

Special Recreation Association of Central Lake County
Goals and Objectives/Expectations – 2023

*** If not stated, objectives will be completed by December 31, 2023.**

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

- a. Goals and objectives will be created and followed for all Active Adult, Leisure Education, Special Olympics, Sensory Room, and Camp programs offered.
- b. A “program description” will be listed with each program advertised where a write-up cannot be descriptive enough to explain planned outcomes.
- c. Lesson plans will be created in advance, approved, modified if needed, and implemented for each program held. Each weekly lesson plan including will include the program’s purpose.
- d. Supervisors/Leaders will review lesson plans at least one week prior to the start of a program.
- e. 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.
- f. Each program held will be objectively evaluated and maintained on file for two years for future reference.
- g. Full-time staff will lead a minimum of 75% of Weekly and Special Olympics programs offered each season.
- h. Administrative and Recreation staff will review specific programs offered, held, and/or canceled from the previous year to help determine future seasonal offerings.
- i. Staff will research opportunities for new program space including gyms and pools.

2. To provide a well-rounded program schedule

- a. A minimum number 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 and Member Agencies.
- c. Each season, a minimum number of Special Event programs having a fee of \$25.00 or less will be offered to the following groups: Adult (1), Teen/Adult (3), Teen (1), Youth (1), Youth/Teen (1).
- d. Each season, a minimum number of Weekly programs having a fee of \$25-\$40 will be offered to the following groups: Adult (1), Teen/Adult (2); Teen (1), Youth (2), Youth/Teen (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. A five day per week after school program will be offered during the school year to special education students at Fairhaven School in Mundelein.
- j. Offer a minimum of two unpublished (brochure) programs per year to take advantage of popular major events.
- k. Free family programs to promote networking and outreach will be offered at least twice per year.

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. Reference checks will be completed on all applicants for employment.
- c. 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.
- d. Leaders will locate AED’s at each program during their 30 second site survey whenever possible. An AED will be packed for all high risk outdoor programs.
- e. At least two safety policies and/or topics will be reviewed at Safety Committee meetings held monthly.
- f. All full-time recreation staff and part-time program leaders will maintain certifications in 1st Aid, CPR, and AED.
- g. Each full-time staff will become certified in Handle With Care within one year of employment.
- h. The Annual Information Form from each participant will be updated a minimum of once a year.
- i. Updated participant medical/behavioral data will be made available to staff for each program.
- j. Vehicles will be serviced, including oil changes, tire rotation, etc. according to the yearly work plan schedule.
- k. Vehicles will have a documented visual inspection a minimum of one time each week.
- l. Driver records will be reviewed annually on all staff driving SRACLC vehicles.

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

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 Board report for their supervisor each month there is a scheduled Board meeting.
- 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 once 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, safety, and office supplies, vehicles, and IT equipment will be inventoried annually 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.

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.
- g. Procedures for inclusion will be reviewed on an ongoing basis with input sought from Member Agency staff.

7. To provide appropriate training for all SRACLC staff

- a. Policy and procedure based orientations will be offered 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 offered at least four times annually.
- d. Handle with Care specific trainings will each be offered at least once annually.
- e. At least two Association policies, procedures, expectations, etc. will be reviewed at staff meetings monthly.

- f. Supervisors will orient program leaders 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. SRCLC Supervisors will complete year-end evaluations on all seasonal support staff.
- j. Policy and Procedure training will be available on-line for returning staff unable to attend in-person orientations.

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. When appropriate, existing personnel will be given preference for advancement within the Association.
- d. SRCLC 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. The employee/responsibility succession plan will be updated by March 31, 2023.
- h. 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 SRCLC website will be updated seasonally, or as needed.
- b. SRCLC promotional pamphlets will be updated as needed.
- c. SRCLC will produce a minimum of four seasonal brochures annually. The brochures may be listed online only.
- d. SRCLC 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 attended whenever invited. Press releases will be submitted a minimum of one time each month.
- g. Each cooperative Member Agency will maintain a link to the SRCLC web site.
- h. Information included with cooperative Member Agency brochures will be updated, if necessary, each season.
- i. The Leisure Education program will place special emphasis on outlying Member Agency communities.
- j. SRCLC will utilize social media for program and fundraising promotion and will update its Facebook page and/or Instagram a minimum of three times each week.
- k. The Association’s annual Work Plan will be completed by the scheduled April Board of Directors meeting.
- l. Staff will review the approved Strategic Plan at least quarterly to maintain appropriate direction of services.
- m. A school age promotional piece will be delivered to schools within Member Agencies at least two times annually.

