



**WINNETKA PARK DISTRICT
REVENUE FACILITIES COMMITTEE MEETING
THURSDAY, JUNE 9, 2016
Community Room
540 Hibbard Road
6:05 P.M.**

AGENDA

1. Call to Order/Roll Call
2. Unfinished Business
3. New Business
 - a. Policy Manual Review – Chapter 9 – Indoor/Outdoor Tennis
 - b. Policy Manual Review – Chapter 10 – Platform Tennis
 - c. Policy Manual Review – Chapter 11 – Golf
 - d. Policy Manual Review – Chapter 12 – Ice Arena
4. Public Comment
5. Adjournment

Committee Members

John Thomas, Chair
Mickey Archambault
John Peterson
John Muno, Staff

Persons with disabilities requiring reasonable accommodations to participate in meetings should contact John Shea, the Park District's ADA Compliance Coordinator, at the Park District's Administrative Office by mail at 540 Hibbard Rd, Winnetka, IL, by phone at 847-501-2040, Monday - Friday from 8:30 am to 5:00 pm, or by email to jshea@winpark.org at least 48 hours prior to the meeting. Requests for a qualified interpreter require five (5) working days advance notice.

Winnetka Park District

Board Summary

Date: June 3, 2016

To: Revenue Facilities Committee
Board of Commissioners

Subject: Revision and Review of Park District Policies Chapters 9, 10, 11 & 12

From: Robert Smith, Executive Director

Summary:

As part of the overall update and review of our policy manual, please find attached Chapters 9: Indoor/Outdoor Tennis, 10: Platform Tennis, 11: Golf Courses and Chapter 12: Ice Arena, for your review. This is a working draft and is open to refinement and edit by the Revenue Facilities Committee. These sections have been reviewed by Steve Adams of Robbins Schwartz for legal editing. Please review and submit any comments and edits to me so a second draft can be compiled. Any section within the document, or any subject you feel needs to be included, can be discussed at the Committee meeting scheduled for June 9.

Recommendation:

None. Review, comment, edit and proof of the Revenue Facilities Committee.

END

**WINNETKA PARK DISTRICT
POLICY MANUAL
CHAPTER 9**

INDOOR/OUTDOOR TENNIS

- 9.01 Purpose of Outdoor Tennis Courts**
- 9.02 Purpose for Indoor Courts**
- 9.03 Priority for Use of Revenue**
- 9.04 Fees and Charges**
- 9.05 Determination of Program Mix on an Annual Basis**
- 9.06 Outside Professional Policy**
- 9.07 Scholarships**
- 9.08 Inclusion**
- 9.09 Participant Behavior Policy**
- 9.10 Refunds**

9.00 INDOOR/OUTDOOR TENNIS

9.01 PURPOSE OF OUTDOOR TENNIS COURTS

The purpose of providing twelve (12) outdoor tennis facilities is to provide the needed quantity of courts, without losing the quality of a valid recreational activity. Outdoor tennis courts further allow participation by the public in an outdoor setting.

Comprehensive Service

It is Park District policy to provide a high quality outdoor tennis facility, related programs, and services which are comprehensive in scope and consistent for all individuals, regardless of race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, physical or mental disability, military status, unfavorable discharge from military service, personal beliefs or economic status.

9.02 PURPOSE FOR INDOOR COURTS

The District provides eight (8) indoor, high quality courts. Use policies are designed to provide service to members to ensure fair, equitable, and maximum use of the courts.

9.03 PRIORITY FOR USE OF REVENUE

All revenue produced by the A.C. Nielsen tennis facilities is credited to, and all related expenses are charged to an Enterprise Fund. Revenue must be sufficient to pay all operation maintenance, depreciation and replacement costs, with a financial goal of improving fund balance/cash reserves from year to year.

9.04 FEES AND CHARGES

All rates associated with the use of the District's tennis courts will be established and reviewed by the Park Board annually. Refer to Chapter and Section 15.01 Fees and Charges policy.

9.05 DETERMINATION OF PROGRAM ON AN ANNUAL BASIS

Program determination is based on a review by the Tennis Manager. Reviews will take place with past records of programs which have fostered a high degree of interest and attendance and which are then continued and/or expanded. New programs are developed as needed to replace unsuccessful programs and/or to accommodate the interests of participants and age groups.

