

## 8.4.2 – Handling Disruptive Behavior

### **New Bern Parks and Recreation Handling Disruptive Behavior**

#### **Customer Service & Friendliness**

As an employee of the City of New Bern, you are considered a public servant. Someone is always watching what you are doing and how you are doing it. Remember to be friendly and engaging to all patrons.

Greet everyone who comes into your area with a smile and “hello”. Do not be overbearing, but always offer your help.

From time to time, you will have to deal with irate patrons. Remember, stay calm, do your best to NOT TAKE IT PERSONAL. Do not be rude or condescending. Treat everyone you deal with fairly and in a consistent manner. Keep the Director informed.

#### **Handling Suggestions & Concerns**

You will receive suggestions and concerns on a variety of topics.

- Be polite during the exchange, even though your feathers may get ruffled). Maintain your composure.
- Always maintain a safe distance.
- Listen attentively, without interrupting.
- Repeat the patron's suggestion or concern back to them to let them know you understand.
- Thank the patron for bringing the matter to your attention.
- Inform the patron that a suggestion box is located near the front desk.
- Report the suggestion/concern to your supervisor.
- If the concern alerts you to a dangerous situation, such as a broken piece of equipment, alert your supervisor ASAP. If your supervisor is unavailable, contact the Director of Parks & Recreation.

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- Approach the patron in a calm manner. Maintain proper distancing in order to appear non-confrontational.
- Greet the patron and advise of regulations in an even tone of voice without making accusations.
- Inform patron of safety reasons for rule infraction in question and ask that the patron stop the behavior.
- If needed and if possible, assist patrons with their needs in order to gain compliance through a customer service approach.
- If unleashed dogs are involved, make no sudden moves or use a loud voice as this may cause the dog to react with an unwanted behavior.
- Once compliance to regulations is gained, thank the patron for their cooperation and understanding.
- If the disruptive behavior continues, contact New Bern Police and notify your supervisor asap.
- If patron appears erratic, do not approach. Contact New Bern Police and allow them to handle the situation.

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### **Education**

A significant part of our job in parks and recreation is to educate the public. When employees observe violations, staff should educate the public on policies and procedures, as well as laws and regulations that affect the activity in question. Parks and Recreation staff are authorized to enforce rules and regulations. Staff should request that violators cease illegal behaviors, or violations of policies and procedures. Staff have the authority to ask patrons to leave the premises, upon approval of the Director of Parks and Recreation. If the violator refuses to comply with requests, employees should call 9-1-1. New Bern Police Department will be dispatched and address the situation.

### **Evidence**

When handling evidence, Parks and Recreation staff should monitor the items until Police arrive. Never touch or disturb evidence. New Bern Police Department will properly handle potential evidence.

### **Rules and Regulations**

Issues typically occur at the New Bern Aquatic Center, Recreation Center, and during Summer Camp. While law enforcement is typically not needed for disruptive behavior, these facilities and programs have specific rules and regulations on how to handle rule violators.

### **NEW BERN AQUATIC CENTER - CORRECTING RULE VIOLATIONS**

In the event of rule violations, the Lifeguard staff should use the following guidelines to correct infractions:

- Know the rules and regulations.
- Be consistent in rules enforcement.
- The patron is informed of the violation and asked if they understand the rule. Remind patron that rules are posted and recommend they should follow the rules.
- A **second warning** will result in sitting out of the pool for no more than 10 minutes.
- A **third warning** will result in sitting out of the pool for no more than 30 minutes.
- After the time out period, before allowing the patron to enter the water, remind the patron of the rule violations.
- If the patron refuses the time-out, they will be suspended for the day.
- A **fourth warning** about the same violation will result in being removed from the facility for the day. (*Information must be documented and approval from the Special Program & Events Coordinator or Director of Parks and Recreation must be obtained prior to any action being taken.*)
- If you constantly have problems with a patron, let your on-site Pool Supervisor/Special Program & Event Coordinator know, and additional action will be taken.

***Don't put up with any harassment. Let your supervisor know, and if necessary, they will call the Police.  
Remember, keep your supervisor informed of disciplinary issues.***

*Source: Lifeguard Handbook*

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### SUMMER CAMP BEHAVIOR GUIDELINES

#### ALL CAMPERS ARE ASKED TO:

- Use appropriate language at all times.
- Cooperate with staff and follow rules/directions.
- Respect other children, staff, equipment, facilities, and yourself.
- Maintain a positive attitude.
- Stay in program areas; running away is not acceptable.
- Not be disruptive during any activity or with any group assigned.

