



Policy Number	145-001
Policy Category	Communications & Public Interactions
Policy Title	Acceptable Code of Conduct for Patrons
Policy Description	Required expectations for Wasatch County patrons & enforcement protocols
Version # (Revision Date)	V.01 (06/15/2022)
Prior Version Date(s)	N/A

SUMMARY & PURPOSE

This policy provides the expected level of professionalism and courteousness by Wasatch County Patrons, particularly in their interactions with Wasatch County Staff and other Patrons. The policy also lays out the expected course of action when staff encounter inappropriate behavior by its patrons or if staff feels unsafe due to the actions of a patron.

I. GENERAL POLICY DETAILS

1. Wasatch County provides equal and open access to its facility and resources, unless specifically indicated otherwise. While everyone has an equal right to access Wasatch County services and facilities, no person has the right to interfere with the ability of others to use the resources, services, and facility.
2. The following code of conduct was developed to ensure that services are provided in a safe and welcoming environment. Wasatch County maintains the right to expel from the facility any individual who contributes to a disruptive, unsafe, and/or unwelcoming environment.

II. WASATCH COUNTY'S ACCEPTABLE CODE OF CONDUCT FOR PATRONS

1. Patrons should expect that all Wasatch County employees will conduct themselves in a professional manner while communicating to a patron in person, over the phone, or through written correspondence.
2. Where applicable, this policy applies to face-to-face interactions, phone conversations, text messages, and emails between Wasatch County employees and patrons.
3. To help build a safe and welcoming environment for all customers, Wasatch County patrons are expected to:
 - a. Comply with all rules and guidelines as outlined within each facility.
 - b. Wear appropriate shoes and clothing for public health reasons.
 - c. Use public restrooms for intended purpose only.
 - d. Stay out of non-public areas, unless authorized by staff to enter.
 - e. Enjoy food and drinks in designated areas only.
4. Wasatch County patrons are not permitted to engage in the following:
 - a. Disruptive, uncontrolled, or unsafe behavior.
 - b. Unwelcomed invasion of another person's personal space.
 - c. Carrying of guns unless otherwise authorized by state law and in a manner permitted by state law.
 - d. Bringing animals onto a Wasatch County facility, unless authorized by state law, or previously allowed by the County in writing.
 - e. Loitering.

- f. Physical or verbal abuse or any other actions that intimidates Wasatch County staff, designated representative, or other patrons.
 - g. Possession of alcohol or any illegal substance.
 - h. Intoxication, whether by alcohol or other mind-altering drug
 - i. Smoking/vaping or use of tobacco in unauthorized locations.
 - j. Intentional physical damage to Wasatch County property or to the personal property of any other patron.
 - k. Use of Wasatch County computers or network except for those designated for public use.
 - l. Solicitation of business unless authorized by Wasatch County.
 - m. Bring items onto Wasatch County property that present a safety hazard and/or security concern.
 - n. Other disruptive behavior not explicitly listed here
5. Wasatch County is not responsible for personal belongings such as, but not limited to, purses, bags, electronic devices or vehicles.
 6. Patrons who refuse to abide by this Code of Conduct may be required by Wasatch County staff to leave the facility. If deemed appropriate by the County, patrons who refuse to abide by this code of conduct or refuse to leave when requested, may be expelled from visiting the facility for up to 1 year.

