



City of Chandler Community Services Department

Revised: 10/1/2025

## **CODE OF CONDUCT**

### **PURPOSE:**

This policy is intended to:

- Protect the rights and safety of the visitors, volunteers and staff of all City of Chandler ("the City" or "City") Community Services facilities (parks, aquatics, recreation buildings, and libraries).
- Protect the City's materials, resources, equipment, facilities, and grounds; and
- Ensure that access to all facilities, programs, or services is not negatively impacted by behaviors that create an environment that is unsafe, disruptive, or not conducive to the City's mission.

### **POLICY:**

City facilities are open to people of all ages and backgrounds. Residents and visitors are encouraged to use them to:

- Discover shared spaces and community resources;
- Connect with other community members and exchange information in its diverse forms;
- Engage in collaborative programming across a variety of interests; and,
- Expand knowledge and skills in a variety of topics and activities for recreation, education, job growth, and everyday healthy living.

### **OUR COMMITMENT TO RESIDENTS:**

The City is committed to creating an environment where all people treat each other with dignity and respect. We strive to be a community where people of every race, ethnicity, religion, gender, sexual orientation, age, ability, education level, and socioeconomic class feel seen, valued, safe, and well-served. In pursuit of these goals, when we are resolving standards of conduct violations, we will, whenever possible:

- Make considerate requests;
- Provide reasons why the request is being made;

- Offer options when available; and,
- Focus our requests on current incidents or behaviors without bias from previous, resolved events.

In accordance with our goal to provide a safe, inclusive, respectful, and welcoming environment that also protects privacy for all users, we request your compliance with the following guidelines. The rules in this Code of Conduct apply to all Community Services facilities property including parking lots, walkways, entryways, and/or other amenities used by patrons while accessing Community Services facilities.

### **PERSONAL CONDUCT:**

1. **Dangerous, Threatening, or Illegal Conduct.** To ensure a safe environment, the following actions or behaviors are not allowed on or in the City's Community Services properties:
  - 1.1. Any act that constitutes an offense under federal, state, or local law, including, but not limited to:
    - 1.1.1. Engaging in activities involving the sexual exploitation of minors;
    - 1.1.2. Using the Internet for activity that violates Arizona law, including engaging in activities that are harmful to minors when children are present;
    - 1.1.3. Theft;
    - 1.1.4. Damaging, defacing, or destroying City property or the property of others;
    - 1.1.5. Indecent exposure, public sexual indecency, lewd acts, or any other sexual offense;
    - 1.1.6. Disorderly conduct, including, but not limited to fighting, engaging in violent or seriously disruptive behavior, or threatening or intimidating City staff, volunteers, or any other resident(s);
    - 1.1.7. Possessing, using, selling, or transferring any alcohol without a permit, or illegal drugs or drug paraphernalia;
    - 1.1.8. Trespassing, including knowingly entering restricted areas at any time, or City premises when access and use of such facilities has been suspended; or
    - 1.1.9. Remaining inside City facilities after closing, during emergencies or fire drills.

- 1.2. Bringing guns, weapons, machetes, knives (other than pocketknives), or other items designed or intended to injure or harm people, unless explicitly permitted by law.
- 1.3. Smoking, vaping, rolling, using or consuming any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, or electronic or other e-cigarettes (smokeless or the equivalent) is prohibited inside of facilities. Tobacco products or vaping devices may be used 20 feet or beyond from any facility entrance except as otherwise specified in this Code of Conduct;
- 1.4. Dressing inappropriately. Shirts and shoes are required in City facilities, except for infants;
- 1.5. Failing to maintain proper hygiene. Persons whose bodily hygiene is offensive can constitute a nuisance to others and may be asked to leave the facility;
- 1.6 Harassing or stalking City staff, volunteers, or any other resident(s). This conduct includes, but is not limited to:
  - 1.6.1. Engaging in conduct (such as crowding, following closely, persistent staring, gestures, pushing, shoving, or inappropriate advances) that would cause a reasonable person to fear for their personal safety or feel distressed, alarmed, or harassed; or
  - 1.6.2. Using profane, offensive, or abusive language including, but not limited, to insults related to race, color, religion, national origin, sex, gender, age, disability, marital status, sexual orientation, socioeconomic status or public assistance status that would cause a reasonable person to fear for their personal safety or feel distressed, alarmed, or harassed.
- 1.7. Failing or refusing to comply with the reasonable requests of City staff or behaving in a manner that is disruptive or interferes with the safety and enjoyment of all patrons.