9.06 OUTSIDE PROFESSIONAL POLICY

Teaching lessons or giving any instruction by an individual who charges a fee or who earns income from lessons at any District tennis facility is prohibited **unless** prior written consent is received from the facility manager.

A. Requests to use the District's tennis facilities by non-staff professionals is discouraged and in general will not be approved due to the conflicting nature with Park District programs and instruction.

- B. No individual may conduct a camp, clinic, or similar group activity at any District tennis facility without a permit from the Park District.
- C. No peddler, vendor, or any other person involved in an endeavor for profit shall engage in the commercial sale or distribution of goods on Park District property without a permit, including without limitation the giving of instruction for a fee.
- D. Any non-staff professional using the tennis facility must have written permission of the facility manager and pay all appropriate fees for the use of that facility. If granted permission, non-staff professionals must provide a current certificate of liability insurance to the facility manager naming the Park District as additionally insured.
- E. Any non-staff professional using a tennis facility without consent will be subject to the following:
 - 1. **First Warning:** Verbal warning and asked to follow the policy as stated in Section 9.06. Person will be provided the written policy.
 - 2. **Second Warning:** Subject to a fine of not less than \$50 and no more than \$250.

9.07 SCHOLARSHIPS

Partial scholarships, up to 90%, are available for participants who may require financial assistance in order to participate in Park District programs. To apply for a scholarship, participants are asked to submit a letter to the Tennis Facility Manager stating their particular request for assistance. Those applying for scholarships are encouraged to do so prior to the start of the program. Please refer to Chapter and Section 5.29 Scholarship/Financial Assistance.

9.08 INCLUSION

All programs and activities at the Tennis Facility are open and available to participants with disabilities. These services are provided in conjunction with the Park District's partner agency, Northern Suburban Special Recreation Association. Refer to Chapter and Sections 5.22 Northern Suburban Special Recreation Association and 5.23 Inclusion of this Policy Manual.

9.09 PARTICIPANT BEHAVIOR POLICY

All participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make children's programs safe and enjoyable for all participants. Additional rules may be developed for specific programs as deemed necessary by staff.

The Winnetka Park District insists that all participants comply with a basic behavior code. All participants shall:

- Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.

- Refrain from using abusive or foul language.
- Refrain from threatening or causing bodily harm to self, other participants, or staff.
- Show respect for equipment, supplies, and facilities.
- Not possess any weapons.

A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. The agency reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

If the participant exhibits inappropriate actions, the following guidelines will be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:
 - A verbal warning.
 - A supervised time-out from the program-The type of time-out may vary according to the situation (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used to protect against injury, the time-out should be documented on a conduct report. Any conduct report made will be given to the full-time supervisor.
 - A suspension from the program for a designated time period. When determining the timeframes of suspension, staff will consider the severity of the actions; the length of the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior.
 - Dismissal from the program or activity. If inappropriate behavior persists or the behavior completely disrupts a program, removal from the program or activity may be necessary. Once again, the Winnetka Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.
2. If a participant receives a time-out or a suspension, the supervisor of the program will contact the parent/guardian.
3. Appeals by the participant and/or participant's parent/guardian should be directed to the Facility Manager.

9.10 REFUNDS.

Membership and program refund requests are considered pursuant to the facility procedure manual, and upon request at the registration desk and approval of the Facility Manager.

END

Tracking

Review and Update: June 1, 2016
Revenue Facility Committee: June 9, 2016
Board First Reading:
Board Second Reading & Adoption:
Review Due: May 2019

Notes:

**WINNETKA PARK DISTRICT
POLICY MANUAL
CHAPTER 10**

PLATFORM TENNIS OPERATIONS

- 10.01 Purpose and Philosophy of Operations**
- 10.02 Priority for Use of Revenue**
- 10.03 Fees and Charges**
- 10.04 Agreement with the Winnetka Platform Tennis Club**
- 10.05 Outside Professional Policy**
- 10.06 Scholarships**
- 10.07 Inclusion**
- 10.08 Participant Behavior Policy**
- 10.09 Refunds**

10.00 PLATFORM TENNIS OPERATIONS

10.01 PURPOSE AND PHILOSOPHY OF OPERATIONS

The purpose of platform tennis operations is to provide a wholesome and meaningful recreational experience; to work in partnership with the Winnetka Platform Tennis Club (WPTC) in planning the use of the District's platform tennis courts; and to provide a positive environment in which people may have the opportunity to learn skills for current and future enjoyment.

