

Recreation Customer Code of Conduct Policy

Policy Name	Customer Code of Conduct
Effective Date	9/14/18
Amended	None
Supersedes	None
Policy Number	RP - 2

POLICY

It is the policy of Denver Parks & Recreation (DPR) to provide safe and enjoyable spaces for all customers.

PURPOSE

This policy outlines what conduct is acceptable and unacceptable while in recreation centers, pools or participating in a recreation program.

AUTHORITY and APPLICABILITY of LAWS

Under section 2.4.4 of the City Charter, the management, operation and control of all facilities owned by the City and County of Denver for park and recreational purposes are under the exclusive control of DPR and its Manager. Consideration for the use of such facilities and the enforcement of rules and regulations adopted by the Manager of DPR for the public’s use of such facilities are provided by ordinance. All City ordinances and rules and regulations adopted by the Manager of DPR restricting or prescribing the public’s use of such facilities shall be applicable in addition to the qualifications, restrictions, and requirements of this Policy. The below table shows where each part of the Code of Conduct gets its enforcement authority.

Code of Conduct	Authority Source
1. Respect the rights and privileges of all persons at all times.	
2. Comply with requests from staff.	D.R.M.C., section 39-1
3. Comply with any rules of the facility, activity or event	<ul style="list-style-type: none"> • Denver City Charter, section 2.4.4 • DRMC, section 39-1
4. Conduct that disrupts or obstructs an activity or event is prohibited.	D.R.M.C., section 39-12.
5. Lewd, obscene or indecent conduct or expression, including profanity, harassment, discrimination, intimidation, threats or offensive language and/or behavior is prohibited	D.R.M.C., section 39-12
6. Action, which in the judgement of staff, constitutes and attempt or intent to inflict injury to other customers and/or staff is prohibited	D.R.M.C., section 39-12
7. Destruction or damage to a Denver Parks & Recreation facility or property or theft of any property is prohibited	D.R.M.C., section 39-6.
8. Possession, consumption, or impairment from drugs (including marijuana) or alcohol, is not acceptable within a recreation facility, pool, playground, parking lot or Denver Parks & Recreation property.	<ul style="list-style-type: none"> • D.R.M.C., section 39-10. • City & County of Denver Executive Order No. 99.
9. Possession or use of a weapon or explosive device is prohibited; provided, however, this restriction shall not apply to any person in possession of a handgun for which the person holds a valid permit or a temporary emergency permit to carry a concealed handgun issued pursuant to state law and is	D.R.M.C., section 39-9.

otherwise carrying the handgun in conformance with applicable state or local law and is not engaging in any unlawful use of the handgun. Concealed carry permit holders must keep their weapon on their person at all times.	
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BACKGROUND

There are more than one million visits to Denver’s recreation centers and pools every year. Most of those visits are positive and result in satisfied customers, but there are times when customer behavior is problematic and negatively impacts the experience for other customers. As a result, Recreation has established a Customer Code of Conduct. The code describes behavior that is not allowed, as well as the steps staff can take to address concerns. This document is intended to;

1. Define the Code of Conduct
2. Define general and space specific rules
3. Support the consistent application of rules across all centers and programs
4. Provide guidance and support to staff as they administer rules and behavior expectations
5. Standardize the process to suspend and revoke memberships

CODE OF CONDUCT

To ensure customer satisfaction and safety, Denver Parks & Recreation requests customers and staff to follow a code of conduct for courteous behavior.

1. Respect the rights and privileges of all persons at all times.
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 behaviors is not tolerated.
6. Refrain from any action, which in the judgement of any staff, constitutes an attempt or intent to inflict injury to other customers and/or staff.
7. Destruction or damage to a Denver Parks & Recreation facility or property or theft of any property is not tolerated.
8. Possession, consumption, or impairment from drugs (including marijuana) or alcohol, is not acceptable within a recreation facility, pool, playground, parking lot or Denver Parks & Recreation property.
9. Possession or use of a weapon or explosive device is prohibited; provided, however, this restriction shall not apply to any person in possession of a handgun for which the person holds a valid permit or a temporary emergency permit to carry a concealed handgun issued pursuant to state law and is otherwise carrying the handgun in conformance with applicable state or local law and is not engaging in any unlawful use of the handgun. Concealed carry permit holders must keep their weapon on their person at all times.

CONDUCT EXPECTATIONS

1. All users must provide identification and adhere to the DPR Code of Conduct, Conduct Policy and Terms & Conditions of Use.
2. A customer’s appearance, behavior, speech or body odors that provide reasonable suspicion that they are under the influence of or impaired by alcohol or drugs are a safety risk to themselves, other

customers and staff. Customers who appear to be under the influence will not be allowed in the facility.

