

CITY OF LAS VEGAS

SAFEKEY

PARENT HANDBOOK



SAFEKEY OFFICE 495 S. Main St. | PHONE 702-229-KIDS | WEBSITE www.lasvegasnevada.gov/safekey

Dear Safekey Parents and Guardians,



Welcome to the city of Las Vegas Safekey program. Research has shown that before-and after-school programs are a critical component to ensure extended-learning success. The city of Las Vegas is proud to celebrate Safekey's over 40 years of service to the community and we remain committed to ensuring our youth enrichment programs align with and support the Clark County School District. Before- and after-school programs are a vital part of our "Strong Schools" initiative. Our programs keep students safe; support learning through academic-based enrichment programs; provide mentoring by caring adults; and promote healthy lifestyles and nutrition.

The city of Las Vegas will continue to extend our literacy program with "Reader's Theater" at our Safekey sites, a robust, interactive literacy and performing arts curriculum. In an effort to promote healthy lifestyles through physical fitness, we will use "CATCH Kids Club." Additionally, we have expanded our STEAM (Science, Technology, Engineering, Arts & Mathematics) curriculum inventory and are excited to expand our STEAM activities.

Again, thank you for choosing the city of Las Vegas Safekey program as your before- and after-school provider. The city of Las Vegas is dedicated to delivering an exceptional "learning beyond the bell" experience and as always, we welcome and appreciate your feedback on ways we can enrich our programs. Please review the enclosed handbook that provides more information about Safekey.

Yours in service,

A handwritten signature in black ink that reads "Tammy Malich".

Dr. Tammy Malich, Director
Department of Youth Development and Social Initiatives
City of Las Vegas



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OPERATIONS

Hours Of Operation:

Main office (495 S. Main St., 5th Floor)
702.229.KIDS (5437)
Phone Hours: Monday-Friday 7 a.m.-6 p.m.
Customer Care Center (500 S. Main St.)
Walk-In Hours: Monday-Thursday 7:30 a.m.-5:30 p.m.

Holiday Closures

Safekey programs will be closed on all city of Las Vegas holidays. The programs use the Clark County School District (CCSD) calendar as a guide for program availability and operate on days when in-person school is in session. Safekey does not operate in the afternoon on half-days.

PROGRAM DESCRIPTION

The city of Las Vegas Safekey program is an out-of-school time enrichment program designed for children grades K-5. Daily and weekly scheduled activities include physical fitness, arts and crafts, Reader's Theater, STEAM activities, games, reading time, special events, homework time and a nutritional afternoon snack.

SAFEKEY VISION

The city of Las Vegas Safekey program is dedicated to providing the best possible program for each child. Our goal is to create a safe atmosphere where fun, play and enrichment take place.

MISSION STATEMENT

The city of Las Vegas Safekey program provides families with enrichment experiences for elementary school age children in a supervised and fun environment. These programs allow parents to work, go to school or seek employment while knowing their child is safe.

We will:

- Provide a positive and meaningful experience;
- Help children develop self-esteem through a safe, supervised program;
- Involve children in group and individual activities that will help each child grow to his or her fullest potential;
- Foster growth and development by incorporating values and respect in peer group relationships.

FREQUENTLY ASKED QUESTIONS

1. How do I register?
 - a. Registration is online and the annual registration fee is \$25 per account, per child. Returning customers may register for the current school year by logging in to their Safekey account at www.lasvegasnevada.gov/safekeypayments and selecting the "Registration" tab. New customers must go to www.lasvegasnevada.gov/Safekey and select "New Registration Portal" to create an account and pay the annual \$25 registration fee. A child is not fully registered to attend until they are prepaid/prescheduled for their daily visit.
2. How can I pay for daily visits?
 - a. Once an account is created, payments for visits can be made with a Visa, Mastercard or Discover cards via the Safekey Connect Portal at www.lasvegasnevada.gov/safekeypayments. From the "Attendance" tab, families must select and prepay for each specific date their child will attend. Daily program capacity limits may apply. Enrollment is based upon first-come, first-served availability and is not guaranteed.
3. What happens if my child needs to attend Safekey, but is not prepaid?
 - a. **Children who are not pre-paid are not eligible to attend Safekey. Unpaid children will be escorted to the school's office.**
4. Can I transfer or receive credit for paid dates my child will not attend or move them to another sibling?
 - a. If you need to withdraw your child from an AM or PM session, you must log in to your account, go to the "Attendance" tab, click the "Remove" button for each AM or PM session your child does not need, then add it to the cart and check out. This action **MUST** take place before the program start time on the date of service and will result in a credit on your account that can be used for future bookings. All credits expire on the last day of school and no refunds will be offered. Transfers cannot be made between accounts.
5. Can I get a refund for unused scheduled attendances?
 - a. **There are no refunds.**
6. Can I transfer my child to another Safekey program?
 - a. **Yes, please contact the Safekey office for details on eligible school transfers.**
7. Can I just put money on my account?
 - a. **Our registration system requires payments to be assigned to a scheduled a.m. or p.m. daily visit.**
8. Is there a fee if I am late to pick up my child?
 - a. **A \$10 late pick-up fee is assessed for every 10-minute increment the child stays past the scheduled program end time beginning at 6:01 p.m. The late fee will continue to accrue until the child is signed out of the program.**
9. What is a PIN and where can I find my PIN?
 - a. **A Personal Identification Number (PIN) not only serves as an electronic signature, but it helps identify an individual as a child's authorized contact. Children must be signed in upon arrival in the morning, and signed out upon departure in the afternoon for each day of attendance using a PIN. Parents/Guardians can obtain the unique PIN numbers for themselves and each contact by logging in to the Connect Portal and selecting the "Personal" tab. PINs should not be shared between contacts or with individuals not listed on a child's account. If you have reasons to believe a PIN has been compromised in any way, it is your responsibility to notify the Safekey office immediately.**