Comprehensive Service

It is Park District policy to provide a high quality platform tennis facility, related programs, and services which are comprehensive in scope and consistent for all individuals, regardless of race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, physical or mental disability, military status, unfavorable discharge from military service, personal beliefs or economic status.

10.02 PRIORITY FOR USE OF REVENUE

All revenue produced by the platform tennis operation is credited to, and all related expenses are charged to an Enterprise Fund. Revenue must be sufficient to pay all operation maintenance, depreciation and replacement costs, with a financial goal of improving fund balance/cash reserves from year to year.

10.03 FEES AND CHARGES

All rates associated with the use of the District's platform tennis courts will be established and reviewed by the Park Board annually. Refer to Chapter and Section 15.01 Fees and Charges policy.

10.04 AGREEMENT WITH THE WINNETKA PLATFORM TENNIS CLUB

With designated affiliate groups such as WPTC, a formal written agreement will be reviewed annually with approval by the Park Board.

10.05 OUTSIDE PROFESSIONAL STAFF POLICY

- A. Teaching lessons or giving any instruction by an individual who charges a fee or who earns income from lessons at any District platform tennis court facility is prohibited **unless** prior written consent is received from the facility manager.
- B. No individual may conduct a camp, clinic, or similar group activity at a District platform tennis court facility without a permit from the Park District.
- C. No peddler, vendor, or another person involved in an endeavor for profit shall engage in the commercial sale or distribution of goods on Park District property without a permit, including without limitation the giving of instruction for a fee.
 1. Any non-staff professional must provide a current certificate of liability insurance to the facility manager naming the Park District as additionally insured.

2. Any non-staff professional using the District platform tennis court facility must have written approval of the facility manager and pay all appropriate fees for the use of that facility.
3. Any professional teaching a private lesson on the courts will be charged a fee of \$10.00 per lesson.
4. Any non-staff professional using a District platform tennis court facility without consent will be subject to the following:
 - a. **First Warning:** Verbal warning and asked to follow the policy as in this Section 10.05. Person will be provided the written policy.
 - b. **Second Warning:** Subject to a fine of not less than \$50 and not more than \$250.

10.06 SCHOLARSHIPS

Partial scholarships, up to 90%, are available for participants who may require financial assistance in order to participate in Park District programs. To apply for a scholarship, participants are asked to submit a letter to the Ice Arena Facility Manager stating their particular request for assistance. Those applying for scholarships are encouraged to do so prior to the start of the program. Please refer to Chapter and Section 5.29 Scholarship/Financial Assistance

10.07 INCLUSION

All programs and activities at the platform tennis facility are open and available to participants with disabilities. These services are provided in conjunction with the Park District's partner agency, Northern Suburban Special Recreation Association. Refer to Chapters and Sections 5.22 Northern Suburban Special Recreation Association and 5.23 Inclusion of this Policy Manual.

10.08 PARTICIPANT BEHAVIOR POLICY

All participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make children's programs safe and enjoyable for all participants. Additional rules may be developed for specific programs as deemed necessary by staff.

The Winnetka Park District insists that all participants comply with a basic behavior code. All participants shall:

- Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from threatening or causing bodily harm to self, other participants, or staff.
- Show respect for equipment, supplies, and facilities.
- Not possess any weapons.

A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. The agency reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

If the participant exhibits inappropriate actions, the following guidelines will be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:
 - A verbal warning.
 - A supervised time-out from the program-The type of time-out may vary according to the situation (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used to protect against injury, the time-out should be documented on a conduct report. Any conduct report made will be given to the full-time supervisor.
 - A suspension from the program for a designated time period. When determining the timeframes of suspension, staff will consider the severity of the actions; the length of the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior.
 - Dismissal from the program or activity. If inappropriate behavior persists or the behavior completely disrupts a program, removal from the program or activity may be necessary. Once again, the Winnetka Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.
2. If a participant receives a time-out or a suspension, the supervisor of the program will contact the parent/guardian.
3. Appeals by the participant and/or participant's parent/guardian should be directed to the Facility Manager.

10.09 REFUNDS.

Membership and program refund requests are considered pursuant to the facility procedure manual, and upon request of the registration desk and approval of the Facility Manager.

