

SALT LAKE COUNTY  
PARKS AND RECREATION DIVISION  
PATRON STANDARDS OF CONDUCT

I. PURPOSE

The purpose of Standards of Conduct (“Standards”) is to establish standards of conduct for Patrons of the Salt Lake County Parks and Recreation Division. These Standards also establish procedure for issuing Suspensions and Revocations, for documenting such actions, and for appealing a Suspension or Revocation of Patron privilege when applicable. Patrons’ right to free speech shall be respected. These Standards shall not be interpreted to prohibit speech that does not disturb the peace or threaten violence. Also, these Standard rules shall be enforced in compliance with the Americans with Disabilities Act.

II. DEFINITIONS:

1. “Activity” means any event, program, game, function, other gathering wholly or partly sponsored or organized by the Division, events or activities hosted at a Facility by private parties, or use of a Facility by a Patron. Examples of programs include but are not limited to adult softball, youth hockey, private or group lessons, and group fitness.
2. “Division” means Salt Lake County Parks and Recreation Division.
3. “Facility” means any building, site, park, center, or other location, inclusive of the parking lot, owned or operated by the Division.
4. “Patron” means any individual who is present in a Facility or at an Activity. “Patron” shall not include on-duty employees of Salt Lake County or children who are enrolled in and attending a childcare program.
5. “Registered Program Participant” means a Patron who is present in a Facility or at an Activity and is competing or participating in an Activity for which that Patron is registered.
6. “Revocation” means a Suspension for a period lasting longer than a year resulting from a violation of these Standards or Law.
7. “Suspension” means a Patron’s loss of their privilege to participate in Activities or use Facilities resulting from a violation of these Standards or Law.
8. “Law” means any applicable federal, state, or local statute or ordinance.

### III. AUTHORITY

These Standards are promulgated by the Director of the Parks and Recreation Division by and with the help of the County Parks and Recreation Advisory Board as authorized under Section 13.04.030 of the Salt Lake County Code of Ordinances. These Standards is in addition to applicable league specific rules and included sanctions. Division staff may enforce these Standards in addition to, or alternatively with league specific rules as the Division deems appropriate.

### IV. RULES OF CONDUCT

Patrons shall comply with the following rules of personal conduct and behavior:

1. Respect for others. Patrons are entitled to peacefully enjoy themselves while present at a Facility. To that end, the following is prohibited:
  - A. Conduct that results in, or creates a reasonable threat of, bodily harm or personal injury.
  - B. Threats, fighting words, verbal, sexual, or physical harassment of other Patrons or Facility staff.
  - C. Ignoring or failing to follow requests and/or instructions from Facility staff.
  - D. Non-compliance with Facility posters or signs.
  - E. Violations of any Law or violations of any Facility or Activity-specific rule.
  - F. Violations of league rules of play.
  - G. Unsportsmanlike or disrespectful conduct, while present in the Facility, whether participating in an Activity or not, which includes but is not limited to: willful violation of rules of the Activity or Facility failure to follow instructions of Facility staff including referees/officials, abusive language or gestures. This applies to all Patrons, which includes Registered Program Participants and spectators.
  - H. Other conduct which reasonably interferes with or impairs the operation of the Facility, the staff's ability to carry out their duties, or the enjoyment of the Facility by other Patrons.
2. Respect for Property. Patrons shall respect public property as well as the private property of others. Patrons shall not damage property, including personal property of Patrons or Facility property.
3. Health Regulations. Patrons shall maintain reasonable standards of personal hygiene and comply with health regulations, including showering before entering a spa or pool.

4. Alcohol and Illegal Substances. Patrons shall not be under the influence of or use illegal drugs or substances at any Activity or Facility. Consumption of alcohol is prohibited except at Salt Lake County golf courses in a manner consistent with applicable Law.
5. Use of Facilities. Patrons shall only use Facilities for recreational purposes (e.g. exercising, participating in an Activity, changing, showering prior to or after an Activity). Patrons may not use Facilities for sleeping or shelter. Use of Facility showers shall be limited to 30 minutes. Patrons in need of services beyond those available at Facilities should inquire with Facility staff who can direct the Patron to resources that may be available to help address their needs.

