

City of Merriam
Parks & Recreation Department
Patron Code of Conduct



The Merriam Community Center (“MCC”) is dedicated to providing a welcoming, safe and enriching environment for all members and guests (“Users”). The purpose of the MCC Patron Code of Conduct Policy (“Policy”) is to establish a clear understanding of acceptable conduct at the MCC. This Policy sets minimum standards and expectations and is supplemental to City ordinances and other applicable laws (“Laws”). Additional conduct policies or rules (collectively “Rules”) may apply for particular areas of the facility, programs and events including, but not limited to, the pool, childcare programs, open-gym, special events, and co-sponsored activities.

Access to MCC facilities, programs, and events is a revocable privilege, not a constitutional property right. Continued enjoyment of facility privileges is contingent upon complete adherence to this Policy, City ordinances, and applicable state and federal laws (“Laws”).

General Conduct Expectations

Users of MCC facilities and programs are expected to:

- Demonstrate common courtesy, sportsmanship, and respect toward other Users, MCC staff, and volunteers.
- Follow posted facility rules and comply promptly with lawful instructions given by MCC staff or City personnel.
- Wear appropriate attire at all times, including shirts and closed-toe athletic shoes in fitness and gym areas, and clean, non-revealing swimwear in aquatic zones.
- Consume food and beverages in designated lobby areas only, keeping sealable liquid containers in activity spaces, and disposing of trash properly.
- Avoid any disruptive behavior that deprives others of their enjoyment or safe use of the facility.

Inappropriate Conduct

Inappropriate conduct in violation of this Policy and/or failure to observe other applicable Rules may subject the User to discipline depending on the nature, frequency, and severity of the offense. MCC Staff reserve the right to determine appropriate disciplinary action up to and including a permanent ban of a User. Inappropriate conduct includes but not limited to the following:

1. Hitting, striking, or pushing an MCC employee, participant, spectator, or guest.
2. Sexually harassing, assaulting, or any sort of sexual misconduct towards an MCC employee, participant, spectator, or guest.

3. Threatening physical harm towards an MCC employee, participant, spectator, or guest.
4. Verbally abusing an MCC employee, participant, spectator or guest.
5. Acting in a way which would cause equipment or facility damage and/or injury to a person.
6. Stealing from an MCC employee, participant, spectator, or guest.
7. Failing to cooperate with staff directives or requests for assistance in identifying themselves or individuals who may be involved in incidents including injuries.
8. Entering, using, or accessing the facility or program illegally such as using an assumed name, going through an unauthorized entrance or credential sharing.
9. Being under the influence or in possession of illicit drugs or alcohol.
10. Committing any violation of City of Merriam municipal codes, ordinances, policies or state/federal laws.
11. Use of video or audio equipment in areas of expected privacy including locker rooms, bathrooms and changing rooms.
12. Improper use of furniture or seating areas, including sleeping or using in a way that prevents others from using the furniture.
13. Entering or refusing to vacate rooms, courts, or amenities reserved for exclusive use by other patrons, rentals, or City programs.

Disciplinary Actions

The City applies a two-tiered framework to guide administrative action while maintaining staff discretion based on the circumstances of each incident. Staff is not required to apply discipline in a strictly progressive sequence. Multiple violations of the Policy can be considered cumulatively in disciplinary decision making.

Verbal Warning: An oral notice of a violation of Policy or applicable rules.

Ejection: Immediate removal from the facility, program or event for the remaining hours of operation on the day of removal.

Suspension: A temporary denial of access to the MCC for a period longer than one (1) day and less than one (1) year. Suspension length will be determined by the Superintendent of Recreation Facilities ("Superintendent") or designee, based on the severity and scope of the offense. Notice of the suspension will be provided in writing.

Expulsion: A User will be banned from the MCC and its grounds for a period of at least one (1) year, notice of Expulsion will be provided in writing.

Financial Restitution & Membership Status During Discipline

- Non-Refundable Fees: Suspended or expelled Users are not entitled to a refund, prorated credit, or waiver of membership dues, pass fees, or program registration costs during a disciplinary period.
- Financial Restitution: Individuals responsible for intentional or negligent damage to MCC property or equipment will be held financially accountable for full repair or replacement costs.
- Law Enforcement Referral: Staff reserves the right to contact the Merriam Police Department as necessary. Mandatory law enforcement referrals will occur for incidents involving unauthorized weapons, assault, sexual misconduct, felony theft, or illegal substance distribution.

Appeals

An appeal may be made for suspensions lasting longer than fourteen (14) days. A user must submit a written request along with all explanations and any supporting documentation to the Director of Parks and Recreation within five (5) days of the issuance of the suspension. The Director or designee will have five (5) business days to respond to the appeal. The Director's decision will be considered final on all matters related to the suspension or expulsion.