

GVPR View Community Center “The View” Handbook



Welcome:

Welcome to Grandview Parks and Recreation and thank you for being a member of our Community Center. Your membership provides opportunities to participate in numerous fitness classes, access to an indoor track, gymnasium, aquatic amenities, and fitness equipment. We hope this handbook is helpful and provides a quick reference for your questions. It is our pleasure to serve you and we look forward to your participation.

Best Regards, Jared Elbert

GVPR Vision Statement:

To make Grandview a community of choices for its healthy lifestyle, green environment, and recreational opportunities.

GVPR Mission Statement:

To enhance the quality of life for all citizens by providing the highest quality programs, facilities, parks, streetscape, urban forest, and parkways attainable.

GVPR Inclusion Statement:

Grandview Parks and Recreation recognizes the value of including people with varying levels of ability as a means of strengthening our community. The Department strives to:

1. Make programs, services, and activities accessible to children and adults with disabilities.
2. Make special efforts to be welcoming to all citizens.
3. Support efforts to affirm the dignity of all participants.
4. Enhance each individual's potential for full and active participation.

GVPR Strategies:

1. Build meaningful relationships within **our Community** to accomplish our Vision.
2. Endeavor to maintain the parks, facilities, open spaces, urban forest, and streetscape areas as a “green” environment for the use and conservation by **our Community**.
3. Provide innovative programs, education, and incentives to ensure the improved health and wellness of **our Community**.
4. Educate **our Community** about water safety to help them enjoy a lifetime of therapeutic, wellness, and leisure benefits within the water environment.
5. Deliver outstanding recreational and educational services for the diverse needs of **our Community**.

The View Location:

13500 Byars Road, Grandview, Missouri 64030

The View Hours of Operation:

DAYS	FACILITY	KID ZONE	POOL HOURS	SPLASH PAD <i>(Memorial Day to Labor Day)</i>	Rock Wall
Monday - Friday	5am-9pm	8am-12pm & 4pm-8pm (not Fri)	7am-8:30pm	10am-8pm	5pm-8pm (Thursdays ONLY)
Saturday	8am-8pm	8am-12pm	8:30pm-7:30pm	10am-7pm	CLOSED
Sunday	10am-6pm	CLOSED	10:30am-5:30pm	10:30am-5pm	CLOSED
*Pool and gymnasium closes 30 minutes prior to closing the facility.					

The View Holiday Hours:

Holidays	Month/Day (Recurring Day)	Hours of Operation
New Year's Day	January 1st	CLOSED*
Martin Luther King Jr. Day	January (3rd Monday)	8am-4pm
Presidents Day	February (3rd Monday)	Normal Hours
Good Friday	(Friday before Easter)	Normal Hours
Easter Sunday	(After Good Friday)	CLOSED
Harry Truman's Birthday	May 8th	8am-4pm*
Memorial Day	May (last Monday)	8am-4pm
Juneteenth	June 19th	8am-4pm*
Independence Day	July 4th	CLOSED*
Labor Day	September (1st Monday)	8am-4pm
Veterans Day	November 11th	Normal Hours
Thanksgiving Day	November (4th Thursday)	CLOSED
Black Friday	November (Day after Thanksgiving)	8am-4pm
Christmas Eve	December 24th	CLOSED*
Christmas Day	December 25th	CLOSED*
New Year's Eve	December 31st	OPEN-4pm*

*Hours could flex depending on the day of the week to accommodate schedules.

The View Membership Information:

<u>MEMBERSHIP TYPE</u>	<u>ENROLLMENT FEE</u>	<u>AUTO RENEWAL</u>	<u>EXPIRATION</u>	<u>PAYMENT INFO</u>
MONTHLY	Yes	Yes	No	EFT Required
QUARTERLY	No	No	90 days from purchase date	Pay in Full
6-MONTH	No	No	6-Months from purchase date	Pay in Full
ANNUAL	No	No	12 months from purchase date	Pay in Full
INSURANCE-BASED	No	Yes	Based on Eligibility via Insurance Provider	Free

**Residents require proof of residency (utility bill or tax statement) in order to receive the lower fee.*

The View Fees:

Memberships are fee based and will be reviewed on an annual basis. Pursuant to City Ordinance 7545, there is an annual cost of living fee increase for all members, not to exceed 4%, may be assessed without notice.

