



Client Participation Agreement

The Northeast Arc Recreation team is committed to offering inclusive and enriching programs for all members of our community. To ensure a safe, respectful, and enjoyable environment, all participants are expected to uphold the following standards of behavior. These expectations apply equally to clients, staff, and volunteers.

Our vision is to provide clients, of all abilities, with an equal opportunity to access meaningful activities through community involvement, intentional recreation, sport, and art programming. Northeast Arc's Recreation program offers individuals the opportunity to participate in active and healthy recreation as well as leisure activities for enjoyment, relaxation, development, and personal growth.

Client Expectations

As a participant in the Recreation Department, I agree to:

1. Treat others with respect, kindness, and cooperation, contributing positively to the experience of all clients. Respect the rights, beliefs, and property of others.
2. Use my cell phone respectfully and responsibly. Clients are expected to keep their phones on silent mode during program hours. Cell phone use is limited to necessary communication only. Social media browsing, gaming, and other non-essential activities are discouraged.
3. Follow staff instructions and cooperate fully with program guidelines.
4. Promote an environment where everyone can reach their full potential.
5. Always maintain a positive attitude and respectful behavior, both inside and outside of program activities.
6. Limit romantic or intimate relationships during program hours and activities to avoid distractions, discomfort, or conflicts.
7. Keep external conflicts out of the program. If issues affect the environment, address them calmly or seek staff support. Staff will only intervene as they see fit.
8. Wear comfortable, activity-appropriate clothing that allows for active participation, avoids offensive content, provides adequate coverage. Themed attire is welcome during unique events or activities, as long as it remains respectful and appropriate.

Prohibited Behaviors

I understand that the following behaviors are not acceptable and will not be tolerated:

9. Excessive horseplay, inappropriate touching, unwelcome teasing, bullying, or any unkind behavior.
10. Use of foul language, inappropriate gestures, verbal threats, or raised voices.
11. Physical aggression, including pushing, kicking, hitting, or fighting.
12. Any form of bullying—written, verbal, or physical—intended to harm another participant.

Safety and Participation

While attending programs, I will:

13. Remain aware of my surroundings and follow all safety rules for each activity.
14. Participate to the best of my ability and encourage others to do the same.
15. Respect personal space and consent in all interactions.
16. Immediately inform a staff member if I experience or witness a problem. Staff cannot address issues of which they are unaware.
17. Have fun, but never at the expense of others.

The Code of Conduct will be enforced daily. If a participant is unable to follow the Client Participation Agreement, a mandatory meeting with the Recreation Department will be scheduled to discuss the incident. Northeast Arc



reserves the right to immediately remove a participant from all recreation programming without prior warnings or suspensions.

Incident Response Protocol

Tier 1: First Incident

Action: Verbal or written warning.

Process:

- Staff document the incident and the conversation.
- Expectations for improvement and relevant program expectations are reviewed with the participant (and caregiver/guardian if applicable).
- May include a brief behavior plan or coaching.

Tier 2: Second Incident

Action: Suspension from the specific program for a designated period.

Process:

- Written notice of suspension, including duration, rationale, and conditions for return.
- Caregiver/guardian is notified when applicable.
- May include a re-entry meeting and a formal behavior support plan.

Tier 3: Third Incident

Action: Removal from the specific program or all recreation programs.

Process:

- Written notice detailing the incident(s), decision and effective date.
- Determination considers severity, impact, and prior interventions.