

Subject: Rio Vista Recreation Center - Policies and Procedures
Approved: March 20, 2015
Reviewed:
Updated: March 20, 2015

PURPOSE

To establish standard policy for use of the City of Peoria Rio Vista Recreation Center.

A. GENERAL FACILITY POLICIES

- (1) Animals are not permitted in the facility or on the patio with the exception of those assisting individuals with disabilities.
- (2) Bicycles are not to be brought into the facility. Bicycle racks are located in front of the facility. Owners use at their own risk. The Center is not responsible for damage or theft of bicycles.
- (3) Private parties or non-profit/for-profit organizations are not permitted to conduct business or advertise in the Recreation Center unless arrangements have been made with Recreation staff as part of a rental or sponsorship package. All terms must be specified in a written contract.
- (4) All patrons are required to wear a full length shirt which covers the torso. Shirts are to remain on in the gymnasium. Athletic shoes that do not mark the floor surface are required in the gym, dance/aerobic room and racquetball courts. No open toed shoes or jeans are permitted in the athletic areas of the facility. Shoes with wheels are not allowed in the facility.
- (5) Fishing is not permitted on the patios or decks of the Recreation Center, including the pedestrian bridge and the Veterans' Memorial.
- (6) Food and drink may be enjoyed in the lobby or patio areas of the facility. Vending machines are located in close proximity to the entrance. All other areas of the facility are water only. The only exception is the Lakeview Room during rentals. Gum and tobacco products are not permitted in the Center.
- (7) Groups that need space for a particular activity should refer to the rental page for information about reserving a room. Otherwise, no group that is not part of a Center sponsored program may monopolize any area of the facility for their own use.
- (8) Literature and promotional items are generally not permitted in the facility unless an active sponsorship agreement exists. The Center's supervisor will review special requests from non-profit entities only.
- (9) Lost and found items turned into the front desk will be held for 30 days. After that time, items will be donated to a charitable organization.

- (10) Outdoor Patio: The patio area, which includes a seating wall, is located on the west side of the building directly across from the Veterans' Memorial. It is intended to be a semi-quiet, reflective area to relax after an activity, read, or simply enjoy the beauty of the lake and the Veterans' Memorial. Children in this area must be closely supervised by a parent or legal guardian and age 8 and under are not permitted on the seating wall.
- (11) The Recreation Center is not responsible for lost or stolen items. Lockers are available to secure possessions. Bring your own lock or purchase one at the front desk. Lockers are daily use only. Items that are lost or stolen should be reported to staff immediately.
- (12) It is required that patrons sign waivers prior to entering the passholder area. Specific waivers for the climbing wall are also required, for day pass use a parent or legal guardian must sign for a child under the age of 18.
- (13) Patrons who would like to express suggestions or provide feedback on programs, staff or operations can do so by filling out a comment card at the front desk or emailing the staff.

B. CODE OF CONDUCT

The Rio Vista Recreation Center adheres to a conduct policy that ensures all patrons are able to use the facility in a safe and comfortable atmosphere. Therefore, each passholder must abide by the following:

- (1) Exercise proper etiquette by being courteous to others, wipe down equipment after use, follow posted rules, return equipment back in its proper place, keep the volume low when using personal music devices and refrain from having loud, extended cell phone conversations that can intrude on others' enjoyment of the facility.
- (2) Watch your language! This is a family friendly facility. Use of profanity, derogatory, demeaning or threatening language is strictly prohibited.
- (3) Fighting, pushing or any other inappropriate contact with another patron or staff member will result in removal from the facility and can lead to a permanent suspension.
- (4) No use of cell phone cameras in the restrooms or locker rooms. No patron is to be photographed or videotaped via cell phone or camera anywhere in the facility without written permission.
- (5) No spitting on anything, on anybody, or anywhere!
- (6) RVRC staff work to ensure policies are adhered to for everyone's safety and enjoyment. Questions or concerns should be brought to the attention of a staff member in a courteous manner.

C. CHECK - IN

- (1) Those checking-in at the passholder area will do so with either a phone number or by name. Proof of Peoria residency is required to receive the published resident rates. A copy of a child's birth certificate may also be required if not previously enrolled in programs through the Community Services Department.

