



Veterans Memorial Community Center Patron Code of Conduct

The following policies have been adopted by the City of Inver Grove Heights in order to ensure a safe positive and healthy environment. Additional policies may be added as circumstances warrant.

Purpose: The health, safety, and well-being of every patron utilizing the Veterans Memorial Community Center (VMCC) is the City of Inver Grove Heights' primary objective. Respect for the staff, patrons, other members, and the building is paramount. Staff will not discriminate against Community Center patrons.

Code of Conduct: The VMCC shall enforce adopted rules regarding patron conduct while on-site, including, but not limited to the following: tobacco use and vaping, profanity, rowdy or disruptive behavior, conduct that is of an inappropriate, threatening or offensive nature, fighting, mischief, harassment or intimidation by words, gestures, body language, or any menacing behavior, any demonstration of sexual activity or sexual contact with another person, theft or behavior that results in the destruction of property and alcohol*, drug, or other substance use or possession. The VMCC is a family-based facility and all patrons will be expected to conduct themselves accordingly. Patrons who exhibit behavior that violates the Code of Conduct may be either temporarily or permanently expelled from the facility. VMCC staff will involve the Inver Grove Heights Police, when necessary, to enforce this policy.

**Alcohol may only be served by a specified licensed liquor provider during a permitted rental event at the center with security from the police department present during the event.*

Enforcement:

Patrons are encouraged to be responsible for their personal comfort and safety. If the behavior continues or the patron feels uncomfortable confronting the person directly, they should report the behavior to a staff person. Staff will investigate all reported incidents of Code of Conduct violations. Actions taken by VMCC staff in response to violations of this Code of Conduct or other rules and policies of the VMCC will depend on the individual incident and surrounding circumstances. A violation of the Code of Conduct or other rules and policies of the VMCC may result in an enforceable action ranging from a verbal warning up to and including the revocation of access to the VMCC. Enforcement action will result in the following based on the incident and we reserve the right to impose any of these actions including the following:

1. **First Violation:** a verbal warning will be given.
2. **Second Violation:**
 - a. For minors under the age of 18, a time-out period may be mandated. At this time, the minor may be required, in the presence of staff, to notify his/her parents/guardians of his/her actions. A written incident report will be filed.
 - b. Adults who violate the Code of Conduct or any other VMCC policy may be asked to leave the VMCC immediately. A written warning and incident report will be filed.
3. **Third Violation:** Your membership and daily privileges will be suspended, and the patron will be asked to leave the VMCC and not return until a specified date. The length of the suspension is at the discretion of a Manager based on the severity of the violation and surrounding circumstances.
 - a. For minors under the age of 18, the minor may be required to wait in an assigned area while staff contacts a parent/guardian to inform them of the violation with the expectation that the parent will arrive shortly to pick up their child.
 - b. Adults will be notified by a manager of the violation, and the length of the suspension and asked to leave the Community Center immediately for the suspension period.
4. **Fourth Violation:** Your membership and daily privileges will be revoked, and the individual will not be allowed to return to the VMCC at any time.

Appeal of Suspension or Termination of Access Privileges:

Any patron whose membership privileges are suspended or revoked may appeal such a suspension or revocation to the Parks and Recreation Director. A patron who wishes to appeal to the suspension or revocation of their membership privileges shall file a written request to appeal the suspension or revocation on the form provided by the Community Center with the Parks and Recreation Director within five (5) days of the date the notice of the suspension or revocation is delivered in person or mailed to the patron. The Parks and Recreation Director shall hear all appeals of membership suspensions and revocations and may uphold, modify, or overturn the suspension or revocation of the membership.

