



Creating a Safe, Respectful, and Fun Program Environment

At the Town of West Seneca Recreation Department, we're committed to providing all participants with a safe, positive, and enriching experience. To help create an environment where everyone feels welcome and respected, we've established a few simple guidelines for behavior.

Our Expectations

We ask all participants to follow these core principles to ensure a supportive and enjoyable experience for everyone involved:

- Treat all individuals—fellow participants, families, staff, and visitors—with kindness and respect.
- Show empathy and acceptance toward others.
- Keep hands, feet, and other objects to yourself—physical harm of any kind is not allowed.
- Use respectful language; threats, name-calling, swearing, or violent language are strictly prohibited.
- Respect our facilities, equipment, and supplies—no damage or destruction of property.
- Honor personal space and belongings—stealing will not be tolerated.
- Our programs are drug-, alcohol-, and weapon-free zones (this includes toy or pretend weapons).
- Bullying, teasing, or harassment of any kind is not acceptable.

By following these expectations, we can maintain a space where everyone feels safe, valued, and able to thrive.

Addressing Unacceptable Behavior

When challenges arise, our staff will respond in a thoughtful and constructive manner, focused on learning and positive growth. Strategies we may use include:

- One-on-one conversations with the participant to review what happened.
- Revisiting program expectations together.
- Helping the participant express their feelings and consider others' perspectives.
- Facilitating conversations to resolve conflicts respectfully.
- Keeping parents or guardians informed as needed.
- Notifying the Recreation Supervisor of all incidents.



What We Will Never Do

We treat all participants with dignity and care. Our staff will **never** use:

- Physical punishment of any kind
- Humiliation, shame, or embarrassment
- Intimidation or fear-based tactics
- Withholding food, water, or rest
- Isolation as a punitive measure
- Inappropriate or abusive language

Our “Three-Strike” Approach

To help participants grow and make better choices, we use a progressive response to repeated behavioral concerns:

1. **Gentle Reminder** – A verbal warning to help redirect behavior.
2. **Time-Out and Talk** – A short break to reset, followed by a discussion with staff.
3. **Leader Involvement and Parent Notification** – If the behavior continues, a senior staff member will step in to determine appropriate next steps, and parents/guardians will be contacted.

If a participant receives three strikes on **three separate occasions**, dismissal from the program may be necessary.

Note: Depending on the severity of the behavior, we reserve the right to bypass the “three-strike” process and move directly to temporary suspension or permanent removal from the program. Any such decision will be communicated to you immediately.

Thank You for Your Partnership!

We deeply appreciate your support in helping us create a safe, respectful, and fun environment for every participant. If you have any questions or concerns, please don’t hesitate to reach out.

Together, we can ensure a positive experience for all.

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