- (2) Day users: Those who pay the daily rate will need to sign in at the front desk and show picture I.D. at each visit.
- (3) Patrons ages 8 – 17 will be issued a wristband at the registration/front desk. This is to ensure that staff can readily determine if children are in the appropriate areas of the facility
- (4) Minors 12 years and younger must be accompanied by an adult age 18 + who remains in the facility. Ages 17-15 may accompany a child under the age of 13 with written permission from parent/guardian. Permission slips are available at the front desk. Refer to general policies for age requirements for the Center.
- (5) Age 15 and older may use any part of the facility without a parent or legal guardian in attendance.

D. FIRST FLOOR

First floor houses Climbing Wall, Kids' Corner, Racquetball Courts, Game Room, Locker Rooms and Gymnasium in the passholder area. The public area of the facility which does not require a pass houses computers, vending area, meeting and class rooms.

- (1) Ages 7 and under can use most amenities on the first floor of the facility with the direct supervision of a parent or legal guardian.
- (2) The Kids' Corner is available for age's 18mo-7years for a nominal fee.
- (3) Ages 8-12 may use the Adventure Room, Rock Wall and Gymnasium without direct supervision. However, a parent or legal guardian should consider if direct supervision is appropriate for their child.
- (4) Age 13 and older may have access to the passholder area (1st floor only) of the facility without a parent or guardian present.

E. SECOND FLOOR

This area houses fitness equipment, walking track, and group exercise classrooms.

- (1) Age 12 and under may use the walking track with the direct supervision of a parent or legal guardian during set "Family Track Hours" only. Exceptions to direct supervision are those children ages 8-12 that are enrolled in the OTC Fit Club (lanyard required).
- (2) Age 13 & 14 may use any part of the 2nd floor, including the fitness area when accompanied by a parent or legal guardian and completion of a "Teen Fitness Orientation". Once the orientation has been completed, the account will be noted and the wristband color will change. Registration for fitness orientation can be completed on Reconnect or at the front desk.
- (3) A 14 year old who has taken the fitness orientation and has had a RVRC pass for 6 months continuously, without incident, may utilize the fitness floor without adult supervision and will be upgraded to the appropriate wristband.

F. ADVENTURE ROOM

The Adventure Room offers the latest video games, computers, pin pong, foosball, and traditional board games.

- (1) Room is designed for ages 8 and older (age 8-12 are required to have a parent in the

- building). Younger patrons may access the Adventure Room when accompanied by a parent or legal guardian who provides direct supervision.
- (2) Patrons sign up for designated times for popular games or computers during peak periods.
 - (3) Use of language or behavior that is deemed inappropriate by Center staff may result in an immediate suspension. The suspension will be appropriate to the behavior and final. Refer to the facility's general policies regarding conduct.
 - (4) No sitting on tables, equipment or other people.
 - (5) Patrons are to use lockers or cubbies for backpacks. No items are to be left on the floor of the Adventure Room.
 - (6) When attendance reaches room capacity, staff will implement time limits to be as fair as possible to all passholders.
 - (7) Games are rated (E) for everyone or (T) for teen. Parents/guardians should discuss with their child which games may be checked out.

G. GROUP EXERCISE ROOMS

The Rio Vista Recreation Center has two fitness rooms. These rooms are available for passholder group exercise classes and fitness activities through the Special Interest Class Program.

- (1) Bottled water only.
- (2) Appropriate shoes with non-marking soles must be worn.
- (3) Clothing must adhere to the dress code requirements.
- (4) Space in classes is on a first come basis-no reserving spots in the class.
- (5) Scheduled activities in the rooms will be posted.
- (6) Dance Studio may be used for stretching or individual exercise routines if the room is available and if such use does not impede on other individuals in the room.
- (7) Medicine balls are not to be taken into the room.
- (8) Stretch bands are not to be used on the ballet bears to do exercises.
- (9) Rooms are not to be used by groups who are not part of an activity sponsored by the Center, unless a rental contract is in place.

H. LOCKER ROOM

Locker rooms are located past the racquetball courts. Each has two showers, dress area, and multiple lockers.

