



Mission Statement

We dedicate ourselves to providing quality programs, services and facilities. We take pride in consistently adding value to the community and creating a positive experience for those we serve.

Veterans Memorial Community Center Code of Conduct

The following policies have been adopted by the City of Inver Grove Heights in order to ensure a safe positive and healthy environment. Additional policies may be added as circumstances warrant.

Purpose: The health, safety and well-being of every member and guest (“patron”) utilizing the Veterans Memorial Community Center is the City’s primary objective. Respect for the staff, patrons, other members and the building is paramount. Staff will not discriminate against visitors to the Community Center.

Code of Conduct: The Center shall enforce adopted rules regarding negative patron conduct while on site, including, but not limited to the following: tobacco use, profanity, rowdy or disruptive behavior, conduct that is of an inappropriate, threatening or offensive nature, fighting, mischief, harassment or intimidation by words, gestures, body language, or any menacing behavior, any demonstration of sexual activity or sexual contact with another person, theft or behavior that results in the destruction of property and *alcohol/drug/or other substance use or possession. Community Center staff shall be the sole judge of what constitutes inappropriate conduct and behavior covered by this policy. The Community Center is a family based facility and all patrons will be expected to conduct themselves accordingly. Patrons who exhibit inappropriate behavior may be either temporarily or permanently expelled from the facility. Center staff will involve the Inver Grove Heights Police, when necessary, to enforce this policy. *Alcohol may only be served by a specified licensed liquor provider during a permitted rental event at the center with security from the police department present during the event.

Enforcement:

Patrons are encouraged to be responsible for their personal comfort and safety, and to ask any person whose behavior threatens their comfort to refrain. If a patron feels uncomfortable in confronting the person directly, they should report the behavior to a staff person or the Manager on Duty. The Management will investigate all reported incidents of a violation of this Code of Conduct. Actions taken by Community Center staff in response to violations of this Code

of Conduct or other rules and policies of the Center will depend on the incident, and surrounding circumstances. A violation of this Code of Conduct or other rules and policies of the Center may result in an enforcement action ranging from a verbal warning up to and including the revocations of membership privileges. In most cases, enforcement action will consist of the following:

1. **First Violation:** a verbal warning will be given.
2. **Second Violation:**
 - a. For minors under the age of 18, a time out period may be mandated. At this time the minor may be required, in the presence of staff, to notify his/her parents/guardians of his/her actions. A written incident report will be filed.
 - b. Adults who violate the Code of Conduct or any other Center policy may be asked to leave the Community Center immediately. A written warning and incident report will be filed.
3. **Third Violation:** the patron's membership privileges will be suspended and the patron will be asked to leave the Community Center and not return until a specified date. The length of the suspension is at the discretion of a Manager based upon on the severity of the violation and surrounding circumstances.
 - a. For minors under the age of 18, the minor may be required to wait in an assigned area while staff contacts a parent/guardian to inform them of the violation with the expectation that the parent will arrive shortly to pick up their child.
 - b. Adults over the age of 18 will be notified by a Manager of the violation, and the length of suspension and asked to leave the Community Center immediately for the suspension period.
4. **Fourth Violation:** the patron's membership will be revoked. All membership and daily privileges will be revoked and the offender will not be allowed back into the Community Center.

Appeal of Suspension or Termination of Membership Privileges:

A patron whose membership privileges are suspended or revoked may appeal such a suspension or revocation to the Parks and Recreation Director. A patron who wishes to appeal to the suspension or revocation of their membership privileges shall file a written request to appeal the suspension or revocation on the form provided by the Community Center with the Parks and Recreation Director within five (5) days of the date the notice of the suspension or revocation is delivered in person or mailed to the patron. The Parks and Recreation Director shall hear all appeals of membership suspensions and revocations, and may uphold, modify, or overturn the suspension or revocation of the membership. If the member is not satisfied with the outcome they can appeal to the City Administrator following the same five (5) day process. If the patron is not satisfied with the outcome they may appeal the suspension or revocation to then to the City Council following the same five (5) day process.