END

Tracking

Review and Update: June 1, 2016
Revenue Facility Committee: June 9, 2016

Board First Reading:
Board Second Reading & Adoption:
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Notes:

**WINNETKA PARK DISTRICT
POLICY MANUAL
CHAPTER 11**

WINNETKA PARK DISTRICT GOLF COURSE

11.01 Purpose of 18 Hole and Par 3 Operations

11.02 Priority for Use of Revenue

11.03 Fees and Charges

11.04 Concession/Vending Operations

11.05 Outside Professional Policy

11.06 Scholarships

11.07 Inclusion

11.08 Participant Behavior Policy

11.09 Refunds

11.00 WINNETKA PARK DISTRICT GOLF COURSE

11.01 PURPOSE OF 18-HOLE AND PAR-3 OPERATIONS

The Winnetka Park District offers two golf courses to challenge golfers' abilities and provide for recreation pleasure. The 18-Hole Course (Par 71) is a beautiful 6,452-yard championship course with irrigated fairways, greens and tees. The Par-3, an attractive 1,225-yard, nine-hole course, is designed to test the best golfer's short game and provide interesting play for players of all levels of ability.

It is the purpose of the golf operation to provide a high quality facility and related programs through which individual patrons and affiliate groups can have a wholesome and satisfying leisure time experience.

The mission of the Winnetka Golf Club is to offer a challenging, well-manicured park district golf course that provide affordable, time efficient, golf. Customer service and satisfaction have been targeted as high priorities to ensure return patronage to the facility. In addition, the Club will:

- Provide an enjoyable environment for the game of golf for players of all levels.
- Provide innovative and effective golf instructions
- Support the future of golf with a quality junior golf program.

Effective Management

Sound management practices shall be applied in the golf operation to ensure efficiency and cost effectiveness resulting in a sustainable business operation.

Comprehensive Service

It is Park District policy to provide a high quality golf facility, related programs, and services which are comprehensive in scope and consistent for all individuals, regardless of race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, physical or mental disabilities, military status, unfavorable discharge from military service, personal beliefs or economic status.

Community Involvement

The Park District desires to develop optimum use of the golf courses through the involvement of affiliate groups, organizations, and individuals in a cooperative effort to maximize all resources available, and strengthen community involvement in the use of the golf course.

11.02 PRIORITY FOR USE OF REVENUE

All revenue produced by the golf operation is credited to, and all related expenses are charged to an Enterprise Fund. Revenue must be sufficient to pay all operation maintenance, depreciation and replacement costs, with a financial goal of improving fund balance/cash reserves from year to year.

11.03 FEES AND CHARGES

All rates associated with the use of the District's golf course operations will be established and reviewed by the Park Board annually. Refer to Chapter and Section 15.01 Fees and Charges policy.

11.04 CONCESSION/VENDING OPERATIONS

The Concessions will be licensed to an outside contractor, in accordance with a written contractual agreement approved by the Park Board.

11.05 OUTSIDE PROFESSIONAL POLICY

Teaching lessons or giving any instruction by an individual who charges a fee or who earns income from lessons at any part of the District golf facility is prohibited **unless** prior written consent is received from the facility manager.

- A. Requests to use the District's golf facilities by non-staff professionals is discouraged and in general will not be approved due to the conflicting nature with Winnetka Park District programs and instruction.
- B. No individual may conduct a camp, clinic, or similar group activity at any District golf facility without a permit from the Winnetka Park District.
- C. No peddler, vendor, or any other person involved in an endeavor for profit shall engage in the commercial sale or distribution of goods on Winnetka Park District property without a permit, including without limitation the giving of instruction for a fee.
- D. Any non-staff professional using the golf facility must have written permission of the facility manager and pay all appropriate fees for the use of that facility. If granted permission, non-staff professionals must provide a current certificate of liability insurance to the facility manager naming the Winnetka Park District as additionally insured.
- E. Any non-staff professional using any part of the golf facility without consent will be subject to the following:
 - 1. **First Warning:** Verbal warning and asked to follow the policy as stated in Section 11.05. Person will be provided the written policy.
 - 2. **Second Warning:** Subject to a fine of not less than \$50 and no more than \$250.