#### **DIVISION SPECIFIC GUIDELINES – CHANDLER PUBLIC LIBRARIES (CPL or Library)**

2. **Disruptive Personal Behavior.** The following actions or behaviors are not allowed on or in Library property:
  - 2.1. Behaving in a manner that disrupts Library operations, including, but not limited to:
    - 2.1.1. Shouting or yelling in a way that disrupts others' use of the Library;
    - 2.1.2. Disruptive use of personal devices; or

- 2.1.3. Behaving in a way that could hurt oneself or others.
- 2.2. Strong, pervasive odors, including clothing odor, and odors caused by food, perfume or cologne that are injurious to health, offensive to the senses or an obstruction to the free use or comfortable enjoyment of Library premises by other Library users or Library staff;
- 2.3. Inappropriate use of water fountains or restrooms, including, but not limited to, soliciting or engaging in sexual conduct, bathing, shampooing, changing clothes, or washing clothes;
- 2.4. Using the Library as a place to sleep;
- 2.5. Conducting sales activities or surveys or soliciting handouts, donations, or contributions except as provided in the Sales and Solicitation Policy
- 2.6. Entering a Library building with animals, except for service animals as defined by the federal Americans with Disabilities Act (ADA) and applicable state law;
- 2.7. Creating tripping hazards, or blocking aisles, exits, or entrances;
- 2.8. Bringing into the Library, or attempting to place or store in the Library, any item(s) that interferes with Library operations; creates a safety hazard; denies space to other users; blocks aisles; blocks access to or exit from the building; is unsanitary or foul-smelling; or has a total dimension in excess of 27"x21"x14" such as bicycles, luggage, carts or a combination of personal items that make up a similar area (excluding items necessary for medical purposes or childcare such as wheelchairs, mobility devices, strollers, etc.);
- 2.9. Leaving packages, backpacks, luggage, or any other personal items unattended. CPL is not responsible for lost or missing items. Unattended items are subject to removal without notice;
- 2.10. Smoking, vaping, rolling, using or consuming any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, or electronic or other e-cigarettes (smokeless or the equivalent) at Library sites located on school property to include the areas outside the Library and parking lots;
- 2.11. Failing to comply with a Library staff member's request to conform behavior to this Code of Conduct or any other Library or City policy; or
- 2.12. Any other behavior that seriously disrupts Library operations or the use of the Library by others.

**3. Use and Preservation of Library Materials and Property.** The following actions or behaviors are not allowed on or in Library property:

- 3.1. Manipulating or bypassing Library systems and procedures, such as those that regulate computer use;
- 3.2. Unplugging Library equipment;
- 3.3. Consuming food or beverages outside of designated areas or in a manner that creates an unclean environment, disrupts the activities of staff or other users, disrupts the enjoyment of the Library by other users, or soils, damages, or in any way harms Library materials, equipment, and property;
- 3.4. Consuming food at computer workstations;
- 3.5. Failure to clean up any residue, wrappings, or spills after the consumption of food or beverages;
- 3.6. Using furniture for anything other than its intended purpose (e.g., a table is not a footstool);
- 3.7. Engaging in activities not reasonably associated with use of a public library; or
- 3.8. See also CPL's Electronic Resources Acceptable Use Policy.

**4. Children in the Library (See also Unattended Children Policy)**

The Library is not a licensed childcare facility under A.R.S. 36-881 et. seq. Children are expected to conduct themselves in a manner that does not violate these standards of conduct or disrupt other users. Library staff members cannot serve in place of parents or guardians and the Library is not responsible for any consequences of a parent's or guardian's neglect of their responsibilities.

Additionally, the following actions or behaviors are not allowed on or in Library property:

- 4.1. Disciplining a child in a manner that injures the child or disrupts other users;
- 4.2. Leaving young children unsupervised or ignoring their disruptive behaviors; or
- 4.3. Adults using the children's or teens' areas without a child/teen or need for children's or teens' material.

## **DIVISION SPECIFIC GUIDELINES – RECREATION & AQUATICS**

### **5. Disruptive Personal Behavior.** The following rules apply on or in Recreation property:

#### 5.1. Expected behavior:

- 5.1.1. Be considerate and respectful of fellow citizens, staff, and facilities;
- 5.1.2. Behave in a manner that does not disturb others;
- 5.1.3. Inappropriate use of water fountains, restrooms, or locker rooms, including, but not limited to, soliciting or engaging in sexual conduct, or washing clothes;
- 5.1.4 Using the Recreation facility as a place to sleep;
- 5.1.5 Conducting sales activities or surveys or soliciting handouts, donations, or contributions except as provided in the Sales and Solicitation Policy
- 5.1.6 Moving or using furniture for anything other than its intended purpose (e.g., a table is not a footstool);
- 5.1.7. Children must be supervised and assisted in observing appropriate conduct;
- 5.1.8. Adults who are unable to adequately care for themselves must be supervised;
- 5.1.9. Entering a Recreation building with animals is prohibited, except for service animals as defined by the federal ADA and applicable state law;
- 5.1.10. Pool Managers and Lifeguards have complete authority in the pool. Lifeguards are on duty to provide a safe environment and respond to and assist with aquatic emergencies. It is the parent or guardian's responsibility to watch their child(ren) at all times;
- 5.1.11. Pools may not be used for private instruction during public swim and lap swim hours;
- 5.1.12. Flotation devices, water wings, and flotation-filled swimsuits are prohibited unless U.S. Coast Guard approved;