10. Who is authorized to pick up my child?
 - a. It is your responsibility to keep updated all parents, guardians, and emergency contacts in your child's account via the Connect Portal. Each contact will be assigned a unique Personal Identification Number (PIN). Upon arrival, the parent, guardian, or emergency contact must enter their valid PIN into the Safekey device before your child can be released to the contact. Parents, guardians, and emergency contacts must be 12 years or older and may be required to show a valid government issued photo identification.
11. How do I add or update an emergency contact for my child?
 - a. Log in to the online Connect Portal and select the "Personal" tab, then add or update your child's contacts.
12. How can I get my receipts?
 - a. Your receipts are available from the online Connect Portal and selecting the "Statements" tab.
13. Can I get an itemized tax statement for my taxes this year?
 - a. Statements can be printed from your online account at www.lasvegasnevada.gov/safekeypayments. The Safekey administrative office does not provide receipt reprints or end of year statements for tax purposes. For your information, our tax ID number is #88-6000198.
14. Dad's account? Mom's account?
 - a. The annual registration fee is \$25 per account, per child. Any available scheduled visit on a child's account will be used. Unscheduled visits may be assigned to either of the child's accounts. It is not Safekey's responsibility to monitor accounts or interpret custody arrangements. Custodial parties may make a request to split (share) a child's account from the Safekey office.
15. Audit account fee?
 - a. There will be a \$35 fee if you would like your account audited.
16. I can't log in?
 - a. If you are having trouble logging in to the Connect Portal, click on the "Reset" link and follow the prompts to access your account. If further assistance is needed, please contact our office between 7 a.m.-6 p.m. Monday-Friday at 702-229-KIDS (5437).
17. Is financial assistance available?
 - a. Safekey accepts child care subsidy certificates from the following financial assistance programs: Desert Regional Center, East Valley Family Services, Employer-Sponsored Child Care Reimbursement, Inter-Tribal Council of Nevada, Inc., Moapa Band of Paiutes Tribal Child Care, and the Division of Welfare and Supportive Services.
18. How do I submit my childcare subsidy certificate?
 - a. In order to submit a childcare subsidy certificate, families must have a Safekey account and pay the \$25 registration fee. Certificates must be accompanied with a completed Safekey childcare subsidy acknowledgement form which can be obtained at www.lasvegasnevada.gov/Safekey. Both documents must be submitted electronically through the family's Safekey account; from the "Personal" tab, families may click on "Child Documents" and upload the certificate and acknowledgement form. Subsidies are only valid after they have been processed by the Safekey office. Subsidy discounts will not be applied retroactively.

SAFEKEY PARTNERSHIPS

CATCH

The city of Las Vegas Safekey program is proud to partner with the Southern Nevada Health District to include the Coordinated Approach to Child Health (CATCH) Kids Club as a component of its services. The CATCH program is designed to promote behaviors that assist in developing and maintaining good health in school-age children. CATCH Kids Club physical activity boxes include instruction cards that detail fun activities which keep kids moving.

APPLE CORE

The city of Las Vegas Safekey program partners with the Clark County School District's All People Promoting Literacy Efforts and Counting Our Reading Efforts (APPLE CORE) reading program to integrate reading incentives into the Safekey Program. Research shows reading 20 minutes per day can positively impact student academic achievement. After-school programs, like Safekey, have an opportunity to use program time to incorporate fun, positive and academic options to engage children. Students track their minutes read during program hours, earning incentives for every 300 and 1,200 minutes read.

REINVENT SCHOOLS LAS VEGAS (RSLV)

ReInvent Schools Las Vegas is a partnership between the Clark County School District and the city of Las Vegas in collaboration with local businesses and non-profit organizations. These community schools are hubs where students and their families can receive assistance. ReInvent Schools focus on aligning academic achievement, expanded learning, integrated student supports and family and community engagement. ReInvent Schools is a full-service community school model based on successful plans from across the nation.

REINVENT AFTER-SCHOOL PROGRAM (RAP)

We are excited to introduce the ReInvent After-School Program (RAP). RAP is funded by the 21st Century Community Learning Center grant and offers students a broad array of support services and activities before and after school at select sites. RAP is designed to reinforce and complement in-school curriculum through providing activities that promote student success. The RAP sites will provide academic growth opportunities, promote social emotional learning and enrichment activities, along with family engagement programming. Enrollment is limited. Attendance requirements will apply.

