



CODE OF CONDUCT

POLICY

It is the policy of Park City Recreation to provide a safe and enjoyable space for all patrons.

PURPOSE

This policy outlines what conduct is acceptable and unacceptable while in the MARC facility or participating in a recreation program. This document supplements the waivers, rules, regulations and signage of the MARC facility, recreation programs and leagues.

PROCEDURES

Park City Recreation has developed a patron Code of Conduct to communicate general behavior guidelines and provide staff with tools and procedures, as they address patron behaviors. The procedures outlined in this Code of Conduct are flexible to allow for some interpretation, depending on the situation. The foundation of this process is the Escalation Pyramid noted in this document, which designates five violation levels, each with corresponding action steps.

CODE OF CONDUCT

To ensure patron satisfaction and safety, the Recreation Department requests patrons and staff follow a code of conduct for courteous behavior.

1. Always respect the rights and privileges of all persons.
2. Comply with requests from staff.
3. Comply with any rules of the facility, activity, or event.
4. Conduct that disrupts or obstructs any activity or event is not tolerated.
5. Lewd, obscene, or indecent conduct or expression, including profanity, harassment, discrimination, intimidation, threats, or offensive language and/or behavior is not tolerated.
6. Refrain from any action, which in the judgment of any staff, constitutes an attempt or intent to inflict injury to other patrons and/or staff.
7. Destruction or damage to the facility or property or theft of any property is not tolerated.
8. Possession, consumption, or impairment from drugs or alcohol is not acceptable at the MARC facility.

CONDUCT EXPECTATIONS

1. All users must provide identification upon request and adhere to the Code of Conduct and Rules of the Center as defined in the MARC Rules and Regulations. This includes any program and league rules as warranted.
2. Patrons who appear to be under the influence will not be allowed in the MARC facility or allowed to participate in recreation programs. This will be determined by a patron's appearance, behavior, speech, or body odors that provide reasonable suspicion that the patron is under the influence of or impaired by alcohol or drugs and is a safety risk to themselves, other patrons, or staff.
3. The Recreation Department is not responsible for lost or stolen items.
4. All patrons using personal entertainment devices such as radios, phones, etc. must use ear/headphones. Amplified music is not allowed unless permitted by recreation staff.

5. Express permission must be provided by the Recreation Director, Assistant Recreation Director and/or Division Manager to film or photograph in the MARC.
6. Out of courtesy to others, no photography or filming of any kind is permitted within locker rooms or restrooms.
7. Do not take or post photos, videos, or information about other patrons on social media without their prior knowledge and consent.
8. Report any injuries or equipment issues to staff immediately.
9. No selling of goods and services is allowed, including soliciting of business, without prior approval.
10. Staff reserves the right to determine what television, radio, or other media stations are appropriate. Appropriate stations or content do not include nudity, profanity, sexually explicit content, or themes. Patrons are not allowed to connect their personal electronic devices to the MARC's Smart TVs.
11. The Americans with Disabilities Act (ADA) protects the rights of individuals with disabilities with service animals to use the MARC.
 - Only dogs and miniature horses are recognized as service animals.
12. Unacceptable behaviors that hurt, intimidate, threaten, frighten, harm, humiliate, undermine, or exclude an individual or group based on, but not limited to, a person's actual or perceived race, color, national origin, religion, sex, sexual orientation, gender identity, ability, familial status, or age are prohibited. Unacceptable behavior includes physical acts, verbal acts, and cyberbullying and will not be tolerated.
13. Hygiene
 - Patrons who are sick or feel ill are encouraged to remain at home to prevent the spread of illness.
 - Wash hands before and after workouts.
 - Wipe down equipment and mats with disinfectant spray or wipes before and after each use.

ESCALATION PYRAMID

An Escalation Pyramid designates five violation levels, each with corresponding action steps. Find the below definition that best corresponds with your violation and see the possible action.

Definition	Examples (include by not limited to)	Possible Actions
Minor violations that only require verbal redirection	Horseplay, running, food/drink, foul language, etc.	1. Verbal redirection
Repeated minor violations that require staff redirection and/or may include a center defined intervention	Repeated minor violations	1. Second verbal redirection 2. Phone call to parent/guardian, if applicable 3. Document violation 4. Corrective action
Serious violations that require staff intervention	Fighting, vandalism, harassment, inappropriate language and/or touching	1. Document violation 2. Provide patron or parent/guardian with the Notice of Trespass Restriction

		3. Suspension lasting between one and 14 days.
Significant violations that require staff intervention to ensure the safety of staff and patrons	Direct or perceived verbal or physical threats, actual violence, theft, vandalism, and property damage resulting in police contact	1. Contact police, if appropriate 2. Document situation 3. Provide patron or parent/guardian with Notice of Trespass Restriction 4. Suspension lasting 14 days or more
Significant violations that require staff intervention to ensure the safety of staff and patrons – often requires police intervention or notification	Violence resulting in bodily harm, possession of drugs and/or serious or repeated theft resulting in police contact	1. Contact police, if appropriate 2. Document situation 3. Provide patron or parent/guardian with Notice of Trespass Restriction 4. Suspension or pass cancelation

Patrons found to have committed a violation, which may result in a suspension or pass cancellation, will be provided with a Notice of Trespass Restriction letter. It will explain that their privilege to use the facility or participation in a program or league has been suspended or cancelled and how to request an appeal.

Patrons have the right to request a review of their suspension/cancellation by filing a written appeal with the Recreation Director or designee. The appeal shall state the basis for the appeal and the requested relief. The appeal must be sent to the following address or email:

Recreation Director
PC MARC
PO Box 1480
Park City, Utah 84060
recreation@parkcity.org

After review of the written appeal, the Recreation Director or designee will issue a written response. The decision of the Recreation Director or designee will be the final decision. Absent a written response stating that the suspension/cancellation has been rescinded, it remains in effect.