Day Pass Rates:

Day pass admission rates are available for non-members. Payment of fees are expected at the time of arrival.

Insurance-Based Memberships:

Eligible members must complete a GVPR membership contract, required documents for the health plan, and be identified as eligible through the verification process. We accept the following Insurance-Based plans:

- Silver Sneakers (Tivity)
- Renew Active (Healthy Contributions)
- Active and Fit/Silver and Fit (AshLINK)
- PeerFit/FitOn
- Wellhub

Membership Cancellation Policy:

1. Cancellations must be requested in writing or in person at The View. A signed cancellation form is required and staff recommends that members keep a copy of the cancellation paperwork for their record. Cancellations can not be taken over the phone. Single passes, 90-Day, and Annual memberships can be canceled but no refund will be assessed. Credits for non-usage or prorated refunds of the facility will not be granted.
2. Membership is a privilege which can be revoked for due cause. Members caught violating policy or rules, vandalizing property, stealing, or engaging in illegal activities will lose their membership privileges. If Grandview Police Department becomes involved or damages occur, charges may be imposed.
3. GVPR reserves the right to cancel a membership at its discretion if the actions or behavior of the member are deemed not in the best interest of GVPR, its members, or patrons.

Refund Policy

Members have 3 days from the original transaction date to cancel membership for a full refund. No refund will be given after the third day of the agreement. Monthly dues are electronically billed on the first of the month. A \$25 fee will be applied for any returned checks or insufficient funds.

Financial Assistance:

If you are experiencing financial hardships and need assistance to participate in any of GVPR's programs or activities, please contact us at 816-316-4888 and ask about the Grandview Resident Assistance Scholarship Program (GRASP).

Registered Sex Offenders:

It is unlawful for a registered sex offender to be present in or loiter within five hundred feet of any real property comprising any public park with playground equipment or a public swimming pool.

Admittance Procedures:

All patrons are to be verified upon entrance to the facility to ensure safety and security of the members, program participants, the facility, and its programs.

1. **Members:** All members wishing to utilize The View are expected to scan their GVPR bar code upon entry.
2. **Prospective Members:** Any potential members of The View may ask to take a tour and must stay with a staff member at all times within the facility.
3. **Day Pass Users:** Non-members of The View wishing to access the facility are required to pay an entry/admission fee upon entry and sign a waiver form, even if they are only observing activities.
 - a. **Parents/Guardians of children 17 and younger** have the option to stay in the lobby without paying the admission fee. However, this privilege may be revoked if abused. If a parent/guardian needs to go beyond the front desk for any reason, they will be required to pay the entry/admission fee.

Fitness Class Participant Sign-In Procedure

All GVPR fitness classes (land and water) are on a first come, first serve basis. Participants must sign-in at the door in order to participate in the class.

Age Limits:

Each area of the facility has specific guidelines for children's use and are laid out within their rules, which is also within this document. For entrance into the facility, no child under the age of 17 will be allowed to enter the facility without being accompanied by a parent/legal guardian.

Attire:

GVPR is a community-oriented organization. Patrons are expected to dress in attire appropriate for a fitness facility.

1. No gymnasium user shall wear baggy clothing on the legs or the arms that may cause injury to themselves or others. All participants using the playing floor must wear soft-sole, non-marking shoes.
2. Swimming pool patrons may not wear cut-offs, thongs, or everyday clothes in the pool. Babies must use commercial swim diapers which may be purchased at the front desk.
3. Fitness Center participants are expected to dress in appropriate work out clothing. A shirt must be worn at all times that covers the chest. Close-toed shoes must be worn at all times. Clothing with metal rivets is not permitted.

Equipment Checkout:

Recreational equipment is available for checkout at the front desk. Types of equipment that are available for checkout include: basketballs, volleyball, pickleball supplies, table tennis supplies, fitness equipment, etc.

Food and Drink:

Snacks and drinks can be purchased at The View's front desk. Glass containers and coolers are prohibited.

Language:

GVPR is a community-oriented organization. Foul language will not be tolerated. Patrons warned more than once will be asked to leave the facility.

Locker Room Use:

Lockers are designed for day-use only. Staff will work to ensure the cleanliness and safety of the locker rooms.

