

OP. 36 Conduct of Individuals While on The Works Premises

PURPOSE

The Works strives to provide a safe and positive atmosphere for all those using or visiting the facilities. The following code of conduct is required while on premises managed by The Works including the Aquarena, Field House, adjoining parking lots, recreation areas in the physical education building such as MUN Pool, change rooms, squash courts, and MUN Gym.

SCOPE

This policy applies to customers, members, guests, visitors, employees, contractors, vendors and any other individual on The Works premises.

POLICY STATEMENT

The Works employees reserve the right to request individuals to leave the premises immediately if they fail to follow The Works rules/regulations, procedures, posted signage or engage in inappropriate behaviour.

Individuals engaging in inappropriate behaviour, or whose conduct does not conform to The Works regulations will be asked to leave the premises and, depending on the severity of the conduct, may be temporarily or permanently banned from the premises. Suspension of such privileges shall not entitle participants to a refund.

- I. Individuals must be courteous to all staff, participants, guests or others while on the premises. Use of obscene, profane, vulgar, derogatory, demeaning, or threatening language and/or gestures, will not be tolerated and may be reported immediately to appropriate authorities.
- II. Vandalism and damage to The Works property or the personal property of others will not be tolerated. Individuals responsible for these actions will be reported to authorities
- III. Theft is a serious violation of the law and will be dealt with accordingly. Campus Enforcement and the Police will be notified of any patrons caught in the act of theft, and offenders will be immediately removed from the facilities. If the offender is under the age of 18 years, The Works will attempt to notify the parent/guardian. All incidents of theft will be dealt with in accordance with the provisions of the criminal code and, the Director/General Manager will determine if the offender(s) will be banned from facilities.
- IV. The Works reserves the right to request appropriate identification from any individual entering the facilities. Individuals who refuse to provide identification may be asked to leave the premises.
- V. The Works staff reserves the right to question any suspicious behaviour or activity. Failure to co-operate with staff may result in suspension of the individual's activities or immediate removal from the premises.
- VI. Loitering is not permitted anywhere on the premises. Once use of the facilities and its services is completed, patrons should leave the premises, including all parking lots and grounds. Prolonged observation of patrons by individuals who have no direct relationship with these patrons is considered loitering and may be viewed as a violation of personal privacy.
- VII. The use of cell phones, cameras and other video equipment is not permitted in restricted areas such as the change rooms and pool deck.

- VIII. Accessing the facility by means other than proper check-in procedures and payment is prohibited. Using facilities without payment, accessing restricted areas designated for members, using a false ID or another individual's membership is considered theft and will be dealt with accordingly.
- IX. Rules and regulations for all areas of the facilities that are posted in the facility, listed in brochures, on The Works website or communicated to individuals either directly or by some other means must be adhered to at all times. Employees are authorized to take immediate action at anytime to deal with violations, and if the individual's behaviour warrants removal, the Supervisor will be advised and appropriate action will be taken.

AUTHORITY

The Director/General Manager is authorized to remove or temporarily/permanently suspend an individual's access to the facilities if they violate this policy, other policies, or rule/regulations of The Works.

RESPONSIBILITY

Division Managers are responsible for communicating and enforcing this policy.

Facility Supervisors and Junior Managers are responsible for the enforcement of this policy and to report violations of this policy to the Director/General Manager.

The Information Services Coordinator is responsible for the general communication of this policy through facility signage, direct employee contact, The Works website, and facility brochures.