Veterans Memorial Community Center Policies

COMMON AREAS/OVERALL BUILDING AREAS

- Respect VMCC staff, patrons, and building, including all equipment.
- All children under 11 years of age are required to have an adult providing supervision in the center at all times; with the exception of a child participating in an organized activity or located in the childcare room while the adult is working out.
- Please walk in all areas of the VMCC including hallways and locker rooms.
- Clothing and shoes are required when outside the pool area.
- Organized meetings or gatherings with a purpose, such as a birthday party can be held in our meeting rooms if organized through VMCC staff. Meeting/gathering in common areas are not permitted.

- For your safety glass containers are not permitted in the VMCC.
- Personal storage lockers are for daily use only.
- Photo Identification is required for checking out VMCC property (locks, towels).
- The VMCC reserves the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance.
- The City of Inver Grove Heights, and its personnel, are not responsible for items lost, stolen, left on site, or left in vehicles.
- Service animals or animals that are part of an approved event are allowed in VMCC. Pets are not permitted.
- Skateboards, rollerblades, or roller shoes are not allowed in the VMCC.
- Flyers/posters may be submitted to Guest Services for approval and if approved and will be posted by VMCC staff if approved. Please do not post fliers/posters.
- We do not allow tobacco use within the VMCC.
- Outside food and beverage are allowed in the VMCC, provided patrons clean up after themselves. Food delivery is permitted; however, staff will not accept deliveries of outside food or beverages.
- All items turned in to staff will be placed at the Guest Services desk. Valuable items will be turned over to the police after 7 days and all other items will be donated or discarded after 30 days.

INCLEMENT WEATHER

Thunderstorm Warning:

- Pools will close and patrons will be directed to the designated shelter area until the warning has expired.
- All other patrons will be notified that there is a thunderstorm warning.

Tornado Warning:

- All patrons in the building will be directed to the designated shelter area until the warning has expired.
- If ISD 199 schools close due to inclement weather, city recreation programming within any school buildings will be canceled. Call the City of Inver Grove Heights weather line: (651-450-2595) for program cancellations at the Community Center or recreation programs scheduled through out our park system.

EMERGENCIES

There is an Emergency Action Plan in place for staff and patrons in case of emergency. Please ask staff for assistance in an emergency situation.

MAINTENANCE DAYS

- The Community Center may block off dates as necessary for repairs or maintenance of areas/equipment. This may include the closure of certain areas of the facility with limited or no access.

FITNESS AREA and FITNESS ROOMS

- Outside personal trainers and fitness instructors not employed by the Community Center may not accept personal payment from a client for coaching, training or instruction. Staff reserves the right to remove non-employee trainers and patrons being trained by non-employee trainers and instructors and members being trained by these individuals from the facility.
- Please help protect our equipment by storing your outside shoes prior to entering the facility or rooms.
- Treat equipment with respect and return equipment to its proper place when finished using it.
- Equipment is not to leave the fitness center without permission.
- Chalk is not allowed on the fitness center floor.
- Food, gum, juice, and soda are not allowed in the fitness center.
- All other liquid must be in a covered shatterproof container.
- Proper workout attire is recommended, and appropriate shoes (sneakers or tennis shoes) must be worn at all times.
- Foul language and horseplay are prohibited.
- Youth ages 12-17 are allowed in the fitness center and fitness room. Orientation is required for all those under the age of 18 to utilize the strength and cardio equipment.
- A spotter is required when bench pressing.
- We recommend bags and items of value be stored in a locker.
- Taking photos is not allowed in the fitness areas.

LOCKER ROOMS

- The City of Inver Grove Heights is not responsible for items that are lost, stolen or left in the facility.
- Please keep clothing and valuables locked in lockers.
- Please do not run in the locker room area.
- Locker room checks are performed at random and outside locks will be removed from lockers if present overnight.
- Unaccompanied children under 16 and those with opposite sex children must use the family locker room.
- A family locker room is made available for your convenience.
- Cell phone use is prohibited in locker rooms.

SAUNA

- Sauna users must be at least 16 years old.
- Please be respectful of others.

