



ADMINISTRATIVE POLICY

The Clubhouse Senior Center Code of Conduct

A. Purpose

The City of Lake Forest is committed to ensuring the enjoyment, safety and proper use of the Clubhouse Senior Center of Lake Forest ("Clubhouse"). This Administrative Policy ("Policy") governs the suspension of access to the Clubhouse for all persons who fail to comply with the regulations set forth in Lake Forest Municipal Code ("LFMC") Chapter 13.04.

B. Applicability

This Policy applies to all Clubhouse participants and those who desire to use the Clubhouse.

C. Provisions of the Policy

Persons violating the regulations set forth in LFMC Chapter 13.04 and other provisions listed in the Civic Center Campus Policy are subject to removal from the Clubhouse and may be prohibited from using the Clubhouse in the future. The City reserves the right at its discretion to deny or revoke Clubhouse access on a temporary or permanent basis in order to protect the health, safety, and welfare of Clubhouse users. Any payment made from, by, or on behalf of an individual whose access is denied or revoked pursuant to this Policy, whether temporarily or permanently, will not be reimbursed.

A Level 1 violation is defined as minor acts of misconduct that interfere with the orderly operation of the Clubhouse and or Clubhouse Excursions that would interfere with the enjoyment, safety, and proper use of the facility for all patrons. **A Level 1 violation may result in immediate expulsion from the Clubhouse and up to a one-week suspension of a participant's access to the Clubhouse.** Level 1 violations include:

SAFETY / EQUIPMENT		
1.	Use of Unauthorized Audio Equipment	Using amplified audio equipment, including but not limited to, radio, stereo, compact disc player, television, and microphone.
2.	Food, Beverages, Tobacco Products, Glass Containers	<ul style="list-style-type: none">Food and/or beverages from the Clubhouse may only be consumed in the Clubhouse and may not be taken outside the Clubhouse. (With the exception of Box Lunch Program meals.)

		<ul style="list-style-type: none"> Tobacco products may not be used, consumed, or brought within the premises of the Clubhouse and the Civic Center Campus.
BEHAVIOR / DEMEANOR		
3.	Littering	Failing to place trash in receptacles or containers provided by the City.
4.	Destruction of Property/Vandalism (Under \$100)	The willful or malicious destruction and/or defacing of City property or the property of others.
5.	Disrespect / Use of Profanity	Conduct or behavior that lacks regard, civility, politeness, and/or courteous consideration, which goes beyond the bounds of acceptable public behavior.
6.	Bullying/Harassment	Systematically and chronically being cruel to other Clubhouse users and/or City staff, including but not limited to, displaying/taking pictures without the subject's consent, spreading rumors, repeatedly teasing another person, name calling with profanity, and purposeful exclusion.
7.	Reckless Behavior	Reckless or boisterous behavior, including, but not limited to, pushing, horseplay, or any other activity which could endanger the safety of persons using the Clubhouse.
GENERAL		
8.	Repeated Misconduct of a Less Serious Nature	Repeated misconduct which tends to disrupt the orderly conduct of the Clubhouse facility or any program and/or activity taking place there.
9.	Failure to Comply with Staff Instructions	Either verbal or non-verbal refusal to comply with the Clubhouse Code Of Conduct; and/or City of Lake Forest staff instructions or directives.

A Level 2 violation is defined as more serious or disruptive examples of the offenses in Level 1. Level 2 also includes repeated acts of misconduct from Level 1. **A Level 2 violation may result in immediate expulsion from the Clubhouse up to a three-month suspension.** Level 2 violations include:

1.	Insubordination/Open Defiance	Leading others to refuse to comply with this Policy and/or the instructions or directives of City of Lake Forest staff.
2.	Stealing (Less than \$20)	Taking the property of the Clubhouse or another person without permission.
3.	Intimidation/Threats	The verbal or physical threat to do harm or violence to another person or to the property of another person.

4.	Fighting	Physical contact between two or more participants which is harmful, injurious, or disruptive, other than acts of self-defense. Note: Self-defense is described as an action taken to restrain or block an attack by another person or to shield oneself from being hit by another person. Retaliating by hitting a person back is not self-defense and will be considered an act of fighting and a violation.
5.	Destruction of Property/Vandalism (Over \$100)	The willful or malicious destruction and/or defacing of City property or the property of others.
6.	Repeated Misconduct of a Serious Nature	Repeated misconduct which tends to disrupt the orderly conduct of the Clubhouse facility or any program and/or activity taking place there.

Level 3 violations are defined as major acts of misconduct. They include repeated misconduct acts from Levels 1 and 2; serious disruption of order at the facility; threats to the health, safety, and property of others; and other acts of serious misconduct. **A Level 3 violation may result in immediate expulsion from the Clubhouse and a possible permanent ban from the facility.** Level 3 violations include:

1.	Physical Attack	An actual and intentional striking of another person against his/her will, or the intentional causing of bodily harm to an individual (More serious than Level 2).
2.	Breaking and Entering	The unlawful and willful entry by force, or the attempted forcible entry, of the Clubhouse facility or the personal property of participants and City of Lake Forest personnel. Entering or being in the Clubhouse area at any time other than during the posted hours of operation.
3.	Destruction of Property/Vandalism (More Than \$250)	The willful or malicious destruction and/or defacing of City property or the property of others.
4.	Stealing (More than \$20)	Taking the property of the Clubhouse or another person without permission.
5.	Being under the influence of Alcoholic Beverages or Illegal Drugs	Entering and being in the Clubhouse or Civic Center Campus area under the influence of alcoholic beverages or illegal drugs. Use of alcohol during an event or program in which the use of alcohol has been expressly authorized by the City is not a violation.
6.	Possession of Alcohol or Illegal Drugs	Using, consuming, or having within his or her custody or control, alcohol, or illegal drugs at any area of the Clubhouse or Civic Center Campus
7.	Possession of Knives, Guns or Weapons	Using or possessing knives, guns, or other weapons within the Clubhouse or Civic Center Campus.

8.	Repeated Misconduct of a More Serious Nature	Repeated misconduct which tends to substantially disrupt the orderly conduct of the facility.
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E. Staff Responsibilities

1. Documentation: All situations resulting in suspensions of an individual's access to the Clubhouse will be documented in writing in a City of Lake Forest Incident Report.
2. Notification: Staff shall provide a written notice explaining the violation and cause of the suspension to any person whose access to the Clubhouse is suspended for one week or more.
3. Retention: Incident Reports and Written Notices shall be retained per the City's Records Retention Policy.

F. Appeals

Individuals who are suspended or banned shall have ten (10) days from the date of the suspension and/or ban to request an appeal hearing with the City Manager, or his/her designee. The appeal request shall be in writing and submitted to the City Manager. Within twenty (20) days of receiving the appeal request, the City Manager, or his/her designee, shall provide the appeal hearing. The City Manager or his/her designee may reinstate the individual's access and remove the suspension or ban, or take any other action deemed appropriate. The City Manager's, or his/her designee's decision is final. The City Manager's failure to explicitly reinstate an individual's access shall be deemed an affirmation of the earlier decision.

G. Authority

This Policy is adopted pursuant to the authority granted in and is consistent with Chapter 13.04 of the Lake Forest Municipal Code and the authority of the City Manager. This Policy may be amended at his or her discretion.


 Debra Rose, City Manager

6-26-2023
 Date