



CITY OF TUCSON
PARKS AND RECREATION DEPARTMENT
PATRON CODE OF CONDUCT

The Tucson Parks and Recreation department is committed to providing a safe, positive and respectful environment. Participants and their family and friends are expected to follow the Patron Code of Conduct, as well as all applicable City rules and regulations. The Code of Conduct guides appropriate behavior while at programs, classes, events and facilities for youth and adults. Department staff may refuse service or require removal from City parks and facilities to any person who fails to maintain proper conduct.

Children under 7 must always be must accompanied by an adult (18+).

Code of Conduct

- Be a good listener, good sport, attentive, and participate in classes
- Be friendly and respectful
- Be on time for classes
- Leave valuables at home
- Respect the property of others
- Follow posted and published rules
- Dress appropriately for classes.
- Direct concerns about others to staff
- Comply with staff requests
- All persons must be able to function independently or provide a support caregiver.
- Good personal hygiene and proper dress including shirt and shoes is required at all times.
- Service dogs are the only animals allowed in City facilities.

What is Not Acceptable

- Conduct that disrupts any program, event or class. This includes being disrespectful to staff and others
- Aggressive behavior in any form including physical abuse, verbal abuse, threats, intimidation, harassment, bullying, coercion, and/or conduct which endangers the health or safety of any person
- Lewd, obscene or indecent conduct or expression, including profanity, discrimination, or offensive remarks
- Inappropriate displays of affection
- Any action which constitutes an attempt to inflict, or the actual inflictions of injury to other participants, staff or themselves.
- Destruction or damage to City equipment or facilities or theft of any property
- Consumption, possession, or distribution of controlled substances or alcohol
- Smoking, use of tobacco products, or vaping in facilities. Must be 20 feet from a facility entrance
- Photography and video recording of participants or visitors without prior approval from an authorized staff
- Unauthorized commercial activity – no person is allowed to post, advertise, instruct in private lessons or solicit individuals in the facility for personal services or for personal businesses
- No solicitation, selling of items/products or outside fund raising for personal gain
- No sleeping or lying on the floor or furniture
- No bathing in recreation center sinks
- Skateboards, bikes, skates and wheeled shoes are prohibited in facilities
- No loitering

Consequences:

Depending on the infraction; the order of the consequence given may not be in order listed below.

A prior warning may not be given prior to receiving a suspension.

Verbal Warning: First minor infraction.

Discussion with the participant/patron.

- If the participant is a child in a class, the child may be removed from the class room for a time away (if the parent/guardian is present). The child is able to come back to the class if they are able to follow directions. The Instructor is to discuss the child's actions with the parent/guardian.

Written Warning: Second minor infraction

Written warning to be documented on a City Incident form.

Written warning to stop the behavior. Discussion with the participant/patron.

- If the participant is a child in a class, the child may be removed from the class room for a time away (if the parent/guardian is present). The child is able to come back to the class if they are able to follow directions. The Instructor is to discuss the child's actions with the parent/guardian and the Class Coordinator.

Suspension: Third minor infraction or first major infraction (I.E an immediate or implied threat to the safety of others or their property).

Suspensions to be documented on a City Incident form.

A suspension of the right to participate in a program or to enter a facility for a specific period of time determined by the Supervisor of the Program or Facility.

- If a patron is suspended from one facility, they are suspended from all Parks and Recreation facilities for that duration. Center Supervisor's to share with other Center Supervisors the information of the patron who was suspended and the duration of the suspension.
- If suspended from a program or class, no refunds will be granted.
- Instructors do not give suspensions. Suspensions are given from the Leisure Class Supervisor.

Continued Rule Infractions will result in longer suspensions and or dismissal from the program without a refund.