III. PROTOCOL FOR ENFORCEMENT OF PATRON CODE OF CONDUCT

1. In order to enforce the Acceptable Code of Conduct policy, Wasatch County departments will post a copy of this code of conduct (or a link to this code of conduct) in a public place, visible for patrons to see and read.
2. If a patron engages in prohibited activity, staff are authorized to courteously, but firmly, enforce the Code of Conduct through the following procedure:
 - a. Wasatch County staff will inform the person that the behavior is not allowed and that it must cease immediately. Staff will explicitly make clear that should the behavior persist; the person will be required to leave the premises.
 - b. If the behavior persists, County staff will politely, but firmly inform the person that he or she must leave the premises immediately.
 - c. If the person does not comply, County staff will inform the person that law enforcement officers will be called. Staff will then immediately notify a Supervisor and the Sheriff's Office, informing the Sheriff's Office that a person needs to be removed from the premises.
3. If a patron violates the Patron Code of Conduct while on the phone, Wasatch County employees are authorized to courteously, but firmly, enforce the policy through the following procedure:
 - a. Wasatch County staff will inform the person that the behavior and/or communication is in violation of the Patron Code of Conduct, is not allowed, and must cease immediately. Staff will explicitly make clear that should the behavior persist, he/she is authorized to hang up the phone.
 - b. If the behavior persists, County staff will politely, but firmly inform the person that he or she is hanging up the phone due to the patron violating the patron code of conduct and then immediately hang up the phone.
 - c. If the individual calls back, and is speaking in a reasonable tone, the employee should continue to provide service to the patron. However, if the individual calls back and continues to behave in violation of the patron code of conduct, the employee is authorized to politely but firmly inform the person that he/she continues to be in violation of the patron code of conduct and hang up the phone.

4. If a patron violates the Patron Code of Conduct through writing (email, text, Messenger, or other on-line services), Wasatch County employees are authorized to courteously, but firmly, enforce the policy through the following procedure:
 - a. Wasatch County staff will respond to the person in writing and as part of the message, inform the writer that the communication is in violation of the Patron Code of Conduct, is not allowed, and must cease with any future correspondence. Staff should attach a copy of the expected code of conduct as part of their reply. Staff will explicitly make clear that should the behavior persist; they will be authorized to discontinue helping the customer and will forward any future messages to their leadership team.
 - i. If the behavior persists, County staff should work with their supervisor to notify the customer that the department has reassigned the customer's concern to a supervisor/manager, and that staff will no longer respond to any questions if any aspects of the communication continue to be offensive and inappropriate in nature.
5. Staff are authorized to escalate any of these processes when a patron's behavior immediately creates an unsafe or threatening environment for others. This includes, but is not limited to: any occurrence of physical abuse, physical threats of harm, or when damage of property has occurred.
6. Staff may be firm, direct, and/or stern in their communication to individuals violating the patron code of conduct; however, staff's behavior must **always** remain professional. Staff may not yell, use inappropriate language, and/or be physically/mentally abusive to another person, even if in reaction to inappropriate language used against them. Such behavior may be cause for discipline.
7. Staff who are found to abuse the authority found within this policy may be disciplined in accordance with county policy.

IV. STAFF PROTOCOL FOR UNCOMFORTABLE OR THREATENING SITUATIONS

1. At any point in time, a situation may arise where staff is placed in a perceived uncomfortable and/or threatening situation while interacting with customers. This may include staff feeling that an individual is getting too close and invading one's personal space (despite repeated attempts to request or create appropriate space between themselves and the individual) or when an upset customer's actions make the employee feel threatened.
2. The following protocol is available for employees who finds themselves in a perceived or potential threatening situation:
 - a. Politely excuse yourself from the situation and immediately go to the nearest safe location. This may be moving to the nearest non-public area within a County owned facility or (if in the field) relocating themselves to the inside of their locked vehicle and, if needed, relocating the vehicle a block or two away.
 - b. In the rare cases when the individual chooses to follow the employee, after politely and temporarily excusing yourself, explain to the individual that you are stepping into a restricted area that they are not allowed to go, but that you will be right back. Instruct them to stay put and that you or another employee will be right back them to assist them.
 - c. Once removed from the threatening/uncomfortable situation and the affected staff are in a safe location, immediately contact a supervisor or manager and request assistance.
 - i. Supervisors and/or managers who are made aware of these situations should make assisting the affected employee and the proper resolution of the situation their primary and immediate responsibility.
 - d. Once safe the employee, supervisor, and/or manager can discuss the event, evaluate the situation, and identify the next course of action that will safely resolve the issue in a professional manner that is consistent with County policies. This could include, but is not limited to:

- i. Ensuring multiple people are present when returning to interact with the individual.
- ii. Calling the Sheriff's Office to come to the scene and be present for any follow-up conversations.
- e. During any follow-up conversation with the individual who created the potentially threatening or uncomfortable situation, Staff should remind the individual of the County's Patron Code of Conduct and the appropriate behavior expected by all who interact with Wasatch County staff.
 - i. Staff can politely and professionally explain to the individual that the County retains the right to require that the individual leaves the premise if they are unwilling to maintain the expected behavior outlined within the Patron Code of Conduct.
 - ii. All follow-up conversations with the individuals should be moved to a location that is being recorded or in the presence of two or more staff members (where one of which is a supervisor/manager).