- (1) Lockers are for day use only. The Center does not provide locks. Patrons may purchase a lock from the front desk or bring their own. Locks left on overnight will be removed and items inside will be placed in Lost and Found.
- (2) Children age 5 years and older must use the locker room of the appropriate gender.
- (3) Children age 4 years or younger must be directly supervised when in the locker room.
- (4) Use of cell phones with cameras is not permitted in the locker rooms. Please use the lobby area to place or receive calls.
- (5) Showers are available for use by patrons who utilize the fitness related areas of the facility.

I. KIDS' CORNER

Family members can enjoy the Center's amenities knowing that their children (ages 18 months -7 years) are being supervised in a safe and fun environment.

- (1) Fees must be pre-paid at the Kids' Corner Reception Desk.
- (2) Children in the Kids' Corner are limited to 2 hours per visit.
- (3) A Parent or Legal Guardian are the only patrons who may utilize the Kids' Corner unless there is there is a signed waiver on file listing individuals, age 15 and older, who have permission to drop off a child at the Kids' Corner.
- (4) Water is permitted with the name on the cup or bottle. No other beverages or food is permitted.
- (5) Staff will not feed, diaper, or supply medicine to a child.
- (6) Parent/Guardian will be contacted if child needs assistance.
- (7) If a child cannot be comforted from crying after 10 minutes or if behavioral issues are repeatedly inappropriate or pose a safety issue, the Parent or Legal Guardian will be contacted and asked to come directly to the kids' corner.
- (8) Parent /Guardian responsibilities:
 - a. Children must be fully clothed and wearing shoes at all times.
 - b. Parent/Guardian must remain in the building during the child's time in the Kids' Corner.
 - c. Child must be signed in and out.
 - d. The child's belongings should be labeled. The Center is not responsible for any missing or broken items.

J. CLIMBING AND BOULDERING WALLS

The Climbing Wall is 26ft. high and is staffed during specific hours per week. Access to the Climbing Wall requires the completion of a Climbing Wall Waiver. Waivers are available online at www.peoriaaz.gov/riovista or at the front desk. For pass holders, waivers are included in registration form. Failure to follow the rules listed below may result in suspension of climbing privileges.

- (1) Climbers must be age 5 or older to climb. Maximum weight is 300lbs.
- (2) Appropriate footwear (athletic, rubber soled shoes) is required. No open-toe shoes allowed.
- (3) Climbers must have the harness checked by staff prior to climbing. A staff member will hook your harness to the carabineer.
- (4) Climbing the crossways along the wall is prohibited. Sideways motion should never exceed two arm lengths in either direction.
- (5) Hanging upside down in the harness is prohibited. Feet must be the first thing to touch the floor.
- (6) No chalk or similar material allowed.
- (7) No swinging or horseplay while climbing or waiting to climb.
- (8) No outside equipment. Climbers must use equipment provided by Rio Vista Recreation Center.

- (9) For safety reasons, there is a one warning limit. Climbing privileges will be revoked from anyone not utilizing safe climbing practices. Use at your own risk.
- (10) Expectant mothers and those with heart, back or neck problems should not climb.
- (11) Children age 12 and younger are required to have a parent or guardian as a “spotter” using bouldering wall.
- (12) Bouldering is confined to the designated bouldering section of the wall. Bouldering higher than the handholds is prohibited.
- (13) Bouldering is intended to be a horizontal climbing technique without ropes. Climbers should not climb vertically while using the bouldering section of the wall.
- (14) That bouldering must climb down and not jump down to minimize the risk of injury.

K. FITNESS AREA

The Rio Vista Recreation Center offers use of cardiovascular equipment and a strength training area. Fitness center policies have been created to enhance the enjoyment and safety of all our patrons and to preserve the fitness equipment.

