



Fountain Hills Community Services Code of Conduct

Helping us maintain clean, safe, accessible and inviting facilities and programs

Policy Statement:

The intent of the Town of Fountain Hills Community Services Code of Conduct is to promote behavior that allows everyone to enjoy clean, safe, accessible, and inviting parks, preserves, facilities, and programs.

While our programs and facilities are open to all, no one has the right to interfere with another guest's use and enjoyment of Town programs and facilities. Behavior, including those activities listed below, is unacceptable when it violates the law, interferes with the rights of others, endangers or injures oneself or others or when it results in damage to Town property, buildings, or equipment. Kindness and respect towards fellow guests and Town staff members is appreciated and expected at all times.

It is the Fountain Hills Community Service's policy to lead with education and raising awareness to achieve compliance with the Code of Conduct. In cases where education does not work, and to address chronic and/or serious behavior, we reserve the right to take further action, up to and including issuing a trespass notice as described below.

Fountain Hills Community Services was developed jointly with the community we serve and is intended to benefit the public and protect the rights of individuals, and focuses on the actual behavior of a person. Fountain Hills Community Services reserves the right to define and identify disruptive behavior and/or actions that interfere with the positive and safe atmosphere in Town preserves, parks, facilities, and programs.

Before a trespass notice is issued by a Town staff member or Maricopa County Sheriff's Office (MCSO) Deputy, a member of the management team is consulted. Park and facility guests are provided with a copy of the trespass notice.

Code of Conduct:

For the purposes of this policy, a facility is a Town-owned building, park, or preserve operated by the Town.

The following is not permitted in any Fountain Hills facilities (preserve, parks, and buildings):

- Abusing or vandalizing a facility or its amenities in any way.
- Entering or using a facility or its amenities at any time other than during the posted hours of operation.
- Using, possessing, or selling illegal drugs or possessing drug paraphernalia.

- Possessing or consuming alcohol without obtaining proper approval.
- Possessing weapons inside any Town facility, as posted.
- Aggressive intimidation or harassment of patrons or Town staff members including physical, sexual, or verbal abuse.
- Obstructing other guests' use of Town facilities, amenities, or maintenance of facilities by Town staff members.
- Using amenities, including picnic tables and playgrounds, outside of their intended or approved purpose.
- Bathing, sleeping, storing personal belongings or doing laundry in restrooms or facilities.
- Storing or leaving belongings unattended within any Town facility, park, or preserve.
- Charging for services, including exercise activities, guided hikes, sports, and other special interest classes and activities, without obtaining the proper approval.
- Assembling groups of 25 people or more without obtaining proper approval.
- Use of ramadas in a Park for more than four hours per day, for two consecutive days, without obtaining proper approval.
- Use of amplified sound without obtaining proper approval.
- Use of tobacco products on all Town property.
- Animals inside facilities, except service animals, which are permitted.
- Entering facilities without appropriate attire.
- Unlawful conduct that violates the Arizona Revised Statutes, Fountain Hills Town Codes, or posted Park, Preserve, and Facility Rules or Code of Conduct.
- Dropping off or leaving children and/or vulnerable adults unattended.
- Not following the check in or check out policy for access to secured facility areas.
- Observance of private or non-public spaces.
- Interfering with private events and/or private rentals.

In addition to the rules listed above, posted rules, and the Town Code Section 9, the following is not permitted in any mountain preserve:

- Endangering children or vulnerable adults on difficult trails or in adverse weather conditions.
- Endangering dogs on difficult trails or in adverse weather conditions, such as temperatures over 100 degrees.
- Playing personal music via speakers: use of headphones is encouraged, as a courtesy to fellow hikers, on trails, at ramadas and in parking lots.
- Disregarding trail hierarchy: hikers and bicyclists yield to horses, bicyclists yield to hikers.
- Disregarding trail etiquette: downhill trail traffic flow yields to uphill trail traffic.
- Moving rocks or other native material along a trail or altering the tread in such a way as to facilitate or encourage illegal trail use or cause personal harm.
- Operating a metal detector and removing found items.
- Placing of geocaches in a location within a park or preserve that does not fall within management guidelines for that area- all geocaches must be reviewed and approved by park management or they will be removed.
- Unauthorized off-trail activity.

Recreation Classes, Activities, and Sport Program Code of Conduct

The intent of this policy is to inform Fountain Hills Recreation patrons of the standards of conduct and behavior that is expected and will be enforced in programming and facility premises. Recreation users are expected to conduct themselves in a manner that is safe and conducive to fair play and allows for sharing of the facility with other users of all ages and interests.

- Treat others with kindness and respect.
- Follow directions from instructor, leader, coach, or official.
- Good sportsmanship is expected from players, coaches, officials and parents at every match by demonstrating a positive attitude and speaking in a positive manner towards all involved.

Certain types of behavior can be potentially harmful or dangerous and will not be accepted.

- Behaviors that may result in the loss of recreation facility and programming services and/or criminal prosecution include:
 - Improperly using any equipment or materials of Parks & Recreation.
 - Verbal, physical, or sexual harassment.
 - Disturbing the peace, as defined in the Fountain Hills Town Code Section 11-1-7.
 - Vandalism.

Trespass Policy:

Park, preserve, or facility guests whose behavior violates the Code of Conduct are educated about the Code of Conduct. It is Fountain Hills Community Services policy to lead with education and raising awareness to achieve compliance with the Code of Conduct. In situations in which verbal warnings and education are not successful, Town staff members have the authority to order a guest to leave the facility for the remainder of the day. In the event of repeated offenses, and with the approval of a member of the management team, guest may be issued a trespass notice for a period of 30 days or more, applicable to the location where the violation(s) took place or to all Fountain Hills parks, facilities, or programs.

The Fountain Hills Community Services Department reserves the right to suspend the program/facility privileges of any patron suspected of engaging in any of the above-enumerated activities, or other disruptive or unsafe conduct, for the length of suspension the Department deems appropriate, including the permanent loss of access. The following are recommended guidelines for suspension periods; the seriousness of the conduct may warrant immediate and/or lengthier loss of Parks & Recreation privileges, as determined by the Community Services Director or designee. The Community Services Director or designee must approve any loss of programming/facility privileges for one month or more.

First Offense

First offense will result in a documented verbal warning and education about the Code of Conduct, and shall require immediate cessation of the behavior that violates the Code of Conduct.

Refusal to cease the behavior that violates the Code of Conduct may result in an order to leave the facility or program for the remainder of the day.

Repeated Offense2nd Offense

Loss of privileges/suspension for a minimum of one month.

3rd Offense

Loss of privileges/suspension for a minimum of six months.

4th Offense

Loss of program/facility privileges for a minimum of one year or more.

The following offenses are subject to immediate trespass periods of 30 days and greater from Town facilities or programs:

- Harassing patrons or staff members, including physical, sexual, or verbal about.
- Violating any criminal law of Fountain Hills Town Codes or the Arizona Revised Statutes.
- Violating a trespass notice will result in an arrest by a Maricopa County Sheriff's Office deputy.
- Trespass notices must include information on why the guest is being trespassed, the amount of time they are being trespassed for and the location(s) from which they are being trespassed.
- Before a trespass notice is issued to a juvenile, a notification is sent to the juvenile's parent or guardian, informing them of the issue and providing education about the Code of Conduct.