- Use of the sauna is not recommended for persons with high blood pressure, cardiovascular disorders, or pulmonary diseases. Consult a physician before using.
- For your safety, limit the use of the sauna to no more than 15 minutes.
- Pregnant women are not advised to use the sauna; prior medical consultations and release use may be permitted.
- People with open wounds or infectious diseases are not permitted.
- Always shower before entering the sauna.
- Personal grooming while using the sauna is prohibited.
- When using the sauna, we require users to be sitting on something separating them from the sauna benches. We recommended covering up with a towel or swimsuit.
- Oils, creams or cosmetic products are not to be used in the sauna.
- No glass bottles or containers permitted in the sauna.

GENERAL POOL POLICIES

- Children ages 11 and under must be accompanied by an adult.
- Children under 16 are not allowed in the hot tub or sauna.
- All swimmers must shower before entering the pools or hot tub.
- U.S. Coast Guard-approved life jackets are only allowed.
- Persons with or suspected of having a communicable disease that could be transmitted through the use of the pools, shall not use the pools.
- Proper swimwear is required.
- Spitting, spouting water from the mouth and blowing the nose in the pools or hot tub is prohibited.
- No running or rough play is allowed.
- Glass objects are not allowed in the pool area.
- Persons with open or infectious sores are not permitted in the pool.

See specific pool areas for additional rules and regulations.

NATIONAL GUARD GYM

- Proof of payment or membership is required for any open gym activity.
- Food, gum, juice, and soda are prohibited. All other liquids must be in a covered shatter/proof container.
- Patrons must wear closed-toed non-marking shoes.
- Attire or gestures recognized as gang representations will not be allowed.
- Staff reserves the right to determine all gym use and inappropriate behavior by users.
- Please refrain from:
 - Dunking, slamming, or hanging on nets
 - Running or bouncing balls in the hallways
 - Spitting, roughhousing, wrestling, or pushing

- Swearing, abusive, or inappropriate gestures
- Abusive or inappropriate gestures.
- Children ages 11 and under must be accompanied by an adult.
- Patrons are responsible for replacing balls or equipment that have been damaged, lost or stolen while they are using them.
- Gym activities may be canceled in the event the gym is rented for a private event.
- Please see the rental policies and procedures for private rentals of the gym.

CHILDCARE AREA

- Childcare is available for children ages 6 months to 11 years
- Proof of payment or membership is required to use the childcare.
- Children may only be in the childcare area for a maximum of two hours per day.
- The same parent/guardian needs to drop off and pick up the child and will be required to show a picture ID. The parent/guardian must stay on the premises while the child is in the childcare area.
- Parents with a child under four years old are required to take a pager or provide a cell phone number that they can be reached on.
- Staff does not change diapers. Should your child need a diaper change, you will be paged or called on your cell phone.

ICE ARENA

- Proof of payment by individuals, groups, or memberships is required before taking the ice.
- Please walk in all areas of the rinks and hallways.
- Dry-land training is not allowed around the rinks or hallways without prior approval from VMCC staff.
- All children under 11 years of age must be accompanied by an adult.
- Climbing or hanging on rink glass is not permitted.
- Net movers are only allowed on the ice during resurfacing.
- Pucks are not permitted on the ice during resurfacing.
- Wearing of proper attire or equipment is required at all times (based on activity).
- Spectators should be aware of flying pucks.

OPEN SKATE

- Proof of payment or membership is required for open skate.
- Food and beverage are prohibited on the ice.
- Skates are required by all participants; blades must be no longer than knee height.
- Sitting on boards during skating activities is prohibited.
- Skate aid equipment is for beginner and tot skaters only and not to be used for any other purpose.

- Skating lessons may not be given without prior approval from the Parks and Recreation Department.

When participating in Open Hockey we do require:

- All players must wear a helmet.
- Goalies must wear proper equipment.

Enforcement of all these rules is at the discretion of staff on duty. Please report any problems within the VMCC to Guest Services at 651-554-3440.