## V. DELEGATION OF RULEMAKING AUTHORITY

1. The Division Director hereby delegates to the Associate Division Director the authority to make rules specific to their facility and Activity-specific rules consistent with these Standards. The Division Director also hereby delegates to the Division's Recreation Section Managers the authority to make Activity-specific rules consistent with these Standards.
2. Rules specific to a particular facility or amenity shall be applicable at the facility/facilities managed by the Facility Manager. Associate Division Director is responsible for creation of the rules at the time of implementation. Activity-specific rules shall be applicable to the Activity/Activities managed by the Program managers. Facility and Activity specific rules shall remain in force until and/or unless modified in writing by the Division Director, the Associate Division Director, or the Recreation Section Manager.
3. General rules governing Facilities and rules specific to a particular facility or Activity shall be maintained on site for the public to view, and each Facility shall post the following statement in a prominent location in the lobby of each Facility or at an Activity: This is a Salt Lake County Parks and Recreation Division Activity/Facility (as applicable) and Patrons are subject to the Division's Patron Standards of Conduct and Facility/Activity-specific rules (as applicable). You may request a copy of the Patron Standards of Conduct and Facility-specific/ Activity-specific rules by inquiring with the site supervisor. Use of this Facility constitutes acknowledgment to comply with and be bound by these rules.
4. These Standards and all Facility-specific rules and Activity-specific rules shall be maintained in hard-copy, in a location where they are secure and easily retrievable by staff or site supervisor and to provide to the public upon request.

## VI. RULE VIOLATIONS

1. A Facility Manager or their designee is authorized to issue Suspensions lasting up to seven calendar days to any Patron who violates these Standards, any Facility-specific rule, or any Activity-specific rule; according to the procedures set forth herein.
2. To issue a Suspension lasting seven calendar days or less, the Facility Manager or designee shall, at the time of the Suspension, provide the Patron:

- A. Verbal notice of the Standard, rule, or Law they violated;
  - B. Verbal notice of the offending behavior or act resulting in the Suspension;
  - C. Verbal notice of the duration of the Suspension (including notice that the Suspension may be followed up with written notice of a longer Suspension or Revocation) and which Facilit(ies) and/or Activit(ies) are included in the Suspension;
  - D. Verbal notice to immediately leave the Facility or Activity and instruction they are not permitted to return during the duration of the Suspension; and
  - E. Verbal notice that the Suspension may be extended at the discretion of the Division's administration.
3. The Facility Manager or designee issuing the Suspension shall document the verbal Suspension in a written incident report documenting the time and date of the Suspension, the Patron's name and address, Standard, rule, or Law violated, description of the offending behavior or act, and length of Suspension. The incident report shall be forwarded to the Facility Manager (if issued by a designee), the Activity's section manager, or associate Division Director and a copy of the incident report shall be maintained by the Facility consistent with Division records retention schedule.
4. For purposes of calculating the length of a Suspension issued to a Registered Program Participant suspending the Patron's privilege to participate in or spectate at an Activity for which they are registered, "one day" shall be considered one game if games are played on separate calendar days. For example, a two-day Suspension shall last for two games if the games are held on separate calendar days, without regard to how many calendar days fall between the games. If more than one game is held on a single calendar day, the duration of the Suspension shall be calculated in calendar days, which may result in the Registered Program Participant being suspended for a greater number of games than days of the Suspension. The Facility Manager or designee issuing the Registered Program Participant's Suspension shall document the Suspension in a written incident report documenting the time and date of the Suspension, the Patron's name and address, Standard, rule, or Law violated, description of the offending behavior or act, and length of Suspension and forward the incident report to the Facility Manager (if issued by a designee). It is not required to notify the section manager or associate Division Director.
5. Suspensions or Revocations lasting longer than seven calendar days; or increases to a previously issued verbal Suspension may be imposed by an applicable Activity section manager or associated Division Director. The Facility Manager or designee shall notify the Facility Manager (where originally issued by a designee) and the applicable Activity section manager and associate Division Director of the alleged violation potentially warranting the longer Suspension or Revocation. Upon receiving notice of an alleged violation warranting a Suspension or Revocation lasting longer than seven calendar days, the section manager or associate Division Director shall determine the length of the Suspension, notify the Division Director and the Department director of the violation and the determined length of Suspension or Revocation and provide the Patron:

