

# Department Policies

## Recreation Information Line: (414) 423-2803

A reminder that the "Info Line" is your link to the Recreation Office for up-to-date info on program schedules, class cancellations, changes, etc. This is a 24-hour recorded message. Keep this number handy and keep informed!

## Department Sales Tax

Sales tax is included in those programs that have an admission charge, such as open swim, open basketball and entry fees for any leagues (volleyball/softball/ basketball), in accordance with the Department of Revenue laws.

## Waiting Lists

When you register and your class is filled, please be sure to fill out a waiting list form. The Department will make every effort to accommodate those on the waiting lists (adding classes, etc). If any openings become available, we will then go to the waiting list to fill the class. Once you've been called about a class opening, you have five days to pay for your spot or it will be released to the next person on the waiting list.

## Transfer and Refund Policy

The Park and Recreation Department will assess a service fee of \$5.00 for any class transfer or refund request in all classes that are not covered by our refund policy. Check your forms at registration to make sure you have the proper class forms. NO refund will be given ONCE THE DAY A CLASS IS TO START ARRIVES, unless the Department cancels the class. To receive a refund, you must bring in your white receipt three (3) full business days prior to the class starting date.

**NOTE:** For all art and/or craft classes, deadlines on Getaways/outings, cooking classes or Mad Science classes, refund requests must be made six business days before the class begins or as indicated on specific programs. Your receipt must accompany your refund request. There also will be no prorating of class fees.

## Refund Checks

If the department cancels a class, or you request a refund, checks are processed from the Park and Recreation Office, and will be mailed out. They take up to 2 weeks to receive.

## Notice of Nondiscrimination Policy

It is the policy of the Greendale School District that no person shall be denied admission to, participation in, the benefits of any curricular, extracurricular, pupil services, recreational or other program or activity, or employment on the basis of sex, race, color, national origin, ancestry, creed, pregnancy, marital or parental status, sexual orientation, medical condition or disease, or physical, mental, emotional or learning disability.

## Program Activity Evaluations

In an effort to continue focusing on quality programs, the Recreation Department asks each class participant from all registered activities to complete a class evaluation. This will help future programming decisions. If you do not receive an evaluation form, please contact the Park and Recreation Department.

## No Smoking/Alcohol Use Policy

A reminder to all program participants: The use of all tobacco products or drinking of alcoholic beverages on premises owned or rented by the Greendale School District is prohibited by state law. Your cooperation in upholding this law is necessary.

## Adaptive Program

We are interested in identifying the recreational needs of children and adults with disabilities who reside in Greendale. These needs may include adaptive or mainstreamed programming or resource assistance. Please contact the Greendale Park and Recreation Department weekdays at (414) 423-2790 if there is a program that someone you know would like to participate in but special adaptation may be necessary.

**Confirmations are not mailed unless a self-addressed stamped envelope is enclosed**

## Class Cancellations

1. Due to weather ... Questions regarding class cancellations often arise with the winter weather. For information on cancelled classes, due to inclement weather, turn your radio to WISN, WTMJ or call the Recreation Information Line at (414) 423-2803 for updated cancellation information. weather. For information on time to cancel a class. Parents are encouraged to use their own discretion about sending children if conditions are questionable. If Greendale cancels schools for the day or sends students home, all Park and Recreation activities are cancelled.
  - a. If inclement weather potentially forces program cancellations, all participants should: Call the 24 hour information line at (414) 423-2803 to check on the status. If the program is being held at a Greenfield location, please call the Greenfield Parks & Recreation 24 hour hotline at (414) 297-9008.
2. If you have not been informed through the information lines or contacted by the Department, assume your activity has not been cancelled.
3. If poor weather conditions develop within 1-1/2 hours of the activity/event, report to the site if in doubt. Remember all sites are unique and activities may be conducted or modified.
4. Once at a program site, decisions concerning the cancellation or discontinuation of the activity will be in the judgment of the instructor, site supervisor/leader or game official.
5. If unanticipated school (educational or athletic) programming, unrelated to weather, forces program cancellation all registered participants will be notified. (Post card, note on receipt, phone call, etc.)

## Hospital/Medical Insurance

The Department does not provide hospital/medical insurance coverage for people participating in sponsored activities. Further, the School District and/or Village does not provide hospital/medical coverage for Department sponsored activities. Participants are encouraged to obtain their own insurance coverage prior to and for the duration of the activity they take part in.

## Lesson Observation & Visitors Day

The FIRST and FINAL instructional classes may be observed by parents or other nonparticipants, unless special dates are scheduled by the individual instructors. Our instructors welcome the opportunity to discuss participant's progress with parents — ask before or after a class session.

## Cooperative Programming

What does this mean? When you see this symbol it means this program is being made available as part of a cooperative programming agreement with other local departments or agencies. This is being done because individually each department or agency may not have the facility or instructor or enrollment necessary to offer the program. Working together the cooperative departments are able to better serve the needs of their residents by expanded program opportunities.

Serving the School Board and Village Board and the Department in an advisory capacity, is the Greendale Park and Recreation Committee.

### Park and Recreation Committee Members

Suzette Brahm, School Board Appointee\* Cecilia Brozynski, School Board Appointee-Student Representative\* John Comiskey, School Board Member \* Noelle Joers-Yanisch, Village Board Appointee \* Lenore Lenten, Village Board Appointee \* Thor Misko, School Board Appointee \* Donna Ouellette, Village Trustee \* Eileen Rauterberg, Committee Appointee \* Stephen Waite (Chairman), Village Board Appointee-Senior Representative

### Department Staff

Director: Jackie Schweitzer • Youth/Adults Sports Supervisor: Nick Phalin • Child Care Coordinator: Kathy Fern • Administrative Assistant: Alexandra Gates • Plus the 85+ child care staff/seasonal instructors/supervisors/scorekeepers, etc. who work very hard to provide you with the selection and quality of programs offered year-round.

### GREENDALE PARK AND RECREATION DEPARTMENT

Community Learning Center • 5647 Broad Street, Greendale, Wisconsin 53129

(414) 423-2790 • (414) 423-2803 INFO LINE

Office Volunteers: Debbie Eberhardt, Julie and Jim Goetz, Leanne Robb, and Cindy Schweitzer