



REGIONAL PARK AND OPEN SPACE DISTRICT

Policy and Procedure Manual



8.7

Handling Disruptive Behavior

I. POLICY

It is the policy of the Riverside County Regional Park and Open-Space District that all persons shall abide by Facility Rules and not engage in disruptive behavior as defined herein.

II. PURPOSE

To establish consistent guidelines for employees and volunteers of the District to handle disruptive behavior within District facilities.

III. PROCEDURE

When situations of suspected or actual disruptive behavior arise, it is the responsibility of staff/volunteers on duty to attempt to obtain compliance with the rules, regulations or standards being violated.

- A. Disruptive behavior is defined as the suspected or actual display by a park/area user or program/event participant (“Customer”) of speech or action which:
1. Is physically or verbally harassing or threatening;
 2. Is abusive toward park staff, volunteers, or other Customers;
 3. Interferes with the recreation activities of other Customers;
 4. Impedes the delivery of park or recreation services;
 5. Has a negative impact on any recreation environment, including all of Riverside County Regional Park and Open-Space District’s parks, areas, buildings, facilities, programs and events;



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6. Includes any other unwanted behavior covered in federal and state law, county and local ordinance, or District policy.
- B. District staff/volunteers shall inform the Customer that they are engaging in disruptive behavior.
1. Staff/volunteers shall tell the Customer what the disrupting behavior is and the importance of abiding by the facility rules.
 2. The Customer shall be advised that further violations of the posted or documented rules will not be tolerated and may result in their being asked to leave for the day.
 3. If the Customer engages in fighting or other behavior that impacts the safety of any person or the facility, staff/volunteers shall call law enforcement and issue an immediate one-day suspension.
- C. If disruptive behavior continues after staff/volunteer has informed the Customer of their disruptive behavior, staff/volunteers may require the Customer to leave for the day by issuing a one-day suspension. If the Customer expresses to staff/volunteer that the treatment is unfair, the supervisor on duty or senior ranger will be contacted. The supervisor or ranger decision will be final.
- D. If a one-day suspension is issued, a District Incident Report will be completed and forwarded to District Headquarters within 12 hours of the incident.
- E. When the disruptive behavior is determined to be of a criminal offense or poses an immediate threat of employee safety by act of violence, the Customer will not receive any verbal or written warnings. The local law enforcement agency shall be contacted immediately. The responding law enforcement agency shall determine the appropriate action and assist with removing the Customer from the property.



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- F. When the disruptive behavior is more serious in nature, staff will comply with procedures outlined in Policy 8.6, “Enforcement of Rules and Regulations.”

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Original Issue Date: 6/11/2012

Office of Primary Responsibility: General Manager

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Date Approved: 6/11/2012