- (1) No jeans or pants with zippers or rivets.
- (2) No work boots or open-toed shoes (i.e. flip flops).
- (3) The whole torso must be covered men and women.
- (4) Water is the only beverage permitted in the fitness area.
- (5) Cardio equipment is limited to 30 minutes during peak hours from 5-7pm.
- (6) Machines should not be moved for any reason except by facility staff. Free weights should remain in the fitness area and should be returned to their proper location after use.
- (7) Patrons are asked to report any problems with equipment immediately to a facility staff person. Misuse of any machine will not be tolerated.
- (8) T.V. stations are set by staff.
- (9) Gym bags and personal items must be stored in locker room or cubbies and not left on or near equipment. This is for the safety of all patrons.
- (10) Personal music devices require headphones.
- (11) Trainers/Fitness Coaches who are not employed with the Rio Vista Recreation Center are prohibited from working at the center; Rio Vista Recreational Center offers reasonable priced personal training and nutrition counseling packages. A list of RVRC certified personal trainers is available at the reception desk and nutritional counseling.
- (12) As a courtesy to others, please wipe down cardio equipment after use.
- (13) As a courtesy to others, do not rest on any piece of equipment or use cell phones while working out on the machines.
- (14) Refer to the Center’s General Policies for age requirements in the Fitness Area.

L. RACQUETBALL COURTS

The Recreation Center has two racquetball courts which can be converted to play wallyball. Courts can be reserved when not scheduled for classes or leagues. Outlets are provided for personal IPod listening. Please bring a 1/8 inch cord to plug into the outlet.

- (1) Clothing must adhere to the facility's dress code.
- (2) Athletic, non-marking shoes only.
- (3) Shirts must be worn at all times.
- (4) Protective eye wear and racquet wrist straps are recommended for all patrons and are mandatory for those ages 17 and under.
- (5) Children 8-12 may use the court with parent/guardian permission. Younger than 8 need a parent/guardian present at the court.
- (6) Patrons age 13 and older may reserve a court for one hour, on the hour. One reservation per day per passholder.
- (7) Advance reservations can be made by passholders. Those paying the daily rate may reserve a court on the same day only by contacting the front desk.
- (8) Reservations have a 10 minute grace period; after which, a court is given to the first group waiting. Courts are released by front desk staff.
- (9) Racquets may be checked out for a small fee at the front desk. Eye wear and racquetballs may be checked out at no cost or purchased at the front desk.

M. GYMNASIUM

The gymnasium at Rio Vista features configurations for two basketball courts, two volleyball courts or 4 badminton courts. The gym is suitable for large organized activities and events and is divided by a curtain which allows for one side to be used for drop-in activity while organized use or league play occurs on the other side. The gym or half the gym may be closed for League play or special activities. A schedule of activities and leagues is available at the front desk and on the [RVRC website](#).

- (1) No dunking or hanging on the basketball rims is permitted.
- (2) No throwing objects onto the walking track from the gym floor.
- (3) No outside organizations are permitted to hold team practices or conduct drills during open gym times.
- (4) Equipment such as basketballs and volleyballs may be checked out by pass holders.
- (5) The use of talcum powder in the gym is prohibited.
- (6) Refer to the Center's dress code policy for information on proper attire.
- (7) Bottled water only.
- (8) Good sportsmanship is to be displayed at all times. Abusive language, inappropriate gestures, spitting and not following directions can result in suspension. Refer to the Center's general policies relating to conduct.
- (9) Gymnasium Game Play:
 - a. When situations dictate, basketball games must be played on half-court.
 - b. When others are waiting, basketball games are played first to 15 points (by ones, three pointers count as "2")
 - c. Winners stay and entire new team plays against them.
 - d. A board will be used to sign up for the next players to play.

N. WALKING TRACK

Walkers and joggers alike will enjoy the rubberized surface meant to cushion each step. The Track is located on the 2nd floor above the gymnasium in the Pass Holder area. The Track consists of 3 lanes. Walking direction changes on a daily basis. Lap counters, are available and can be checked out at the fitness desk.

- (1) Everyone must follow the daily directional signs.
- (2) No standing or stopping on the track. Track may not be used as an observation deck
- (3) No more than two people may walk side-by-side. If the track becomes busy, please discontinue walking side-by-side as a courtesy to others.
- (4) Joggers pass on the outside lane.
- (5) For the safety of everyone exiting and entering the track, sprinting is not permitted.
- (6) Water should be in a container with a lid; water only is permitted on the 2nd floor.
- (7) Dumbbells or other exercise equipment is not allowed on track.
- (8) Athletic shoes are required. Attire must adhere to center's dress code.
- (9) Stretching is permitted in designated off-track areas only.
- (10) Children 12 and younger may use the track only with the following stipulations:
 - a. Children are directly supervised by a parent or legal guardian during "Family Track Hours"
 - b. Strollers will be permitted on the track during "Family Track Hours" on the inside lane. A stroller cannot exceed the width of a lane. A lane width is 2 feet and 7 inches. The child in the stroller may have water only. No food is allowed. Hands free, front or backpack infant carriers are permitted on the track.