Child and Adult Care Food Programs

Safekey serves an afternoon snack(s) for all participants at a designated time, program each day. Snack service times will vary per site. Safekey snacks are supplied directly by the CCSD Food Service Department. CCSD prepares and delivers the food, and all staff follow the required CCSD food handling and distribution guidelines.

Snacks provided through CCSD meet federal school nutrition standards and follow district guidelines regarding serving sizes, allergens, and food safety. Daily snack offerings may vary by school based on product availability and delivery schedules.

In an effort to reduce waste, all afternoon participants who are present during snack service will be offered a snack, however participants may decline to receive the snack, if desired.

Outside Food

Families may send their child with a personal snack from home if they choose.

For safety:

- Homemade and/or store-bought snacks intended for group sharing are not permitted.
- Foods containing common allergens (including peanuts or tree nuts) should be avoided whenever possible.
- All outside snacks must be ready to eat; Safekey staff cannot heat, cook, freeze, refrigerate or otherwise prepare any food items.



Food Safety & Accommodations: The parent/guardian must list any allergies or dietary restrictions, in their online Safekey account, under the child's profile. Then, they should notify the site leader or the Safekey office so that the proper documentation can be obtained for a meal modification. Safekey will coordinate with the CCSD Food Service Department regarding requests for meal modifications or dietary accommodations. Requests for meal modifications or dietary accommodations are subject to CCSD requirements and may require supporting documentation.

SAFEKEY STAFF

Our staff are carefully selected and placed at Safekey sites based on their skills and abilities. Staff members have been fingerprinted, drug tested and passed extensive background checks. They have also been trained in emergency and safety procedures.

While the Safekey programs operate in partnership with CCSD and in their school facilities, the program staff are hired by the city of Las Vegas and operate independently of the school district.

FEES/PAYMENTS

Registration is online and the annual registration fee is \$25 per account, per child. **Returning customers** may register for the current school year by logging in to their Safekey account at www.lasvegasnevada.gov/safekeypayments and selecting the "Registration" tab. **New customers** must go to www.lasvegasnevada.gov/Safekey and select "New Registration Portal" to create an account and pay the annual \$25 registration fee.

Safekey is a prepaid/prescheduled program; families must prepay and select the a.m. and/or p.m. program for each specific date their child will attend. Daily program capacity limits may apply, and enrollment is offered on a first-come, first-served basis. Availability is not guaranteed. Students may only attend Safekey on their assigned in-person instruction days. Participants who are not prepaid/prescheduled are not eligible to attend Safekey.

Daily fees per child are \$7 per a.m. and \$10 per p.m. Payments can be made online by accessing the Connect Portal link at www.lasvegasnevada.gov/safekeypayments or in person at the city of Las Vegas Customer Care Center located at 500 S. Main St., 89101. The forms of payment accepted in person are Visa, Mastercard or Discover cards, cash, money order and personal check (accompanied with a valid Nevada driver's license).

Outstanding balances must be paid immediately or services may be denied until the balance is paid—even if a child is prepaid for an attendance. Restricted services will be reinstated after the account is made current.



Accounts with repeated delinquent payments for any balances such as daily fees, late pick-up fees, subsidy co-pays, etc., may result in a suspension of services up to one school year.

For sites that do not charge daily attendance fees, families must remove any scheduled attendance date if their child will be absent. Changes should be made as early as possible, and no later than 8:00 p.m. the night before, so the opening can be available to another family. Repeated absences on reserved dates may result in a suspension of program services up to one school year.

Parents can view their statement and the dates their child has been checked in by accessing the Connect Portal at www.lasvegasnevada.gov/safekeypayments. If a family requests an audit of their account, a \$35 audit fee may apply.



To request a paper copy of a participant's program attendance reports, parents must provide the Safekey office with a court order or subpoena. There is a \$35 research fee, \$2 notary fee and an additional \$1 per page. Parents may view their child's attendance records in their online account.

City of Las Vegas Safekey supports the CCSD After-School Care Process. If CCSD sends a child to the Safekey program under the After-School Care Process parents will be responsible to CCSD for any fees incurred.

Refund Policy

Families may make changes to their calendar selections and either transfer a day or receive credit on their Safekey account up until the program start time on the date of service. No transfers or credits will be issued for any transaction after the program start time, even if the child does not attend. Transfers cannot be made between accounts. All account credits will expire on the last day of the current school year. No refunds will be issued under any circumstance.

Credit Card/Bank Disputes

Charges may appear as "Safekey-City of Las Vegas" or similar reference on a credit card/bank statement.

If a family disputes a valid charge on their credit card for Safekey services, the city of Las Vegas Treasury office will reverse the disputed payment and apply a \$25 return payment fee to the account for each dispute notification received. If the dispute is found to be valid due to fraudulent transactions **and** the child did not use the attendances purchased, the return payment fee will be reversed.

If it is found that the child used the attendances that were purchased, or that the payment was disputed due to the household's failure to remove reserved dates before the designated deadline, the family's account will be billed for any fees due for services already reserved and/or rendered and future program services will be suspended until the account is made current.



