



# Inclusion Services Welcome

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# Welcome To Inclusion Services!

Thank you for choosing to participate in an inclusive recreation opportunity! We hope that you and your family member will find the experience to be both enjoyable and rewarding. We realize that some may not have prior experiences in the area of inclusion, so we have created this guide to serve as a resource. If you have any questions or concerns during the course of your experience, please do not hesitate to contact a member of the Western DuPage Special Recreation Association (WDSRA) Inclusion team. Let us introduce you to the members of our team:



**Maddy Manden, Inclusion Supervisor—** Maddy has been part of the WDSRA staff since 2008 in various capacities. She graduated from Trinity Christian College with a degree in Special Education. Maddy lived in Africa for a number of years, where she started special education programs. She became an Inclusion Supervisor for WDSRA in March 2015. Maddy coordinates services for Naperville and Warrenville Park District residents.



**Jenna Johnson, CTRS, Inclusion Supervisor—** Jenna joined the inclusion team in 2018. She has a Bachelor's degree in psychology from Concordia University and a Master's degree in Therapeutic Recreation from the University of Wisconsin in La Crosse. Jenna has worked in a number of different settings, including community-based recreation programs. Jenna coordinates services for residents in Bloomingdale, Carol Stream, Glen Ellyn, Roselle, West Chicago, Wheaton and Winfield.



**Tammy Kerrins, CTRS, Manager of Inclusion—** Tammy has been involved with the area of inclusion at WDSRA since September 2000. Tammy's involvement with Special Recreation Associations (SRA's) began 30 years ago during her internship. She has held a variety of positions at other SRA's ever since. Tammy has a degree in Therapeutic Recreation from the University of Wisconsin in La Crosse. She is responsible for overseeing all aspects of inclusion.

## WELCOME

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## Registration Procedures

WDSRA, in cooperation with our member districts, is committed to providing a variety of recreation and leisure choices for individuals who have special needs that reside in our member communities. Any individual enrolled in a member park district program who has special needs is eligible to receive inclusion services. The request for inclusion services should be made at the time of registration with the park district: when registering, please indicate on the registration form that accommodations are needed. Though not required, families are encouraged to contact a member of the WDSRA Inclusion team to inform them of the need for support so that advance coordination of services can begin.

Early notification is critical to the inclusion process and to facilitating a successful experience. If it is determined that an accommodation should be provided, it is important that WDSRA have advance notice: ***we request a minimum of two weeks advance notice*** to secure necessary accommodations. During peak periods, it may take in excess of two weeks. Understandably, untimely or incomplete notice to the park district and/or WDSRA may result in temporarily postponing participation pending the ability to assess and address inclusion needs. Families are encouraged to err on the side of caution and to advise the park district of any special needs or requests for reasonable accommodation at the front end of the registration process.

## REGISTRATION PROCEDURES

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## **Inclusion Accommodations**

WDSRA Inclusion team members work diligently to ensure that necessary accommodations for success are in place prior to the start of a program. Through open communication with park district staff, participants and family members a plan for accommodating those who have special needs is determined. Accommodations can include the following: providing behavior management support, training for the instructors, sign language interpreters, adaptive materials and equipment, ability awareness training and the provision of a support staff member.

## **Inclusion Support Staff**

In certain circumstances, additional staff, called “support staff” are recruited and trained to assist an individual who has special needs while that person participates in a park district program. The support staff member is hired to support the park district *program* and *staff*. A support staff member is not hired or intended as a private instructor, tutor, caregiver or respite worker. Inclusion support staff members will ordinarily have a background through education and/or experience and training in working with individuals who have special needs. The park district, in cooperation with WDSRA, determine on a case-by-case basis the need for support staff. The provision of support staff is provided at no cost. Families must, however, register through their park district and pay the appropriate registration fees.

If the provision of a support staff member is determined to be a necessary accommodation, you will receive the name and telephone number of that individual from WDSRA once the staff member is secured.

## **Boardmaker Communication**

WDSRA has Boardmaker communication software. If you/your family member relies on picture schedules or the use of icons to facilitate communication, please inform a member of the WDSRA staff: we would be happy to provide them for use during an inclusive experience.

## **INCLUSION SUPPORTS**



## **Advance Notice and Preparation**

WDSRA strives in each situation to create the most positive, ideal inclusive opportunity for each participant. Pre-planning and preparation are essential elements that create the foundation for a successful inclusive experience. WDSRA requests a minimum of two weeks advance notice so that necessary accommodations can be secured. Please do not jeopardize participation: provide WDSRA with ample time to assess and address individual needs and secure necessary accommodations by registering early.

Should it be determined that the provision of a support staff member is a necessary accommodation, you will receive contact information for that staff member prior to the start of your experience from a member of the WDSRA Inclusion team. Because we feel that increased communication can only enhance the inclusion experience, we encourage families and support staff members to communicate prior to the start of a program. If you would like to initiate contact with a support staff member, please feel free to do so.

