



Conduct and Suspension Policy

Policy Statement:

In order to provide a comfortable and safe environment for all who enter the Santa Cruz County Veterans Memorial Building the Board of Trustees and building management have developed the following Conduct and Suspension Policy.

Violation of any of the “Rules of Conduct” (pg. 4) may warrant a suspension of SCCVMB privileges. Suspension of SCCVMB privileges will result in removal from and denial of access to SCCVMB facilities for a designated period of time.

SUSPENSION PROCEDURES

All regular staff members are authorized to suspend privileges for up to and including 30 days. Authorized staff shall apply the procedures detailed in Sections A through F. Longer suspensions must be approved by SCCVMB Management with notification to SCCVMB Board of Trustees.

A. IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following aggressive behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements
- Intimidation, harassment, verbal abuse.

Authorized SCCVMB staff will instruct anyone engaging in these behaviors to leave the building immediately for a period up to and including 30 days. Police will be called and additional legal action may occur, as appropriate. **In addition, based on the severity of the situation, a suspension of SCCVMB access for up to one year may be applied.** SCCVMB staff will notify the SCCVMB Manager immediately and an appropriate suspension period will be established. The appeal process as described in Section F will be followed.

B. All other prohibited behaviors will be addressed in the following manner:

FIRST VIOLATION: Initial warning and given copy of SCCVMB “Rules of Conduct”

SECOND VIOLATION: SCCVMB access suspended for 1 week to 30 days

THIRD VIOLATION: SCCVMB access suspended for 30 days to a year

FOURTH VIOLATION: SCCVMB access suspended indefinitely



C. FIRST VIOLATION: INITIAL WARNING:

When a patron or veteran has violated the SCCVMB “Rules of Conduct” by engaging in behavior that is prohibited but not violent or physically threatening, SCCVMB staff will handle these situations in the following manner:

1. Provide the individual(s) with a copy of the SCCVMB “Rules of Conduct.” Explain to said individual(s) that they are engaging in prohibited behavior, what that behavior is and the importance of abiding by the “Rules of Conduct.” Said individual(s) will be advised that further violations of the rules will not be tolerated and may result in the person(s) being removed from the facility or denied access.
2. SCCVMB staff will fill out a “Warning Notice” to document the incident and the conversation with the individual(s). The “Warning Notice” will be submitted to the SCCVMB Manager.

D. SECOND VIOLATION: SUSPENSION – 1 week to 30 days

1. If the individual(s) continues *prohibited behavior* either the same day or another day, authorized SCCVMB staff will reaffirm all previous conversations with the individual(s) regarding the behavior and instruct the individual(s) to leave the facility.
2. SCCVMB staff will complete the “Notice of Suspension,” make a copy for the individual(s) and submit a copy to SCCVMB Manager.
3. SCCVMB individual(s) will be given the name and telephone number of the SCCVMB Manager if they would like to communicate their concerns.

E. THIRD VIOLATION: SUSPENSION – 30 days to 1 year:

1. If a individual(s) has been issued a “Second Violation: Suspension” for prohibited behavior and if *prohibited behavior continues either during the suspension period or afterwards*, the individual(s) will then be suspended for 30 days to 1 year.
2. SCCVMB staff will complete the “Notice of Suspension,” make a copy for the individual(s) and submit a copy to the SCCVMB Manager.
3. In the case of a minor (under the age of 18), SCCVMB staff will also attempt to notify the parent or guardian and provide them with a copy of the “Notice of Suspension.”
4. SCCVMB staff will also complete an “Incident Report” and submit the report to the SCCVMB Manager
5. The individual(s) will be given the name and phone number of the SCCVMB Manager or may submit an appeal in writing.
6. The individual(s) may submit an appeal of the suspension in writing by completing an “Appeal of Suspension” form. The individual(s) must return the completed form to SCCVMB within one working day from the date the suspension is issued.
7. The SCCVMB Manager will review the appeal within three business days after the request is received. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the



suspension will be reduced or withdrawn. The decision will be mailed one week after submitting a written appeal. The individual(s) may also call the SCCVMB after one week to determine the status of the suspension.

F. FOURTH VIOLATION SUSPENSION: INDEFINITE or BANNED

1. If an individual has been issued a 30-day to 1 year Suspension for *engaging in prohibited behavior and prohibited behavior continues either during the suspension period or afterwards*, the individual will be suspended indefinitely.
2. SCCVMB staff will complete the “Notice of Suspension,” make a copy for the individual and submit a copy to the SCCVMB Manager.
3. In the case of a minor (under the age of 18), SCCVMB staff will also attempt to notify the parent or guardian and provide them with a copy of the “Notice of Suspension.”
4. SCCVMB staff will also complete an “Incident Report” and submit to the SCCVMB Manager.
5. Any patron suspended for 1 year or more has the right to appeal the suspension before a Suspension Hearing Committee. The Suspension Hearing Committee will be comprised of the SCCVMB Manager, 2 members of the Board of Trustees and a police officer if they were involved. SCCVMB staff or individuals who were witnesses to the incident may also be asked to appear.
6. To receive a hearing, the patron must complete the “Request for Suspension Hearing” document and return to SCCVMB within seven working days from the date the suspension is issued.
7. All hearings are held at the Santa Cruz County Veterans Memorial Building. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
8. The decision of the Suspension Hearing Committee is final.



Santa Cruz County Veterans Memorial Building

Rules of Conduct

Mission Statement: The SCCVMB is operated and maintained for the principal purpose of veteran affairs and provision of administrative and clerical office space for County personnel employed to administer veterans benefit programs. The SCCVMB is also a community recreation and cultural center servicing public functions and provides rental space for numerous educational and cultural organizations and activities. The SCCVMB strives to create a facility that feels welcoming, comfortable, safe, secure and accessible to all who use it.

Depending on the offense or frequency, people may be given a verbal warning, written warning and/or suspension ranging from one day to permanent.

1. No Obscene language, obscene gestures, derogatory comments, harassment or verbal abuse towards other individuals, no racial, religious or ethnic slurs or sexually explicit language or conduct.
2. No Violence, threats of violence or hostility of any kind. No carrying or displaying weapons of any kind except those carried by certified law enforcement officers.
3. No Smoking of any kind within 20 feet of this facility and its property line.
4. No Alcohol of any kind may be consumed in this facility unless approved by SCCVMB management.
5. No Form of panhandling or solicitation.
6. No Violation of any federal, state, county or city laws, statutes or ordinances.
7. No Defacing, damaging, destroying or removing any real or personal property constituting part of or located in or on SCCVMB property.
8. No Bringing animals into the building with the exception of service animals. All dogs must be on leash and under control at all times.
9. No Sitting or lying on the hallway floor or having personal belongings obstructing the walkway or entryways.
10. No Public Restrooms. Restrooms are provided for patron use only. No laundry, bathing or sleeping.
11. No Littering, dumping of garbage or waste of any kind. Renters or Veterans using rooms must clean up after themselves.



12. All Entry and Exits must be through the main entrance to the building. Any use of fire exits for entry or non-emergency exit will constitute an immediate suspension from the building. Management must approve use of fire exits for non-emergencies first.

The SCCVMB Board of Trustees, Management, and the County of Santa Cruz reserves the right to end any event, rental, or use of this facility if they deem any group or individuals are in violation of any rules of conduct listed.

This list is a guideline and not all-inclusive. It may be modified at any time by the management of SCCVMB.

Location

846 Front Street

Santa Cruz CA. 95060

Mailing Address

PO Box 1303

Santa Cruz CA. 95061

Contact for Booking

Booking@vetshall.org

831-454-0478