Note: If Safekey receives multiple credit card/bank dispute notifications for an account, the family's program services may be suspended for the remainder of the current school year.

Tax Statements

Families must keep all statements for payments made. The city of Las Vegas Safekey administrative office does not provide reprinted receipts or end of year statements for tax purposes. Statements can be printed from a Safekey account at www.lasvegasnevada.gov/safekeypayments. The city of Las Vegas tax ID number is #88-6000198.

FINANCIAL ASSISTANCE, EMPLOYER REIMBURSEMENT VOUCHERS AND THIRD-PARTY SUBSIDY PROGRAMS



NOTE: Families must have a Safekey account with updated contact information and the Safekey \$25 annual fee (per account, per child) must be paid prior to participation. Registration fees cannot be paid using financial aid or subsidy funds.

Employer-Issued Child Care Reimbursement Forms

Employer-Issued Child Care Reimbursement Forms are usually issued by the employer for a reimbursement. Your payments to the Safekey program must be current for all program fees for an employer reimbursement form to be completed. It is the parent/guardian's responsibility to submit reimbursement/attendance verification forms directly to the Safekey office. Families must allow 3-5 business days for completion.

Third-Party Subsidy Programs

The Safekey program accepts employer child care reimbursement forms and subsidy certificates from the following third-party subsidy programs:

1. Division of Welfare and Supportive Services (providersupport@childrenscabinet.org).
2. Inter-Tribal Council of Nevada, Inc. (ITCN) Child Care Development Fund (702.570.7722)
3. East Valley Family Services (702.631.7098)
4. Desert Regional Center (702.786.7850)
5. Moapa Band of Paiutes Tribal Child Care (702.333.6565)

In order to ensure accurate and timely processing of subsidy certificates from the above organizations to a Safekey account, please read the below procedure. All forms must be legible.

1. Families must complete and sign a Safekey Child Care Subsidy Acknowledgement Form for each certificate submitted. Acknowledgement forms can be obtained online at www.lasvegasnevada.gov/safekey.
2. Families must submit their documents electronically through their Safekey account; from the "Personal" tab, families may click on "Child Documents" and upload the certificate and completed acknowledgement form.
3. Certificates are only valid within the authorized care date range and are only applicable as of the date the certificate is processed by the Safekey office. Subsidy discounts will not be applied retroactively.
4. The provider section must list city of Las Vegas Safekey and the school the child attends.
5. Updated certificates or renewals for expired certificates must be submitted directly to the Safekey office. Families are responsible for full-price payments during any gap in certificate coverage as well as for any fees not reimbursed or denied by the subsidy organization.
6. Families must submit/resubmit their certificate and complete a new acknowledgement form each new school year before discounts can be applied.

PARTICIPANT INFORMATION

All participant information will be received and stored electronically and should be reviewed by the parent/guardian prior to the start of each school year. It is the parent/guardian's responsibility to provide current names, phone numbers and addresses for all of the people listed in their online account, including those on their emergency contact list. Safekey does not have access to student records, including emergency contacts listed with CCSD.

Only the parents/guardians who have access to a child's account may make changes at any time.

CUSTODIAL ISSUES

The obligation of program staff is to ensure a safe and fun environment for every child. We do not have the ability to resolve custody issues or to be mediators. We understand that children may come from a situation where parents are separated, divorced or currently seeking a divorce. These situations result in various custodial arrangements. The city of Las Vegas is not able to interpret or make rules relating to custody agreements. This is the responsibility of the custodial parties and the city will neither negotiate nor mediate custody arrangements. The city may release a child to ANY



authorized pick-up associated with that child, regardless of custody agreements.

The city's number one concern is the safety of every child. Parents/guardians should provide the name, address, home, work and emergency telephone numbers of the other person with custodial rights. The registering parent is also responsible for providing a copy of this parent handbook to the other party.

If custodial issues are in dispute, causing any uncertainty as to who is entitled parent is entitled to pick up the child, the city asks that families refrain from registering the child until such issues are resolved. If such issues arise once a child has been registered in a program, the city expects them to be resolved immediately. If the issue is not resolved immediately, the city will consider whether the child may continue to participate in the program.

Any court orders from one custodial party to specifically remove the custodial rights of the other party must be submitted to the city of Las Vegas prior to the child's participation in the program. Be sure to allow at least four full city of Las Vegas business days (Monday-Thursday) to review this paperwork. It is our experience that many divorce decrees discuss terms of visitation but often do not specifically remove the custodial rights of the other party. The city does not enforce or mediate terms of visitation.

SIGN-IN AND SIGN-OUT PROCEDURES

A parent, guardian, or other authorized contact must sign their children in upon arrival in the morning, and sign them out upon departure in the afternoon for each day of attendance. For the protection of program participants, each site will designate a sign-in and sign-out area where all authorized contacts must remain unless otherwise notified by program staff. Any person signing a child in or out of the program must:

- Show a picture ID at all times (for example: Nevada Driver's License, school issued photo ID or a Nevada ID card).
- Be listed on the child's account.
- Use the unique Personal Identification Number (PIN) assigned to that individual. Parents/Guardians can obtain the unique PIN numbers for themselves and each authorized contact by logging in to the Connect Portal and selecting the "Personal" tab.