- 5.1.13 Any guest entering the pool area, swimming or not, is required to pay the admission fee;
- 5.1.14 Children 7 and under must be accompanied by a responsible teenager, 13 years or older, or an adult;
- 5.1.15. The use of mermaid tails or monofins is not permitted;
- 5.1.16. All Aquatics facilities are smoke-free. Smoking, vaping, rolling, using or consuming any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, or electronic or other e-cigarettes (smokeless or the equivalent) is strictly prohibited in Aquatics facilities located on school sites. This prohibition includes the area outside the Aquatic center and parking lots (§ ARS 36-601.0);
- 5.1.17. All guests are requested to shower and use the bathroom before entering and enjoying the pool; or
- 5.1.17. Guests with open wounds, sores, inflamed eyes, colds, nasal or ear discharges, boils, or other acute or obvious body infections or cuts shall be excluded from entering the facility.

**6. Personal belongings.** The following rules apply on or in Recreation property:

- 6.1. Personal items should not be left unattended and are the sole responsibility of the owner;
- 6.2. Bicycles and other personal transportation devices (scooters, skateboards, and gasoline powered vehicles, etc.) must remain out of City facilities at the owner's risk; or
- 6.3. Bringing more than one large bag (exceeding 9" x 14" x 22") and one personal bag (such as a purse or briefcase) into a Recreation facility is not permitted.

**DIVISION SPECIFIC GUIDELINES – PARKS**

**7. Disruptive Personal Behavior.** The following actions or behaviors are not allowed on or in Parks property:

- 7.1. Any conduct that violates posted Park Rules;
- 7.2. Abusing or vandalizing a Park or its amenities in any way;
- 7.3. Entering or using a Park or its amenities at any time other than during the posted hours of operation;

- 7.4. Possessing or consuming alcohol without obtaining proper approval;
- 7.5. Possessing weapons inside any City park or amenity, as posted;
- 7.6. Obstructing other park guests' use of Parks and Parks amenities, or maintenance of the Park and Park amenities by City staff members;
- 7.7. Using amenities, including picnic tables and playgrounds, outside of their intended or approved purpose;
- 7.8. Bathing, sleeping, storing personal belongings, or doing laundry in restrooms or facilities;
- 7.9. Storing or leaving personal belongings unattended within any Park;
- 7.10. Use of shopping carts or other wheeled devices when they create obstructions, unnecessary clutter, or damage to landscaping;
- 7.11. Charging for services, including exercise activities, guided hikes, sports, and other special interest classes and activities without obtaining proper approval;
- 7.12. Assembling groups of 50 people or more without obtaining proper approval;
- 7.13. Use of amplified sounds without obtaining proper approval;
- 7.14. Smoking, vaping, rolling, using or consuming any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, or electronic or other e-cigarettes (smokeless or the equivalent) in all enclosed City park property including restrooms;
- 7.15. Bringing animals inside facilities, except for service animals as defined by the federal ADA and applicable state law;
- 7.16. Entering facilities without appropriate attire, as posted; or
- 7.17. Activities that may endanger self, others, wildlife, or Park property.

## **ENFORCEMENT**

The rules set forth above are not intended to limit the City from taking action to ensure safety, security, and excellent customer service. Any behavior that is disruptive or that inhibits or prevents the City from providing a safe environment or accomplishing its mission may result in the denial of access to facilities and/or services.

The chart below shows an example of how the progressive discipline action steps may be applied, depending on the nature, seriousness, and frequency of the violation.