## **Absences**

Open and ongoing communication is key to the success of inclusion. If you/your family member will be absent or will be arriving late, please inform the support staff person directly or contact a member of the WDSRA Inclusion team.

## **Program Changes/Drops**

We understand that at times programs cancel due to low enrollment, families choose to participate on a different day/time and that, in some cases, family circumstances change affecting one's ability to participate in a program as planned. Should you decide to cancel enrollment in a program or find out that initial program details have changed, please contact a member of the WDSRA Inclusion team so that appropriate action can be taken.

## **Accommodation Needs Update**

Participant needs are ever-changing. We ask that you inform us of changes in accommodation needs so that we can be better prepared to facilitate a positive experience. Whether there has been a change in medical status, social needs, behavior support or some other area, please inform a member of the Inclusion team at the WDSRA office so that we can update your/your family member's records. The information you provide is shared with both WDSRA support staff members and the park district program instructors. Communication is truly the key to a successful experience: please help to ensure that staff members are adequately prepared with up-to-date information by contacting us whenever there is a change in accommodation needs.

## **INCLUSION PROCEDURES**

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## **What is WDSRA?**

Western DuPage Special Recreation Association (WDSRA) is a cooperative extension of nine member Park Districts. WDSRA provides a variety of recreation and leisure services for individuals who have special needs. Communities served by WDSRA include: Bloomingdale, Carol Stream, Glen Ellyn, Naperville, Roselle, Warrenville, West Chicago, Wheaton and Winfield.

## **Who is eligible for inclusion services from WDSRA?**

Any individual who registers for a program in one of WDSRA's member park districts and has a special need is eligible to receive inclusion services.

## **Is there a limit to the number of programs one can register for per season and receive inclusion support?**

There is not a limited number of programs per season in which WDSRA will provide inclusion support. WDSRA staff will secure necessary accommodations in each program every season for individuals who have special needs.

## **What is the cost for inclusion services from WDSRA?**

Inclusion services are provided at no cost through WDSRA and the member park districts. Participants must pay the park district program fees, but there is no additional cost for inclusion support.

## **Who do I contact if I have questions?**

If you have questions or need assistance regarding the program or the program content, please contact the park district. If you need inclusion assistance please contact the WDSRA office, (630)681-0962, and ask to speak to a member of the Inclusion team. Additional information about WDSRA and inclusion services can be found on the WDSRA website: [www.wdsra.com](http://www.wdsra.com).

## **FREQUENTLY ASKED QUESTIONS**

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## WDSRA Inclusion Team Contacts

WDSRA Phone Number: (630)681-0962

WDSRA Website: [www.wdsra.com](http://www.wdsra.com)

**Jenna Johnson, Inclusion Supervisor**—jennaj@wdsra.com

(Coordinates services for residents in Bloomingdale, Carol Stream, Glen Ellyn, Roselle, West Chicago, Wheaton and Winfield)

**Maddy Manden, Inclusion Supervisor**—maddym@wdsra.com

(Coordinates services for residents in Naperville and Warrenville)

**Tammy Kerrins, Manager of Inclusion**—tammyk@wdsra.com

## Park District Contact Information

Park District	Address	Telephone	Website Address
Bloomingdale	172 South Circle Bloomingdale IL 60108	(630)529-3650	<a href="http://www.bloomingdaleparks.org">www.bloomingdaleparks.org</a>
Carol Stream	849 W Lies Road Carol Stream IL 60188	(630) 784-6100	<a href="http://www.csparks.org">www.csparks.org</a>
Glen Ellyn	185 Spring Avenue Glen Ellyn IL 60137	(630) 858-2462	<a href="http://www.gepark.org">www.gepark.org</a>
Naperville	320 W Jackson Avenue Naperville IL 60540	(630) 848-5000	<a href="http://www.napervilleparks.org">www.napervilleparks.org</a>
Roselle	555 W Bryn Mawr Roselle IL 60172	(630) 894-4200	<a href="http://www.rparks.org">www.rparks.org</a>
Warrenville	3S260 Warren Avenue Warrenville IL 60555	(630) 393-7279	<a href="http://www.warrenvilleparks.org">www.warrenvilleparks.org</a>
West Chicago	201 W National St West Chicago IL 60185	(630) 231-9474	<a href="http://www.we-goparks.org">www.we-goparks.org</a>
Wheaton	1777 South Blanchard Wheaton IL 60189	(630) 690-4880	<a href="http://www.wheatonparkdistrict.com">www.wheatonparkdistrict.com</a>
Winfield	0 N 020 County Farm Winfield IL 60190	(630) 653-3811	<a href="http://www.winfieldparkdistrict.com">www.winfieldparkdistrict.com</a>