Veterans Memorial Community Center Policies

COMMON AREAS/OVERALL BUILDING AREAS

- Respect community center staff, patrons and equipment.
- All children under 10 years of age are required to have a responsible person (16 years or older) providing supervision in the center at all times, with the exception of a child participating in an organized activity or located in the childcare room while the responsible person is working out.
- Please walk, do not run in hallways and locker rooms.
- Clothing and shoes are required when outside the pool area.
- Organized meetings in common areas are only permitted if organized through the Community Center.
- For safety reasons, we do not allow glass containers anywhere within the Community Center, unless authorized by Community Center staff.
- No overnight personal storage will be permitted in the building unless prior approval is obtained from staff with the exception of those members who have rented a permanent locker.
- A photo I.D. is required for checking out Community Center property (locks, towels).
- The Community Center reserves the right to deny admission to anyone who appears to be under the influence of alcohol or a controlled substance.
- The City of Inver Grove Heights, and its personnel, are not responsible for items lost, stolen, left on site or left in vehicle.
- No pets other than service animals or animals that are part of an approved event are allowed in Community Center.
- No skateboards, rollerblades or roller shoes are allowed.
- Flyers/posters cannot be posted without prior Community Center approval. Check with Guest Services for approval.

SMOKING

- We do not allow tobacco use within the Community Center.

OUTSIDE FOOD/BEVERAGE POLICY

- Outside food and beverage are allowed in the Community Center, provided patrons clean up after themselves.

LOST AND FOUND

- All items turned in to staff will be placed at the Guest Services desk. Valuable items will be turned over to the police after 7 days and all other items will be donated or discarded after 30 days.

INCLEMENT WEATHER

Thunderstorm Warning:

- Pools will close and guests will be directed to the designated shelter area until the warning has expired.
- All other patrons will be notified that there is a thunderstorm warning.

Tornado Warning:

- All patrons in the building will be directed to the designated shelter area until the warning has expired.

If School District 199 schools close due to inclement weather, city recreation programming within school buildings will be cancelled. If School District 199 schools close before 3 p.m. and weather clears, call the weather information line (651-450-2595) for program cancellations at the Community Center.

EMERGENCIES

There is an Emergency Action Plan in place for staff and guests in case of emergency. Please ask staff for assistance in an emergency situation.

MAINTENANCE DAYS

- The Community Center will block off dates as necessary for repairs or maintenance of areas/equipment. This may include the closure of certain areas of the facility with limited or no access.

FITNESS AREA

- Outside personal trainers not employed by the Community Center may not accept personal payment from a client for training. Staff reserves the right to remove non-employee trainers and members being trained by non-employee trainers from the facility.
- Treat equipment with respect and return equipment to its proper place when finished using it. Equipment is not to leave the fitness center without permission.
- Chalk is not allowed on the fitness center floor.
- Food, gum, juice and soda are not allowed in the fitness center.
- No glass bottles allowed.
- Proper work out attire is recommended and appropriate shoes (sneakers or tennis shoes) must be worn at all times.
- No foul language or horseplay is allowed in the fitness center.
- Anyone ages 14 and younger must be accompanied by an adult.
- A spotter is required when bench pressing.
- All personal belongings must be stored in a cubby or in the locker rooms.

- Cameras and cell phones are not allowed in the fitness area

FITNESS/DANCE STUDIO

- No gum or beverages, with the exception of water, is permitted in the studio at any time.

LOCKER ROOMS

- The City of Inver Grove Heights is not responsible for items that are lost, stolen or left in the facility.
- Please keep clothing and valuables locked in lockers.
- Please do not run in the locker room area.
- Locker room checks are performed at random and outside locks will be removed from lockers if present for an extended period of time.
- Unaccompanied children under 16 and those with opposite sex children must use the family locker room.
- A family locker room is made available for your convenience.
- Cell phones are not allowed in the locker room area
- When using the sauna, we require users to be sitting on something separating them from the sauna benches. It is not required but recommended to cover up with a towel or swim suit.

