



ADMINISTRATIVE POLICY

CITY VOLUNTEER CODE OF CONDUCT

A. Purpose

The Community Services department of the City of Lake Forest (“City”) is committed to ensuring the enjoyment, safety, and wellbeing of its volunteers. This Administrative Policy governs the discipline guidelines applicable to City volunteers who fail to comply with the regulations set forth herein for appropriate behavior of volunteers representing the City as board members, committee members, and/or staff volunteers.

B. Applicability

This policy applies to all Community Services volunteers participating in any City event and/or participating in activity at any City facility.

C. Provisions of the Policy

Level 1 Violation

The City of Lake Forest’s volunteer program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance municipal services. The volunteer program objectives are to: a) develop a reliable and varied skilled network of human resources to support the delivery of services to the community; and b) provide opportunities for all segment of the community to participate in local government.

The City expects that volunteers will work cooperatively with fellow volunteers, City employees, and other stakeholders and adhere to City policies.

A Level 1 violation is defined as minor act of misconduct that interferes with the orderly operation of any activity and interferes with the enjoyment, safety, and wellbeing of other volunteers. **A Level 1 violation may result in disciplinary action including removal from a meeting or assignment.**

Level 1 violations include:

SAFETY / EQUIPMENT		
1.	Smoking inside a City facility	<ul style="list-style-type: none"> • Use or consumption of tobacco products.
2.	Unauthorized Entry in Unauthorized Areas	<ul style="list-style-type: none"> • Entry in any unauthorized area in the facility.
BEHAVIOR / DEMEANOR		
3.	Bullying/Harassment	Systematically and chronically being cruel to other volunteers, event participants or community members, including but not limited to, pictures, rumors, repeatedly teasing another person, name calling

		with profanity, and purposeful exclusion including use of social media, unwanted photography and/or videography of individuals as means of bullying/harassment.
4.	Destruction of Property/Vandalism (Under \$100 in damage)	The willful or malicious destruction and/or defacing, including graffiti or tagging, of City property or the property of others.
5.	Disrespect / Use of Profanity	Conduct or behavior that incites or advocates violence, sexually obscene speech, pornographic speech, threats of violence or killing, and fighting words or insults directed at the hearer.
6.	Reckless Behavior	Reckless or boisterous behavior, including, but not limited to, pushing, bumping, fighting or any other activity which could endanger the safety of persons using City Facilities.
GENERAL		
7.	Repeated Misconduct of a Less Serious Nature	Repeated misconduct which tends to disrupt the orderly conduct of the Sports Park and Recreation Center, a program and/or activity.
8.	Failure to Comply with Staff Instructions and/or Park Rules	Either verbal or non-verbal refusal to comply with City of Lake Forest staff instructions or directives.

Levels 2 & 3 Violations

A Level 2 violation is defined as more serious or disruptive examples of the offenses in Level 1. Level 2 also includes repeated acts of misconduct from Level 1. **A Level 2 violation may result in immediate suspension or removal from the board, committee, or volunteer assignments.** Level 2 violations include:

1.	Insubordination/Open Defiance	Refusal to comply with City policies and regulations and/or City of Lake Forest staff instructions or directives.
2.	Stealing (Less than \$20 in damage)	Taking the property of another without permission of the person.
3.	Intimidation/Threats	The verbal or physical threat to do harm or violence to another volunteers, event participants or community members or to the property of another person.
4.	Hazing	Any action or situation that endangers the health or safety of a volunteer, event participant or community member or discourages another participant from participating. This includes repeated acts of hazing that do not result in bodily harm or injury.
5.	Fighting	Physical contact between two or more volunteers, event participants or community members which is harmful, injurious, or disruptive. Note: Self-defense is described as an action taken when a person reasonably believes that he or she is in imminent danger of suffering bodily injury, reasonably believes that the immediate use of force is necessary to defend against that danger, and the person uses no more force than is reasonably necessary to defend against that danger.
6.	Destruction of Property/Vandalism	The willful or malicious destruction and/or defacing, including graffiti or tagging, of City property or the property of others.

	(Over \$100 in damage)	
7.	Repeated Misconduct of a Serious Nature	Repeated misconduct which tends to disrupt the orderly conduct of the City Facilities, a program and/or activity.

Level 3 violations are defined as major acts of misconduct. They include repeated misconduct acts from Levels 1 and 2; serious disruption of order; threats to the health, safety, and wellbeing of other volunteers; and other acts of serious misconduct. **A Level 3 violation may result in immediate expulsion from the City’s volunteer program or participation in a City activity.**

Level 3 violations include:

1.	Physical Attack	An actual and intentional striking of volunteers, event participants or community members against his/her will, or the intentional causing of bodily harm to an individual (More serious than Level 2).
2.	Breaking and Entering	The unlawful and willful entry or attempted forcible entry of the facility or the personal property of Sports Park or Recreation Center patrons and City of Lake Forest personnel. Entering or being in the Sports Park and Recreation Center at any time other than during the posted hours of operation.
3.	Destruction of Property/Vandalism (More Than \$250 in damage)	The willful or malicious destruction and/or defacing, including graffiti or tagging, of City property or the property of others.
4.	Stealing (More than \$20 in damage)	Taking the property of another volunteer, event participant or community member without permission.
5.	Under influence of Alcoholic Beverages or Illegal Drugs	Entering and being in the park under the influence of alcoholic beverages or illegal drugs or with one’s motor skills or judgment impaired as the result of any alcoholic beverage or drugs.
6.	Possession of Alcohol or Illegal Drugs	Using, consuming, or having within one’s custody or control, alcohol or illegal drugs at a City Facility.
7.	Possession of Knives, Guns or Weapons	Use or possession of knives, guns or weapons within the Sports Park and Recreation Center is prohibited with the exception of tools or equipment permitted under Section 13.04.024 of the Lake Forest Municipal Code.
8.	Any Misconduct of a More Serious Nature	Any behavior which substantially disrupts the orderly conduct of a volunteer meeting, the ability of other volunteers to participate in an activity, complete their assigned tasks, and/or attend a City event.

F. Staff Responsibilities

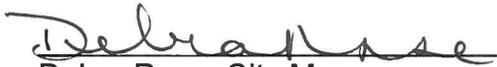
1. Documentation: All situations resulting in suspensions or expulsions of an individual will be documented in a City of Lake Forest Incident Report.
2. Notification: Staff shall provide a written notice explaining the violation and cause of the suspension to any person who is suspended more than one week.
3. Retention: Incident Reports and Written Notices shall be retained per the City’s Records Retention Policy.

G. Appeals

Individuals who are suspended shall have ten (10) days from the date of the suspension to request an appeal hearing with the Director of Community Services. The appeal request shall be in writing and submitted to the Director. Within twenty (20) days of receiving the appeal request, the Director shall provide the appeal hearing. The Director shall have the right to reinstate the participant/patron and remove the suspension, uphold the suspension, or take any other action deemed appropriate. The suspended participant/patron may appeal the decision of the Director to the City Manager or his designee. The City Manager or his or her designee's decision on such appeal shall be final.

H. Authority

This Policy is adopted pursuant to the authority granted in and consistent with Chapter 13.04 of the Lake Forest Municipal Code, along with the authority of the City Manager. This Policy may be amended at the discretion of the City Manager at any time.


Debra Rose, City Manager

3-29-19
Date

I have read and received a copy of the City Volunteer Code of Conduct:

Signature: _____

Date: _____