



City of Kingsport
Department of Parks and Recreation

Facility Code of Conduct

Introduction

The Department of Parks and Recreation is committed to maintaining facilities and programs that are safe, welcoming, and accessible to all members of the public. This Code of Conduct establishes clear expectations for behavior to promote a positive environment, protect public property, and ensure the orderly operation of department services and facilities.

This Code of Conduct has been reviewed by the Parks and Recreation Commission and established by the Director of Parks and Recreation in accordance with Chapter 66 of the Kingsport Code of Ordinances.

This Code of Conduct applies to all persons on or within the following facilities managed by the department:

- Renaissance Center
- Kingsport Aquatic Center
- V.O. Dobbins, Sr. Complex
- Kingsport Farmers Market Pavilion
- Kingsport Carousel
- Allandale Mansion
- Dogwood Park
- Athletic Complex at Eastman Park / Domtar Park / Brickyard Park
- Hunter Wright Stadium

It also applies to participants, spectators, and attendees of any department program or event.

All individuals are expected to comply with this Code of Conduct, all applicable laws, and any posted rules or staff instructions.

Code of Conduct

1. The following conduct is prohibited in the identified facilities:
 - a. Failure to comply with the reasonable directions of city staff issued to maintain safety, order, or normal operations.
 - b. Any violation of city, state, or federal ordinance, laws, and/or regulations.
 - c. Failure to comply with posted rules, established city policy or procedures, or safety signage.
 - d. Entering or remaining in the facility outside of operating hours.
 - e. Use of language or gestures that are directed at another person or are so disruptive that they materially interfere with another patron's use of the facility, including but not limited to threats, harassment, or conduct likely to provoke a disturbance.
 - f. Use of restroom facilities for purposes other than their intended use, including but not limited to bathing, shaving, washing clothes, or prolonged occupancy that interferes with availability.
 - g. Entering staff-only or restricted areas without authorization.
 - h. Damaging, defacing, or misusing City property, equipment, or facilities.

- i. Interfering with or disrupting any permitted activity, scheduled program, or reserved use of a facility or space.
2. The following conduct is prohibited, in addition to the above, in all department programs and events:
 - a. Disruptive, harassing, disorderly, or unsportsmanlike conduct toward any official, coach, instructor, participant, or spectator.
 - b. Failure to follow program-specific rules, safety requirements, or instructions regarding the proper use of equipment or facilities.
 - c. Failure to comply with an ejection issued by department staff, officials, or instructors. Participants or spectators may be ejected from games or programs for good cause, including but not limited to unfair play, disruptive behavior, violence or threats of violence, or other conduct that creates a hostile or unsafe environment.
 - d. Failure to comply with the immediate direction or ruling of a game official, instructor, or department staff during a program or event. Patrons are expected to comply at the time of the ruling. Concerns or grievances may be addressed with department staff following the conclusion of the game or session.
 - e. Participation in a program or event without proper registration, authorization, or while suspended or otherwise ineligible.

Violation and Enforcement

The public has a right to utilize and enjoy public facilities managed by the department. Patrons also have a responsibility to abide by this Code of Conduct, posted rules, and staff directions. Furthermore, department staff has a responsibility to uphold and enforce this Code of Conduct. Violations of the Code of Conduct will be met with measured and reasonable enforcement in accordance with this procedure.

Notice of Violation

Department staff shall have the authority to issue a **Notice of Violation** to individuals found in violation of the Code of Conduct. The **Notice of Violation** shall eject the individual from facility and/or programs and the individual may not return to the facility for two (2) days of business.

To serve a **Notice of Violation**, staff shall provide the individual with the **Notice of Violation Form** which shall clearly state the reason the notice is being issued and the consequences of the notice. Staff should provide a copy of the **Notice of Violation** to the individual and forward a copy to their supervisor.

Facility managers will review the **Notice of Violation** and if warranted, issue a **Facility Suspension**. Individuals may call the Parks and Recreation Administration office at (423) 229-9457 and check if a **Facility or Program Suspension** has been issued after two (2) days of business. A copy of any **Facility or Program Suspension** will also be mailed to the address on record for the individual if issued. Failure on the part of the individual to verify if a **Facility or Program Suspension** has been issued does not prevent the suspension from being issued or enforced, provided that reasonable efforts have been made to deliver notice.

Facility or Program Suspension

Facility managers shall have the authority to issue a **Facility or Program Suspension** to individuals found in violation of the Code of Conduct. The **Facility or Program Suspension** shall suspend and ban all access to the issuing facility and/or department programs or events for a duration to be determined by facility management according to suspension length chart below.

Any suspension longer than seven (7) days shall automatically result in any facility membership being cancelled. The individual shall be able to reapply for a facility membership once their suspension period had ended.

To serve a **Facility or Program Suspension**, facility management shall provide the individual with the **Facility or Program Suspension Form** which shall clearly state the reason for the suspension, the consequences of the suspension, and the available avenues of appeal. This form may be provided in person or by U.S. Mail. The individual shall have the right to make comments to be recorded on the form. The individual shall be given a copy of the suspension and a copy retained for facility records.

Administrative Hearing Process

Individuals who have been suspended for longer than seven (7) days and believe they have been wrongly or unjustly suspended have the right to request an administrative hearing. All suspensions remain in effect during the administrative hearing process.

