



Member Code of Conduct

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.

To ensure that every individual can enjoy our facility and programs safely and comfortably, we require all members, guests, and participants to conduct themselves in a manner that reflects the PRAISE core values. This Code of Conduct is designed to promote a welcoming, safe, and inclusive environment, where everyone can thrive. Adherence to these standards helps protect the well-being of our members and ensures that RiverPlex remains a place where all individuals feel valued and respected.

At the RiverPlex, we expect staff, members, volunteers, and guests to act in accordance with our mission and values at all times. This means behaving in a mature and responsible manner and respecting the rights and dignity of others. Inappropriate behavior includes, but is not limited to, using any language that is inflammatory or obscene, engaging in actions that may hurt or frighten another person, or acting in a way that falls below generally accepted standards of conduct.

Specifically, actions that do not show respect for others and are prohibited at the RiverPlex include:

- Not wearing appropriate gym attire, including shirts, clean athletic shoes, and suitable bottoms, 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.
- 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 any other menacing behavior.
- Stealing or destroying property, whether intentional or resulting from reckless behavior.
- Carrying or concealing weapons or objects that could be used as weapons.
- Using or possessing illegal drugs, controlled substances without a valid prescription, chemicals, or alcohol on RiverPlex property.
- Engaging in conduct that is threatening, offensive, or otherwise inappropriate in nature.
- Allowing unauthorized use of membership or bringing unauthorized guests into the facility.
- Only RiverPlex-certified trainers are permitted to provide personal training on RiverPlex property.
- Personal calls should be taken privately or with headphones to avoid disturbing other members and guests.



The RiverPlex is a drug-, alcohol-, and smoke-free facility. Smoking, alcohol or drug use, and/or being under the influence of drugs or alcohol on the premises is strictly prohibited. Alcohol may only be present at sanctioned RiverPlex events.

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 feel uncomfortable confronting the individual directly, report the behavior to staff. In extreme cases, you may also contact Peoria Park District Police or the City of Peoria Police.

The RiverPlex reserves the right to suspend or terminate membership or suspend guest privileges for any individual who does not follow the Code of Conduct while onsite or participating in any program or event. Members are responsible for the conduct of their guests. Guest privileges may be revoked if a guest violates the Code of Conduct.

Staff members determine what constitutes a breach of the Code of Conduct and may ask individuals to leave the facility. Any professional staff member or Manager on Duty (MOD) has the authority to remove members or guests for the remainder of the day due to Code of Conduct violations. All incidents will be recorded in the membership system and emailed to the General Manager.

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

Membership revocation may be reviewed after one year, except in cases involving illegal activity.

During suspension or revocation, membership billing is suspended.

Suspension or revocation applies to all RiverPlex and Greater Peoria Family YMCA facilities.



CONDUCT	CONSEQUENCE	AUTHORITY
<u>Level 1 - Inappropriate Language or Minor Policy Violations:</u> Examples: <ul style="list-style-type: none"> 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)
<u>Level 2 – Disrespect Toward Others or Repeated Minor Violations:</u> Examples: <ul style="list-style-type: none"> Angry, disrespectful, or vulgar language directed at a member, staff, or guest Continued disregard of policies after verbal warning 	Additional verbal warning. A third documented verbal warning will result in immediate removal from the facility and an automatic 2-week suspension, pending Executive Director approval	Any professional staff member or MOD
<u>Level 3 – Harassment, Intimidation, or Repeated Serious Incidents:</u> Examples: <ul style="list-style-type: none"> Harassment or intimidation through words, gestures, body language, or menacing behavior Second documented Level 1 or Level 2 incident within 90 days 	Minimum 2-week suspension	RiverPlex General Manager & Peoria Park District Executive Director
<u>Level 4 – Major Safety, Threatening, or Physical Incidents:</u> Examples: <ul style="list-style-type: none"> Allowing unauthorized use of a membership card or bringing unauthorized guests into the building Engaging in actions that jeopardize the safety of oneself or others Physical contact in anger or displaying threatening or aggressive behavior Inappropriate but consensual sexual behavior Second 2-week suspension within 6-months 	Minimum 1-month suspension (Membership is placed on hold; no charges apply)	RiverPlex General Manager & Peoria Park District Executive Director
<u>Level 5 – Severe or Criminal Behavior:</u> Examples: <ul style="list-style-type: none"> Chronic disregard for policies Sexual behavior that is harassing, non-consensual, or intimidating Physical violence Vandalism, theft, or illegal activity Carrying or concealing weapons or any object used or intended to be used as a weapon Any suspension after returning from a one-month suspension within 12-months 	Membership revoked	RiverPlex General Manager & Peoria Park District Executive Director