

# WINDSOR CENTER BEHAVIOR & DISCIPLINE POLICY

## I. Introduction

The Windsor Center is open for specific and designated uses, including recreational, educational and enrichment programs. In order to provide resources and services to all people who visit The Windsor Center in an atmosphere of courtesy, respect, and excellent service, the Windsor Recreation Authority and the Joint Public Building Restoration Administrative Boards has adopted this Behavior and Discipline Policy. The purpose of The Windsor Center Patron Behavior Policy is to assist The Windsor Center personnel in fulfilling its mission as a center for business, education entrepreneurial enterprises and community recreation programs for both youth and adults.

The following rules of conduct shall apply to all buildings – interior and exterior – and all grounds controlled and operated by The Windsor Center and to all person entering in or on the premises.

## II. Rules for a Safe Environment

- A. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation is prohibited.
- B. Weapons. Carrying weapons, except bona fide officers of government Jurisdictions or individuals with a lawful permit, is prohibited.
- C. Alcohol; Drugs. Possessing, selling, distribution, or consuming any alcoholic beverage (except at approved events), illegal drug, or drug paraphernalia is prohibited.
- D. Under the Influence. Persons noticeably under the influence of any controlled substance or intoxicating liquor are not allowed on Windsor Center property.
- E. Use of Windsor Center Building and Grounds.
  1. Use of skateboards, rollerblades, roller-skates, or scooters is not allowed in the Windsor Center or on Windsor Center premises.
  2. Windsor Center patrons must park bicycles or other vehicles only in authorized areas.
  3. All doors and entrances must remain obstacle-free.
  4. Animals or personal transport vehicles are not permitted in the Windsor Center other than those required by persons with disabilities or those used in law enforcement or Windsor Center programming.
  5. Smoking is prohibited. Smokers must use exterior ashtrays and refrain from littering with cigarette butts.
  6. Shirts and shoes are required for health reasons and must be worn at all times inside The Windsor Center.
  7. The use of incendiary devices, such as candles, matches and lighters is prohibited inside the Windsor Center except during programming.

### III. Rules for Personal Behavior

- A. Personal Property. Personal property brought into The Windsor Center is subject to the following:
  - 1. The Windsor Center personnel may limit the number of parcels carried into the Windsor Center.
  - 2. The Windsor Center is not responsible for personal belongings left unattended.
  - 3. The Windsor Center does not guarantee storage for personal property.
  - 4. Personal possessions must not take up space if needed by others.
- B. Food and Beverages. Food and drink must be consumed in designated areas. Programming only.
- C. Unauthorized Use. Patrons must leave The Windsor Center promptly at closing time. Further, any patron whose privileges to use The Windsor Center have been denied may not enter the Windsor Center. Any patron whose privileges have been limited may not use The Windsor Center in any manner that conflicts with those limits placed on the patron by the Director, his or her designee, or the Windsor Center Board.
- D. Engaging in Proper Windsor Center Activities. Patrons shall be engaged in activities associated with the use of the Windsor Center while in the building. Patrons not engaged in Windsor Center Programs shall be required to leave the building.
- E. Considerate Use. The following behavior is prohibited in The Windsor Center.
  - 1. Spitting
  - 2. Running
  - 3. Putting feet or legs on furniture
  - 4. Using obscene or threatening language or gestures.
- F. Panhandling or Soliciting. Panhandling or soliciting Windsor Center staff or patrons for money, products, or services inside the Windsor Center or on Windsor Center property is prohibited.
- G. Interference with Staff. Patrons may not interfere with the staff's performance of duties in the Windsor Center or on Windsor Center property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.
- H. Campaigning and Similar Activities. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing are prohibited in the Windsor Center building.
- I. Sales. Selling merchandise on Windsor Center property without prior permission for the Director is prohibited.
- J. Distributions; Postings. Distributing or posting printed materials/literature on The Windsor Center property not in accordance with Windsor Center policy is prohibited.
- K. Restrooms. Misuse of restroom, including laundering, sleeping, shaving, hair cutting or trimming, bathing and sexual activity is prohibited.
- L. Harassment. Staring, photographing, following, stalking, harassing, or threatening Windsor Center users or staff while in the Windsor Center or on Windsor Center property so that it interferes with the Windsor Center patrons' use of The Windsor Center or the ability of the staff person to do his or her job is prohibited.
- M. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interferes with other patrons use of the Windsor Center which can be reasonable expected to disturb other persons, including those from electronic, entertainment, and communication devices, such as cell phones, headphones, and radio is prohibited (See cell phone policy).