1. Family changing rooms are provided for the convenience of anyone wanting additional privacy, families with children, or persons needing assistance.
2. Locks are recommended and available for purchase at the front desk.
3. GVPR is not responsible for lost or stolen articles.
4. If patrons need a lock removed they will state the contents of the locker before the lock is removed. Maintenance staff will remove the lock only in the presence of the member and verify the contents prior to turning over access. The maintenance staff will cut-off all locks that are left on at the end of the evening. Contents from the locker will be documented and kept for seven days.

Lost and Found:

Valuables will be logged and stored for up to seven days. Lost and found items not considered "valuables" are stored for up to seven days before being discarded. Owners shall sign for recovered items.

Photo Policy:

No person shall use a camera, cell phone, or PDA in any changing room or washroom at The View. Please report any actions to the contrary. GVPR staff may take photos of activities and may be used in future publications, brochures, articles, ads, etc.

Community TV Guidelines:

To ensure an enjoyable and inclusive environment for all of our members and guests, television programming at The View Community Center will be set to the following channels under the direction of administration:

- 2 National News Stations
- 1 Local News Station
- 1 Sports Station
- The Grandview Information Station

For any other content preferences, we encourage the use of personal devices. Our goal is to accommodate a variety of tastes while maintaining a comfortable and balanced atmosphere for everyone.

Signage/Flyers:

Outside flyers of programs/events from non-profit organizations that are not in direct competition with programs offered through GVPR will be considered for posting. Any organization wishing to display flyers in a facility brochure rack will meet the following requirements:

1. Flyer must be approved by the Business Manager
2. All flyers must be 8.5 x 11 inches
3. Flyers will be placed in the brochure rack for the agreed upon time period
4. The fee to display the flyers must be paid in advance (\$10 for 1 week; \$30 for one calendar month; \$150 for a reserved spot in the brochure rack for one year)
5. The organization is responsible for maintaining a supply of flyers

Tobacco Use Policy:

GVPR is a tobacco-free environment. Use of any type of tobacco products, including vaping, will not be permitted on GVPR property.

Vandalism:

Vandalism will not be tolerated. Violations will be reported to the Grandview Police for investigation and vandals will be prosecuted to the fullest extent of the law. Restitution must be made in full for any vandalism.

Snack Station:

Located at the front desk, snacks and drinks are available for purchase during facility hours of operation.

Wifi:

Wifi is available free and with no password. If you are having trouble logging onto the wifi, please see the front desk for assistance.

Weather Alerts:

In the event of inclement weather, GVPR staff will make every effort to open the facility but may operate with adjusted hours for the day. GVPR staff will be responsible for updating the Rainout Line with any closing/cancellations. To sign up for Rainout Line notifications, pick 1 of the following options:

1. Option 1: Alerts via app:
 - A. Search for & download "RainoutLine.com 2017" in your app store.
 - B. Allow for location.
 - C. Search & select "Grandview Parks & Recreation".
 - D. Tap stars to allow the app to update for a category.
 - E. Tap bells to be notified when a category updates.
2. Option 2: Alerts via email or text message:
 - A. Visit rainoutline.com using your web browser.
 - B. Search & select "Grandview Parks & Recreation".
 - C. Click "Email & Text Alerts".
 - D. Choose the Email or Text tab.
 - E. Input your info & select the categories you want.
 - F. Agree to the terms & conditions.
 - G. Input the confirmation code you receive on your phone.

Aquatics Rules:

