

2020 SRD Code of Conduct

Strawberry Recreation District Code of Conduct

Updated: June 14, 2020

Strawberry Recreation District (SRD) strives to create an atmosphere of respect and courtesy. SRD facilities are open to people of all ages and backgrounds. Patrons are encouraged to use the SRD facilities to recreate and promote a healthy lifestyle. For the enjoyment and safety of everyone, SRD expects all participants to treat the people and facilities connected to SRD with respect and abide by all rules and direction from the SRD staff. Appropriate social behavior and treatment of others is expected of all District employees, patrons and participants. Physical, mental, verbal or emotional abuse will not be accepted or tolerated by anyone participating in any District activity, facility or program.

Any District employee shall be authorized to enforce the Code of Conduct, along with any rules and regulations applicable to the facility, activity, park or program. Strawberry Recreation District reserves the right to refuse service or passes to anyone for failure to abide by these standards. Privileges, including passes, may be revoked at any time by authorized personnel.

Any person acting inappropriately or disrespectfully may be subject to a revocation of the privilege of using District facilities or participating in District activities or programs. Such revocation may be for whatever period of time District staff shall determine appropriate, up to a permanent ban from District programs and facilities based upon the circumstances of the specific incident or occurrence.

This Code of Conduct will be enforced in conjunction with current activity specific SRD policies, rules, and standards of behavior. If one policy or Code of Conduct provision is stricter than the other, the more stringent policy will be enforced.

Patron Conduct

A. Safe Environment. The following actions or behaviors are not allowed on SRD property:

1. Any act that constitutes a criminal offense under federal, state, or local law, including but not limited to:
 - a. Engaging in prohibited activities that relate to inappropriate contact with minors
 - b. Using the Internet for activity that violates California law, including engaging in activities that are harmful to minors when children are present
 - c. Theft
 - d. Vandalizing SRD property or causing damage to any other person's property
 - e. Indecent exposure, public sexual indecency, lewd acts, or any other sexual offense
 - f. Disorderly conduct, including but not limited to: fighting, engaging in violent or seriously disruptive behavior; or threatening or intimidating SRD staff or SRD patron.
 - g. Harassing, disparaging, misrepresenting authority or stalking SRD staff or any SRD patron, renter, partner or guest. This conduct includes, but is not limited to:
 - h. Filming or photographing any person after being asked to desist

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- i. Engaging in conduct (such as persistent staring, lingering or gestures) that would cause a reasonable person to fear for his or her personal safety or feel distressed, alarmed or harassed
- j. Using profane offensive or abusive language that would cause a reasonable person to fear for his or her personal safety or feel distressed, alarmed or harassed
- k. Trespassing, including knowingly entering SRD premises when access and use of SRD facilities has been suspended
- l. Camping on SRD grounds
- m. Bringing guns, weapons, knives, or items designed or intended to injure or harm people, unless explicitly permitted by law
- n. Possession, consumption, or selling of controlled substances; possession, consumption or selling of alcoholic beverages unless officially authorized by SRD
- o. Smoking, rolling, or using any tobacco product, marijuana, synthetic tobacco, synthetic marijuana or electronic or other e-cigarettes (smokeless or the equivalent)
- p. Entering SRD property of facilities with animals, except for bona fide service animals as defined by federal and state law
- q. Creating tripping hazards, or blocking walkways, exits or entrances
- r. Bringing into SRD property and facilities or attempting to place or store in SRD any item that:
 - i. Interferes with SRD operations
 - ii. Creates a safety hazard
 - iii. Denies space to other patrons
 - iv. Blocks access to facility or exit from facility
 - v. Is unsanitary or foul-smelling
- s. Leaving packages, backpacks, luggage or any other personal items unattended or not properly stored so could cause safety hazard for patron or staff

B. Personal Behavior. The following actions or behaviors are not allowed on SRD property:

- 1. Any act that constitutes a criminal offense under federal, state, or local law, or violates any SRD rules or Code of Conduct, including but not limited to:
 - a. Bringing animals other than officially certified service animals on SRD property
 - b. Failing to comply with an SRD staff member's request to stop an inappropriate behavior, this Code of Conduct or any other SRD policy
 - c. Behaving in a manner that disrupts SRD operations, including, but not limited to:
 - i. Being under the influence of any drug or intoxicant
 - ii. Loud talking or yelling

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- iii. Inappropriate physical behavior that could harm to self, patron or staff
- iv. Allowing a service animal to be disruptive, including but not limited to barking or other loud noises, not being under the control of the owner, exhibiting threatening postures, approaching other patrons uninvited, or failure to properly dispose of animal elimination.
- v. Inappropriate use of water fountains, restrooms, aquatics facilities, common areas, or any SRD property
- vi. Soliciting or engaging in sexual conduct
- vii. Using SRD facilities as a place to sleep
- viii. Unauthorized solicitation of handouts, donations or contributions
- ix. Conducting unauthorized sales activities
- x. Not being properly clothed in public areas – for SRD purposes, swimsuits are the minimum allowable attire in any SRD area. There are no exceptions. Towels worn with swimsuits are acceptable attire; towels worn without a swimsuit underneath are not acceptable. Towel changing on deck is not allowed.
- xi. Disturbing or harassing other SRD patrons or staff. This includes, but is not limited to, creating loud cell phone use or conversation, verbal or physical abuse will not be tolerated, including overly negative or abusive coaching or parenting.
- xii. Failure to follow SRDs policies related to swimming pool reservation procedures, reservation limits.
- xiii. The creation of additional accounts for the purpose of making additional reservations is prohibited by this Code.