V. STAFF PROTOCOL FOR EXPELLING PATRON FROM ACTIVITY/FACILITY

1. Any person who violates the Patron Conduct Policy may be expelled from the facility for up to one (1) year. The length of expulsion is subject to the discretion of the County Manager, Assistant County Manager, or Department Head.
2. The following procedure will be enforced in cases where it is determined that a patron should be denied access to a Wasatch County facility or activity:
 - a. The person expelled shall be provided with a copy of the Patron Conduct Policy with a memo from the Department Head explaining why he/she is expelled, as well as which facilities he/she is expelled from and how long the expulsion will occur. If applicable, the memo should indicate how the patron may continue to receive essential services despite being expelled from a particular facility.
 - b. Expulsion will be initially limited to the facility where the offence took place; however, the applicable county Department Head retains the right to extend the expulsion to other county facilities if determined appropriate.
 - c. Expulsion or expelling someone for an extended period of time (up to 1 year) should be considered a last resort method and reserved for the extreme scenarios that could occur. The decision to expel someone for an extended period of time is the responsibility of the Department Head and cannot be assigned to any other position.
 - i. The decision of a Department Head to expel someone does not impact an employee's rights to seek and utilize other legal tools (such as seeking a restraining order) designed to protect an individual.
 - d. Expulsion may be appealed to the County Manager's Office or Department Head in writing. In an appeal, the person expelled shall have the opportunity to present evidence that may support retraction of the expulsion.
 - i. Once the appeal is reviewed, the decision of the County Manager's Office and/or Department Head shall be final.
 - e. If the person expelled returns before the defined time period has expired, or if they refuse to leave the property when asked to do so, he or she will be considered trespassing and subject to arrest. The Sheriff's Office will be contacted for assistance.

VI. INCIDENT REPORTING

1. Employees are required to fill out an "Incident Report" any time a patron is required to leave the facility or if a public safety officer is called out to the scene. An incident report is also required when a decision is made to notify a customer that future written correspondence by the county will stop due to the repeated violation of this code of conduct. The Incident Report should include the date and time of the occurrence as well as a description of what happened and why the individual was required to leave the facility.
 - a. A sample Incident Report is provided with this policy, but may be modified by Wasatch County staff based on the individual needs of the departments and/or organizations.
2. While Incident Reports are not required for situations that do not result in a patron being required to leave, staff retains the right to fill out an incident report if there is a believe there is a need to document a conversation.
3. All Incident Reports should be preserved in a manner determined appropriate by the Department Head.

POLICY AUTHORIZATION:

APPROVED and **PASSED** this _____ day of _____, 2022

ATTEST:

WASATCH COUNTY COUNCIL

Joey D. Granger
Wasatch County Clerk/Auditor

Mark Nelson
Wasatch County Council Chair

	VOTE
Mark Nelson, Chair	_____
Marilyn Crittenden	_____
Steve Farrell	_____
Danny Goode	_____

	VOTE
Kendall Crittenden	_____
Jeff Wade	_____
Spencer Park	_____

Wasatch County Incident Report

Reported by: _____

Department: _____

Position Title: _____

Date of Report: _____

INCIDENT INFORMATION

Date of incident: _____ Time of Incident: _____ Location of Incident: _____

Specific Area of Location: _____

Description of Incident: _____

(if necessary, attach another document if space below is insufficient to explain what happened and why staff resolved issue):

INDIVIDUALS INVOLVED:

NAME	TITLE	PHONE NUMBER 1	PHONE NUMBER 2

WITNESSES OF INCIDENT

NAME	TITLE	PHONE NUMBER 1	PHONE NUMBER 2

SHERRIFF OFFICE INVOLVEMENT

Sherriff Office Contacted? Yes No

Public Safety Report/Incident Number: _____

Reporting Officer: _____

Reporting Officer Phone Number: _____

Action Taken: _____