1. POOL HOURS:
 - A. Monday- Friday 7:00AM-8:30PM
 - B. Saturday 8:30AM-7:30PM

- C. Sunday 10:30AM-5:30PM
2. SPLASH PARK HOURS:
 - D. Monday-Friday 10:00AM-7:30PM
 - E. Saturday 10:30AM-7:00PM
 - F. Sunday 10:30AM-5:00PM
 - G. Splash Park Season runs from Memorial Day to Labor Day. Outside temperature must be 75 degrees for the high of the day for Splash Park to open.
 3. Staff will strive to maintain consistent pool temperatures between 82-85 degrees for the lap and activity pools.
 4. All Rules are enforced to provide a safe and clean swimming environment for all patrons and staff. Management reserves the right to alter the rules/policies as deemed necessary. All City ordinances shall be enforced. The City of Grandview is not responsible for personal belongings
 5. Lifeguards are on duty to enforce rules and respond to emergencies - not to supervise children.
 6. All patrons must obey the pool rules and the lifeguards. This is a FAMILY FACILITY. Courtesy and respect will be shown to the staff, facility and equipment, as well as toward other guests. Do not let your behavior deprive others of their enjoyment of the pool. Inappropriate behavior is not tolerated and may result in ejection/suspension from The View Community Center, suspension of The View Community Center membership, suspension from City of Grandview Property, as well as arrest and criminal prosecution. The Grandview Police Department is on standby. Inappropriate behavior (the definition of which is under the discretion of The View Community Center employee(s)) includes but is not limited to the following:
 - A. Inappropriate/offensive language, drunk/disorderly behavior, dangerous/offensive acts, disregard/disrespect for others, endangering the safety of self or others, horseplay i.e. riding on shoulders, dunking, snapping towels or splashing, unnecessary/lengthy conversations with lifeguards, individuals with open sores or contagious diseases are not allowed in the water.
 - B. Children - Member children must be 9 years old to be in the pool area without an adult (18 years old). Non-members 17 and younger must be supervised by a responsible adult (18 years old) at all times in the pool area and throughout the facility.
 - i. Any child in question as to their swimming ability will be given a test. If a child does not pass the swimming ability test or is unable to follow lifeguard direction, an adult will be required to be in the water and within arms reach of the child and must wear a life jacket. Children who desire to swim in the deep end of the lap pool must swim one lap (two lengths) without stopping or touching the bottom.
 - ii. Families and Groups with six or more children must have an adult to child ratio of 1:4. Adults supervising in the water must wear proper swim attire and non-members will be required to pay daily admission.
 7. Swim Attire - Every person entering the water must wear proper swim attire (regardless of religious preference). For those with religious clothing restrictions, please ask a lifeguard for alternative swimwear options. Men/boys swim trunks must have an inner liner, women/girls must wear a swimsuit, no sagging. A clean shirt will be allowed over a proper swim suit. Only water shoes are permitted in the water. No street clothing, denim, sports bras, basketball shorts, provocative and/or revealing swimsuits or other attire are permitted in the pool. No refunds are given.
 - A. Young children who are not potty trained must wear a swim diaper. Young children in a swim diaper must also wear a swimsuit. Swim Diapers and regular diapers must be changed in the locker room. This is in accordance with Jackson County Health Department Code.
 8. Only US Coast Guard Approved floatation devices are permitted with the approval of the lifeguard on duty. Water wings are not permitted. Any person wearing a lifejacket must be accompanied by a responsible adult within arms reach. Life jackets must be worn correctly