C. Use and Preservation of SRD Materials and Property. The following actions or behaviors are not allowed on SRD property:

- 1. Unplugging SRD equipment to utilize an electrical outlet
- 2. Using furniture for anything other than its intended purpose
- 3. Deliberately damaging SRD materials or property
- 4. Engaging in activities not reasonably associated with the use of a public recreation facility
- 5. Entering areas that are locked or have signs posted stating entrance or usage is not permitted

D. Children and Vulnerable Adults at SRD

- 1. Strawberry Recreation District welcomes all members of the public and hopes that patrons and visitors will come to know SRD as a warm, inviting and enriching place.
- 2. Children under the age of 9, must be attended at all times by a responsible adult or caregiver who is at least 16 years old. To swim, children under the age of 12 must be accompanied and attended by a caregiver over the age of 18.
- 3. Parents, guardians and caregivers must realize that there can be risks associated with leaving children or vulnerable adults unattended at SRD. Unless a child is enrolled in a specific program, SRD does not and cannot act as a caregiver, baby-sitter or day care center and is not responsible for

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closely monitoring children or vulnerable adults who are left unattended. Children and vulnerable adults are expected to conduct themselves in a manner that does not violate the code of conduct or disrupt other patrons, staff or guests. SRD is not responsible for any consequences of a parent or guardians failing in his or her responsibilities.

4. Additionally, the following actions or behaviors are not allowed on SRD property:

- a. Disciplining a child in a manner that injures the child or disrupts other patrons
- b. Leaving young children unsupervised or ignoring their disruptive behaviors
- c. Adults loitering in the children's area for no legitimate purpose

*Definition: For purposes of this policy, 'vulnerable adult' means an individual who is eighteen years of age or older and who is, because of a mental or physical impairment, unable to protect themselves from abuse or exploitation by others; or comprehend or comply with SRD's Customer Code of Conduct.

I have read and understand the above conduct policy and agree to adhere to its terms.

Consequences of Non-Compliance

A. Penalties. Failure to comply with this and SRD's other established policies may result in:

1. The immediate removal of the patron or guest from the premises
2. Suspension of the patron's access/pass to SRD's facilities for a set period of time
3. SRD denying access to specific services and/or programs
4. Suspension of SRD Privileges:

a. The Aquatics Manager, Manager on Duty (MOD), or General Manager may immediately suspend a patron's SRD privileges or access to activities, services or facilities if the situation is a serious offense and constitutes a violation of SRD policies. The Aquatics Manager, MOD or General Manager may also issue suspensions for repeated violations of SRD policies. Examples of serious offenses include, but are not limited to:

- Verbal abuse
- Threatening behaviors
- Sexual or sexist harassment
- Vandalism
- Drug sale, attempted sale or use
- Intoxication
- Theft or attempted theft
- Physical harassment
- Sexual misconduct
- Any behaviors that threaten the safety and security of patrons or staff

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- Failure to comply with swimming reservation guidelines and protocol

B. Appeal of Suspension.

1. Suspension may be appealed in writing to the General Manager within ten (10) calendar days of the date the suspension is issued. The appeal must clearly state why the patron believes that the privileges should be restored. The appeal should be sent or delivered to:

Strawberry Recreation District

Attn: General Manager

118 E. Strawberry Drive

Mill Valley, CA 94941

2. The General Manager, or a designee, will review and respond to the appeal in writing within ten (10) business days of the date the appeal was received. The suspension remains in effect until the General Manager has reviewed the appeal and issued a decision.

3. Within ten (10) business days of the patron receiving the General Manager's response, the patron may make a final appeal to the Strawberry Recreation District Board Ad Hoc Patron Resolution Committee*. Final appeals should be sent or delivered to:

Strawberry Recreation District

SRD Board Ad Hoc Resolution Committee

118 E. Strawberry Drive

Mill Valley, CA 94941

4. Within ten (10) business days of receiving the final appeal, the SRD Board Ad Hoc Patron Resolution Committee will either respond to appeal in writing, or contact patron making appeal to request additional information

5. In all cases, the decision of the SRD Board Ad Hoc Patron Resolution is final.

- I have read and understand the above information and acknowledge that any violation of SRD's Conduct Policy may result in the above consequences.

By signing in this box, you agree to adhere to SRD's conduct policy and accept that any failure to comply with consequences (Required):

Please sign in the box using your mouse or finger.