SAUNA

- Sauna users must be at least 16 years old.
- Please be respectful of others.
- Use of sauna is not recommended for persons with high blood pressure, cardiovascular disorders or pulmonary diseases. Consult a physician before using.
- For your safety, limit use of the sauna to no more than 15 minutes.
- Pregnant women are not advised to use the sauna; with prior medical consultations and release use may be permitted.
- People with open wounds or infectious diseases are not permitted.
- Always shower before entering.
- Personal grooming is prohibited.
- When using the sauna, we require users to be sitting on something separating them from the sauna benches. It is not required but recommended to cover up with a towel or swim suit.
- Oils, creams or cosmetic products are not to be used in the sauna.
- No glass bottles or containers permitted in the sauna.

GENERAL POOL POLICIES

- Children under 10 years of age must be accompanied by a responsible person (16 years or older).
- Children under 16 are not allowed in the hot tub or sauna.
- All swimmers must shower before entering the pool.
- Only U.S. Coast Guard-approved life jackets are allowed. No inner tubes, air mattresses, full-face masks or snorkels may be used.
- No persons with or suspected of having a communicable disease which could be transmitted through use of the pool, shall use the pool.
- Proper swim wear is required.
- Spitting, spouting water from mouth and blowing the nose in the pool is prohibited.
- No running or rough play is allowed.
- Glass objects are not allowed in the pool area.
- Persons with open or infectious sores are not permitted in the pool.

See specific pool areas for additional rules and regulations.

ARMORY GYM

- All individuals using the Armory Gym must be a member or pay the open gym fee.
- Only plastic water bottles are permitted.
- No black soled shoes or shoes that will mark the floor will be permitted. No bare feet, sandals or street shoes are allowed.
- Attire or gestures recognized as gang representations will not be allowed.
- Staff reserves the right to determine all gym use and inappropriate behavior by users.
- Please refrain from:
 - Dunking, slamming or hanging on nets
 - Running or bouncing balls in the hallways
 - Spitting, rough housing, wrestling or pushing
 - Swearing, abusive, or inappropriate gestures
- Children ages 10 and under are required to be accompanied by a responsible person over 16 years of age.
- Patrons are responsible for replacing balls or equipment that have been damaged, or are lost or stolen while they are using them.
- Open Gym may be cancelled in the event the gym is rented for a private event.
- Please see the rental policies and procedures for private rentals of the gym.

CHILDCARE AREA

- Childcare is available for children ages 6 months to 11 years.
- Parents must sign each child in and out of the room and show a picture ID. Children must be listed on the household membership or pay the daily childcare fee.
- Children may only be in the childcare area for a maximum of two hours a day.
- The same parent needs to drop off and pick up the child and must stay on premises while the child is in the childcare area.
- Parents with a child under four years old are required to take a pager.
- Staff does not change diapers. Should your child need a diaper change, you will be paged.

ICE ARENA

- All individuals or groups using the ice must pay a fee before taking the ice.
- No running or horseplay around the rinks.
- No dry-land training allowed around the rinks without prior approval from the Parks and Recreation Department.
- All children under 10 years of age must be accompanied by a responsible person (16 years or older).
- No climbing or hanging on rink glass.
- No individuals except for the net movers are allowed on the ice during resurfacing.
- No pucks on the ice during resurfacing.
- Wear proper attire or equipment at all times (based on activity).
- Spectators should be aware of flying pucks.

OPEN SKATE

- All individuals must be a member or pay the open skate fee before taking the ice.
- Open skate is designed to be an enjoyable and safe activity for all participants.
- Food and beverage is not allowed on the ice.
- Adults and children may not be on the ice without skates.
- Skaters may not sit on boards during open skate.
- Skate aid equipment is for beginner and tot skaters only and not to be used for any other purpose.
- Hockey drills, pucks and sticks are not allowed on the ice.
- Skating lessons may not be given without prior approval from the Parks and Recreation Department.
- Ice skate blades are not permitted above knee heights.

OPEN HOCKEY

- All individuals must be a member or pay the open hockey fee before taking the ice.
- All players must wear a helmet.
- Goalies must wear proper equipment.

Enforcement of these rules is at the discretion of staff on duty. Please report any problems within the Community Center to Guest Services at 651-554-3440 or Parks and Recreation at 651-450-2585.