9. Toys in the pool are subject to lifeguard/management approval. In general toys must be pool safe and small to medium in size. Toys deemed unsafe by management or toys being used in a manner which threatens the safety or enjoyment of other patrons will be prohibited. No basketballs, footballs, or tennis balls are permitted. Rafts and large inner tubes are not permitted in the water at any facility. If you borrow our toys, please pick them up before you leave the pool area
10. Kickboards, flippers, pull-buoys, hand paddles are used strictly to aid swimming. Children may only use noodles. Children under the supervision of an adult may use the kickboards.
11. NO food or drink, other than water, is allowed in the pool area. Absolutely no glass containers are permitted within the pool facility. Smoking is not permitted within The View Community Center.
12. Cameras and Electronic Devices - Cameras are not allowed in the locker rooms. Ask all participants in the picture for permission to take their photo prior to taking the photo. Electronic devices are restricted to the seating area at the patron's own risk.
13. Lost and Found - Other than wet items, any items left in the pool area will be taken to guest services. Wet items (towels, suits) will be placed in the lost and found bucket in the guard room. Unclaimed items will be discarded every 48 hours.
14. Accidents/Incidents/Comments and Suggestions - All accidents/incidents must be reported to the lifeguard, Deck Manager or full-time staff. We welcome your comments and suggestions. Please ask a lifeguard for the proper form.
15. Storage Room - Only on-duty lifeguards are permitted in the storage room. If you need an item from the guard room, you must ask the lifeguard to get the item for you.
16. Lap Swimming - Lap lanes are available during open swim. Please consult the Lap and Leisure Pool Schedule. Only 1 Lap lane is open during aquatic fitness or learn to swim classes. During open swim, only ½ of the pool will be available for lap swimming. Additional lanes may be requested, but requests are subject to bather load and lifeguard discretion. Circle swim could be implemented by the supervisor on duty.
17. Swimming Lesson Participants - All swimming lesson participants must stay out of the water until it is time for their swimming lesson. After the swimming lesson each participant must exit the water. For those patrons who choose to stay, they must check in with the front desk. Please see the posted Lap and Leisure Pool Schedule for Open Swim times. Non-swimmers must stay in seating area for emergency preparedness
18. Horseplay, running, rough play, inappropriate language is not allowed. One warning will be given. After the second warning, the participant will sit out of the water. Upon the third warning, the participant will be ejected from the facility. Threatening behavior and/or verbal abuse towards The View Staff or other patrons is not tolerated and will result in ejection from all City of Grandview property.
19. Ladders & Lap Lanes - Do not jump from ladders. When going down the ladder, please go backwards. One person at a time on the ladder. Do not sit at the top of the ladder and block its use. Do not swim over, hang on, pull on or tighten lap lanes
20. Diving - Diving is only permitted at the width end of the deep end of the lap pool. Remember to dive out from the edge as the rest lip protrudes from the side.
21. Jumping In - Jump forward, feet first. Do not turn and catch the side of the pool or ladder. Do not jump on another swimmer. Be aware of how deep the water is where you are jumping
22. Lazy River - Do not jump, sit, stand, climb, etc. over the inner wall of the lazy river. When playing in the lazy river, be aware of the current.
23. Snake and Alligator- Two people only on the Alligator and three people only on the Snake. Do not sink, shove, or flip the snake or alligator. Do not slide head first off the alligator. Do not swim under or stand on the alligator and snake
24. Slide - The catch pool is 3"6" - 3'8" in depth. Children must be at least 2 years of age, 48" tall and non-apprehensive. If a child is too small to ride the slide, they must avoid the catch pool. Only one person may

enter the slide flume at one time. Riders must either sit facing forward, or lay on back with feet first. Throwing items from or at the slide is prohibited. Exit the catch pool immediately. No swimming or playing in the catch pool. Eyeglasses, goggles, and flotation devices are not allowed on the slide.

Fitness Center Rules:

25. Fit and Fun Studio Rules:

- A. The studio is available for classes, stretching, and rentals when not in use.
- B. While classes are in session, no patron or staff member will enter the room, so as to not disturb the class.
- C. If attending a fitness class, please adhere to the following:
 - i. Please be on time. The warm-up is important to avoid injury. Do not enter a class if you are more than 10 minutes late.
 - ii. No personal belongings (i.e. bags, coats, etc.) are allowed in the exercise studio. Please use the locker room.
 - iii. For your safety we recommend sneakers designed for aerobic classes - street shoes, sandals and bare feet are not permitted.
 - iv. Food, beverages and gum are not allowed in the exercise studio. Water bottles containing water (H₂O) are allowed.
 - v. Children under 15 years are not allowed in the aerobic classroom area unless pre-enrolled in a supervised program with parent/guardian.

26. Rockwall Rules:

- A. HOURS:
 - i. Monday-Friday 5pm-8pm (Thursdays ONLY, available to rent otherwise)
 - ii. Saturday CLOSED
 - iii. Sunday CLOSED
- B. All climbers who wish to gain access must:
 - i. Must use The View's belay devices, carabiners, and ropes (provided).
 - ii. Must abide by the instruction given by the climbing wall attendants.
- C. Equipment policies
 - i. Climbing or athletic shoes are to be worn at all times
 - ii. Bare feet and hiking boots are not permitted.
 - iii. All harnesses must be fitted properly according to manufacturer's specifications.
 - iv. Chalk is permitted (not provided)
- D. Age and girth requirements/restrictions
 - i. Climbers must be at least four years of age to climb the wall and thirteen years of age to belay
 - ii. Harnesses must have at least three inches of "tag" length remaining.
 - iii. Those with "tag" lengths less than three inches will not be permitted to climb.
 - iv. Members 9 years of age and under must be accompanied by a family member 18 years or older at all times

27. Gym Area Rules:

- A. HOURS:
 - i. Monday- Friday 5:00AM-8:30PM
 - ii. Saturday 8:00AM-7:30PM
 - iii. Sunday 10:00AM-5:30PM
- B. Everyone in the gym must have a wristband –when applicable.

