

	<b>Lucknow &amp; District Recreation Department</b> <b>Standard Operating Guideline</b>		
Subject:	<b>Code of Conduct</b>	Date:	June 2021
Section:	<b>Pool Operations</b>	Pages:	1 of 2
File:	8-10	Supersedes:	N/A

**1.0.0 Purpose**

1.0.1 To establish a policy with regards to the Code of Conduct of the Outdoor Pool.

**2.0.0 Responsibility:**

2.0.1 This guideline is to be followed by all Pool Staff employed by the Lucknow & District Recreation Department.

**3.0.0 Safe Operating Guideline:**

3.0.1 To ensure a safe and pleasant environment for all users including staff, the following activities/behaviours/items are strictly prohibited:

- Acting in an intimidating, disrespectful or disruptive manner.
- Failure to obey lifeguards, pool rules/restrictions, or other staff
- Behavior which may interfere with the enjoyment of the facility for others (examples: running, horseplay, fighting, spitting, swearing, threatening, littering, etc).
- Verbal insults and threats.
- The use of cellular phones, personal digital assistants and digital cameras in change rooms and washrooms for the purpose of taking videos & pictures.
- Smoking of Cannabis or Tobacco and the Vaping of any substance.
- Consuming alcohol.
- Vandalism and/or theft of any Lucknow Pool property.

3.0.2 Any Patron who chooses to disobey the aforementioned will receive a warning with disciplinary action as follows:

**1<sup>st</sup> Offence** - The first time a patron misbehaves, they will be asked to leave the facility for one week and a problem report will be completed and added to the file. Their parents will also be notified about the incident by the Pool Supervisor.

**2<sup>nd</sup> Offence** - The second time a patron misbehaves, they will be asked to leave the facility for two weeks. A second problem report will be added to the file and the parents will be notified by the Pool Supervisor or Facility Manager/Recreation Co-ordinator.

**3<sup>rd</sup> Offence** - The third time a patron misbehaves; they will lose swimming privileges for the remainder of summer. The Parents will be notified by the Facility Manager/Recreation Co-ordinator.



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- 3.0.3 No refunds will be issued for patrons who lose swimming privileges. This includes, but is not limited to, swim passes, swimming lessons, private rentals, and other pre paid programs.
- 3.0.4 After issuing a suspension from the pool, a written report must be completed using SOG #8-10a Disciplinary Action Form
- 3.0.4 All Disciplinary Action forms will be submitted to the Pool Supervisor and Facility Manager/Recreation Co-ordinator within 24 hours. A copy will be stored at the Lucknow Pool, and the Original will be filled by the Facility Manager/Recreation Co-ordinator.
- 3.0.5 Any patron indicated in a Disciplinary Action form from the previous year shall start at one step lower on the warning scale than they ended on in the previous year. For example, if a patron was warned in year one 3 times, their first warning in year two would start at the second level rather than the first level.
- 3.0.6 Depending on the misbehaviour reported, the Facility Manager/Recreation Co-ordinator shall reserve the right to ban a patron or patrons from the Lucknow Outdoor Pool after any documented warning.