

Facility Use Handbook



Goodlettsville Parks & Recreation

200 Memorial Drive
Goodlettsville, TN 37072
(615) 851-2253
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Welcome

Dear Community Center Patron,

Thank you for purchasing a facility use agreement to the Delmas Long Community Center. This Handbook has been designed to familiarize you and your family with the facility, services, and staff of the Community Center.

We feel that in order to achieve the most benefit from your facility use, it is essential to understand the features of the facility as well as the policies and procedures by which this center is governed. Each one of our policies has been carefully developed with three factors in mind: safety, quality, and consistency. In order to keep the Handbook as simple and easy to read as possible, only a summary of policies and procedures has been provided in this document. As an evolving organization, we anticipate that our policies will be changing to effectively meet the needs of both the community and the facility; therefore, more detailed and current information will be made available on our website and in literature which is updated on a regular basis.

As you read through this handbook, please feel free to contact us if you have any question or concerns. You can reach the community center supervisor at 615-851-2250. We welcome your input and consider our facility users a valuable commodity ensuring the continuing improvement of our services and the overall success of our facility.

Recreation Services Division Phone Numbers

Community Center Supervisor	851-2250
Program Coordinator	851-2255
Reservations and Registrations	851-2253
Senior Adult Coordinator	851-2256
Special Event Applications	851-2241
Superintendent of Recreation	851-2218

Facility Services and Policies

Recreation Services Division Mission Statement

The Goodlettsville Recreation Services Division strives to enhance the quality of life for all citizens by creating strong partnerships and providing a variety of recreational activities, special events, and services that encourage life-long learning, enjoyment of leisure time, and social opportunities.

Operating Calendar

The Delmas Long Community Center is open Monday—Saturday during the hours listed below. The Community Center corresponds with City of Goodlettsville closures and may also be closed or have altered hours at other times of the year.

Community Center Hours of Operation

November to March

Monday—Friday	7:00am—9:00pm
Saturday	9:00am—5:00pm
Sunday	Closed

April and May

Monday—Friday	7:00am—7:00pm
Saturday	9:00am—1:00pm
Sunday	Closed

June to August

Monday—Friday	7:00am—5:00pm
Saturday	9:00am—1:00pm
Sunday	Closed

September and October

Monday—Friday	7:00am—7:00pm
Saturday	9:00am—1:00pm
Sunday	Closed

Holidays

New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day

Facility Services and Policies

Inclement Weather

The Delmas Long Community Center will make every attempt to remain open during times of inclement weather; however, the facility will be closed if the conditions are determined to be a threat to the patrons and the staff.

Maintenance Days

In an effort to achieve the highest standards of facility maintenance, there will be times when certain areas of the facility will be shut down for maintenance. Patron understanding and patience is appreciated as efforts are made to improve and maintain the cleanliness, safety, and aesthetics of the facility.

Lost and Found

The Delmas Long Community Center is not responsible for lost or stolen items. Patrons are encouraged to not bring valuables into the community center. All found items should be turned into the Front Desk. All articles, with the exception of valuables (i.e. watches, jewelry, wallets), found in the facility will be placed in the lost and found and kept for one month and then donated to a charitable organization. Staff members are not permitted to hold valuables or bags for patrons.

General Provision

Incidents involving vandalism or theft should be reported to the Front Desk immediately. The Goodlettsville Police Department will be called to file a police report. Names of individuals involved, addresses, phone numbers, descriptions of the incident and action to be taken should be included on all reports.

Accidents and Injuries

- All accidents should be reported to the Supervisor on Duty.
- Open wounds/bleeding must be covered to participate in any are of the facility. Clothing soiled with bodily fluids must be changed.
- First-aid supplies (ice, band-aids, gauze, gloves) are available to patrons to be self-administered.
- Staff will make a decision to call emergency medical assistance if needed or requested by the injured individual.

All accidents/injuries requiring assistance will require a staff member to complete an accident report. Cooperation obtaining patron information necessary for completion of this form in requested.

Facility Services and Policies

Patron Warnings

The Delmas Long Community Center staff should give a verbal warning for general problems the first time they occur. At the time of the warning, the individual will be informed of the specific problem with the behavior and that it will not be tolerated. If a patron refuses to cooperate after he/she has received one warning, the violator should be warned a second time to discontinue the infraction or leave the facility. If a patron continues to violate the policy, the patron may be suspended from the facility. The suspension length depends on the infraction. For children under 17 years of age, a parent/legal guardian will be contacted and informed of the situation. All warnings will be documented on Incident Reports by the Community Center staff.

Food, Beverages, Tobacco, and Alcohol Use

- Food and drink is prohibited in the game room area.
- Possession and consumption of alcoholic beverages is prohibited.
- Smoking or tobacco use in any form is prohibited in the facility.

Clothing/Shoes

- Shoes are required at all times.
- In an effort to minimize damages to the floor surfaces, patrons are asked to wear clean, scuff resistant athletic shoes with non-marking soles in the gymnasium. Patrons wearing shoes that will damage the floor may not continue in the activity unless the shoes are changed. Being without shoes is not an acceptable alternative.
- Patrons must wear shirts at all times, in all areas, of the facility with the exception of the gymnasium.
- Shorts and pants must be worn in the appropriate manner, at or near the waist. Sagging is not allowed.
- All clothing must exhibit good taste and contain no obscene or offensive words or pictures. The Community Center staff will be the judge of proper attire.

