



MEMBER CODE OF CONDUCT

RiverPlex Recreation & Wellness Center

Peoria Park District

As a facility of the Peoria Park District, the mission of the RiverPlex Recreation and Wellness Center is to contribute to healthy and vibrant communities by responsibly using our resources to offer high-quality parks, recreation, and education experiences to those who live, work, or play in our District.

In alignment with our mission, we embrace the Peoria Park District's acronym PRAISE to represent our core values: Professional, Respectful, Accountable, Innovative, Safe, and Equitable. These values guide our commitment to fostering positive experiences and meaningful engagement for all members of our community.

Public Governance and Authority

The RiverPlex Recreation and Wellness Center is a publicly owned and operated facility of the Peoria Park District. The facility is governed by applicable federal, state, and local law, as well as the Peoria Park District Conduct Ordinance and related District policies.

Compliance with this Code of Conduct is a condition of entry and continued use of RiverPlex facilities, programs, services, and reciprocal access privileges.

Expectations of Conduct

To ensure that every individual can enjoy our facility and programs safely and comfortably, all members, guests, volunteers, and participants are required to conduct themselves in a manner that reflects the PRAISE core values.

This Code of Conduct promotes a welcoming, safe, and inclusive environment where everyone can thrive. Adherence to these standards protects the well-being of members and ensures that the RiverPlex remains a place where all individuals feel valued and respected.

All individuals are expected to behave in a mature and responsible manner and to respect the rights and dignity of others. Inappropriate behavior includes, but is not limited to:

- Using inflammatory, obscene, threatening, or abusive language
- Engaging in conduct that may hurt, frighten, intimidate, or harass another person
- Acting in a manner that falls below generally accepted standards of conduct
- Engaging in conduct that is threatening, harassing, disruptive, unsafe, unlawful, or otherwise inconsistent with the Peoria Park District Conduct Ordinance or this Code of Conduct

Facility Usage

- Wearing appropriate gym attire, including shirts, clean athletic shoes, and suitable bottoms is required, unless participating in a specific activity or class (e.g., pool or yoga).
- Clothing with vulgar or profane writing or images is not permitted. Individuals wearing such clothing will be asked to change or leave the facility.
- Only RiverPlex-certified trainers are permitted to provide personal training on RiverPlex property.
- Personal calls must be taken privately or with headphones to avoid disturbing others.
- Headphones should be used when listening to music in community spaces

Respect and Safety

- Using angry, vulgar, or threatening language, including swearing, name-calling, or shouting.
- Making physical contact with another person in an angry or threatening manner.
- Engaging in sexual activity or unwanted sexual contact.

- Bullying, harassing, or intimidating others through words, gestures, body language, or other menacing behavior.
- Stealing, vandalizing, or destroying property, whether intentional or resulting from reckless behavior.
- Carrying or concealing weapons, chemicals, or objects that could be used as weapons.
- Passing membership cards to unauthorized users.
- Jeopardizing the safety of oneself or others.

Substance-Free Environment

The RiverPlex is a drug-, alcohol-, and smoke-free facility. Smoking, vaping, alcohol use, illegal drug use, possession of controlled substances without a valid prescription, or being under the influence of drugs or alcohol on the premises is strictly prohibited. Alcohol may only be present at sanctioned RiverPlex or Peoria Park District events. Under the [Smoke-Free Illinois Act](#), smoking—including e-cigarettes and vapes—is prohibited within a minimum of **15 feet** from any entrance, exit, window that opens, or ventilation intake of a public place

Member Responsibility

Members are responsible for their own conduct and for the conduct of their guests. Guest privileges may be revoked if a guest violates this Code of Conduct.

Members and guests are encouraged to take responsibility for their personal comfort and safety. If someone's behavior threatens your comfort, you may ask that person to stop. If you are uncomfortable addressing the individual directly, report the behavior to staff. In extreme cases, you may also contact the Peoria Park District Police or the City of Peoria Police.

The Leadership Team will make every effort to investigate and resolve issues promptly, confidentially, and effectively.

Joint Access and Reciprocal Enforcement

RiverPlex memberships include joint access privileges at the Greater Peoria Family YMCA pursuant to intergovernmental and partnership agreements.

