



PARKS & RECREATION

Participant Rules of Conduct

The Parks and Recreation Department offers a variety of programs and services to visitors at various facilities including community centers, adult & senior centers, gymnasiums, parks, pools, and satellite program sites. To create an inviting environment and provide quality programs, staff have the responsibility of preparing and implementing classes and events. The purpose of these rules of conduct is to help everyone understand the expectations that will support the staff in providing enjoyable experiences while visiting the centers.

While visiting Parks and Recreation Department facilities and participating in programs, events, and activities, participants are expected to follow the expectations in the Rules of Conduct. For violations of these rules, the Parks and Recreation Department may act in the form of warnings, removal from programs, or suspensions from the facility.

Rules of Conduct

Cognitive and Physical Ability

Participants must have the cognitive and physical ability to act independently or may have a caregiver accompany the Participant. (The caregiver must act only as an assistant. If the caregiver wishes to participate, the caregiver is subject to membership and/or class fees.)

- Participants must be able to attend to personal needs (such as feeding oneself, taking any medications, and using the restroom, etc.). Staff and volunteers will not assist with personal needs however caretakers may be allowed to administer medicines as needed. Medication must be safeguarded and not accessible to other participants.
- Participants must maintain and keep track of personal mobility devices (such as wheelchairs, walkers, crutches, canes, etc.). Staff and volunteers will not assist with providing mobility.

Dress Code

- Participants are expected to have good hygiene and be neat in appearance.
- Participants must be clean and should be free of odors or fragrances that are strong enough to be a nuisance to others.
- Participants must wear clothing appropriate for engaging in various programs, events, and activities.
- Participants must always wear shoes and must have appropriate shoes for various activities. (Staff will provide direction for any programs that require socks or bare feet)
- Clothing should not be revealing, or see-through and appropriate undergarments are required.
- Clothing may not have any offensive, profane, or derogatory words, imagery, or messages.

Miscellaneous Rules

- Participants must be courteous and follow directions from staff and instructors. Participants must be able to participate in group settings.
- Participants may not engage in disruptive, uncontrolled, or unsafe behavior.
- Participants may not use language or behave in an obscene, abusive, hostile, insulting, harmful, or disrespectful manner towards staff, volunteers, guests, or other participants.
- Participants may not engage in inappropriate physical contact, solicited or unsolicited, including, but not limited to, touching and kissing.
- Participants may not harass or discriminate based on race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, age, or disability.

- Participants are asked to be conscious of the feelings of other participants are advised to refrain from conversations regarding politics, religion, or ethnicity, etc. and to be courteous to others who may not share the same views.
- Participants may not gamble for money, panhandle, sell products, or otherwise solicit when at the facility.
- Participants may not smoke (to include vaping and e-cigarette products) while at the facility.
- Participants may not bring illegal drugs or alcoholic beverages to the facility. Participants may not be under the influence while at the facility.
- Participants may not consume food and beverages in restricted areas such as computer labs, fitness rooms, etc. (Please consult with the Recreation Supervisor for specific questions.)
- Participants may not attend the facility if they suffer from a contagious illness that may be transmitted to others.
- Participants may not use the facility to store their personal property or as a place to receive deliveries or personal mail. Staff and volunteers are not responsible for monitoring personal items.
- Participants may not destroy or damage property and equipment or steal from the facility, staff, volunteers, guests, or other participants.
- Participants may not engage in illegal activities while at the facility.
- Participants may not conduct personal business at the facility, such as soliciting, using the center address, etc.
- Participants must stay out of non-public areas, such as offices, workrooms, and storage areas, unless authorized by staff to enter.
- Participants may not bring animals to the facility, except for service animals. All services animals must be on a leash and may not be left unattended.
- Additional rules of conduct may apply for specific programs and will be provided when applicable.

Bullying, Cyber-bullying and Harassment

“Bullying”, as described by the American Psychological Association, is a type of aggressive behavior where someone causes injury or discomfort intentionally and repeatedly to another person. We further define bullying as written, verbal, or physical conduct that adversely affects the ability of one or more youth, adult, or spectator to participate in or benefit from the Parks and Recreation Department’s programs or activities by placing the youth, adult, or spectator in reasonable fear of physical or emotional harm. This includes conduct that is based on a youth, adult, or spectator actual or perceived race, color, national origin, sex, disability, sexual orientation, gender identity or expression, religion or any other distinguishing characteristics that may be defined by the City of San Antonio. “Cyber-bullying” means any use of digital communication technology, including use of social media to bully or harass, as defined above, one or more youth, adult, or spectator regardless of location or the type of electronic communication device used. “Harassment” means verbal or physical conduct designed to threaten, intimidate, or coerce; verbal taunting or bullying which, in the individual’s opinion, impairs his/her ability to participate in or benefit from the Parks and Recreation Department’s programs or activities.

- Bullying, cyber-bullying and harassment will not be tolerated in Parks and Recreation programs and facilities.
- Retaliation or threats of retaliation meant to intimidate the victim of bullying, harassment, or cyber-bullying, or toward those investigating incidents thereof, are also prohibited.
- This also may include cyber-bullying directed at a program participant, participant family member, or staff member that occurs offsite or outside of program hours.

If participants do not comply with the rules of conduct, staff may provide warnings to correct the behaviors or may take temporary actions pending an investigation into the violation of the code of conduct. Temporary actions may include denying participants attendance to programs or directing participants to leave the facility. Participants must comply with any temporary actions implemented by staff during investigations of the violation of the rules of conduct. Refusal to comply with staff actions will result in violation of the rules of conduct.

Staff will investigate violations of the rules of conduct to gather information from both sides and any other situational factors that occurred related to the violation of the rules of conduct. Staff will administer a written notice of the findings utilizing the Participant Notification Form or letter that may be hand delivered, emailed, or mailed.

Violations of the rules of conduct may result in actions such as warnings, removal from programs or suspensions from the facility depending on the factors involved in the violation of the rules of conduct. If the participant refuses to leave the facility when asked by staff to do so or returns to the facility before the defined time of the suspension has expired, staff may call the police to have the person removed and cited for criminal trespass.

If participants disagree with staff enforcement of the rules of conduct or actions taken, they may contact the Assistant Manager responsible for oversight of the program or call the San Antonio Parks and Recreation Information line at (210) 207-3047.

Participant Acknowledgement

By participating in programs and events at the facility and/or obtaining a membership at the facility, parents/guardians/participants acknowledge that they have read and agree to abide by the Parks and Recreation Department Adult Participant Rules of Conduct. Participants further acknowledge that these Rules of Conduct apply to parents/guardians/participants at all Parks and Recreation Department facilities, programs, events, and activities.