11.06 SCHOLARSHIPS

Partial scholarships, up to 90%, are available for participants who may require financial assistance in order to participate in Park District programs. To apply for a scholarship, participants are asked to submit a letter to the Golf Facility Manager stating their particular request for assistance. Those applying for scholarships are encouraged to do so

prior to the start of the program. Please refer to Chapter and Section 5.29 Scholarship/Financial Assistance

11.07 INCLUSION

All programs and activities at the golf facility are open and available to participants with disabilities. These services are provided in conjunction with the Park District's partner agency, Northern Suburban Special Recreation Association. Refer to Chapters and Sections 5.22 Northern Suburban Special Recreation Association and 5.23 Inclusion of this Policy Manual.

11.08 PARTICIPANT BEHAVIOR POLICY

All participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make children's programs safe and enjoyable for all participants. Additional rules may be developed for specific programs as deemed necessary by staff.

The Winnetka Park District insists that all participants comply with a basic behavior code. All participants shall:

- Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from threatening or causing bodily harm to self, other participants, or staff.
- Show respect for equipment, supplies, and facilities.
- Not possess any weapons.

A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. The agency reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

If the participant exhibits inappropriate actions, the following guidelines will be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:
 - A verbal warning.
 - A supervised time-out from the program-The type of time-out may vary according to the situation (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used to protect against injury, the time-out should be documented on a conduct report. Any conduct report made will be given to the full-time supervisor.
 - A suspension from the program for a designated time period. When determining the timeframes of suspension, staff will consider the severity of the actions; the

length of the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior.

- Dismissal from the program or activity. If inappropriate behavior persists or the behavior completely disrupts a program, removal from the program or activity may be necessary. Once again, the Winnetka Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.
2. If a participant receives a time-out or a suspension, the supervisor of the program will contact the parent/guardian.
 3. Appeals by the participant and/or participant's parent/guardian should be directed to the Facility Manager.

11.09 REFUNDS

Membership and program refund requests are considered pursuant to the facility procedure manual, and upon request of the registration desk and approval of the Facility Manager.

END

Tracking

Review and Update:	June 1, 2016
Revenue Facility Committee:	June 9, 2016
Board First Reading:	
Board Second Reading & Adoption:	
Review Due:	May 2019

Notes:

13.00 BEACH AND BOAT LAUNCH

13.01 PURPOSES AND PHILOSOPHY OF OPERATION

The waterfront areas of the Park District shall be operated to serve the recreation interests and needs of its patrons. Swimming, boating, picnicking, playgrounds, instructional classes, and special event programming shall be offered annually.

Every effort will be made by the District to maintain a safe and sanitary waterfront. The health and welfare of beach patrons shall be of highest priority.

Comprehensive Service

It is Park District policy to provide a high quality lakefront facility, related programs, and services which are comprehensive in scope and consistent for all individuals, regardless of race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, physical or mental disability, military status, unfavorable discharge from military service, personal beliefs or economic status.

13.02 CONCESSION/VENDOR OPERATIONS

Any concession or rental operation will be licensed to an outside contractor, in accordance with a written contractual agreement approved by the Park Board

13.03 FEES AND CHARGES

All rates associated with the use of the District's beach and launch operations will be established and reviewed by the Park Board annually. Refer to Chapter and Section 15.01 Fees and Charges policy.

- A. Any District resident or non-resident may use the beach providing that person has paid the established fee and does not violate any of the rules and regulations of the District.
- B. Children under the age of three (3) will not be charged admission.
- C. Service animals are welcomed on the beach, but must be identified with supporting documents.

13.04 SCHOLARSHIPS

Partial scholarships, up to 90%, are available for participants who may require financial assistance in order to participate in Park District programs. To apply for a scholarship, participants are asked to submit a letter to the Superintendent of Recreation stating their particular request for assistance. Those applying for scholarships are encouraged to do so prior to the start of the program. Please refer to Chapter and Section 5.29 Scholarship/Financial Assistance.

13.05 INCLUSION

All programs and activities at all beaches and at the boat launch are open and available to participants with disabilities. These services are provided in conjunction with the Park District's partner agency, Northern Suburban Special Recreation Association. Refer to Chapter and Sections 5.22 Northern Suburban Special Recreation Association and 5.23 Inclusion of this Policy Manual.

13.06 PARTICIPANT BEHAVIOR POLICY

All participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make children's programs safe and enjoyable for all participants. Additional rules may be developed for specific programs as deemed necessary by staff.

