40.00 Teen (1), Youth (1).
- e. Per season, each age group will be offered a minimum of two programs from each of the following areas including sports, social, cultural arts, and fitness.
- f. Program and transportation pick-up/drop-off locations will be distributed as equally as possible throughout all Member Agency communities.
- g. The SRACLC Leisure Education Coordinator will contact a minimum of two new classrooms each school semester to discuss the program and options.
- h. Classrooms familiar with the Leisure Education program will receive updates each school semester.
- i. Offer a minimum of four unpublished (brochure) programs per year to take advantage of popular major events.

3. To maintain a safe environment

- a. Criminal background checks will be completed on all new applicants and any new volunteers, ages 18 and older.
- b. Each leader and a minimum of one assigned part-time staff will have access to fanny packs containing appropriate 1st Aid supplies when at programs.
- c. SRACLC will have AED's available and accessible at programs, whenever possible.
- d. At least one safety policy or topic will be reviewed at Safety Committee meetings held monthly.
- e. All full-time recreation staff and part-time program leaders will maintain certifications in 1st Aid, CPR, AED, and HWC, or become certified within three months of hire.
- f. An Annual Information Form from each participant will be updated with all medical/behavioral data a minimum of once a year.
- g. Updated participant medical/behavioral data will be made available to staff for each program.
- h. Vehicles will be serviced, including oil changes, tire rotation, etc. according to the yearly work plan schedule.
- i. Vehicles will have a documented visual inspection a minimum of one time each week.
- j. Driver records will be reviewed annually on all staff driving SRACLC vehicles.
- k. Safety committee meetings will coincide with Staff Meetings held one time per week.
- l. When a program is considered "high risk" (ie. water environment, city, etc.) additional staff may be placed as appropriate.
- m. All accidents/incidents will be promptly reported to enable the submission of documentation to PDRMA, if necessary, within 24 hours.
- n. PDRMA Safety and Risk Management evaluation guidelines will be reviewed at least one time annually.

4. To effectively communicate

- a. A minimum of one all staff meeting will be held every two weeks.
- b. Management committee and supervisory meetings will be held a minimum of one time each week.
- c. All written work of the recreation staff will be reviewed by a supervisor prior to release.
- d. All work made available to the public will be approved by the appropriate supervisor prior to release.
- e. All full-time employees will complete a monthly report for their supervisor.
- f. Human Resources – Health and Wellness programs, Agency policies, and other time relevant topics will be reviewed at staff meetings.
- g. Staff will communicate with each other both professionally and with courtesy.
- h. Parent Advisory and Active Adult Meetings will be held a minimum of two times annually.

5. To be fiscally responsible

- a. SRACLC will continue to hold at least one fundraising event separate from the SRACLC Foundation.
- b. SRACLC will continue to pursue appropriate grants from local service clubs and foundations.
- c. Program budgets will be created and followed with actuals completed and reviewed for each program held.
- d. Whenever possible, staff will utilize available discounts or coupons.
- e. Part-time staff will be placed based on the specific goals and objectives, and participant needs of each program.
- f. Volunteers will be utilized whenever possible, with specific attention to programs with high staff contractual costs such as sporting events, dinner theatre, etc.
- g. The annual budget will realistically and conservatively reflect the operational needs of the Association.
- h. Program and office supplies will be inventoried twice a year with information filed securely.
- i. SRACLC will make an effort to “go green” whenever possible and appropriate.
- j. SRACLC will continue to support the SRACLC Foundation and its fundraising events.

6. To be a resource and work effectively with our cooperative Member Agencies

- a. The Director will offer to attend at least one committee and/or Board meeting annually of each Member Agency.
- b. Recreation staff will offer to conduct at least one disability awareness and/or behavior management training for each Member Agency annually.
- c. On an ongoing basis, SRACLC will compile material pertaining to the Americans with Disabilities Act.
- d. The Recreation Coordinator responsible for inclusion services will offer to meet with staff from each Member Agency at least one time annually to review the inclusion process.
- e. Requests for inclusion assistance will be reviewed within one day of its receipt at the SRACLC office.

7. To provide appropriate training for all SRACLC staff

- a. Policy and procedure based orientations will be held a minimum of four times annually for seasonal and recreation staff.
- b. Programs will be observed on an ongoing basis with training provided according to need.
- c. Topic specific in-service trainings for staff will be held at least four times annually.
- d. HWC specific trainings will each be offered at least once annually.
- e. At least two Association policies, procedures, expectations, or training exercises will be reviewed at staff meetings monthly.
- f. Supervisors will orient leaders and support staff on the stated goals and objectives for each seasonal program held, not including special events.
- g. Part-time Staff and Volunteers will attend at least one staff training session annually in each of the following including behavior management, disability awareness, and safety/risk management procedures.
- h. The Vehicle Coordinator will conduct at least one vehicle operations refresher training session annually.

8. To offer first class customer service

- a. All questions, including phone and email messages from the public will be addressed and responded to the same business day, whenever possible.
- b. Parents/Guardians and participants will be greeted by the leader or a designated staff at each program held.
- c. All staff will politely and professionally address all office guests and callers.
- d. Questions, concerns, and complaints will be investigated and responded to the same business day received, whenever possible.
- e. On-line registration will be researched and possibly implemented within the 2019/20 Fiscal Year.

9. To provide opportunities for professional growth and advancement for staff

- a. All supervisory staff will be offered the opportunity to attend at least one continuing education opportunity each year.
- b. All full-time staff will attend at least one skill specific training workshop or class annually.
- c. Whenever possible, existing personnel will be given preference when an opportunity for advancement within the Association is available.
- d. SRACLC will pay the fees, or a percentage of, for appropriate and/or required certifications and memberships for its staff after a minimum of one year of employment.
- e. Upon request, staff may be assigned additional duties to help acquire skills necessary for professional advancement.
- f. Cross training of job responsibilities will be provided to each full-time staff member.
- g. All full-time staff will be formally evaluated at least one time per year.

10. To maintain a positive and professional work environment

- a. All supervisors will maintain an “open door” approach to supervision.
- b. All staff will dress in accordance with the “Making an Impression” policy.
- c. An all staff lunch for full-time personnel will be held two times annually.
- d. A minimum of one staff outing will be held annually.
- e. Recognition programs will be followed for full-time, part-time (includes inclusion), and volunteer employees.
- f. Each full-time staff will develop and maintain clearly defined goals and objectives which will be monitored on a quarterly basis by the appropriate supervisor.
- g. Job descriptions will be reviewed annually updated as necessary for each staff position.

11. To effectively promote the Association and its services

- a. The SRACLC website will be updated seasonally, or as needed.
- b. SRACLC promotional pamphlets will be updated as needed.
- c. SRACLC will produce four seasonal brochures annually.
- d. SRACLC will produce an annual report to be made available electronically.
- e. Each seasonal brochure will be accurate with minimal errors.
- f. A minimum of eight (8) presentations will be given annually to various service clubs and schools.
- g. Press releases will be submitted a minimum of two times each month.
- h. Each cooperative Member Agency will maintain a link to the SRACLC web site.
- i. Information included with cooperative Member Agency brochures will be updated, if necessary, each season.
- j. The Leisure Education program will place special emphasis on outlying Member Agency communities.
- k. SRACLC will update its Facebook page a minimum of one time each week.
- l. SRACLC will keep a list of brochure deliveries, updated at least one time annually, to schools within Member Agency boundaries.
- m. The Association’s annual Work Plan will be completed by the scheduled April Board of Directors meeting.