

OlyCAP Community Center User Conduct Standards

Applies to all Jefferson County Community Centers managed by OlyCAP

Purpose

OlyCAP is responsible for maintaining safe, welcoming, functional, and accessible community centers for all users. These standards are established to support respectful shared use of County-owned facilities and to protect the ability of OlyCAP to provide services, programs, rentals, and community access in an orderly manner. OlyCAP has sole day-to-day operational authority for the Centers and may enforce these standards, including refusal of service, denial of entry, removal, suspension, or trespass when necessary.

Scope

These standards apply to all center users, including:

- members of the public
- program participants
- renters and event hosts
- volunteers
- vendors and contractors
- partner organizations
- guests of any of the above

A. General Expectations

All users must:

- Treat staff, volunteers, participants, and other community members with courtesy and respect.
- Follow all posted center rules, room-use requirements, schedules, and staff directions.
- Use the facility only for approved and scheduled purposes.
- Respect that the centers are shared public facilities and not the exclusive space of any individual or organization.
- Comply with all applicable laws, fire/life safety rules, accessibility requirements, and posted emergency procedures.

B. Prohibited Conduct

The following conduct is prohibited:

Safety and Security

Users may not:

- Engage in violence, threats, intimidation, harassment, stalking, bullying, or abusive conduct.
- Possess or use weapons except as permitted by law and expressly authorized by policy.
- Tamper with locks, doors, access control systems, cameras, alarms, fire extinguishers, AEDs, emergency exits, or other safety/security equipment.
- Share access codes, keys, cards, or credentials without authorization.
- Enter restricted, staff-only, storage, mechanical, custodial, or otherwise unauthorized areas.
- Block entrances, exits, hallways, sidewalks, ramps, parking areas, loading areas, or emergency access routes.

Operations and Use of Space

Users may not:

- Disrupt classes, programs, meetings, rentals, deliveries, maintenance work, or center operations.
- Interfere with staff carrying out operational, safety, or scheduling decisions.
- Use rooms, kitchens, equipment, or outdoor areas without approval or outside scheduled time.
- Exceed approved occupancy limits or set up space in a way that creates safety or accessibility problems.
- Leave children or vulnerable individuals unattended where supervision is required.
- Use the center in a way that creates excessive noise, crowding, or disruption beyond the approved activity.

Property and Facility Care

Users may not:

- Damage, deface, misuse, or remove County or OlyCAP property.

- Move furniture, fixtures, appliances, technology, or equipment without staff permission.
- Make repairs, install equipment, attach items to walls/ceilings/floors, paint, drill, mount, wire, tape, or otherwise alter the facility without written authorization.
- Bring in hazardous, flammable, or unsafe materials except as specifically authorized for approved activities.
- Leave personal or organizational property on site except in approved storage areas and under approved terms.
- Dispose of trash, food waste, sharps, chemicals, or bulky items improperly.

Conduct Toward Others

Users May Not:

- Harass, discriminate against, or create a hostile environment for any person.
- Use slurs, obscene conduct, or targeted verbal abuse.
- Engage in conduct that materially interferes with another person's safe use of the center.
- Record, photograph, or livestream others in a manner that violates privacy expectations, program rules, or posted restrictions.

Unauthorized Representation / Public Messaging

Users May Not:

- Represent themselves as speaking on behalf of OlyCAP or Jefferson County without written authorization.
- Post flyers, banners, signs, political materials, fundraising materials, or promotional materials without approval.
- Claim exclusive rights to any room, facility, program, or storage area unless specifically authorized in writing.

C. Cleanliness, Food, and Shared Use

- Users must leave spaces clean and orderly.
- Tables, chairs, kitchen areas, and program spaces must be returned to the required condition after use.
- Food preparation or service must comply with applicable health and sanitation requirements and any center-specific kitchen rules.
- Users must remove event materials, decorations, and supplies by the end of the approved use period unless storage has been expressly approved.

- Users are responsible for damage, unusual cleaning, disposal costs, or staff time caused by misuse.

D. Animals

- Service animals are permitted in accordance with law.
- Pets or other animals are not permitted unless expressly approved for a program, event, or center activity.

E. Substance Use

- No illegal drugs or unlawful conduct are permitted on the premises.
- Smoking, vaping, and use of tobacco or cannabis products must comply with applicable law and posted center rules.
- Alcohol is prohibited unless expressly authorized in writing and all legal, insurance, and permitting requirements are met.

F. Access and Security

- Access to the centers is limited to approved hours, scheduled uses, and authorized areas.
- OlyCAP may issue and manage keys, codes, cards, or other credentials when appropriate.
- Access credentials remain the property/control of OlyCAP and may be revoked at any time.
- OlyCAP may implement reasonable security procedures, visitor controls, and incident documentation as needed to maintain safe and functional operations. The PSA expressly grants OlyCAP day-to-day security authority, including management of locks, keys, cards, codes, visitor access controls, rekeying/access changes, and use of cameras as authorized by law and County policy.

G. Enforcement

OlyCAP may take any reasonable action necessary to protect safety, property, and center operations, including:

- verbal reminders or warnings
- ending a meeting, rental, or activity
- requiring immediate compliance with staff direction
- denying access to restricted areas

- removing an individual from the premises
- suspending future use privileges
- terminating a rental or user privilege
- issuing a written no-trespass or exclusion consistent with law and process requirements
- contacting law enforcement or emergency responders when needed

The PSA specifically authorizes OlyCAP to refuse service, deny entry, remove, trespass, or suspend persons when conduct threatens safety, disrupts operations, damages property, harasses/intimidates others, violates written conduct standards, or otherwise materially interferes with service delivery.

H. Appeals / Administrative Review

- Immediate safety and operational decisions made by on-site staff remain in effect unless changed by OlyCAP management.
- A person or organization may submit a written request for review of a suspension or exclusion to OlyCAP within a stated timeframe (for example, 5 business days).
- OlyCAP will review the matter and issue a written determination.
- Decisions remain subject to any legal requirements and any specific conflict identified by the County under the PSA.

I. Reservation of Rights

OlyCAP may adopt center-specific procedures, rental rules, kitchen rules, storage rules, youth safety rules, and event conditions that supplement these standards. These standards may be revised from time to time to support safe, lawful, and effective operation of the centers.