Any ejection, suspension, or revocation of membership resulting from a violation of this Code of Conduct at the RiverPlex shall apply equally to access privileges at the Greater Peoria Family YMCA. Individuals who are ejected for the day, suspended, or whose membership is revoked will not be permitted to access either facility during the applicable enforcement period.

Reciprocal enforcement actions taken at the YMCA pursuant to agreement may also result in denial of access to RiverPlex facilities.

Enforcement Authority

The RiverPlex reserves the right to eject, suspend, or revoke membership or guest privileges for any individual who violates this Code of Conduct while onsite or participating in any RiverPlex program or event.

Authorized staff, Managers on Duty (MOD), and professional staff have discretion to determine whether conduct violates this Code of Conduct and to impose appropriate enforcement actions consistent with this policy.

Any professional staff member or Manager on Duty (MOD) may remove members or guests from the facility for the remainder of the day due to Code of Conduct violations.

All member and guest incidents will be documented in Daxko (or successor system) and reported to the General Manager. Serious or repeated offenses may result in suspension from all Park District facilities and properties at the discretion and/or approval of the Executive Director.

Definitions of Enforcement Actions

- **Ejection (Same-Day Removal):** Immediate removal from the facility for the remainder of the day.
- **Suspension:** Temporary loss of membership privileges for a defined period.
- **Revocation:** Indefinite termination of membership privileges due to serious or repeated violations of this Code of Conduct. Revocation results in loss of access to RiverPlex facilities and reciprocal access privileges as described in this policy.

Consequences

Enforcement actions will generally follow a progressive discipline approach. However, the RiverPlex reserves the right to impose any level of enforcement action, including immediate suspension or revocation, without prior warning if the severity, frequency, or nature of the conduct warrants such action. Nothing in this policy requires staff to follow a particular sequence of disciplinary steps.

Enforcement actions may include, but are not limited to:

CONDUCT	CONSEQUENCE	AUTHORITY
Use of swearing, vulgar, or angry language General disregard of RiverPlex policies, rules, or property	Verbal warning	Any staff member, professional staff, or Manager on Duty (MOD)
Use of angry, disrespectful, or vulgar language toward a member or staff Further disregard of RiverPlex policies, rules, or property after verbal warning	Up to 2 week suspension	Any professional staff member or MOD
Harassment or intimidation of members or staff through words, gestures, body language, or other menacing behavior Second documented incident within 90 days	Minimum 2-week suspension Written documentation submitted to security and recorded in Daxko	RiverPlex General Manager & Peoria Park District Executive Director
Passing membership cards to unauthorized users Jeopardizing the safety of oneself or others Physical contact in anger, threatening, or sexual behavior Second documented two-week suspension within 6 months	Minimum 1-month suspension During a one-month suspension, membership will be placed on hold and no dues will be charged.	RiverPlex General Manager & Peoria Park District Executive Director
Chronic disregard for policies Sexual behavior that is harassing or intimidating Physical violence against another person Vandalism, theft, or illegal activity Carrying or concealing weapons or objects that may be used as weapons	Membership Revoked	RiverPlex General Manager & Peoria Park District Executive Director

Any suspension after returning from a one-month suspension within 12 months		
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Revocation applies to both RiverPlex and Greater Peoria Family YMCA facilities pursuant to reciprocal enforcement agreements.

During suspension or revocation, membership billing will be suspended. Billing is not suspended for same-day ejections.

Appeal and Reinstatement Process

Individuals who are suspended for more than two (2) weeks or whose membership is revoked may submit a written appeal to the RiverPlex General Manager within ten (10) business days of the enforcement action. The appeal must state the basis for reconsideration and include any supporting documentation.

The General Manager, in consultation with the Peoria Park District Executive Director or designee, will review the appeal and issue a written determination. The decision of the Executive Director or designee shall be final.

Individuals whose membership has been revoked may submit a written request for reinstatement no sooner than one (1) year from the effective date of revocation, unless otherwise specified in the written determination.

Reinstatement is not automatic and will be evaluated based on the nature of the original violation, evidence of changed circumstances, and the safety and best interests of the facility and its patrons.

The Peoria Park District reserves the right to deny reinstatement if it determines that reinstatement would pose a safety, operational, or legal concern.