- C. Members 9 years and under must be accompanied by a family member 18 years or older at all times. Non-members must be at least 18 years of age or be accompanied by an adult at least 18 years of age at all times.
- D. Denim is not allowed when participating in activities. Pants and shorts must be worn at the waist line; “Sagging” is not tolerated.
- E. Athletic shoes with non-marking soles are required to participate in the gymnasium.
- F. To check out a basketball, individuals must leave their membership card or driver's license with the front desk attendant.
- G. Food, gum and drinks (except pure water) are not permitted in the gym.
- H. Personal belongings may be placed in the provided gym bins or in lockers located in the locker rooms. The View is not responsible for lost or stolen items.
- I. Keep balls and other equipment away from the walls, ceilings, lights and other electrical equipment.
- J. Please pick up after yourself and place your trash in the trash containers provided for your convenience.
- K. Please do not bounce balls in the hallways.
- L. Open Gym Schedule is a “first-come-first-serve” format basis. All activities during this time must be inclusive to all patrons. Patrons who desire exclusive use of the gym must rent the space no less than seven days in advance.
- M. Respect should always be shown to The View staff, All View patrons, coaching staff, players, participants and parents, facility and equipment. Make sure that your participation does not deprive others of their enjoyment of the event or gymnasium.
- N. Profane language, dunking, or hanging on the rim is not tolerated.

28. Cardio and Weight Area Rules:

- A. No one under 16 years of age will be admitted in the weight area unless pre-enrolled in a supervised program with parent/guardian. Refer to the youth weight training program.
- B. Participants 13-15 years of age must have completed the youth weight training program and check in at the fitness desk at each visit and receive a VIP wristband with a parent.
- C. Children 9-12 years of age are able to utilize the cardio but are not allowed in the free weight area.
- D. Children ages 8 and under are NOT permitted in the cardio or free weight area.
- E. An equipment orientation is highly recommended for all participants. Orientations, evaluations and personal training are scheduled at the fitness desk.
- F. Personal training is provided solely by The View personal trainers. Members and guests are not permitted to provide personal training services at The View.
- G. A 30 minute time limit on cardiovascular equipment will be in effect if other members are waiting for cardiovascular equipment.
- H. Be courteous. Use one piece of equipment at a time. Supersets or use of multiple sets of dumbbells or machines are NOT permitted when other members are waiting.
- I. Cut off jeans, jeans (denim), street shoes, sandals, and bare midriffs are not allowed in the cardio/weight area.
- J. Food, gum and drinks (other than water) are NOT permitted in the cardio and weight areas.
- K. Please be courteous and wipe down the equipment after use with the cleaner and towels provided.
- L. The TVs will be adjusted by management only.
- M. Re-rack the free weights, barbells and Hammer Strength equipment. Return the pins to the lightest weight and raise the weight increment plates back to the top of the weight machines when finished.

29. Track Rules:

- A. Persons 10 years and older may use the walk/run track unsupervised. Persons 9 and under must be accompanied by an adult.

- B. Please follow the directional arrow posted while walking/jogging, to avoid confusion or injuries.
 - C. Please do not lean on or over the handrails.
 - D. Please do not throw any item over the handrails.
 - E. Please do not spit on the track or over the handrails. Walkers to the inside, runners to the outside of the track.
 - F. Please do not stand on the track as an observer.
 - G. Strollers are NOT permitted on the track.
30. Personal Training:
- A. Personal Trainers are available for a fee to help design exercise programs, update fitness regimens, or for long-term training appointments.
 - i. To schedule a personal training appointment, visit the front desk and a service representative will assist with the proper paperwork.
 - ii. For questions, contact the Fitness Coordinator.
 - iii. Personal trainers are employed by GVPR and have exclusive rights to training at The View. Outside trainers are not permitted.