O. COMPUTER USAGE POLICIES

The Center provides five (5) public computers with limited internet access in the public access area of the facility. Computers are also located in the passholder area of the facility. Computers are intended to provide a convenience for individuals waiting for a family member to complete a class, or members of the general public wishing to access information such as news sources, email, or areas of general interest.

- (1) Photo or School ID is required. Check out a computer mouse from the front desk for use of public computers.
- (2) Cell phones should be turned off or set to vibrate. As a courtesy to others step away from computers for phone calls.
- (3) Computers are filtered and are not appropriate for research purposes.
- (4) Computer use is limited to one hour per day when others are waiting. When others are not waiting, usage is limited to 2 hours at a time, 4 hours maximum per day.
- (5) All computers users must sign in and check out at the front desk.
- (6) Computers are for viewing only and do not have access to printers. Patrons may use their jump drives, however the computer systems will not allow any writing to the

hard drive. The city is not responsible for any loss of data or damage to thumb drives. Printing is available at the Peoria Libraries.

- (7) The internet is a vast and unregulated information network and as such, may provide access to ideas, information, images and commentary that are beyond the confines of the Center's policy. Use sound judgment in regards to accessing appropriate materials.
- (8) Computers are in a public location so privacy is not guaranteed.
- (9) Users are cautioned that the security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communication are vulnerable to unauthorized access and use, and therefore, should be considered public.
- (10) Computer use privileges may be revoked should policies not be adhered to. Unacceptable use of public computers includes, but is not limited to:
 - a. Damaging or destroying equipment, software or data belonging to the Center
 - b. Violating software license agreements
 - c. Violating computer system for network integrity
 - d. Using the internet for any illegal activity
 - e. Downloading and viewing disseminating inappropriate materials including viewing X/R rated materials.
 - f. Use compact discs
- (11) Food may not be consumed at the computer stations. Beverages are permitted with a lid.
- (12) It is expected that patrons maintain personal hygiene so as to not interfere with other patrons' ability to use the computers.
- (13) Do not leave personal belongings unattended. Patrons are asked to report any issues to the front desk.

P. WIRELESS INTERNET ACCESS

The Recreation Center offers free wireless access on the first floor lobby. Users will encounter "dead spots" in other areas of the facility. If a notebook/laptop computer or other device does not include wireless networking, a patron may be able to purchase a variety of external notebook/laptop pc cards and USB devices. The manufacturer or supplier of your equipment or local technology merchants can help find the right product for a notebook/laptop computer or other device.

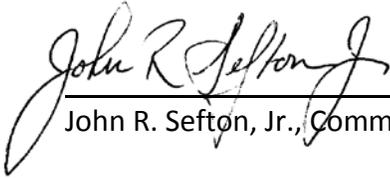
The wireless internet access offered is filtered. By choosing to use this free service, patrons agree to abide by the Center's policies.

The Center's wireless network is not secure. Information sent to and from a notebook/laptop computer or other wireless device may be captured by anyone else with a wireless device and the appropriate software. The Center does not assume responsibility for the safety of equipment.

Q. HEALTH AND SAFETY ISSUES

- (1) It is strongly recommended that patrons have a medical examination prior to using the Recreation Center's amenities.
- (2) Patrons should understand there is inherent risk with all physical activities. Patrons who participate in activities at the Rio Vista Recreation Center do so at their own risk. Signed waivers are required for all patrons.
- (3) If an alarm sounds, all patrons must exit immediately. During an evacuation, everyone is asked to remain calm and to follow the direction of Center staff. Staff will inform patrons when it is safe to re-enter the Center.
- (4) All Recreation Center patrons are asked to actively participate in maintaining a safe environment throughout the facility. Please report any safety concerns to staff so that it can be addressed as soon as possible.
- (5) Cameras are located throughout the Center.
- (6) All incidents, accidents and injuries (minor and major) sustained within the Recreation Center must be reported to the nearest staff person immediately.

