



Recreation FAQs

Our programs would not be possible without the support of our clients, families, guardians, caretakers, and staff. Below are frequently asked questions to members of the Recreation team.

Can my client attend the program if they're feeling a little under the weather?

If your client is showing any signs of illness—such as fever, cough, sore throat, vomiting, or diarrhea, we ask that you keep them home. Even mild symptoms can spread quickly in group settings.

Will staff always step in to resolve interpersonal conflicts?

Staff will intervene **as they see fit**, based on the nature and impact of the issue. They may offer mediation, redirect behavior, or schedule a follow-up meeting. Not all conflicts require direct intervention, especially if they can be resolved respectfully between participants.

Leave personal drama or arguments at the door. If something is bothering you from outside the program, don't bring it into activities.

Is it okay to register my client for a program just to keep them busy?

While keeping clients active is important, registering them for a program they're not interested in can lead to disengagement, behavioral challenges, and a negative experience for both your client and others. We recommend choosing programs that align with their interests and strengths. We recommend reviewing program descriptions, speaking with staff, and involving your client in the decision-making process. If you're unsure, we're happy to help guide you based on your client's interests and needs.

Can I stay with my client during the program?

While we understand the desire to be present, our programs are designed to foster independence, social interaction, and personal growth. Unless a client requires specific support or accommodation, we kindly ask to drop off and pick up only.

Our goal is to create a safe and engaging environment where clients can build confidence and connect with peers. When parents stay, it can unintentionally disrupt group dynamics or make it harder for clients to fully participate.



How early can I drop off my client for programs?

Drop-off can begin no earlier than 10-15 minutes before program. If the client is dropped off any earlier without prior approval, they will have to wait outside of the program space. Staff spend the time before program setting up the space and discussing aspects of the program.

It is up to the discretion of the staff whether the client can physically enter the space. Please refrain from knocking on doors, windows, or other methods of getting the attention of a staff. They will open the doors when they are ready for the program to begin.

How late can my client stay after the program?

If utilizing The RIDE, Uber or Lyft, rides should be scheduled as close to the end of program as possible. We recommend scheduling rides for a time before the program ends, such as 5-10 minutes before the end of program.

What should I do if there is a change for my client that impacts their participation in Recreation?

If your client seems to be struggling on a day where they are to be attending a program, please reach out to the Recreation staff prior to the start of program to determine if attending a program that day is a good fit. With our staffing ratio, we are unable to provide 1:1 assistance to clients, so we may ask for someone to stay within the location to be available for support, if we determine attendance is possible.

We strive to have everyone attend our programs and be successful in their participation. This is possible with the support of the clients, families, staff, caretakers keeping us informed.

Updating your client's profiles is very important! We want to support each client in the best way that we can, so please communicate any changes in medication, behaviors, moods, mobility, as soon as possible to Recreation staff.

If the client requires 1:1 assistance to attend programs, how does the ticket cost work for that program?

If a client requires a 1:1 assistance to attend, depending on the activity, we may have to charge the RecDesk account extra to accommodate for the cost of the additional person.

If we are doing an activity that requires an entrance fee or cost per person, we pay ahead of time for the program. We can apply the additional ticket cost to the RecDesk account. Please notify the Recreation staff if a 1:1 plans on attending with a client upon registration.



What is your procedure for waitlists? When will I know if I am going to be taken off?

If it is a new session and you are added to the waitlist during registration, removing you from the waitlist will not be considered until week two. Recreation will reach out via email or phone call ONLY if they are able to remove you from the waitlist.

For Friday and Saturday programs, clients will be emailed by Wednesday and Thursday of said week, be taken off the waitlist.

How do I confirm I have been removed from the waitlist?

The email on the profile will receive a "Registration Confirmation" email from RecDesk with an open invoice. This email indicates that the client was taken off the waitlist and can join the program. In addition, you will receive an email from a member of the Recreation team with the details of the program.

If you did not receive an email, we were unable to accommodate additional clients from the waitlist due to any number of factors.