#### THE DISCIPLINE POLICY – MINOR OFFENSE

- If a child is unable to comply with the behavior expectations:
- A Verbal warning/Discussion will be issued.
- Time out during a time deemed appropriate by the camp staff (ex: loss of game time, swim time, field trip, etc.) The length of time out periods will be determined by the age of the camper and severity of the offense.
- An additional time out and parent will be made aware of the behavior or situation.
- Offenses will be considered serious and a parent conference will be scheduled.

#### THE DISCIPLINE POLICY – SERIOUS OFFENSE

- Immediate removal from the activity and an incident report will be written and sent home to
- the parent. The parent will be contacted, and a parent conference will be scheduled.
- One day suspension from the day camp. Suspensions are non-refundable.
- Expulsion from the day camp. Expulsions are non-refundable.

#### BEHAVIORS, WHICH MAY RESULT IN IMMEDIATE DISMISSAL, INCLUDE BUT ARE NOT LIMITED TO:

- Any action that could threaten or pose a direct threat to the physical/emotional safety of the camper, other campers or staff. Prohibited conduct may include, but is not limited to, abusive jokes, insults, slurs, threats, name calling, bullying or intimidation.
- Fighting or inappropriate physical contact.
- Possession of a weapon of any kind.
- Vandalism or destruction of property.
- Sexual misconduct.
- Possession of or use of alcohol or controlled substance unless under the prescription of a doctor.
- Running away.
- Inappropriate behavior on the bus such as: Opening the emergency door, hanging out the window, climbing over or under seats, throwing things off the bus, etc.
- Any child, who exhibits behavior that threatens his or her well-being, or the well-being of others, is subject to dismissal from the Summer Day Camp Program.

*Source: Summer Camp Discipline and Behavior Guidelines*

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### WEST NEW BERN RECREATION CENTER RULES AND REGULATIONS

#### **FACILITY RULES**

1. All visitors must sign-in at front desk.
2. School age children will not be allowed in the facility during school hours (unless accompanied by a parent or guardian).
3. Bicycles must be secured in the bicycle rack. Bikes are not allowed to be left anywhere else on the property.
4. Phones are not available for personal use.
5. No horseplay in the hallways, includes bouncing of balls and running.
6. Food and drinks allowed in designated areas.
7. No Smoking inside or within fifty (50) feet of entrance/exit.
8. No obscene, loud, abusive, or inappropriate language or behavior, gang paraphernalia, loitering, gambling, alcoholic beverages, firearms, explosives, knives or other weapons are allowed inside or outside the facility.
9. Fighting is prohibited and will result in suspension from the City of New Bern Parks and Recreation Centers.
10. Recreation and Athletic programs/events have priority.
11. Open Gym and Game Room hours are subject to change.
12. Violation of any rule may result in loss of center privileges.
13. The City of New Bern is not responsible for lost or stolen property.
14. The center reserves the right to limit attendance in all rooms.
15. The center reserves the right to limit access to the facility.
16. The center reserves the right to deny further use of any and all facilities to any individuals who violate center rules, regulations, guidelines, policies or procedures.

#### **GYM RULES**

1. No food or drink allowed inside the gym.
2. Shirts must be worn at all times. Shorts/Pants must be pulled up at all times.
3. No Dunking or Grasping of the Rim. There are no warnings. 1<sup>st</sup> offense is 2 weeks, 2<sup>nd</sup> offense is 3 weeks suspensions.
4. Profanity is prohibited in the recreation center. There are no warnings. The 1<sup>st</sup> offense is 1-5 days, 2<sup>nd</sup> offense is 1-2 weeks, 3<sup>rd</sup> offense is 1-3 months suspension from the recreation center.
5. No Loitering, gambling, alcohol or tobacco allowed inside or outside facility.
6. No street shoes on court surfaces (non-marking soled shoes only).
7. Recreation and Athletic programs have priority.
8. No Full Court Games.
9. Open Gym hours are subject to change.
10. No firearms, explosives, knives or weapons of any kind allowed on premises.
11. Violation of any rule may result in loss of gym privileges.

#### **GAME ROOM RULES**

1. Do not sit on game tables.
2. No food or drink allowed inside the game room.

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3. Profanity prohibited. The 1<sup>st</sup> offense is 1-5 days, 2<sup>nd</sup> offense is 1-2 weeks, 3<sup>rd</sup> offense is 1-3 months suspension from the recreation center.
4. There is absolutely no gambling of any kind allowed in the game room or facility.
5. Shirts must be worn at all times. Shorts and pants must be pulled up at all times.
6. No Smoking inside the game room
7. Do not bounce basketballs in the game room.
8. Please do not abuse game room equipment.
9. Kids 5 and under need adult supervision.
10. Directions of Recreation Center Staff must be followed at all times.

**VIOLATIONS OF THESE RULES COULD RESULT IN SUSPENSION.**