APPROVED



John R. Sefton, Jr., Community Services Director

March 20, 2015

Date

CITY OF PEORIA

RIO VISTA RECREATION CENTER

Policies and Procedures

Subject: Patron/Participant Suspension or Expulsion Reinstatement Policy and Procedure

Approved: November 2, 2017

PURPOSE

To establish a standard reinstatement policy for use of the City of Peoria Rio Vista Recreation Center.

I. Policy

The City of Peoria's Rio Vista Recreation Center is a family recreation facility operated for the benefit of the community. It is essential to the enjoyment of this facility by its patrons and participants, and to a positive work environment for staff and volunteers, that a non-threatening, pleasant atmosphere be maintained and that patrons and participants follow the Rio Vista Recreation Center and the City of Peoria policies and procedures. These rules are intended to achieve that aim.

This Rio Vista Recreational Center Policy and Procedure supersedes Community Services Department Procedure 8-3, "Participant Behavior and Conduct," regarding suspension, expulsion and reinstatement procedures.

II. Procedure**A. Grounds for Suspension or Expulsion Include, But Are Not Limited To:**

1. Violation of any Rio Vista Recreation Center, Community Services Department or City code, rule or policy
2. Lack of respect for other patrons, participants, City staff or volunteers
3. Harassment of other patrons, participants, City staff or volunteers, including physical and verbal abuse
4. Loud, threatening or rude behavior
5. Use of profanity or vulgar language
6. Acting in a way which could cause equipment or facility damage
7. Excessive rowdiness

B. Suspension Period; Expulsion:

The suspension period is typically one day to one year, but may also be of indeterminate duration, at the City's sole discretion. Rio Vista Recreation Center management or other City management may implement the suspension or expulsion. Depending upon the nature and seriousness of the offense, a suspension may go into effect immediately and without advance verbal or written notice to the suspended patron or participant.

The nature and seriousness of the offense will determine the length of the suspension. Aggravated circumstances, even for a first offense, or a repeat suspension may warrant a longer period of suspension, an indefinite suspension, or permanent expulsion.

C. Reinstatement Procedure

1. Any patron or participant suspended for a definite period seeking reinstatement must file a written statement with the Rio Vista Recreation Center Recreation Superintendent, setting out the reason(s) why reinstatement should be granted.
2. Any patron or participant suspended or expelled from the Rio Vista Recreation Center who believes that the suspension or expulsion is not warranted or who seeks reinstatement from an indefinite suspension or an expulsion may file a written statement with the Rio Vista Recreation Center Recreation Superintendent, setting out the reason(s) the patron or participant believes the suspension or expulsion is unwarranted and/or why reinstatement should be granted.
3. The Rio Vista Recreation Center Recreation Superintendent or designee will consider relevant and applicable information, including, but not limited to: complaints and statements from other patrons; complaints, statements and incident reports from staff and volunteers; video and audio files of the incident or incidents; and any information submitted by the suspended or expelled patron or participant. Consideration will also be made of any information showing that the suspended or expelled patron or participant is remorseful, understands what code, rule or policy violation(s) led to the suspension or expulsion, and understands that if reinstated, he/she must follow all Rio Vista, Community Services and City codes, rules and policies. The Rio Vista Recreation Center Recreation Superintendent or designee may ask the suspended or expelled patron or participant to meet with staff in person or by telephone to discuss the situation, and may conduct interviews or gather such other information as the Rio Vista Recreation Center Recreation Superintendent] or designee deems necessary. The Rio Vista Recreation Center Recreation Superintendent or designee will discuss the situation with the Recreation Manager and/or other City management.
4. Within sixty (60) days of the filing of the written statement, the Rio Vista Recreation Center Recreation Superintendent or designee will consider and rule upon the matter. The Rio Vista Recreation Center Recreation Superintendent or designee may sustain, modify, rescind or end the suspension or expulsion, and may reinstate the patron or participant. The decision of the Rio Vista Recreation Center Recreation Superintendent or designee is final and not appealable.