The Winnetka Park District insists that all participants comply with a basic behavior code. All participants shall:

- Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from threatening or causing bodily harm to self, other participants, or staff.
- Show respect for equipment, supplies, and facilities.
- Not possess any weapons.

A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. The agency reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

If the participant exhibits inappropriate actions, the following guidelines will be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:
 - A verbal warning.
 - A supervised time-out from the program-The type of time-out may vary according to the situation (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used to protect against injury, the time-out should be documented on a conduct report. Any conduct report made will be given to the full-time supervisor.
 - A suspension from the program for a designated time period. When determining the timeframes of suspension, staff will consider the severity of the actions; the

length of the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior.

- Dismissal from the program or activity. If inappropriate behavior persists or the behavior completely disrupts a program, removal from the program or activity may be necessary. Once again, the Winnetka Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.
2. If a participant receives a time-out or a suspension, the supervisor of the program will contact the parent/guardian.
 3. Appeals by the participant and/or participant's parent/guardian should be directed to the Superintendent of Recreation

13.07 REFUNDS

Membership and program refund requests are considered pursuant to the facility procedure manual, and upon request of the registration desk and approval of the Superintendent of Recreation.

END

Tracking

Review and Update:	June 1, 2016
Recreation Committee:	June 9, 2016
Board First Reading:	
Board Second Reading & Adoption:	
Review Due:	May 2019

Notes:

**WINNETKA PARK DISTRICT
POLICY MANUAL
CHAPTER 12**

WINNETKA PARK DISTRICT ICE ARENA

- 12.01 Purpose and Philosophy of Operations**
- 12.02 Determination of Program Mix on an Annual Basis**
- 12.03 Priority for Use of Revenue**
- 12.04 Fees and Charges**
- 12.05 Scholarships**
- 12.06 Inclusion**
- 12.07 Concession/Vending Operations**
- 12.08 Outside Professional Policy**
- 12.09 Participant Behavior Policy**
- 12.10 Refunds**

12.00 WINNETKA PARK DISTRICT ICE ARENA

12.01 PURPOSE AND PHILOSOPHY OF OPERATIONS

The purpose of the Winnetka Ice Arena is to provide ice skating programs and activities for residents and non-residents of the Park District.

- A. Programs will be structured to provide opportunities for both recreation and competitive events, weighted to the level of participation. As a general policy, it is expected that all programs will be financed by the participants, with all programs contributing to the overall financial strength of the Ice Arena.
- B. User groups will provide programming in certain areas. These groups presently include the Winnetka Hockey Club (WHC), New Trier Hockey Club, and Skokie Valley Skating Club. Management of the Ice Arena will make every attempt to work cooperatively with such groups to improve the quality of programs offered at the Ice Arena.
- C. With designated affiliate groups such as WHC, a formal written agreement will be reviewed annually with approval by the Park Board.

Comprehensive Service

It is Park District's policy to provide a high quality ice arena, related programs, and services which are comprehensive in scope and consistent for all individuals, regardless of race, color, religion, sex, sexual orientation, national origin, ancestry, age, marital status, physical or mental disability, military status, unfavorable discharge from military service, personal beliefs or economic status.

12.02 DETERMINATION OF PROGRAM MIX ON AN ANNUAL BASIS

- A. It is the goal of the Winnetka Park District to offer a well-rounded skating program to meet the recreational needs of the community.
- B. A well-rounded program will offer activities and programs based on participation. Participation and ice availability indicate how much ice time will be allocated to a particular program.
- C. All proposed changes to the structure of the Ice Arena will be reviewed by the Park Board before such changes are implemented.

12.03 PRIORITY FOR USE OF REVENUES

All revenue produced by the Ice Arena is credited to, and all related expenses are charged to an Enterprise Fund. Revenue must be sufficient to pay all operation maintenance, depreciation and replacement costs, with a financial goal of improving fund balance/cash reserves from year to year.

12.04 FEES AND CHARGES

All rates associated with the use of the District's Ice Arena operations will be established and reviewed by the Park Board annually. Refer to Chapter and Section 15.01 Fees and Charges policy.