When picking up a child, the individual will enter their PIN code on the program iPad. The system will identify the participants authorized for release under that PIN. Program staff will review the participants identified by the system, verify the identity of the individual, and complete the sign-out process.

It is the parent's/guardian's responsibility to:

- A. Ensure each authorized contact is listed as a Parent/Guardian or Emergency Contact (aged 12 years or older) in the child's online account, and
- B. Protect the PIN codes for themselves and the Emergency Contacts on their account. PIN codes should not be shared. Safekey relies on the parent/guardian and authorized contacts to safeguard assigned PINs. Safekey is not responsible for unauthorized access resulting from the sharing, loss, or disclosure of a PIN. Parents/guardians should contact the Safekey office immediately if a PIN on their account has been compromised.

NOTE: The Safekey program provides supervision to participants only within designated program boundaries and during approved program hours. Staff assume responsibility for a participant's supervision only after the child enters the Safekey program area and completes



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the check in process. The Safekey program/city of Las Vegas is not responsible or liable for the safety, supervision, or whereabouts of any participant who has not checked in, who leaves the immediate area of supervision, or who departs from the program without authorization.

Staff is NOT permitted to release any program participant to any person(s) who show any signs of being unstable or under the influence of drugs or alcohol (i.e. staggering, slurred speech, emitting an odor of an alcoholic beverage or drugs, etc.) Should said person(s) insist on taking the child, staff will contact emergency services (911 or city of Las Vegas Department of Public Safety Marshals at 702-229-6444 option 1, per location protocol/urgency), immediately, and then contact their chain of command to inform them of the situation. If the person agrees to leave the child, staff will call those additional persons/emergency contacts listed on the child's account to arrange for the child to be picked up. See NRS 200.508.

Your child/children WILL NOT be released to any person(s) not listed on the child's account, or without an authorized PIN (specific to Safekey/RAP programs). Should any individual to whom release is declined become unreasonably demanding or abusive, staff will contact emergency services (911 or city of Las Vegas Department of Public Safety Marshals at 702-229-6444 option 1, per location protocol/urgency) for assistance.

Late Pick-Up

A \$10 late pick-up fee is assessed for every 10-minute increment the child stays past the scheduled program time beginning at 6:01 p.m. The late fee will continue to accrue until the child is signed out of the program. Every effort will be made to contact the parent or other emergency contacts. If the child is not picked up within 30 minutes of the closing of the program, the City of Las Vegas Department of Public Safety Marshals may be notified to transport the child to the nearest city of Las Vegas community center, city facility, or Child Haven. A note will be posted with the location they were transported to.



Multiple late pick-ups will result in a suspension from the program for up to one school year.

After a child has been transported by the Marshals, Safekey administration will conduct a parent/guardian meeting to evaluate the child's continued participation in the program.

NOTE: The iPad at the program site serves as the official timepiece. Late pick-up fees must be paid immediately or services may be denied even if a child is prepaid for an attendance. Fees from any financial assistance program cannot be credited toward the late pick-up fee.

EXTRACURRICULAR/SPECIAL ACTIVITIES

If a child is pre-paid to attend Safekey in the morning or afternoon and needs to either leave Safekey early or arrive to Safekey late in order to attend an on-campus extracurricular activity, the parent/guardian must complete and submit a Special Activities Waiver in advance. Waivers are required for all activities whether they be one-time events or an activity that repeats on a daily/weekly basis.

It is the responsibility of the parent/guardian to ensure that their child is able to independently transition between programs. Safekey does not escort children to/from any extracurricular activity and cannot verify a child's attendance or whereabouts after they leave our program or if they do not arrive to our program to sign in, even if they are scheduled to attend.

Please be advised that until your child arrives at Safekey, or once your child is permitted to leave Safekey to transition to a special activity unrelated to Safekey at your direction, your child is no longer under the care, custody or control of the city of Las Vegas.

PROGRAM SCHEDULE

Program schedules have been set up for each program site with a suggested time frame. Our staff will be glad to go over our schedule and activities with you. Site activities and times will vary, however, the following is an example of the activity structure that may be implemented:

Roll Call & Connection Time

This time is set aside to help children make the transition between school and the Safekey program.

Snack Time

A nutritious snack is offered after school for every child. This is a social time for the children and a time for sharing ideas and the events of the day.

Homework Time

Every effort is made to have children work on their assignments while in the program. Program staff are available to guide and assist the children during homework time, however they are not certified teachers nor tutors. If the children do not have homework, they are permitted to read, draw, or engage in quiet table games or activities. After the time allotted, the children will need to complete the balance of their assignments at home. Safekey staff are not responsible for keeping track of student homework progress, completion or accuracy.

