

BEHAVIOR POLICY

Appropriate behavior is expected from all participants, members and guests utilizing the Recreation Center facilities at all times, to protect the enjoyment and safety of all patrons. Therefore the Cedar Hill Recreation Center staff has established the following behavior policy and suspension guidelines.

Behaviors that will not be accepted include, but are not limited to the following:

- Endangering the health and safety of other members, participants, patrons or staff
- Use of verbal harassment, profanity, vulgarity, obscenity or racial slurs
- Attempting to gain access to facility without the purchase of a Day Pass or membership
- Using another member's card to gain access
- Soliciting, gambling, panhandling, loitering, betting or any matter of the nature
- Failure to follow Recreation Center staff directions
- Inappropriate display of affection, including but not limited to prolonged kissing and touching of any private areas of the body.
- Disrupting a program or creating a disturbance at the facility
- Inappropriate or offensive dress, including, but not limited to, dress which is too revealing and clothing which displays obscene or offensive words or pictures.
- Blatant disrespect of staff and program or facility policies and procedures
- Damage, vandalism, or theft of private or Recreation Center, equipment or supplies.
- Fighting with another patron or staff on the premises

Any violation of the above policies will result in removal from the premises by a Recreation Center staff or Cedar Hill Police Department, and will include a minimum one day suspension. If the violation is deemed to receive a longer suspension, the patron or parent/guardian will receive a written notification of the inappropriate behavior and a detailed description of the additional suspension will be included.

If the patron is suspended three or more times, or the patron is involved in one severe incident, as determined by Recreation Center Staff, (ex: fighting, damage, vandalism, or theft of private or Recreation Center equipment or supplies), the patron will be automatically suspended for one year and will be required to schedule a meeting to reinstate facility access. Cedar Hill Police Department will also be contact if the violation is unlawful or in the case of assisting Recreation Center Staff in the removal of a patron. At the meeting, the patron, parent/guardian if the patron is a minor and Recreation Center Supervisor's will be present and continued participation in a program or access to the facility will be assessed and reviewed. Inappropriate behavior by an adult may result in more rapid progress toward suspension or termination from participation in a program or facility access.

Program and or membership fees, including Day Pass fees, will not be refunded for any person removed from the premises or a program due to violation of the behavior policy.

SUSPENSION GUIDELINES

Violations of the Behavior Policy will result in the following level of Suspensions:

Behavior policy violations resulting on a ONE DAY SUSPENSION:

- Use of verbal harassment, profanity, vulgarity, obscenity or racial slurs
- Attempting to gain access to facility without the purchase of a Day Pass or membership
- Inappropriate display of affection, including but not limited to prolonged kissing and touching of any private areas of the body.
- Disrupting a program or creating a disturbance at the facility
- Inappropriate or offensive dress, including, but not limited to, dress which is too revealing and clothing which displays obscene or offensive words or pictures.

**Three or more violations of the above policies will result in an automatic suspension of a minimum of one month, applicable the day of the third violation. The Recreation Center Staff at any time has the authority to elevate a suspension due to the nature of the violation.

Behavior policy violations resulting on a ONE WEEK – 6 MONTH SUSPENSION:

- Endangering the health and safety of other members, participants, patrons or staff
- Using another member's card to gain access
- Soliciting, gambling, panhandling, loitering, betting or any matter of the nature
- Failure to follow Recreation Center staff directions
- Disrupting a program or creating a disturbance at the facility
- Blatant disrespect of staff and program or facility policies and procedures
- Damage, vandalism, or theft of private or Recreation Center, equipment or supplies.

**Three or more violations of the above policies will result in an automatic suspension of a minimum of one year, applicable the day of the third violation. The Recreation Center Staff at any time has the authority to elevate a suspension due to the nature of the violation.

Behavior policy violations resulting on a ONE YEAR SUSPENSION:

- Damage, vandalism, or theft of private or Recreation Center, equipment or supplies.
- Fighting with another patron or staff on the premises

**The patron will be automatically suspended for one year and will be required to schedule a meeting to reinstate facility access. Cedar Hill Police Department will also be contact if the violation is unlawful or in the case of assisting Recreation Center Staff in the removal of a patron. The patron may also be criminally trespassed from the facility and further charges may apply if applicable.

If a member of the Recreation Center staff views a patron in violation of the Behavior Policy, they are to immediately report it to the Supervisor on Duty. It is the responsibility of the Supervisor on Duty to collect all pertinent information from the patron(s) involved in the situation, complete an incident

report documenting the violation, make a note on their account of the violation and immediately suspend involved patrons for the day. Further suspensions will be evaluated by the Leadership Team and involved patrons will be contacted with further suspensions if applied.

Any violations of the policies, suspensions, emergency incidents, or other situations that arise during a shift, should be documented in the Communication Binder at the front desk by the Supervisor on Duty. Each date has an assigned form for the AM and PM Supervisor to utilize. These forms can be completed during the shift, or at the end of the night. Each Supervisor is required to check the binder at the beginning of their shift and document any incidents on the individuals account, if not done already.