

APPENDIX B

PATRON CODE OF CONDUCT

The Riverfront Centre is a public facility and therefore all public have the right to access the facility so long as their behavior does not unreasonably interfere with the rights of others to do the same. Based on the services offered through the Riverfront Centre, the following behaviours are expected of patrons:

- Behaviour that violates the law, or compromises the use and enjoyment of the facility by others, or interferes with facility employees in the performance of their duties is prohibited.
- Cell phones must be set to mute or vibrate while in the facility. Patrons should leave the facility or go to a Teck Commons area to take or make calls.
- Library Areas - Only beverages in lidded containers may be consumed in the facility. No food is permitted except during special programs or events.
- Museum & Gallery Spaces - food and beverages are prohibited in all museum galleries and the archives research room.
- Bicycles, skates, skateboards, collapsible scooters, and other such items must not be brought into the facility. Strollers are permitted and must be kept with a patron at all times. These items must not be stored in facility exits or entrances (vestibule). Bike locks and keys are available at the circulation desk for those patrons who require it.
- Smoking or the use of tobacco products, e-cigarettes or illegal substances is not allowed in the facility or within 6 meters of any window, entry/exit door, or air intake. The consumption of alcohol or illicit drugs is prohibited on the premises. Intoxicated patrons will not be permitted entry to the facility.
- Parents or guardians are responsible for the control and safety of children in the facility. Children under the age of ten (10) must be supervised while in the facility.
- If a person emanates a detectable odor that disturbs other facility patrons, they will be asked to leave until the situation is corrected. The Trail Riverfront Centre encourages a "scent free" environment to ensure the comfort and enjoyment of the facility for all users.
- Shoes, shirts and other appropriate attire must be worn in the facility.
- Entry into staff areas including desks and equipment in public areas, without permission, is not allowed.

- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity is not permitted, unless authorized by Building Facility Management staff.
- Photographing, filming or video-recording within the Riverfront Centre requires approval of the Building Facility Manager. Flash photography in the gallery areas is not permitted without the permission of the Museum & Archives Manager.
- Animals are not permitted in the Riverfront Centre except in authorized programs or when needed to assist an individual with a disability. Service animals must be appropriately and clearly identified. Staff are to discourage patrons of the facility from leaving dogs tied up and unattended outside of the Riverfront Centre.

If a patron exhibits behaviour that violates the Code of Conduct, facility staff will:

- Direct the patron to the Code of Conduct and seek voluntary compliance.
- If that fails and the patron continues to act in ways that violate the Code of Conduct, facility staff can require the patron to leave the facility. Should this occur an incident form must be completed and forwarded to your immediate supervisory. The Building Facility Manager needs to be aware of all incidents that occur in the facility.
- Should the patron refuse to leave the building or become threatening, facility staff will immediately call the RCMP and notify the Building Facility Manager.

Depending on the significance of the offence or if the behavior is repeated, the patron's ability to come to the Riverfront Centre will be revoked. This will be at the joint discretion of the Library Director and the Building Facility Manager (Museum & Archives Manager) as appropriate. See Patron Discipline Policy PR002.1 in Appendix.

CHILDREN

The Trail Riverfront Centre welcomes children to visit the facility and participate in programs to the fullest. Parents and caregivers are responsible for the conduct and safety of children at all times. The facility is a public place and parents/caregivers are to take responsibility for supervision of children.

Children Under the Age of 10 - Children under ten (10) years of age must be accompanied by a parent or caregiver at all times. While story times are on, parents of preschoolers are free to browse within the facility, but should not leave the premises as their child might leave the story time in search of them. If children under the age

of ten are attending a program where a staff member is responsible for them in the facility, the expectation is that parents deliver the child to the designated programming space when the program is set to start and pick the child back up from this space at the conclusion of the program. At the discretion of the program leader, this procedure could be modified so long as the instructor ensures that the child has been received by the parent.

Children Over the Age of 10 - Children ten (10) years of age and over may come into the facility independently, but should not be left unattended for substantial periods of time. If facility staff notices that children are left for extended periods of time, the parents or caregivers will be contacted. Children are expected to adhere to the Patron Code of Conduct to use the facility.

Unattended Children at Closing - Parents or caregivers are expected to plan for their children to be supervised and when necessary to have rides home in advance of when the facility closes. Facility staff are directed not to assume responsibility for unattended children. If a child is unattended when the facility closes and facility staff cannot locate a parent or caregiver, staff are directed to arrange for the police to take responsibility for the child.

Notice to Patrons – Through publications, notices, and general interactions with facility users, parents and caregivers are to be reminded that the Trail Riverfront Centre is a public place and that the supervision of young children is their responsibility.