## CONTACT INFORMATION



**Preschoolers at the Winfield Park District are on track for some fun!!**

**“I have nothing but good things to say.... (My child) loves going to camp and has built tight relationships with the staff...Great group of people.”  
(Warrenville Park District Resident)**



**Just chillin' with friends at the Roselle Park District!**

**“(Staff) is terrific...We really appreciate her. Without her efforts (my child) would not be able to participate and enjoy the program. Thank you for this valuable service to help those needing a little help reach their full potential.”  
(Carol Stream Park District Resident)**



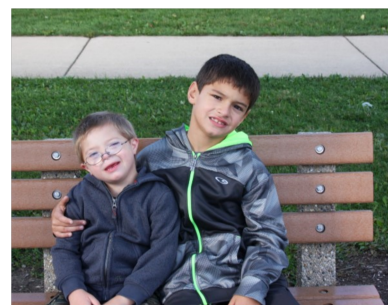
**Kids in Bloomingdale have a ROARING good time!!**

**“I am so happy with the services that (my child) received last year and this year as well. I've seen some more of the great work WDSRA does with kids - in this summer camp and others. It's so important that everyone gets a chance to participate and that parents don't have to feel so isolated when they have special needs children.”  
(Naperville Park District Resident)**



**Let's give the Wheaton Park District a high five for providing LOTS of fun for everyone!!**

**“ Thank you so much for EVERYTHING! I can't express enough gratitude...You have truly made (my child's) 1st camp experience an enjoyable one.”  
(Glen Ellyn Park District Resident)**



**Taking a break to relax at the West Chicago Park District!**

## **TESTIMONIALS**

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## Evaluation

Both WDSRA and your park district thank you for choosing an inclusive recreation opportunity. We hope that all of your experiences are positive. We are committed to providing the highest quality service and rely on you to tell us how we are doing.

On the following page is a sample WDSRA Inclusion evaluation form. WDSRA staff distribute these forms either electronically or via US mail at the conclusion of each program season. The electronic evaluation can be accessed at any time by going to the WDSRA website. A link to the form can be found by clicking on the program button and then on inclusion programs. Upon conclusion of each program, we hope that you will take a few moments to share your thoughts with us.

We hope that you will help provide specific examples of what went well during your experience and areas that could be improved. Sharing specific comments and suggestions at the bottom of the evaluation provides invaluable feedback to both WDSRA and your park district. Please help us know what to continue and what could have changed to make for a better experience by taking a moment or two to provide us with written comments. To provide the maximum benefit, please provide specific details and examples.

For instance, while it is helpful to say, *“The support staff member worked well with my child,”* it would be even better to give examples, as in the following: *“The support staff member excelled in the following areas: dependability, communication, and suggesting necessary program accommodations. One area for improvement that I would suggest is to be more enthusiastic with my child. The park district instructor readily accepted suggestions from the WDSRA support staff member which truly aided in making him an active class participant.”*

If, during the course of the program, you feel there is a matter which requires attention, please immediately inform either the WDSRA support staff member who is assisting or a member of the WDSRA Inclusion team so that your concerns can be addressed in a timely fashion. At times we have not been made aware of potential areas for improvement until after a program concludes: in some instances, waiting to share feedback has delayed and perhaps hindered the ability to make changes. Additionally, it has affected the quality of the experience for the participants. Please do not wait to share your thoughts if you have major concerns during a program.

For program-specific information and concerns please speak to either the program instructor or a member of the park district staff. We greatly value your opinions and input.

## EVALUATION



## INCLUSION PARENT/PARTICIPANT PROGRAM EVALUATION

WDSRA and our member park districts constantly strive to provide high quality programs and services. In order to do so, we need your input. Please complete this evaluation form and return it to WDSRA, 116 N Schmale Road, Carol Stream IL 60188. You may also share your feedback with us by completing this online. Simply go to the Inclusion information in the Program section on the WDSRA website. If you have any questions, please feel free to contact Tammy Kerrins, Manager of Inclusion.

Participant's Name \_\_\_\_\_ Season \_\_\_\_\_

Program \_\_\_\_\_ Park District \_\_\_\_\_

WDSRA Support Staff Name \_\_\_\_\_

**1-Needs Improvement      2-Satisfactory      3-Good      4- Excellent**

### 1. Overall Program Rating

Enjoyment of the Program	1	2	3	4
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### 2. Program Content

Program Content Met Expectations	1	2	3	4
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Activities Were Appropriate	1	2	3	4
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### 3. Leadership

WDSRA Staff Worked Effectively with Participant	1	2	3	4
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WDSRA Staff Made Necessary Adaptations	1	2	3	4
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WDSRA Staff Provided Appropriate Level of Communication	1	2	3	4
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WDSRA Staff Were Prompt/Dependable	1	2	3	4
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Park District Staff Worked Effectively with Participant	1	2	3	4
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Park District Staff Were Supportive of Inclusion Process	1	2	3	4
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**Comments and Suggestions (Please use the back of the page if needed)**

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