

ACC Leisure Services Code of Conduct

ACC Leisure Services is committed to maintaining order and discipline in all programs. Safety is our first priority, and we create positive environments for learning and skill development. Staff will make every effort to communicate and help participants understand our definitions of acceptable and unacceptable behavior.

The following Code of Conduct applies to all Leisure Services program participants and visitors to department facilities. All individuals and organizations will be held to this code when using Leisure Services facilities.

The purpose of this Code in our parks and facilities is to demonstrate to patrons and participants how they must have ownership of their behavior and help them to prevent problematic behaviors from recurring and help them to prevent the problem from recurring and keep parents informed of misbehavior. The ultimate goal of this code of conduct is to encourage children and adults to model appropriate behaviors as listed below in "Expected Behaviors" while visiting our facilities or participating in our programs. In any group activity, the inappropriate behavior of a few people can spoil the experience for the whole group. Therefore, we have implemented the following behavior management policies.

Repeat Offenders

Any participant who continues to exhibit unacceptable behavior and repeatedly violates the ACC Leisure Services Code of Conduct may lose program privileges and/or discounts for a period of up to one year, as approved by the Leisure Services Director.

Parent/Guardian Expectations

Parents/Guardians with children enrolled in Leisure Services programs are expected to read, follow, and ensure that their children understand the behavioral expectations prior to the start of programs. Parents/Guardians must provide program staff with working phone numbers and accurate contact information prior to the start of programs and update information as necessary. Failure to provide accurate contact information to staff may result in children being dismissed from programs.

Expected Behavior

- Be respectful and courteous to staff, volunteers, and other participants, using language that is free of curse words, insults, and sexual content.
- Participate in planned activities and cooperate with staff by following instructions/directions.
- Exhibit and maintain positive attitudes by not yelling, cursing, arguing, threatening, harassing, throwing tantrums, destroying property, physically harming others, or other similar types of behavior.
- Use all property, facilities and equipment as intended and in accordance with all program regulations.
- Adhere to all facility, park, and program rules and regulations.
- Follow all Local, State, and Federal laws.

Consequences for Unacceptable Behavior

Leisure Services staff has the right to determine what is unacceptable behavior based on the aforementioned “Expected Behavior” section. Staff are trained to recognize and act using the following measures to correct behaviors depending on severity:

1. First Offense: Adult—Warning

Child—Warning or Timeout, Parent/Guardian Conversation

2. Second Offense: Adult—Warning/Removal

Child—Timeout, Possible Suspension/Removal, Parent/Guardian Conference

3. Third Offense: Adult—Removal

Child—Likely Suspension or Removal, Parent/Guardian Conference

Law Enforcement Involvement, if Necessary

Barring if Necessary

*Failure of the parent/guardian to attend conference(s) and cooperate will subject the child to suspension or dismissal from a program or facility.

Zero Tolerance Behaviors

Some offenses/behaviors may warrant immediate suspension or dismissal, and/or involvement of law enforcement. These behaviors include, but are not limited to:

- Possession of weapons or devices that can be used as weapons including firearms (without valid weapons-carry license), knives with blades over 3 inches, explosives including fireworks, lighters/matches
- Physical aggression including fighting or physical assaults or contact of a provoking nature
- Sexual misconduct including physical touch or assault, or sexual threats
- Verbal aggression including threats, harassment, intimidation or verbal assaults, including repeated use of foul language
- Theft, vandalism, or destruction of property
- Unauthorized possession of alcohol or controlled substances
- Behavior which meets the definition of bullying (repeated, aggressive with an imbalance of power), including cyberbullying

ACC Leisure Services reserves the right to decline the application of any participant or to send home any participant who, according to the Director's discretion, is detrimental to the welfare of other participants. If a participant is dismissed due to behavioral or social issues, no refund of fees will be granted.

Special Circumstances

In cases where a participant appears to have serious behavioral problems, or special circumstances involving physical, medical, or psychological concerns, the program staff should be notified of this as soon as possible, so that reasonable accommodation can be considered. Participants will not be allowed in programs if they do not have the ability with reasonable accommodation to interact cooperatively, compatibly, and safely with other children. Participants with serious behavioral problems may be required to have a meeting with staff concerning their readiness before attending programs.

Any concerns related to a disability should be discussed with the Therapeutic Recreation Specialist prior to participation and the advisability of accepting the participant can be determined at this time. All ADA modification requests are considered on a case by case basis and are approved by the Leisure Services Director.

*Children who take medication for behavioral disorders will not be given multiple chances to improve behavior due to not taking their medication.

Appeals Policy

- If an individual is unsatisfied with the disciplinary action taken, the first attempt to resolve the problem is with the staff person overseeing the program/facility.
- If the issue remains unresolved, it may be taken to the employee's immediate supervisor within 3 business days of the incident. This appeal may be made orally or in written form.
- If the issue is not resolved in the previous step, the individual may make a written appeal to the appropriate Division Administrator. This must be done within 5 working days from the incident in question. The Division Administrator will respond to the written appeal within 5 working days after receiving it.
- If the issue is not yet resolved, the individual may make a final written appeal to the Leisure Services Director. It must be presented within 14 business days of the incident and will be responded to within 5 working days after the Director receives it. A person aggrieved by a decision of the Leisure Services Director has the right to appeal to the Athens-Clarke County Administrative Hearing Officer. See ACC Code of Ordinances Chapter 1-5.

Contact Info for Appeals

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