On or before seven (7) calendar days after the date the individual received notice of the suspension, such individual may request, in writing, an administrative hearing of the suspension. The request shall include the grounds upon which it is asserted that the suspension should be modified or reversed and include copies of any materials relevant to the request. Any request for accommodations and/or assistance in completing the request for an administrative review due to a disability or inability to write may be made at the Information Desk at City Hall located at 415 Broad Street Kingsport, TN 37660.

The request should be mailed to Parks and Recreation Administration at 301 Louis St Ste 303, Kingsport, TN 37660, Attn: Director of Parks and Recreation.

An administrative review hearing will be conducted at a time and place convenient for the hearing officer within ten (10) business days after receipt of the request for an administrative review. At the hearing, the individual will be provided with the opportunity to present evidence and arguments to the hearing officer as to why the suspension should be modified or withdrawn. The individual may be represented by an attorney, present witnesses, or provide the hearing officer with other written documentation or statements. If the suspended individual is under the age of eighteen (18) then a parent or legal guardian must accompany the minor to the hearing.

The hearing officer shall be the Director of Parks and Recreation. In the absence of the director or in the event the position is vacant, the City Manager shall designate another staff member to conduct the hearing.

The suspension may be modified or reversed if based on a preponderance of the evidence presented the hearing officer determines the individual did not engage in the violation listed or the suspension is otherwise unwarranted.

The hearing officer shall issue a determination in writing within two (2) business days of the hearing. The individual shall provide the hearing officer with an address to mail the determination letter to within two (2) business days. If an individual does not share an address, the determination letter may be picked up in 2 business days at the Information Desk at City Hall located at 415 Broad Street Kingsport, TN 37660, during normal business hours.

The director's decision shall be administratively final. Any further appeal must be made by filing a petition for common law writ of certiorari in the Sullivan County Chancery Court in accordance with applicable state law.

Suspension Length

The following suspension matrix establishes standard consequences for violations of the Department of Parks and Recreation Code of Conduct. These guidelines are intended to promote consistency, fairness, and transparency in enforcement while allowing staff to respond appropriately to the nature and severity of each incident.

Suspensions may range from two (2) business days to one (1) year or more per violation, depending on the type of conduct and whether the violation is a first or repeat offense. In general, repeated violations of the same or similar conduct will result in progressively longer suspension periods.

If multiple violations occur during a single incident, the longest applicable suspension shall apply. Additional violations occurring during an active suspension period may result in an extension of that suspension.

A suspension exceeding one (1) year may only be imposed when an individual is determined to present a significant risk to the safety of others or city property, and there is a reasonable belief that such risk will not materially change within the following year. Any suspension longer than one (1) year must be supported by documented and verifiable claims, threats, or acts of violence, or other significant safety risks.

Facility management may apply suspension lengths within the ranges provided and may assign a higher offense level, including second or third offense, based on the severity of the conduct, prior violations, and the impact on public safety, facility operations, and other patrons.

Facility Conduct Violations

Rule	Violation	First Offense	Second Offense	Third Offense
1.a	Failure to follow staff direction	2 days	30 days	180 days
1.b/c	Failure to follow posted rules / procedures / policy	Warning / 2 days	30 days	180 days
1.f	Improper restroom use	Warning or up to 60 days	90 days	1 year
1.d/g	Unauthorized entry into restricted areas / outside operating hours	Warning / 2–90 days	180 days	1 year
1.i	Interference with scheduled/reserved use	2 days	30 days	90 days
1.e	Abusive/disruptive language or gestures	Warning or up to 90 days	180 days	1 year

Safety, Property, and Legal Violations

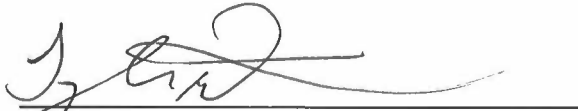
Rule	Violation	First Offense	Second Offense	Third Offense
1.b	Violation of law	Up to 1 year / police called	1 year	1 year (or more)
1.e	Violence or threat of violence	1 year / police called	1 year	1 year (or more)
1.b	Trespassing (entering while suspended)	+90 days / police called	+180 days	+1 year
1.h	Damage or misuse of City property	90 days–1 year	1 year	1 year (or more)

Program and Event Conduct

Rule	Rule Violation	First Offense	Second Offense	Third Offense
2.a	Disruptive, harassing, disorderly, or unsportsmanlike conduct toward any official, coach, instructor, participant, or spectator	Ejection and/or 2 to 30 days	90 days	1 year
2.b	Failure to follow program-specific rules, safety requirements, or instructions regarding proper use of equipment or facilities	Warning / ejection / 2 days	30 days	180 days
2.c	Failure to comply with an ejection issued by department staff, officials, or instructors	2 - 30 days	180 days	1 year
2.d	Failure to comply with the immediate direction or ruling of a game official, instructor, or department staff during a program or event	Ejection and/or 2 to 30 days	90 days	180 days
2.e	Participation in a program or event without proper registration, authorization, or while suspended or otherwise ineligible	Ejection and/or 2 to 30 days	90 days	180 days

Review and Adoption

This Facility Code of Conduct has been reviewed by the Parks and Recreation Commission and is hereby established and adopted by the Director of Parks and Recreation pursuant to the authority granted under Chapter 66 of the Kingsport Code of Ordinances this 13 day of May, 2024



Tyler Wicks

Director of Parks and Recreation