

**Special Recreation Association of Central Lake County
Goals and Objectives/Expectations – 2021**

*** If not stated, objectives will be completed by December 31, 2021. “Programs” are considered In-Person Activities unless specified as Virtual.**

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, Sensory Room, 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.
- h. Staff will research opportunities for new program space including gyms.
- i. A minimum of five Virtual programs will be held each week.

2. To provide a well-rounded program schedule

- a. In 2021, a minimum of new programs will be offered to the following groups: Adult (2), Teen/Adult (4), 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 (1), 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 (1), 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.
- j. SRACLC will implement an after-school program servicing SEDOL students at Fairhaven School in Mundelein by September 1, 2021.
- k. The weekly Virtual schedule will be released each Sunday and will include a minimum of one program in the areas fitness, social, and cultural arts.

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 two safety policies and/or topics 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. When a program is considered “high risk” (ie. water environment, city, etc.) additional staff may be placed as appropriate.
- l. All accidents/incidents will be promptly reported to enable the submission of documentation to PDRMA, if necessary, within 24 hours.
- m. PDRMA Safety and Risk Management evaluation guidelines will be reviewed at least one time annually.
- n. COVID-19 Guidelines issued by the State of Illinois will be strictly followed and enforced.

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 Parent/Guardian Meetings will be held a minimum of two times annually.
- i. When scheduled to work from home, staff will be available for phone calls, video calling, and “chat” communication.

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 in the “cloud”.
- 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.
- k. SRACLC will develop and adjust as needed, a pay scale that reflects any minimum wage changes.
- l. SRACLC will develop a standard pay schedule that will reflect the job and the duties required for successful completion.

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. Virtual and/or video calling can be done if desired.
- c. On an ongoing basis, SRACLC will compile material pertaining to the Americans with Disabilities Act.
- d. The Recreation Supervisor 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.
- f. Inclusion aides will be placed, or training provided, within two weeks of the request or by the start of the program, whenever possible.

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 policies and procedures.
- h. The Vehicle Coordinator will conduct at least one vehicle operations refresher training, and at least one confined spaces training session annually.
- i. SRACLC Supervisors will complete year end evaluations on all seasonal support staff, including those who only work special events.

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. This includes when a staff is scheduled to work from home.
- 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.

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

- a. All supervisory staff, in an effort to maintain desired certifications, 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 obtain 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 for each position and updated as necessary.
- h. Salary ranges for each position will be reviewed at least annually and updated as necessary.

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 a minimum of four seasonal brochures annually. The brochures may be listed on-line only.
- d. SRACLC will produce an “Annual Report” to be made available electronically.
- e. Each program brochure will be accurate with minimal errors.
- f. Presentations to various service clubs and schools will be attempted, COVID-19 protocol allowing.
- 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 and/or Instagram a minimum of three times each week.
- l. SRACLC will keep a list of brochure deliveries, updated at least one time annually, to schools within Member Agency boundaries. Delivery will be dependent on the production of a physical brochure.
- m. The Association’s annual Work Plan will be completed by the scheduled April Board of Directors meeting.
- n. Staff will review the approved Strategic Plan at least quarterly to maintain appropriate direction of services.