Enrichment Activities

Participants will be involved, on a daily/weekly basis, in a variety of enrichment activities, both indoors and outdoors, which may include physical fitness, arts and crafts, games, APPLE CORE reading time, special events, literacy activities, homework time and a nutritional after-school snack. Additional activities may include Reader's Theater, STEAM activities, guest presenters and more.

PHOTOGRAPHY AND VIDEOTAPING

The city of Las Vegas staff may photograph or videotape program participants during city sponsored programs and events. These images may be used by the city of Las Vegas in print or electronic media, for city publications, and/or promotional materials unless specifically requested otherwise by a participant or parent/guardian. Parents/guardians may consent or decline for their child to be photographed in their online account. Photo/video consents should be reviewed by the family at least annually.

HEALTH AND SAFETY

Infectious Diseases, Signs of Illness and Sick Children

Health services recommends that, due to the risk of infecting others, if any one of the following general symptoms are present, students should stay home and a medical provider should be contacted for guidance:

- Diarrhea
- Inflamed sore throat
- Unexplained rash
- Earache
- Nausea/vomiting
- Wheezing
- Elevated temperature
- Persistent headache

If a child develops a symptom from the above list while in the Safekey program, the parents will be called and the child must be picked up within 30 minutes.

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If a child has an illness or condition that is contagious or communicable, such as ringworm, lice, COVID, etc. the child may not be permitted to participate in the program until he/she completely recovers from the illness or condition. A doctor's release may be required prior to the child re-entering the program.

Medical Insurance

Please recognize that the Safekey program does not carry medical or accident insurance for injuries sustained in its programs and facilities. The cost of such could make program fees prohibitive. Therefore, the parents/guardian or parent's/guardian's health insurance policy will be responsible should their child be injured while attending.

Medications

While Safekey operates in partnership with CCSD, and on their campuses, Safekey does not have access to any records or medical information a family has provided to CCSD. Safekey also does not have access to medication which may be stored in a school's health office. Safekey does not provide medical personnel at any program site and does not have the ability to refrigerate nor regulate storage temperature levels for medications of any kind.

If a child has any illness or condition that necessitates taking medication during program hours, it is preferable that the child not participate in the program until he/she completely recovers from the illness or condition. It is also preferred that families first seek options for the child to be administered the medication from the school's health office prior to or after attending the Safekey program.

Children must be capable of self-administering their prescribed medication. Please be aware that staff members are not required to administer any form of medication for any participant.

If a child has an adverse reaction to medication or other medical emergency, 911 will be called and the parent/guardian will be notified as soon as possible.

If a child needs to take prescription medication during program hours, the following procedures must be followed:

- Parents/guardians must complete a medication release form and attach a recent photo of the child. The medication release form can be obtained from the Safekey site staff or at www.lasvegasnevada.gov/Safekey and must be turned in by a parent/guardian directly to program staff.
- Medication must be in its original container with the pharmacist's label.
- Liquid medication must be premeasured with the pharmacist's label and a plastic medical measuring spoon or dosing cup must be provided with the medicine.
- Only the amount of medication sufficient to cover doses for one program day should be in the medication container and parents/guardians must initial the individual medication log for the child and pick up the empty container each day.
- Program staff will, whenever practical, provide the child with the medication at the time(s) indicated on the medication release form.

Inhalers and EpiPens

In addition to the medication policy above, for inhalers and EpiPens, which are used on an as-needed basis, the parent/guardian must provide a detailed description of the symptoms, conditions, and circumstances that would necessitate the medication and proper dosage. Program staff will use their best judgment and will permit a child to take the medication only when they find it clearly necessary and appropriate. Program staff will contact 911 in an event requiring the use of an EpiPen or other medical emergency. The parent/guardian will then be contacted as soon as possible.

PARENT CODE OF CONDUCT

Adults serve as role models for the children in our program. If a parent, guardian, or other authorized contact should have a concern, they will address that concern in a calm and appropriate manner. The city has a zero tolerance policy of workplace violence, physical force, harassment, intimidation or abuse of power or authority. Should a parent, guardian, or other authorized contact exhibit inappropriate conduct, the individual may be removed from the program and cited with trespassing. The household's Safekey services may be suspended indefinitely.



NRS 199.300 prohibits threatening or intimidating public officers, employees, jurors, referees, arbitrators, appraisers, assessors, or similar officials to influence them contrary to their duties, with penalties ranging from a gross misdemeanor to a category B felony.

PARTICIPANT CODE OF CONDUCT

Safekey provides a maximum staff to participant ratio of 1:20. Participants are expected to behave appropriately and to promote a safe, fun and healthy environment through productive participation. The program staff will use a positive approach to discipline and will seek parental support to resolve behavioral issues and to encourage positive behavior. Participants who remain disruptive after consultation with the parents may be suspended from the program. Parents/guardians should inform their child of the following rules and expectations for participant conduct:

Rules of Safekey

The Rules of Safekey are listed in the form of a chant/song:

SAFE is the word of the day,
Safekey let me hear you say:
S- Stay together, use walking feet.
A- Always be kind; always be neat.
F- Follow instructions the very first time.
E- Every bubble is respected -- yours and mine!
(Students): Now we know what to do...
(Staff): ...We expect the best from you!