Kid Zone Rules:

1. HOURS:
 - A. Monday - Thursday 8:00AM-12:00PM & 4:00PM-8:00PM
 - B. Friday & Saturday 8:00AM-12:00PM
 - C. Sunday CLOSED
2. KidZone is for children 6 months through 8 years only.
3. Fees for children services must be paid at the front desk. The patron will provide a receipt or punch card to the attendant when they drop off their child.
4. The childcare ratio should NOT exceed 10:1. No more than three children can be under the age of 12 months. If additional help is needed, please contact the front desk staff.
5. Parents or guardians must sign children in and out and include where they can be located within the facility.
6. Parents may leave their children for a two-hour MAXIMUM time period.
7. Parents may NOT leave the facility if their child is in childcare.
8. All large toys will be kept in the closet rotated accordingly.
9. THE VIEW staff does NOT change diapers. If the need arises, Kid Zone staff will immediately inform the front desk staff and they will page the parent.
10. Children who are toilet trained need to wear loose fitting clothes to use the bathroom themselves. Parents will be summoned to take care of their child if needed. This policy is in effect to assure both child and staff safety in the childcare setting.
11. Parents are to attend to their child's bathroom needs upon arrival.
12. Children will not be permitted in the childcare room with a fever or if they have had a fever within 24 hours. Children with contagious illness are not to be brought to childcare.
13. NO food or drink will be given in childcare. Children may NOT eat snacks in the childcare room.
14. GVPR staff will not administer medication of any kind.
15. Children may NOT bring their own toys into the room.
16. Parents will be responsible to take their child's coat, boots, hat, etc. with them to the designated area, if a cubby is unavailable. Lost and found will be turned over to the front desk at the end of each day.
17. Children are encouraged to assist with picking up toys before leaving.
18. If a child begins to cry and the Kid Zone staff is unable to calm the child down after 10 minutes, staff will inform the front desk staff and they will page the parents.

19. No spanking or hitting is permitted; physical violence or threats are never an option.
20. Employees must wash hands regularly, including after using the restroom.
21. Disciplining the children may include a time out or not allowing the child to play with a certain toy any further.
22. The same adult signing the child in should be the same one signing out. In the event someone else is picking the child up, a signed authorization will be needed from the adult that signed the child in.

Rentals:

For more information on room rentals, party rentals, lap lane rentals, park shelters, and The Amp, please visit our website at www.grandview.org/government/city-departments/parks-recreation/facilities/rentals.

GRASP:

GRASP, or Grandview Recreational Assistance Scholarship Program, is a program established by the Grandview Parks and Recreation department to allow those families in our community who are in financial need to benefit from donation-based funding by reducing the cost of eligible programs up to 75%. For more information, contact our Recreation Manager.

Code of Conduct Disciplinary Policy:

The View Community Center is family-friendly, focused on providing the community a healthy, safe and educational facility in which to enjoy recreational activities. To that end, GVPR and staff of The View aim to provide each patron of the facility a safe and fun-filled family environment while following consistent practices for dealing with infractions of rules and/or policies.

*INAPPROPRIATE OR OFFENSIVE LANGUAGE, DRUNK OR DISORDERLY BEHAVIOR, DANGEROUS OR OFFENSIVE ACTS, DISREGARD OR DISRESPECT FOR OTHERS, THREATENING BEHAVIOR, ENDANGERING THE SAFETY OF SELF OR OTHERS AND/OR VERBAL ABUSE TOWARDS OTHERS **WILL NOT BE TOLERATED**. FURTHERMORE, ANY VIOLATION OF THE LAW OR ANY OF THE GVPR RULES AND POLICIES WILL RESULT IN DISCIPLINARY ACTION.*

Disciplinary action may include ejection from the facility suspension of The View Community Center membership, termination of The View Community Center membership, suspension from City of Grandview Property, or arrest and criminal prosecution. The Severity of disciplinary action will depend on the facts and circumstances surrounding the incident. A first-time violation may result in membership termination and permanent suspension from The View if the circumstances are severe. When appropriate, The View staff will warn a member to correct their behavior prior to taking disciplinary action.

The Grandview Police Department is on standby and will be notified for all illegal activity and all incidents that involve a knife or firearm. All theft complaints shall be forwarded to Grandview Police Department and treated as a civil matter. The View staff will need the police report in order to view footage of the incident.

Any time disciplinary action is taken, The View staff will complete an incident form which shall be maintained in the member file. Any membership fees paid for a membership that is terminated for violating rules or policy will not be refunded.