

## Chicago Park District Inclusion Aide Services FAQs

For details regarding participants with disabilities registering for CPD programs.

### What are Inclusion Aide services and what is the process that goes along with it?

Inclusion Aide services provide individualized support for participants with disabilities who request additional assistance. The steps taken when a request is made are below:

1. A Parent/ Caregiver adds the request in their ActiveNet account. The participant must wait to start the program until they go through the Inclusion Aide process with the Inclusion Team, once a request is made.
2. The Parent/ Caregiver should contact the park to inform them of the request. This request can be found through running an ActiveNet Roster. For it to be a valid request, the information must say something along the lines of "Inclusion Aide Request" in addition to or in place of a diagnosis. If a request is found, in the roster, without prior parent/caregiver contact, it is OK to call the parent/caregiver to ensure they are requesting an Aide.
3. After the request has been confirmed with park staff, park staff should submit the Inclusion Aide Request Form on SharePoint to alert the Special Recreation Department Inclusion Team.
4. The Inclusion Team will confirm receipt of the request with the Park Staff and will reach out to the parent/caregiver within 2 weeks of receiving the request to schedule an Assessment. The Assessment will determine if an Aide is deemed necessary or if independent participation is possible.
5. The Inclusion Team will communicate the outcome/accommodations of the Assessment with both the parent/caregiver and the park. If independent participation is possible, the Inclusion Team will work with Park staff to share needs and discuss any necessary adjustments.
6. The Inclusion Team assigns Aides as needed and will communicate an update on who the staff will be with both the park and the parent/caregiver (typically the week before Day Camp begins).

### How can the ActiveNet account be updated to reflect the request?

1. Once the Parent/Caregiver is logged into their account, the top will say: "Account Options for PARENT/Caregiver NAME"
2. On the right under "Personal Information", click on "Answer/Edit Account Questions"
3. The top of this page will say, "Questions and Answers for All Parent/Caregiver Members"
  - a. You will need to find the section labeled, "Questions answered by CHILD'S NAME"
4. Under "Account Creation Questions" in the child's section there are two questions
  - a. "Does this customer have any special needs or medical concerns/limitations?"
    - i. The answer needs to be "yes" – then the second question will appear
  - b. "Please explain these special needs or medical concerns/limitations"
    - i. This is where the specific words, "requesting Inclusion Aide" need to be typed
    - ii. You can type the diagnosis and important information if the parent/caregiver wants staff to be aware

5. After these questions are updated, click submit and it will be saved to the account

### **How do I find the ActiveNet Roster to locate the Request?**

1. Login into ActiveNet with your CPD credentials.
2. Click on the tab "Reports" at the top of the page.
3. Click "Roster - Expanded".
4. Once you are in this section, ensure that your program and activity site is accurate.
5. Scroll down and click on, "Show Specific Custom Questions".
6. Select "Customer Individual – Medical Needs" AND "Customer Individual – Medical Needs Sub".
7. To run the report, click "Run Report".

### **Who is the Special Recreation Inclusion Team?**

Inclusion Admin Contact Information

North Region – Kerry Brady Sr., Program & Event Coordinator, (312) 656-6189

[Kerry.Brady@ChicagoParkDistrict.com](mailto:Kerry.Brady@ChicagoParkDistrict.com)

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### **How will I know the outcome of the Assessment?**

Once the assessment is completed, the Inclusion Team will reach out to inform you of the results and accommodations deemed necessary.

### **An Aide was not deemed necessary for my participant. What do I do?**

Keep calm and program on. A member from the Special Recreation Inclusion Team will explain the outcome of the assessment, including tips, and why an Inclusion Aide was not deemed necessary. If you feel you or your staff would benefit from extra training on how to best help someone with a disability, please reach out to the Inclusion Team for additional training opportunities.

**An Aide was deemed necessary for my participant and was assigned to my park. What are the expectations?**

The Inclusion Aide who is assigned to the participant will be expected to work directly with the participant. They will help the participant to include them in all scheduled park activities in which they are registered. An email will be sent to the Park Supervisor/Camp Director with assignment details including their hours and timesheet information. The Inclusion Aide is assigned to modify and adapt activities to INCLUDE the participant in ALL activities when possible; they should not be off to the side for the majority of the day. Aides must be in the water with their assigned participant and are expected to follow the same basic CPD employee expectations as all other staff. The Inclusion Team needs to be made aware of any participant or Aide absences.

**An Aide was deemed necessary for my participant, but an Aide was not placed at my park. What do I do?**

There can be several reasons an Inclusion Aide is not placed immediately. Inclusion Aides are placed on a first come, first served basis in the order each registration is completed. If the department is short on staffing, there was a late registration, there are no Aides with the availability that matches the program day and time, etc., there may be a waiting period until resources become available. The parent/caregiver is entitled to a refund if they do not want to wait, and an Inclusion Aide is deemed necessary for their safe and successful participation.

A potential outcome of this is that through communication with the parent/caregiver, they do have a right to withdraw their request for an Inclusion Aide. This withdrawal would have to be in writing and kept with the Inclusion Team. It would be communicated to the parent/caregiver that additional staff would not be available to support the participant individually and that this participation is on a trial basis pending their ability to follow guidelines and remain safe. If this does not happen, it should be documented by park staff and the participant would have to then pause participation and wait for an Aide to be placed.

**My participant with an Aide is not following program guidelines. What do I do?**

Communicate with the Aide on what the challenges are and confirm that all efforts to help them be successful are being attempted. Be sure to communicate challenges with the parent/caregiver and ask for their input on how to help their child be able to reach the guidelines. These conversations are crucial to

prevent any surprises down the line. If the participant is not able to follow guidelines after all attempts and assistance with Inclusion Team support, the Park Staff will need to inform that parent/caregiver that they are unable to attend program until they are able to meet the guidelines.

**What if I think a participant would benefit from an Inclusion Aide but the parent/caregiver did not request one?**

It is the parent's/caregiver's right to not request an Inclusion Aide or disclose their child's diagnosis or disability information. Disability does not automatically require Inclusion Aide support. We need to be careful not to discriminate against people with disabilities by requiring extra support if not needed. With that being said, all participants are expected to meet the program rules and guidelines as well as the park policies. If staff need additional training on how to best help someone with a disability, please reach out to the Inclusion Team.

**One of my participants requires an Aide in school. Does that mean they'll need an Aide for my park program?**

Not necessarily. A recreation setting has different expectations and structure than a classroom. Park programs are recreational and fun which may help the participant be successful independently without the more regimented demands of a classroom.