Stay together: Do not leave the immediate area of supervision without staff permission

Use walking feet: Walk, unless instructed otherwise for a specific game or activity

Always be kind: Treat others, self, staff, equipment and property with respect. Communicate and act in a kind manner, using kind words, tone, volume and body language

Always be neat: Tidy up after yourself, and take care of the equipment and facility

Follow instructions the very first time: Cooperate fully with staff instructions

Every bubble is respected yours and mine: Be safe, and keep hands, feet and other objects to yourself; no horseplay is allowed

SAFEKEY

(Students) Now we know what to do: All participants are responsible for following the rules

(Staff) We expect the best from you: Have fun, be safe, and participate in activities to the best of your ability.

To promote positive behavior, city of Las Vegas uses a stoplight system to provide students with a visual gauge of their current behavior/behavior progress throughout the day.

While the Safekey program is dedicated to providing the best possible program for each child, violating the Participant Code of Conduct may result in an Inappropriate Behavior Tracking Report and/or suspension from the program.

Steps Taken to Promote Appropriate Behavior/Correct Inappropriate Behavior

The following steps may be taken to correct inappropriate behavior:

1. Communicate appropriate behavior to the child
2. Redirect the child towards appropriate behavior
3. Remove the child from the activity
4. Provide child with a neutral activity (quiet break, sort crayons, complete a puzzle, deep breathing, etc.)
5. Complete an Inappropriate Behavior Tracking Report
6. Implement a behavior plan (if applicable)



A behavior plan is an outline of behavior expectations and consequences. Guidelines are set up to correct inappropriate behavior. However, this procedure may not resolve the situation. If inappropriate behavior continues, a participant may be suspended from the program.

Examples of Minor Inappropriate Behaviors *(including but not limited to the following)*

Repeated or pervasive minor behaviors may warrant escalation when they interfere with care or safety.

- **Disruptive behavior:** Disrupting program activities through actions such as yelling, screaming, and throwing objects (not directed at a specific target).
- **Inappropriate gestures:** The use of inappropriate gestures in front of or towards others or self.
- **Non-compliance:** Refusal to complete a task or follow instructions when prompted by staff (without causing a safety concern).
- **Disturbing property:** Improper care or unauthorized use of property that does not belong to oneself, without causing loss or physical damage.
- **Non-permitted items:** Accessing items during program that are not permitted (such as personal toys, cell phones, gaming devices, etc.), or making objects that resemble a weapon, but do not pose a safety risk. Refer to page 15 of the parent handbook for additional details.
- **Offensive/Unkind language:** The use of unkind or inappropriate words to others or self.
- **Personal bubble:** Failure to keep hands, feet and other body parts or objects to oneself, engaging in unwelcome contact, causing unintentional harm to others through inappropriate actions or roughhousing.

Examples of Major Inappropriate Behaviors *(including but not limited to the following)*

- **Destruction of property:** Improper care of equipment or property or unauthorized use of property that results in damage or loss.
- **Intimidation/Threats:** Saying or doing things that make others feel scared or unsafe. Also includes expressing direct or indirect threats of harm to another person, self, or property.

- **Leaving program area:** Leaving the immediate area of supervision.
- **Non-compliance:** Refusal to complete a task or follow instructions when prompted by staff, causing a safety concern.
- **Physical aggression:** Forceful contact towards another person, self, or property. Examples include grabbing, spitting, hitting, slapping, biting, fighting, pushing, shoving, striking with an object or throwing objects (proximate to people or structures), etc.
- **Stealing:** Taking items from staff, the facility or another participant's personal belongings without permission.
- **Weapons:** Bringing any weapons, items resembling weapons or items intended to be used as a weapon to the program. These items will be immediately confiscated by staff.



Bullying: Verbal, physical, and cyber-bullying are prohibited in the city of Las Vegas programs.

If a parent or child has any concerns regarding bullying, they should report it to the Safekey office immediately. NRS 200.900 prohibits minors from knowingly and willfully using a cell phone to commit and distribute an image of bullying with the intent to cause harm to a minor. The city strictly enforces this statute and will not tolerate any form of bullying by any participant while participating in a city program.

Staff will confiscate the personal cell phone from a participant if there is any indication or accusation of cyber-bullying. Any personal cell phone confiscated by staff will be held in a secure location until the parent or legal guardian of the participant whose cell phone has been confiscated requests the return of the cell phone. If, upon further investigation, a participant is found to be participating in any form of bullying, the participant may be subject to temporary suspension or permanent expulsion from the program.

Suspension Policy - Parent conference required to return to program

1st SUSPENSION

Depending on the severity of the behavior or, if inappropriate behavior continues, the participant may be suspended up to five program days.

2nd SUSPENSION

Should inappropriate behavior continue after the first suspension, the participant may be suspended up to ten program days.

3rd SUSPENSION

A third suspension may result in the participant being suspended from the program for up to one year and is handled on an individual basis depending upon the severity of the situation.



NOTE: No refunds or credits will be granted for suspended program days. A participant may receive an immediate suspension for up to one year depending on the severity of the behavior.