	<b>Examples</b>	<b>Progressive Discipline Action Steps</b>
Minor violations that only require verbal redirection	Rough play, foul language, etc.	<ul style="list-style-type: none"> <li>• Verbal redirection</li> <li>• Complete Incident Report/Behavior Log and measures taken</li> </ul>
Repeated minor violations that require staff redirection or intervention	Repeat minor violations	<ul style="list-style-type: none"> <li>• Second verbal redirection</li> <li>• Inform parent/guardian of behavior, if applicable</li> <li>• Complete Incident Report/Behavior Log and measures taken</li> <li>• Center-specific corrective action, i.e. "cool off" time/removal from the group with the ability to rejoin the group when the participant and staff deem him/her ready to follow the rules</li> </ul>
Serious violations that require staff or police intervention	Theft, fighting, vandalism, harassment, inappropriate language and/or touching, inappropriate media use	<ul style="list-style-type: none"> <li>• Complete Incident Report/Behavior Log and measures taken</li> <li>• Provide resident/visitor or parent/guardian with Suspension/Trespass Notification</li> <li>• Facility suspension lasting between one day and two weeks</li> </ul>
Significant violations that require staff or police intervention to ensure the safety of staff, residents, and visitors	Direct or perceived verbal or physical threats, actual violence, or theft resulting in police contact	<ul style="list-style-type: none"> <li>• Contact police, if appropriate</li> <li>• Complete Incident Report/Behavior Log and measures taken</li> <li>• Provide resident/visitor or parent/guardian with Suspension/Trespass Notification</li> <li>• Facility suspension lasting up to one month</li> </ul>

Significant violations that require staff intervention to ensure the safety of staff and customers. Often requires police intervention or notification	Violence resulting in bodily harm, possession of drugs, alcohol, and/or weapons resulting in police contact <ul style="list-style-type: none"> <li>• Physical abuse of others such fighting, hitting, punching, kicking, regardless of reason or who initiated</li> <li>• Direct abusive/obscene/profane language/gesture to others</li> <li>• Unauthorized possession of alcohol or weapons</li> <li>• Possession of alcohol, illegal substances (drugs), weapons, or participation in other illegal activities</li> <li>• Illegal activity, including disruptive actions</li> <li>• Trespassing or stealing</li> <li>• Threatening harm to others</li> <li>• Damage to property</li> </ul>	<ul style="list-style-type: none"> <li>• Contact police, if appropriate</li> <li>• Complete Incident Report/Behavior Log and measures taken</li> <li>• Provide resident/visitor or parent/guardian with Suspension/Trespass Notification</li> <li>• Facility suspension lasting 6 or more months</li> </ul>
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The participant may be eligible to return to the facility or activity once s/he (and parent/guardian, if applicable) has attended a conference with the staff/instructor and a *Behavior Contract* or *Behavior Contract for Inclusion Participants* has been established.

These rules will be enforced evenly, consistently, and fairly. City staff and security personnel will intervene to stop prohibited activities and behaviors. Law enforcement will be contacted if any person engages in what is believed to be unlawful or dangerous behavior.

### **SUSPENSION OF CITY FACILITY PRIVILEGES:**

The staff-in-charge may immediately suspend a person's user privileges or access to activities, services, or facilities at the location where the conduct occurred, including adjacent City locations such as sidewalks, parks, parking lots, etc., depending on the circumstances and seriousness of the offense. Examples of serious offenses include, but are not limited to: verbal abuse; violence; threatening behaviors; sexual harassment; vandalism; drug sale, attempted sale or use; theft or attempted theft; physical harassment; sexual misconduct; or any behaviors that threaten the safety and security of residents or staff. The staff-in-charge may also issue Suspension/Trespass Notices, with or without police assistance, for egregious or repeated violations of policies and/or guidelines.

A Suspension and Trespass Notice will be issued in writing and include information on why the person is being suspended, the length of the suspension and the location(s) of the suspension. The Notice will also include information on how to appeal the suspension. City staff will make reasonable efforts to send a copy of a Suspension and Trespass Notice issued to a juvenile to the juvenile's parent or guardian, informing them of the issue and providing education about the Code of Conduct Guidelines.

If the suspended person returns to the facility before the suspension period has expired, and/or if they refuse to leave the City site when asked to do so, City staff may call the police to have the person removed and/or prosecuted for criminal trespass.

**APPEAL:**

A suspension, or trespass, of 30 days or more may be appealed via email or in writing, either by mail or hand delivery to the division issuing the suspension or trespass:

Chandler Public Library  
22 S Delaware Street  
Chandler AZ 85225

or

City of Chandler Parks Administration  
650 E. Ryan Road  
Chandler AZ 85286

or

City of Chandler Recreation Administration  
Tumbleweed Recreation Center  
745 E. Germann Road  
Chandler AZ 85286

or

City of Chandler Aquatics Office  
650 E Ryan Road  
Chandler AZ 85286

or by email to the Community Services Department Administration at [CSappeals@chandleraz.gov](mailto:CSappeals@chandleraz.gov) within 10 calendar days of the date the suspension is issued.

The appeal must include a copy of the Trespass Notice, a description of why the person believes that the privileges should be restored and the person's preferred address or email.

The Community Services Department Designee will review and respond to the appeal in writing, by email if available, within 10 business days of the date the appeal was received, or as soon as practicable thereafter. The suspension remains in effect until the Department Designee has reviewed the appeal and issued a decision.

The decision of the Designee is final.