- N. Body Odor. Offensive body odor due to poor personal hygiene, overpowering perfume or cologne that causes a nuisance is prohibited.

#### IV. Rules for the Use and Preservation of Windsor Center Materials and Property

- A. Care of Windsor Center Property. Patrons must not deface vandalize or improperly remove Windsor Center materials, equipment, furniture or buildings.
- B. Internet Use. Patrons must abide by established time limitations and all other provision of the Windsor Center Internet Use Policy.
- C. Equipment. Windsor Center phones and staff computers are for staff use only.
- D. Restrooms. Windsor Center materials may not be taken into restrooms.

#### V. Rules for the Safety of Youth

- A. Supervision of Children. Parents or caregivers must be present and responsible for the supervision of children age 6 and under. Coaches and Contracted Instructors are responsible for the supervision of the children enrolled in their programs.
- B. Restriction of Youth Areas. Staff may restrict Adult use of Youth areas.

#### VI. Disciplinary Process for Windsor Center Facilities

The Windsor Center Director or the Director's designee may restrict access to Windsor Center facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to The Windsor Center facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

- A. Incident Reports. Windsor Center Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Windsor Center privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Director for logging and review. The report shall include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter shall be attached, if applicable.
- B. Violation of Windsor Center Policy – Suspension of Privileges: Unless otherwise provided in this Policy, (See Section C below), the Windsor Center shall handle violations as follows:
  - 1. Initial Violation: Windsor Center patrons observed violating this policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.
  - 2. Subsequent Violations: The Director or the Director's authorized designee may further limit or revoke privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations shall of the same rule result in additional suspensions of increasing length.
- C. Violations that Affect Safety and Security: Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. **Initial Violation:** The police will be called immediately. If the conduct constitutes a violation of local, state or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Windsor Center privileges. The Incident Report shall specify the nature of the violation.
  2. **Subsequent Violations:** The police will be called immediately. If the conduct constitutes a violation of local, state or federal law, arrest or criminal prosecution may ensue. The Director or the Director's authorized designee, may further limit or revoke the patron's Windsor center privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.
- D. **Reinstatement:** The patron whose privileges have been limited or revoked shall attend a meeting with the Director of the Director's designee to review the Windsor Center Behavior and Discipline Policy before their privileges may be reinstated.

## VII. Right of Appeal

Patrons may appeal a decision to limit or revoke privileges by sending a written appeal to the Windsor Center Board within 10 working days of the date the privileges were revoked or limited. The appeal shall be sent to the Chairman of the Windsor Center Board. The decision of The Windsor Center Board is final.

## VIII. General Recreation Rules

- A. Listen to staff. If a child consistently refuses to follow directions, specially those that apply to his or her safety of the safety of others, Windsor Center staff will contact the parents/guardian immediately
- B. Respect other participants, staff, equipment, supplies facilities and yourself.
- C. Keep hands, feet and other objects to yourself. Avoid all forms of horseplay including piggyback rides, hitting, kicking, pinching or picking each other up.
- D. Participate in the program activities, always show good sportsmanship and support other's ideas.
- E. Sticks, rocks, dirt and sand shall never be picked up.
- F. Participants shall never leave the staff members, especially on field trips.
- G. Profanity or negative talk will not be tolerated.
- H. Always pick up and put away any equipment, games or supplies that you used.
- I. Always tell the truth.
- J. Soiling of clothes repetitively is not permitted.
- K. If it's not yours, please leave it alone.
- L. If there is a problem, notify a staff member immediately.

Adopted: December 10, 2018