Personal Possessions and Usage in City Programs by Youth Participants

Personal toys, radios, electronic equipment (music devices, gaming systems, iPads, etc.), skateboards, scooters, sports equipment or other items of a similar nature are not allowed to be brought from home and personal property such as backpacks, clothing, jewelry, glasses, etc. are the responsibility of the participant; the city is not responsible for lost, stolen or damaged items. The city will furnish the supplies and equipment needed for the program. The only exception is if the program operator requests that supplies or equipment be provided by the participant for a special event or theme. A PARTICIPANT'S CELL PHONE MAY BE BROUGHT, BUT MUST BE TURNED OFF AND IN THE PARTICIPANT'S BACKPACK, PURSE, OR LUNCH BAG WHILE THE PARTICIPANT IS IN THE PROGRAM. The cell phones may be used only upon staff approval or in the event of a family emergency. Personal items that are brought from home that are not allowed or are used without approval may be confiscated from the participant and held by staff until a parent or legal guardian picks it up.

SAFEKEY

DRESS CODE

Many of our activities involve active play. Children must wear appropriate clothing and footwear for the activities in which they will be involved. For their safety, we strongly suggest that children wear either athletic shoes or sneakers every day of the program.

Acceptable footwear:

- Athletic shoes
- Canvas rubber soled shoes
- Sneakers

Participants may not wear:

- Excessively baggy clothing
- Excessively short shorts, skirts, skorts or dresses
- Clothing or hats with printed profanity or suggestive language
- Clothing or hats that promote use of a controlled substance
- Bare midriff, spaghetti straps or bikini tops
- No holes or tears in clothing
- No Heelies (shoes with built-in wheels)

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government programs and services. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion.

INCLUSION

The city of Las Vegas Department of Youth Development and Social Initiatives proudly supports the Americans with Disabilities Act. To include those with disabilities, the Safekey program provides reasonable accommodations to all participants as requested. If a parent or participant needs assistance in the program, please contact the Safekey administrative office prior to the child's program start date to discuss the most effective means of inclusion support for success. Safekey does not provide 1:1 supervision or care. Program modifications will be made on a case-by-case basis.



There will be every effort made to accommodate all participants in the Safekey program; however, the Participant Code of Conduct must be followed to ensure everyone's safety and enjoyment.

Note: Individualized Education Plans (IEP) are a master plan of goals and objectives for children with disabilities and are not mandated by law in an out-of-school time setting. Safekey staff do not have direct access to a child's school IEP or BIP (Behavior Intervention Plans).

PERSONAL CARE POLICY

All participants must be toilet trained. The city of Las Vegas does not provide personal care services such as feeding, toileting, or the changing of clothes (refer to the 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). When personal care is

needed, the Safekey program will accommodate a personal care attendant by allowing them space if available and privacy in the implementation of their duties. Parents/guardians may provide the care themselves, or employ or solicit an emergency contact listed on the child's account to act as a personal care attendant.

It is recommended that personal care be provided within 10 minutes of the request for service if a child cannot adequately provide their own personal care, however, as long as assistance is provided within 30 minutes of the request, the participant will be accommodated whenever possible. If assistance is not provided within 30 minutes, a suspension may occur. If a second incident occurs, a 2-day suspension will take place and the parent must attend a parent conference before the child can return to the program. If a third incident occurs where assistance has not been provided within 30 minutes, the parent must attend a parent conference where the city will consider whether the child may continue to participate in the program.

TELEPHONE USE

Telephones at the sites are intended for business and emergency use only. If a parent/guardian needs to contact the Safekey staff, they should contact the Safekey office at 702-229-KIDS (5437) who will contact the site and relay the message.

PROGRAM DISCLAIMER

The city of Las Vegas Department of Youth Development and Social Initiatives prohibits discrimination based on race, color, national origin, age or disability in its programs and activities. If any individual believes he or she has been discriminated against, he or she may file a discrimination complaint with the Director, Equal Opportunity Program, U.S. Department of the Interior, National Park Service, P.O. Box 47127, Washington, DC 20013-7127.

The Safekey program reserves the right to refuse service for the following reasons:

- Failure of parent, guardian or child to follow policies, procedures and rules
- Parent, guardian or child is physically or verbally abusive to staff or other participants/parents
- Failure to prepay for services or keep account balance current
- Failure to provide updated information and records
- Failure to adhere to the late pick up or sign in/out procedures
- Failure to resolve custodial issues or circumstances
- When the city of Las Vegas determines that continued service is not in the best interest of the child and/or agency



SAFEKEY OFFICE

495 S. Main St., Las Vegas, NV 89101

702-229-KIDS (5437)

Customer Care Center: (500 S. Main St, Las Vegas, NV 89101)

Walk-In Hours: Monday–Thursday 7:30 a.m.–5:30 p.m.

Phone Hours: Monday–Friday 7 a.m.–6 p.m.

Learning Beyond The Bell

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Contact Us! **SAFEKEY**

495 S. Main St. | Las Vegas, NV 89101

702-229-KIDS (5437)

lasvegasnevada.gov/safekey