

Firehouse Arts Center Code of Conduct

PURPOSE

The City of Pleasanton Firehouse Arts Center Code of Conduct seeks to establish an environment that is comfortable, respectful, safe and conducive to use for all patrons and staff. These general standards and rules of behavior have been established to best serve all Firehouse Arts Center users and staff.

POLICY

The Firehouse Arts Center serves various functions for users, including as a community gathering place, art galleries, a venue for arts and recreation programs, a theater for performances, and a facility for community events. Behavior becomes unacceptable when it interferes with the appropriate use of the Firehouse Arts Center by fellow Firehouse Arts Center patrons or staff; when it can result in a safety or security hazard, injury, or damage to Firehouse Arts Center property; or when it is illegal.

RULES OF CONDUCT

When using the Firehouse Arts Center, patrons must abide by the following rules of conduct:

1. Treat other patrons and staff with courtesy and respect
2. Respect the privacy of others
3. Abide by program guidelines for drop-in and registration activities. Staff will provide guidance to participants
4. For programs that are open to families and children, be responsible for the conduct and safety of children in your care
5. Keep all personal items with you at all times. The Firehouse Arts Center is not responsible for unattended items
6. Ensure that the volume on electronic devices is turned off (or use headphones).
7. Respect and protect Firehouse Arts Center materials, equipment and furniture
8. Please observe gallery artwork without touching. Parents and guardians are responsible for supervising their children while in the gallery spaces
9. Observe time limits and usage guidelines for Firehouse Arts Center theater, meeting rooms, and Harrington Gallery
10. Responsibly consume food and drinks, and clean and dispose of all trash
11. Keep entrances, exits and aisles clear
12. Ensure the safe use of wheeled devices. Assistive devices (e.g. wheelchairs, walkers, electric scooters) used by persons with disabilities and strollers are the only wheeled devices allowed in the Firehouse Arts Center. Bicycles, skateboards, scooters, rollerblades and similar wheeled devices must remain outside of the Firehouse Arts Center
13. To ensure the safety and well-being of all participants, individuals must be able to visit the Firehouse Arts Center independently and safely participate in programs, activities, and use of facilities without requiring personal assistance. If a participant requires support for daily activities, mobility, or communication, a responsible caregiver must accompany them at all times. If you have questions about

accommodations or support services, please contact Library and Recreation Administration at 925-931-5340 prior to attending.

PROHIBITED CONDUCT¹

Prohibited conduct that interferes with the normal functioning of the Firehouse Arts Center includes, but is not limited to, the following:

- A. Any activity prohibited by local, state or federal law
- B. Abusive, threatening, obscene, harassing or insulting language or behavior
- C. Selling, using, possessing, giving away, or being under the influence of alcohol or illegal drugs, in the Firehouse Arts Center building, lobby area, or on Firehouse Arts Center premises during Firehouse Arts Center programs. However, responsible alcohol consumption by patrons is allowed when purchased from Firehouse Arts Center concessions during public events. And individuals using the Firehouse Arts Center pursuant to a rental agreement with the City shall be subject to the terms of the rental agreement with respect to the possession and consumption of alcohol
- D. Smoking, vaping and the use of e-cigarettes or similar devices are strictly prohibited inside the Firehouse Arts Center
- E. Engaging in any activity that is disruptive to other patrons or staff. This includes shouting, running in the building, or the use of electronic devices or other personal equipment that are excessively noisy or distracting
- F. Misusing, damaging or defacing Firehouse Arts Center materials, furniture or equipment. This may include, but is not limited to, graffiti, leaving food or trash on furniture, resting shoes or feet on furniture, or other misuse of City property
- G. Creating hygiene risk, which may include, but is not limited to: taking off shoes and having feet bare; grooming activities such as cutting hair or nails.
- H. Participants whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building
- I. Riding bicycles, skateboards, scooters, roller blades or similar wheeled devices in the Firehouse Arts Center
- J. Soliciting or selling merchandise or services in the Firehouse Arts Center or on Firehouse Arts Center grounds without the written permission from the Director of Library and Recreation, or designee
- K. Petitioning inside the Firehouse Arts Center or petitioning outside the Firehouse Arts Center in a manner that interferes with ingress or egress or the normal use of the Firehouse Arts Center
- L. Leaving children without direct supervision of a parent, with the exception of children who are registered for a program or activity. Children left at closing may result in the Pleasanton Police Department being contacted, or Alameda County Social Services' Child Abuse Hotline (510) 259-1800 being contacted about potential child neglect
- M. Leaving vulnerable adults requiring assistance without direct supervision of a caregiver
- N. Running, jumping, climbing and other activities in the Firehouse Arts Center or on Firehouse Arts Center grounds that could cause injury to yourself or others
- O. Bringing animals into the Firehouse Arts Center, with the exception of service animals, or animals brought in for special programs approved by the Firehouse Arts Center
- P. Monopolizing Firehouse Arts Center space, seating, tables or equipment to the exclusion of other users or staff.

