

# Department of Recreation Policies & Procedures Manual

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## Behavior Management Policy and Procedure

### **I. EQUAL ACCESS**

No eligible participant, member or guest shall, on the basis of race, religion, ethnicity, nationality, gender, sexual orientation, gender identity, or disability be denied equal access to programs, activities, services, or benefits or be limited in the exercise of any right, privilege, advantage or opportunity.

### **II. BEHAVIOR**

Participants, members and guests are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make Park District programs safe and enjoyable for all. Additional guidelines may be developed for particular programs and athletic leagues as deemed necessary by Park District personnel.

It is expected that participants, members and guests shall:

- A. Show respect to all other participants, members and guests, and accept direction from Park District staff and contractual service providers.
- B. Refrain from using abusive or foul language.
- C. Refrain from causing disruption or threatening bodily harm to self, other participants, members, guests, contractual service providers or staff.
- D. Show respect to equipment, supplies, and facilities.

### **III. DISCIPLINE**

A positive approach will be used regarding discipline. Staff will periodically review guidelines and rules with participants, members and guests during the program session. If inappropriate behavior occurs, prompt resolution will be sought specific to each individual's situation. The Park District reserves the right to dismiss a participant, member or guest.

### **IV. ACCOMODATIONS**

Upon registration or entry into a program, activity, or membership- accommodations identified on the registration form will be reviewed. Parents/Guardians should be consulted for any information regarding special accommodations required for youth participants, members and guests. If any of these special accommodations are behavior related, the parent/guardian should be contacted for information about any behavior modification programs in place at school or home. Attempts should be made to utilize these in the program/activity if feasible. Documentation should be maintained regarding any problem behaviors, special accommodations, and behavior modification programs.

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### **V. GUIDELINES**

In the event that participants, members or guests exhibit inappropriate actions, the following guidelines are recommended. Program leaders and district staff will determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:

- A. A corrective discussion or verbal warning.
- B. A supervised time-out (10-15 minutes) from the program/activity. The type of time out may vary according to the situation (*observational*: from sidelines of activity; *exclusion*: away from the group but within view of activity; *seclusion*: time-out area with staff member present away from view of activity).
- C. A discussion with parents when involving youth participants, members or guests. If not already being utilized, a behavior modification program should be developed and implemented (those involved in development may include, but not be limited to, Park District staff, special recreation staff, parent/guardian, school personnel, other support professionals). The behavior modification program should be monitored and reviewed as needed. Communication between staff (program leaders, supervisory and special recreation) and parent should be ongoing regarding any further incidences of inappropriate behavior. Documentation is recommended. Other related professionals (teacher, social worker, psychologist, etc.) may be consulted for input and suggestions.
- D. If inappropriate behavior persists, further action may be required and removal from program, activity, or membership may be necessary. Other options may include but are not limited to:
  - Transfer to another program/activity where inappropriate behavior may be less prone to occur.
  - Adjustment, reduction, or modification of timeframe that participant or member is allowed to attend the program/activity.
  - Suspension from program, activity or membership for a designated time period. When determining timeframes for suspension, staff will consider the severity of the actions, the length of the program or activity; any past behavior issues, and the willingness to cooperate.
  - Removal from program, activity or membership. If inappropriate behavior persists or the behavior is completely disruptive, removal from the program may be necessary. The District reserves the right to dismiss a participant, member or guest whose behavior endangers his or her own safety or the safety of others.

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### VI. PROCEDURES

- A. Any discipline guidelines implemented are to be documented in writing and provided to the full-time Supervisor in charge of the program area.
- B. Staff are encouraged to involve parents readily and proactively in discussions concerning their child's conduct or behavior concerns.
- C. While every attempt should be made to resolve behavior/conduct concerns proactively, upon supervisory, management approval, a participant, member or guest's behavior may require immediate removal from the activity, program, and premises. Prior to resuming activities, supervisory or management staff will meet with the participant, member or guest to review and discuss conduct expectations going forward.
- D. A program participant, member or guest is subject to suspension (typically no longer than 7 days) from a facility or program for repeated violations or for involvement in a minor criminal offense such as creating or participation in a disturbance. The decision to suspend a participant, member or guest, will be recommended by the Facility/Site Manager with approval by the Department Director. Suspensions may be longer than 7 days given the severity of the situation or in the case of repeated violations. Prior to resuming activities, management staff will meet with the participant, member or guest and parents (when involving a child/minor) to review and discuss conduct expectations going forward. Should the conduct involve a police matter, police staff will also be present at the meeting.
- E. A program participant, member or guest may be prohibited from entering a Park District facility or program for involvement in a criminal act which is under investigation, pending court, or by the terms set forth in Ordinance 10; section 4.03. A decision to prohibit an individual in accordance with these terms must be approved by the Chief of Police.

### VII. APPEALS

- A. Program participants, members and guests may present an appeal if not in agreement with behavior management actions taken. The participant, member or guest shall within 3 days of the action taken, request to meet with the Facility Manager. Minors under the age of 18 will be required to attend the meeting with their parent or guardian. In most cases, the problem can and should be resolved with a frank and open discussion. The Facility Manager may amend the course of action as a result of the meeting with approval by the Department Director and Chief of Police (when involving a police matter). If warranted, the Facility Manager may gather additional information through discussions with staff or other involved individuals. The Facility Manager shall render a decision of the appeal within 2 days after the appeal meeting is held.

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- B. If satisfactory resolution is not reached, the participant, member, or guest may present the appeal to the Department Director within 4 days of the meeting with the Facility Manager. The Department Director and Chief of Police (when involving a police

matter) will investigate the matter and discuss the situation with the appropriate District employees and Facility Manager. The Department Director and Chief of Police (when involving a police matter) will meet with the participant, member or guest and parent/guardian (required for minors under the age of 18). Every attempt will be made to resolve the concern with a frank and open discussion. The course of action may be amended which may involve a written course of action for compliance of written and defined conditions that may require monitoring and follow up. Written meeting notes will be kept on all appeal meetings. The Department Director shall render a final decision of the appeal within 2 days after the appeal meeting is held.

### **VIII. When to Contact Police**

- A. In an emergency staff are directed to call 911.
- B. In a closely supervised program and when the participant, member or guest is a child or young adult, and makes a direct threat of hurting themselves or others, the parent/guardian should be contacted immediately. The Police should be contacted if the parent/guardian is unavailable.
- C. In the event that a participant, member, or guest's behavior is inappropriate, and staff are uncomfortable confronting the individual or if the matter is of a non-emergency criminal nature, staff are advised to contact Police.