- A. Written notice of the Standard, Rule, or Law they violated;
  - B. Written notice of the offending behavior or act resulting in the Suspension or Revocation;
  - C. Written notice of the duration of the Suspension or Revocation and which Facilit(ies) and/or Activit(ies) are included in the Suspension or Revocation;
  - D. Verbal or written notice to immediately leave the Facility or Activity and instruction they are not permitted to return during the duration of the Suspension or Revocation; and
  - E. Written notice of the Patron's ability to appeal pursuant to the process set forth herein.
6. Suspensions lasting longer than thirty days and Revocations must be approved by the Division Director or designee and the Department Director or designee.
  7. The duration of a Suspension or Revocation will be determined pursuant to the following guidelines:
    - A. Suspensions less than seven calendar days may be imposed for minor violations of these Standards.
    - B. Suspensions of seven days to one year may be imposed for repeat offenders who have received a Suspension or Revocation within the previous 365 days, or for first time violations deemed to warrant a longer Suspension in the sole discretion of the associate Division Director.
    - C. Revocations are reserved for more serious violations such as those resulting in, or creating a reasonable fear of, bodily harm or personal injury; property damage; verbal, sexual, or physical harassment of other Patrons; violation of Law; or conduct resulting in intervention of any kind by law enforcement. Revocation may also be imposed for repeat offenders who have been subject to a Suspension of more than one month, cumulative, in the three years preceding the most recent violation.
  8. Patrons whose privileges are suspended or revoked are required to leave the Facility and/or Activity immediately. Failure to do so, or returning before a Suspension or Revocation has been completed, may result a criminal trespass charge and additional Suspension or Revocation.
  9. Program or participation fees, entrance and gate fees, pass fees (not including long term passes) and other expenses incurred by suspended or revoked Patrons are non-refundable.
  10. In case of a Revocation, fees paid for season or annual passes will be refunded on a pro-rata basis.

11. Violations of these Standards that constitute a violation of Law will be referred to the appropriate law enforcement agency for investigation.

## VII. APPEALS

1. Patrons who have received a Suspension lasting more than seven days or received a Revocation may appeal the decision. This process is the exclusive remedy through which a Patron may appeal a Suspension or Revocation.
2. The initial appeal for a Suspension or Revocation will be heard by an associate Division Director who does not supervise the Facility or Activity where the Suspension or Revocation was issued. A written request for an informal appeal hearing must be submitted in writing to the Facility manager of the Facility where the act resulting in the Suspension occurred within five (5) business days of the date on which the Patron received written notice of the Suspension or Revocation. Absent agreement of the parties, the hearing shall be held within two (2) weeks after receipt of the appeal request. Notification of the associate Division Director's decision will be issued in writing to the appellant within five (5) business days following the hearing.
3. After the appeal before an associate Division Director is concluded, either party may appeal to the Division Director or their designee. The request for an appeal hearing with the Division Director must be made in writing to the Division Director within five (5) business days of the date the associate Division Director issued their initial appeal decision. Absent agreement of the parties, the hearing shall be held within two (2) weeks of the request, and the decision will be issued within five (5) business days following the hearing.
4. At each step in the appeals process, the proceedings are informal, and the standard of review is whether there is a reasonable basis to support the Suspension or Revocation and if the duration of the Suspension or Revocation is proportionate to the violation. The decision of the person hearing the appeal may sustain, reduce, or overturn the Suspension or Revocation.
5. Appeal hearings are not evidentiary in nature and are designed to provide each party an opportunity to be heard on why the Suspension or Revocation was proper or improper. The parties may have representation present at any appeal hearing. There is no formal discovery nor are the hearings structured to permit examination or confrontation of witnesses.
6. Should a Patron's appeal result in a reduction or overturning of a Suspension or Revocation, the Division shall compensate the Patron on a pro-rata basis for the value of any forfeited pass or prepaid fee paid directly to Salt Lake County by the Patron. The Division shall not be responsible for compensating the Patron for any fees paid to third parties. This shall constitute the Patron's sole remedy and the Patron shall not have any further claims, either in law or equity, for redress.

APPROVED AND PASSED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_.

Signature: \_\_\_\_\_  
Salt Lake County Mayor or Designee

Date: \_\_\_\_\_

SALT LAKE COUNTY COMMUNITY SERVICES DEPARTMENT

Signature: \_\_\_\_\_  
Director

PARKS AND RECREATION DIVISION

Signature: \_\_\_\_\_  
Director

Reviewed as to form and Legality for Salt Lake County

Signature: \_\_\_\_\_