12.05 SCHOLARSHIPS

Partial scholarships, up to 90%, are available for participants who may require financial assistance in order to participate in Park District programs. To apply for a scholarship, participants are asked to submit a letter to the Ice Arena Facility Manager stating their particular request for assistance. Those applying for scholarships are encouraged to do so prior to the start of the program. Please refer to Chapter and Section 5.29 Scholarship/Financial Assistance

12.06 INCLUSION

All programs and activities at the Ice Arena are open and available to participants with disabilities. These services are provided in conjunction with the Park District's partner agency, Northern Suburban Special Recreation Association. Refer to Chapters and Sections 5.22 Northern Suburban Special Recreation Association and 5.23 Inclusion of this Policy Manual.

12.07 CONCESSION/VENDING OPERATIONS

The Concession will be licensed to an outside contractor, in accordance with a written contractual agreement approved by the Park Board.

12.08 OUTSIDE PROFESSIONAL POLICY

- A. Teaching lessons or giving any instruction by an individual who charges a fee or who earns income from lessons at the Ice Arena is prohibited **unless** prior written consent is received from the facility manager.
- B. At the Ice Arena, the request to have non-staff professionals give instruction is discouraged and in general will not be approved due to the conflicting nature with Winnetka Park District programs and instruction.
- C. No individual may conduct a camp, clinic, or similar group activity at the Ice Arena without approval from the Facility Manager from the Winnetka Park District.
- D. No peddler, vendor, or another person involved in an endeavor for profit shall engage in the commercial sale or distribution of goods on Winnetka Park District property without a permit, including without limitation the giving of instruction for a fee.
- E. Any non-staff professional using the Ice Arena must have written approval of the facility manager and pay all appropriate fees for the use of Ice Arena. Non-staff professionals who are granted permission must provide a; WPD independent service provider agreement and a current certificate of liability insurance to the facility manager naming the Winnetka Park District as additionally insured.

F. Any non-staff professional using the Ice Arena without consent will be subject to the following:

1. **First Warning:** Verbal warning and asked to follow the policy as stated in this Section 12.08. Person will be provided the written policy.
2. **Second Warning:** Subject to a fine of not less than \$50 and not more than \$250.

12.09 PARTICIPANT BEHAVIOR POLICY

All participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make children's programs safe and enjoyable for all participants. Additional rules may be developed for specific programs as deemed necessary by staff.

The Winnetka Park District insists that all participants comply with a basic behavior code. All participants shall:

- Show respect to all participants, staff, and volunteers. Participants should follow program rules and take direction from staff.
- Refrain from using abusive or foul language.
- Refrain from threatening or causing bodily harm to self, other participants, or staff.
- Show respect for equipment, supplies, and facilities.
- Not possess any weapons.

A positive approach will be used regarding discipline. Staff will periodically review rules with participants during the program session. If inappropriate behavior occurs, a prompt resolution will be sought specific to each individual's situation. The agency reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.

If the participant exhibits inappropriate actions, the following guidelines will be followed:

1. Program leaders should determine the severity of the action and immediately take steps to correct it. These may include but are not limited to:
 - A verbal warning.
 - A supervised time-out from the program-The type of time-out may vary according to the situation (observational: from sidelines of activity; exclusion: away from the group but within view of the activity; seclusion: time-out area with staff member present away from view of the activity). If physical restraint is used to protect against injury, the time-out should be documented on a conduct report. Any conduct report made will be given to the full-time supervisor.
 - A suspension from the program for a designated time period. When determining the timeframes of suspension, staff will consider the severity of the actions; the length of

the program or activity; any past behavior issues with the individual; and willingness to improve their inappropriate behavior.

- Dismissal from the program or activity. If inappropriate behavior persists or the behavior completely disrupts a program, removal from the program or activity may be necessary. Once again, the Winnetka Park District reserves the right to dismiss a participant whose behavior endangers his or her own safety or the safety of others.
2. If a participant receives a time-out or a suspension, the supervisor of the program will contact the parent/guardian.
 3. Appeals by the participant and/or participant's parent/guardian should be directed to the Facility Manager.

12.10 REFUNDS

Membership and program refund requests are considered pursuant to the facility procedure manual, and upon request of the registration desk and approval of the Facility Manager.

END

Tracking

Review and Update:	June 1, 2016
Revenue Facility Committee:	June 9, 2016
Board First Reading:	
Board Second Reading & Adoption:	
Review Due:	May 2019

Notes: