



TRAIL RIVERFRONT CENTRE PATRON CODE OF CONDUCT

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

- Behaviour that violates the law, 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 the 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 and/or supervised programs or events.
- Museum & Gallery Spaces - food and beverages are prohibited in all museum galleries and the Research Room.
- Study Room and Conference Room - Only beverages in lidded containers are permitted. No food is permitted except with express permission of management.
- 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 them.
- Smoking or the use of tobacco products, e-cigarettes, or illegal substances is not allowed in the facility or within six (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.
- Washroom use is closely monitored for the safety of all persons in the facility. Lingered in washrooms is not permitted and staff will take action to remove a patron should a washroom visit extend past a reasonable time.



- 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 (including event posters), unless authorized by management. All posters must be approved by management.
- Photographing, filming or video recording within the Riverfront Centre requires approval of management. 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. Service animals must be appropriately and clearly identified.

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 the patron refuse to leave the building or become threatening, facility staff will immediately call the RCMP and notify management.

Depending on the significance of the offence or if the behaviour is repeated, the patron's ability to come to the Trail Riverfront Centre will be revoked. This will be at the joint discretion of the Library Director and the Museum & Archives Manager, as appropriate. The City of Trail enforces the Patron Code of Conduct PR001.3