3. Age Restrictions and Requirements

- Children age seven and under must be directly supervised by a responsible person age 12 or older at all times.
- Children age eight and older are allowed in the center unaccompanied by a parent/guardian and may participate in MY Denver drop-in activities without a parent/guardian.
- Children age five to seven are allowed in the center unaccompanied by a parent/guardian, if they are participating in a registered activity.
- Children must be 15+ to use the weight/cardio room unless they've been certified through the WITT Program (13-14 yrs.).
- Children must be 15+ to participate or attend fitness classes, unless it's a youth focused fitness class.
- All children age seven and under **MUST** be accompanied by an adult or responsible person age 12 or older in the pool area, children age five and under must be directly supervised in the pool, within arm's reach, while in the water, at all times.
- There is no time of day restrictions for when children can/cannot be in the center. If staff have concerns that a child is in the center when they should be in school that staff should speak with the child and, if necessary, contact the child's parent/guardian or school.
- To ensure children's safety and sense of security, children must be picked up at least 15 minutes prior to the building closing or, for children seven and under, at the end of the program time. Parent/guardians should verify operating hours and the center schedule for age-appropriate activities prior to leaving children at the facility. Parents are advised that staff cannot take responsibility for children who are left unattended. Staff may contact the Denver Police Department for assistance if children are left at the facility 30 minutes after closing.

4. Denver Parks & Recreation has a dress code to create a welcoming and inclusive environment, prevent disease transmission and prolong the life of the exercise equipment. Denver Parks & Recreation reserves the right to restrict the use of any apparel deemed unsafe or inappropriate. Users may be asked to adjust apparel or risk being asked to leave the facility.

4.1. Gymnasium Dress

- Non-marking, rubber soled athletic type/sports shoes or sneakers.
- Footwear which may cause damage to flooring is not permitted.
- Full-length short/long sleeved T-shirt or tank tops must be worn at all times. Shirts should cover full chest and back.
- Shorts must be long enough to cover the buttocks and groin while exercising and moving.
- Bottoms must be properly worn on the hips.
- Clothing with offensive or profane language, designs, or pictures is not acceptable.
- Barefoot running is not permitted.
- Youth 14 and under may wear jeans or school uniforms in the gymnasium.

4.2. Weight, Fitness and Cardio Room Dress

- Bare feet are not permitted, unless otherwise authorized.
- Non-marking, rubber soled athletic type/sports shoes or sneakers.

- Footwear which may cause damage to floors or equipment is not permitted.
- Sandals, flip-flops and other open toed shoes or backless shoes are not permitted in the weight/fitness/cardio rooms because they can slip off and do not protect from injury or germs.
- Bare feet and/or stockings are acceptable for some group fitness classes and/or group reservations in the activity rooms, but not the gym, weight or cardio rooms. The exception is when organized classes are held in the gym.
- Barefoot running is not permitted.
- Full-length short/long sleeved T-shirt or tank tops must be worn at all times. Shirts should cover full chest and back.
- Athletic shorts, pants, sweatpants, tights or leggings must be worn in the fitness, cardio/weight rooms.
- Shorts must be long enough to cover the buttocks and groin while exercising and moving.
- To maintain equipment upholstery, clothing with belts, studs, buttons, rivets, or zippers, which could damage the equipment, are prohibited.
- Clothing with offensive or profane language, designs, or pictures is not acceptable.

4.3. Swimming Pool Dress

- Lifeguards are on duty to enforce rules and regulations and to respond to emergencies.
- Parents/Guardians are responsible for the actions and behaviors of their children.
- Children 5 years and under must be directly supervised in the pool, within an arm's reach, at all times, by a responsible parent or guardian.
- Children 6&7 years old must be accompanied by a responsible individual 12 year or older in the pool area at all times.
- Children 8 years and older may swim without a parent or guardian present.
- Proper swim wear is required – No jeans or cut offs. No street clothes. No undergarments.
- Showers are required before entry into the pool, in accordance with Colorado State Health Codes.
- No running, pushing, wrestling or rough play in locker rooms, showers, or pool area.
- Diving in designated areas only.
- Water wings and inner tubes, are not allowed. Swim equipment and toys are permissible at the discretion of management.
- Coast Guard approved lifejackets are allowed when directly supervised by a parent or guardian within arm's reach.
- A swimming ability test may be required before entering the deep water.
- Swim diapers or plastic pants are required for participants who are diaper dependent. Diaper changing on or around the pool deck is prohibited.
- No spitting, spouting water or blowing the nose in or around the pool.
- Lap Swimmers will be required to share lanes and circle swim when needed.
- Food and drink in designated areas only. No glass containers.
- Swimmers with open sores or wounds or who have had diarrhea within the last 24 hours are asked not to get into the water in accordance with Colorado State Health Codes.

4.4. Dress Code Enforcement

- Each recreation center/program is responsible for enforcing proper attire.

- Staff are encouraged to address improper attire directly with customers. Customers without proper attire will be asked to change clothing/footwear, as needed. Those unable to comply will be asked to leave the facility and/or activity.

5. Weight and Cardio Room Expectations

- Children must be 15+ to use the weight/cardio room, unless they've been certified through the WITT Program (13-14 yrs.).
- Only customers engaged in fitness activities are permitted in weight/cardio areas.
- Be courteous during sets or circuit training, allow others to utilize machines not in use.
- Wipe down all machines and equipment after use.
- Do not drop, slam, or throw weights.
- Use collars and return all equipment to its proper place.
- Limit time on the machines to 30 minutes.
- Please be courteous and allow others to work in.
- Only DPR personal trainers / instructors are permitted to train in City facilities (per city code 39-11).
- Limit phone use in weight/cardio areas as conversations may disrupt others.

6. Gymnasium Expectations

- Hanging on the rims is prohibited.
- Scheduled activities take priority in the gymnasium; schedule subject to change.
- Full-court play is only allowed during designated times and requires self-monitoring.
- Only DPR personal trainers / instructors are permitted to train in City facilities (per city code 39-11).

7. Lap Pool Expectations

- Diving in designated areas only.
- A swimming ability test may be required before entering the deep water.
- No spitting, spouting water or blowing the nose in or around the pool.
- Lap Swimmers will be required to share lanes and circle swim when needed.
- Follow all other pool rules.

8. Pool Slide Expectations

- Riders must be able to pass the swim test and be able to swim to steps independently.
- Riders must be 42" tall to ride.
- One person on the slide at a time.
- Riders must go feet first and face up. No spinning, stopping or turning on the slide.
- The splashdown area must be clear of swimmers before the next rider uses the slide.
- Riders may not be caught coming off the slide by parents or guardians.
- No jewelry, or swim suits with buttons, fasteners, or metal rivets on the slide for your safety.
- No swimming in slide area.
- Follow all other pool rules.

9. Leisure Pool and Water Play Ground Expectations

- Children 5 years and under must be directly supervised in the pool, within arm's reach at all times, by a responsible parent or guardian.

- Feet first entry only.
 - Swim diapers or plastic pants are required for participants who are diaper dependent.
 - Slides: Riders must go feet first and face up. No spinning, stopping or turning on the slide.
 - Do not climb on outside of play structures.
 - No sitting on the geysers.
 - During busy periods, the leisure pool will be limited to young children.
 - Follow all other pool rules.
10. Secure personal belongings in a locker; DPR is not responsible for lost or stolen items.
11. Drinks must be in a closed container, no glass; food in designated areas only.
12. All customers using personal entertainment devices such as, radios, phones, iPods, etc. must use ear/headphones.
13. Out of courtesy to others, no photography of any kind is permitted within locker rooms or restrooms.
14. Do not take or post photos or information about other customers on social media without their prior knowledge and consent.
15. Report any injuries or equipment issues to staff immediately.
16. All Trainers, Therapists and Coaches must be Denver Parks & Recreation employees or working in an approved DPR program/partnership.
17. No selling of goods and services is allowed per Denver Revised Municipal Code Section 39-11.
18. Due to equipment and center layout variations, televisions cannot be changed upon customer request. Staff reserves the right to determine what stations are appropriate. Appropriate stations or content does not include nudity, profanity, sexually explicit content or themes.
19. The Americans with Disabilities Act (ADA) protects the rights of individuals with disabilities with service animals to use our centers/programs.
- Service animals are only canines or miniature horses.
 - Service animals do not have to be identified with a vest or other visible designation.
 - Companion, comfort, assistance and/or emotional support animals do not qualify as service animals and are not protected under the ADA, therefore, they are not allowed into any Recreation facility.
 - The individual must maintain control of their service animal.
 - Staff may ask (1) Is this service animal required because of a disability? and (2) what task has the animal been trained to perform?
 - Staff may not ask about the individual's disability, for any documentation to prove the animal is on a registry or has been professionally trained, or for the animal to demonstrate the task it has been trained to perform.
20. Denver Parks & Recreation believes that every child has the right to be safe. As professionals who interact with children, DPR complies with Colorado Revised Statutes Title 19 Children's Code. If we suspect, have been informed or witness child abuse or neglect, it will be reported to Denver

Human Services/Statewide Child Welfare Hotline; 1-844-CO-4-KIDS. If immediate attention is needed, DPR will report to local law enforcement.