¹ See generally California Civil Code §§3479 et. seq.

ENFORCEMENT PROCEDURES

In order to be fair and equitable in the application of the Firehouse Arts Center Code of Conduct policy, once it has been determined that this Code of Conduct has been violated by a participant, then staff shall follow the following procedures.

I. In the event of a first-time, minor infraction

Patrons will be warned once and may be asked to leave if the unacceptable behavior continues. Repeated or significant violations may result in suspension from Firehouse Arts Center privileges and property, including being required to leave the Firehouse Arts Center building and Firehouse Arts Center grounds for that day or multiple days, depending on the severity of the offense.

II. Dangerous, destructive, threatening conduct

Any patron displaying dangerous, destructive, threatening conduct or behavior may have his/her Firehouse Arts Center privileges suspended immediately and without warning, including being required to leave the Firehouse Arts Center building and Firehouse Arts Center grounds. If the safety of other patrons or staff is in jeopardy, staff may immediately call the police.

III. Trespassing

If a participant refuses to leave the Firehouse Arts Center building and Firehouse Arts Center grounds after being directed by staff, the individual will be considered trespassing and may be removed by law enforcement personnel.

IV. Subject to Search

Bundles, packages, backpacks, briefcases, purses and other containers may be subject to search upon entering or leaving the Firehouse Arts Center in order to preserve the security of patrons, staff, and Firehouse Arts Center property.

V. Suspension

Violations of this Code of Conduct and any other illegal activity may result in the immediate removal from the Firehouse Arts Center building and Firehouse Arts Center grounds, suspension of Firehouse Arts Center privileges, and criminal prosecution or other legal action.

Notice of any suspension may be provided in person, by written notice, or will be mailed by certified mail to the last known address of the participant, or in the case of a minor child, his or her parents or guardian.

VI. Appeals

Appeal of a suspension may be made in writing to the Director of Library and Recreation, or designee, within fifteen (15) days of the date of the notice of suspension. Such written appeal should include facts that may justify rescinding or reducing the suspension. Such written appeal should be delivered to the library at 400 Old Bernal Avenue, Pleasanton, CA 94566, or mailed to P.O. Box 520, Pleasanton, CA 94566. The Director of Library and Recreation, or designee, shall consider any written appeal, may ask the patron for supplemental written information, may request information from Firehouse Arts Center staff, and will issue a written determination within twenty (20) days of receipt of the appeal (or receipt of any requested supplemental written information).

During the pendency of any appeal to the Director of Library and Recreation or designee, the provisions of the Notice of Suspension shall remain in effect.

The Director's written determination may be appealed in writing to the City Manager within ten (10) days of the date of the determination. Such written appeal shall be delivered to the City Manager at 123 Main Street, Pleasanton, CA 94566 or mailed to P.O. Box 520, Pleasanton, CA 94566. Such written appeal should include facts that may justify rescinding or reducing the suspension, and an explanation of why the Director of Library and Recreation's determination should be overturned or modified.

During the pendency of any appeal to the City Manager, the written determination of the Director of Library and Recreation shall be in effect.


The City Manager, or designee, will review all written information submitted by the patron and Firehouse Arts Center staff, and determine whether the suspension should remain, be modified, or be overturned. The City Manager, or designee, will issue a written decision concerning the appeal within twenty (20) business days after the receipt of the appeal. The decision of the City Manager, or designee, shall be final.

Distribution approved by:



Gerry Beaudin, City Manager

Established:



Date