



CODE OF CONDUCT

The City of Sunnyvale is committed to providing positive experiences in all Recreation Services facilities in which Recreation Services programs and services are held. The City has established this code to provide and maintain a safe environment where people can participate, and play based on the principles of respect and responsibility. Please respect the right of everyone to enjoy a pleasant and safe facility.

To provide a positive, safe, and equitable experience at our facilities, we ask you to **observe** the following rules and **comply** with staff members' directions:

- Behave with courtesy and respect to others. The City prohibits harassment, bullying, or any other similar conduct, including that based on any of the following actual or perceived traits or characteristics: age, color, creed, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status.
- Patrons will be asked to leave the premises if inappropriate behavior that disrupts others use or enjoyment of the facilities is being displayed, including but not limited to foul language, discriminatory or harassing behavior.
- Smoking, drugs, and alcoholic beverages are not allowed at our facilities.
- Obey all applicable Federal, State, and Local laws, including the Sunnyvale Municipal Code and applicable City of Sunnyvale policies.
- Keep all personal items with you, except that large items may be left in designated areas while using the facility. Our facilities are not to be used for storage of personal belongings by persons not on the premises. Items must not create any safety hazard or block pathways that can interfere with public access. The City is not responsible for unattended items.
- No riding of skateboards, bicycles, etc., while inside or near facility entrances.
- Use facilities, equipment, materials, and furnishings for their intended purposes only. Clean up after yourself and leave facilities in the condition you found it.
- Do not damage/deface/destroy City property.
- Children under the age of 8 must always be supervised by a responsible adult.
- Animals, except service animals as defined by the Americans with Disabilities Act (ADA), are not permitted in any facility.
- Sleeping and bathing are not permitted in facilities and restrooms.
- Report offensive or inappropriate behavior to City staff.
- Soliciting or sale of any merchandise or services not approved by the City is prohibited.

When this Code of Conduct Policy is violated, the City of Sunnyvale staff will implement the Enforcement Policy (see the reverse side of this document).

ENFORCEMENT POLICY



If a customer exhibits behaviors or actions that violate the Sunnyvale Participant Code of Conduct, the magnitude and impact of the specific conduct may warrant different levels of consequences. The City will address violations on a case-by-case basis, evaluating factors such as the conduct, the policy violated and impacts to the health and safety of participants and staff. In addition to all other remedies available to the City, customers may be subject to suspension based on the following parameters:

1. Customers that do not comply with the Code of Conduct and are not threatening the immediate health and safety of others may be given a verbal warning. For further non-compliance after the verbal warning, the Recreation Services Manager has the authority to suspend the customer for the remainder of the day.
2. Customers that continue to violate the Code of Conduct after returning to Recreation Services facilities following a verbal warning, or customers that engage in conduct that threatens the health or safety of staff or other participants can be suspended for up to one month.
3. If inappropriate behavior continues after two or more suspensions, or if one single incident leads to a serious threat to customers, staff and/or Recreation Services property, a customer may be suspended for up to one year by the Recreation Services Manager.
4. A longer suspension, up to permanent, can be imposed if additional violations arise upon the customer's return.
5. The Manager shall provide a written letter outlining his/her decision to suspend a customer. Customers suspended for more than one week can appeal the decision. Appeals must be made in writing to the Director of Library and Recreation Services within thirty days from the date of the exclusion.
6. The appeal will be reviewed within forty-five days from the date that the appeal was filed.
7. The suspension will be in effect until a determination is made by the Director of Library and Recreation Services.
8. The decision of the Director of Library and Recreation Services to suspend a customer is final.
9. The person affected by the suspension may obtain review of the order within ninety days by filing with the Santa Clara County Superior Court a petition for review pursuant to California Code of Civil Procedure Section 1094.5.
10. Enforcement of any decision made pursuant to this policy shall be stayed during the pendency of a properly and timely filed petition for review.