21. Bullying is prohibited in all DPR centers, programs and activities. Bullying is a range of 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. Bullying includes physical acts, verbal acts, and cyberbullying.
22. Open/Lap swim spectators, while on the pool deck area, must purchase a visit pass or have a valid membership. Spectators viewing from an observation window do not.
23. Locks unattended overnight may be removed and locker contents deposited in lost & found.
24. Unclaimed property will be dealt with by following the Recreation Lost and Found Policy. In summary;
 - Unclaimed property that can be identified will be returned to its owner.
 - Unclaimed property that appears to pose a sanitary, health or safety hazard will be disposed.
 - Weapons, drugs, illegal substances or anything prohibited by law from being imported or exported will be turned over to the Denver Police Department Lost/Found Division.
 - After 30 calendar days, unclaimed property will be taken to the General Services Surplus Warehouse for disposal.
 - Abandoned vehicles will be reported to the Denver Sheriff's Department.
25. Equipment available for checkout will be logged with customer name and phone number or key tag number.
26. Hygiene
 - Customers 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.
 - If you have a break in your skin, cover it with a waterproof bandage. If you have an open wound, skin break or infection, don't use the pool or whirlpool until it heals completely.
 - In consideration of others, limit the use of scented products.

PROCEDURES

Denver Parks & Recreation (DPR) has developed a Customer Code of Conduct to communicate general behavior guidelines and provide staff with tools and procedures, as they address customer behaviors. DPR has 28 centers and each has its own unique challenges. As such, procedures are flexible to allow for some interpretation, depending on the situation. The foundation of this process is the Escalation Pyramid, which designates five violation levels, each with a 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 2. Document violation

Definition	Examples, include by not limited to	Possible Actions
Repeated minor violations that require staff redirection and/or may include a center defined intervention	Repeated minor violations	<ol style="list-style-type: none"> 1. Second verbal redirection 2. Phone call to parent/guardian, if applicable 3. Document violation 4. Center specific corrective action
Serious violations that require staff intervention	Theft, fighting, vandalism, harassment, inappropriate language and/or touching	<ol style="list-style-type: none"> 1. Document violation 2. Provide customer or parent/guardian with the Violation Notification Letter 3. All center suspension lasting between one day and two weeks.
Significant violations that require staff intervention to ensure the safety of staff and customers	Direct or perceived verbal or physical threats, actual violence or theft resulting in police contact	<ol style="list-style-type: none"> 1. Contact police, if appropriate 2. Document situation 3. Provide customer or parent/guardian with Suspension/Expulsion Notification Letter 4. All center suspension lasting two or more weeks
Significant violations that require staff intervention to ensure the safety of staff and customers. Often requires police intervention or notification	Violence resulting in bodily harm, possession of drugs and/or weapons resulting in police contact	<ol style="list-style-type: none"> 1. Contact police, if appropriate 2. Document situation 3. Provide customer or parent/guardian with Suspension/Expulsion Notification Letter 4. All center temporary or permanent expulsion or membership cancelation

Customers alleged to have committed a violation, which may result in a suspension or membership cancellation will be mailed a Notification of Change to Membership Status Letter. The letter will describe the alleged violation and which rule and/or item from the Code of Conduct that was violated. It will explain that their membership has been suspended or cancelled and how to request an appeal.

Customers have the right to request a review of their suspension/cancellation by filing a written appeal request with the Deputy Executive Director of Recreation. The appeal shall state the basis for the appeal and the requested relief. An appeal request must be received by the Deputy Executive Director of Recreation within (15) calendar days after service of the Notification of Change to Membership Status Letter at the following address:

Deputy Executive Director of Recreation
 City & County of Denver
 201 W. Colfax Ave. Dept. 606
 Denver, CO, 80202

After review of the written appeal, the Deputy Executive Director will issue a written decision granting the appeal, granting the appeal with conditions or denying the appeal. The decision of the Deputy Executive Director shall be the final decision.

ADDENDA

The attached Addenda A and B are incorporated into this Policy by this reference.

- A. Request to Meet – Adult
- B. Request to Meet – Youth
- C. Notification of Change to Membership Status Letter – Adult

D. Notification of Change to Membership Status Letter – Youth

These Addenda may be modified or replaced, as determined appropriate by the Deputy Executive Director of Recreation (provided any modifications or replacements are in keeping with this Policy) or as required by ordinance for fees, without undergoing any amendment process to this Policy.

This Recreation Policy has been duly adopted and amended and is in accordance with the authority of the Manager of the Denver Department of Parks and Recreation under section 2.4.4 of the Denver City Charter.

This Recreation Customer Code of Conduct Policy is amended and restated effective this 14th day of September 2018.

APPROVED AND ADOPTED:

John Martinez
Deputy Executive Director of Recreation

Allegra “Happy” Haynes
Manager of Parks and Recreation

APPROVED FOR LEGALITY:

City Attorney for the City and County of Denver

Assistant City Attorney