



Patron Code of Conduct

Patron Standard Operating Procedure

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Revision: A

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Purpose:

The Holland Community Aquatic Center strives to provide a first class facility in which community members have the opportunity to participate in the highest quality of diversified fitness, recreation, social and educational opportunities. Patron expectations will be met with responsive service in a welcoming, safe, and enjoyable atmosphere. To meet this goal, Holland Community Aquatic Center has established this code of conduct.

Scope:

This policy applies to the posting of any materials by patrons.

Policy:

1. The rights of individuals assure the protection of due process; therefore, this procedure was developed with regard to administration of misconduct policies at the Holland Community Aquatic Center.
 - a) Disciplinary authority shall be exercised with reasonableness and fairness.
 - b) A zero tolerance stance will be taken as it relates to criminal type behavior.

Violations

2. Violations will subject the patron to the disciplinary process which may include suspensions or expulsion from the facility, financial restitution and contact of legal authority.

Disciplinary Actions

3. If action is minor and provides no physical threat to them or another, the patron will be advised of their inappropriate behavior or action and notified that if the behavior/action continues they will be asked to leave the facility.
4. If behavior is severe, potentially life threatening or repeated, the patron is subject to immediate and extended expulsion from the facility and prosecution by legal authority.
5. Any time an individual is suspended or expelled from the facility, their annual/daily pass or program registration fee may be confiscated and they will not be entitled to a refund of any fees.
6. Holland Community Aquatic Center reserves the right to make discretionary adjustment to disciplinary action depending upon the circumstances. Whenever severe misconduct involves a minor, the parents/guardians will be notified.

Refusal of Admission

7. Holland Community Aquatic Center reserves the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance.

Examples of Misconduct and Possible Disciplinary Action

8. Discharge of Fire Extinguisher or False Fire alarm:
Minimum one year expulsion from facility, contact of legal authorities, no trespass notice and financial restitution to recharge or replace extinguisher and/or to repair any damage to facility,
9. Punching, Hitting, Fighting, Assault and Battery
Minimum one year expulsion from facility, contact of legal authority and no trespass notice
10. Vandalism
One year expulsion from facility, contact of legal authority, no trespass notice, and financial restitution to repair damage to facility and/or equipment or grounds.
11. Verbal Abuse and/or Insubordination Towards a Staff Member
Minimum of immediate daily suspension from the facility, contact of legal authority and possible no trespass notice.
12. Smoking
Immediate daily suspension from the facility, contact of legal authority, if a minor.
13. Loitering
Contact of legal authority and possible no trespass notice.
14. Possession, Sale or Distribution of a Controlled Substance
Contact of legal authority, no trespass notice, legal action, and permanent expulsion from facility.
15. Unauthorized Entry
Contact of legal authority, no trespass notice, legal action, and permanent expulsion from facility.

Referenced Documents:

None

Records:

None