Equipment with Wheels

No bicycles, skateboards, roller skates, in-line skates, or shoes with wheels (Heelys) are permitted inside the facility. Bicycles may not be chained anywhere except to the racks at the front doors.

Facility Use Information

Front Desk

Information on all areas of the facility, programs, and services can be obtained at the Front Desk. Front Desk operations include selling and validating ID Cards, processing program registration and reservations, issuing equipment, selling concessions, and addressing patrons concerns.

Equipment

Equipment checkout is available at the Front Desk for patrons with a valid ID. Equipment that can be issued includes basketballs, volleyballs, and board games. The ID is kept at the front desk until the equipment is returned. Patrons will be responsible for repair or replacement costs for equipment that is lost or damaged.

General Age Restriction

Ages 7 and under Must be directly supervised by an adult at all times unless they are participating in a Recreation Services sponsored program or event.

Ages 8 to 11 Must be accompanied by an adult to the Community Center unless they are participating in a Recreation Services sponsored program or event.

Ages 12 and over May enter the facility independently at any time.

The community center welcomes minor children to enjoy the facility, but cannot accept responsibility for their safety or supervision.

Individual Facility Use Application Process

Anyone interested in becoming a facility user of the Delmas Long Community Center must complete and submit an Individual Facility Use Application form. Applications will be processed on site complete with ID card; therefore, applicants should come prepared with proof of residency (if applicable) and age verification.

Proof of Residency and Age

The Community Center requires that individuals applying for facility use bring verification that they meet the eligibility requirements for a facility use category.

A valid driver's license and utility bills are acceptable forms. Phone bills are not acceptable.

Facility Use Information

ID Card

A picture is taken at the time a new individual facility use agreement is purchased to produce an ID card. Cards are given to all individuals who are considered pass holders to the Community Center. The card is required at entry to the facility and all cards must be scanned at the Front Desk regardless of what part of the facility will be used.

Daily Pass and Guest Policies

- Daily passes and guest passes can be purchased at the Front Desk and are valid for one visit to the Community Center.
- Only current facility users of the Community Center may bring a guest.
- Facility Users under the age of 18 are allowed only one guest per day.
- Individuals entering the Community Center on a daily pass or as a guest must present a valid driver's license or ID, complete the Guest Log, and receive and wear a wrist band.

Forgotten ID Cards

Patrons are permitted access to the facility twice without their ID card. The first two times a patron forgets his/her card, the Front Desk staff will access the individual file to verify facility use. A "forgotten ID card" notation will be made within the file. The third time a patron comes to the community center without their card, they will either not be allowed access, or will have to purchase a replacement card.

Lost/Stolen/Misused Cards

ID cards that are lost, stolen, or misused should be reported to the Front Desk staff immediately. Reported card will be invalidated immediately. If an ID card is found, it should be returned to the front desk.

Any person attempting to enter the Community Center with a stolen ID card or trying to use a card that does not belong to them will have it confiscated immediately. The bearer and owner will face disciplinary action (suspension or termination of facility user privileges) and may face additional penalties from police officials in the case of misused ID cards.

Replacement Fee

A \$10.00 processing fee will be charged for the replacement of lost ID cards.

General Community Center Policies and Procedures

- All patrons must check-in at the front desk prior to using the facility.
- The following age restrictions will be enforced:
 - Ages 7 and under** Must be directly supervised by an adult at all times unless participating in a Recreation Services sponsored program or event.
 - Ages 8 to 11** Must be accompanied by an adult to the Community Center unless participating in a Recreation Services sponsored program or event.
 - Ages 12 and over** May enter the facility independently at any time.
- No one under the age of 18 will be allowed into the facility during regular school hours unless a parent/guardian accompanies them.
- Alcohol, tobacco, drugs, and gambling are not permitted.
- Appropriate apparel must be worn in accordance with the facility being used. Shirts are required when leaving the gym area to enter any other area of the building. Shorts and pants must not be sagging.
- Fighting or the use of profanity will not be tolerated. Violation may result in expulsion from the Center.
- Any expression of physical and/or verbal abuse to any staff member or user of facility will result in suspension and/or legal action.
- Loud or profane language will not be allowed..
- There is to be no roaming, running, or horseplay in the halls. You must have a definite destination.
- Scheduled recreation activities will take priority over all other activities.
- The City of Goodlettsville is not responsible for lost, damaged, or stolen items or for items left at the Community Center. There is a designated lost and found area. Items in lost and found are kept for one month and then given to charity.
- Pets or animals are not permitted in the Community Center, with the exception of service animals.
- Any violation of the rules and regulations or directives given by staff members may result in suspension from the community center and/or activities.

Jogging/Walking Track Rules

- Children under the age of 13 must be accompanied by an adult.
- Spectating activities from the track area is prohibited.
- No strollers are permitted on the track.
- All runners/walkers are required to follow the daily directional arrows.

Gymnasium Rules

- Dunking, hanging on rims, nets, or supports is strictly prohibited.
- The gymnasium is shared space and every effort should be made to allow for equal participation.
- During full court games, switching out is required in order to give everyone playing time.
- Profanity and/or fighting will not be tolerated.

