

Policies and Procedures



City of Ozark
Parks and Recreation

Modified January 2024

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Mission, Administration, and Overview of Facilities

Mission Statement

The mission of the Parks and Recreation Department is to promote fitness, wellness, and recreation for the City of Ozark by providing excellent customer service, creating experiences worth repeating and investing in individuals and families to produce growth, safety, and belonging.

Administration

The Ozark Parks and Recreation Department is overseen by the Parks and Recreation Director, who manages the overall direction and large-scale projects and changes of the department. The Assistant Parks Director oversees the day-to-day operations of the Parks Department. From there, programming is split between four different supervisors. The Fitness Supervisor oversees Fitness programming put on by the Parks and Recreation Department, as well as coordinates and directs races and fitness events. The Sports Supervisor oversees all youth and adult sport programming administered by the Parks Department, both at The OC and Finley River Park. The Aquatics Supervisor maintains the pools at both our Neil and Betty Grubaugh Park and The OC, as well as the aquatic programs through the department (Swim Team, Swim Lessons). The Recreation Supervisor oversees the childcare programs put on by the Ozark Parks Department (after school, day out care, and Camps) as well as the various special events throughout the year put on by the Parks Department. Each supervisor is assisted by various coordinators who oversee a more specific area (event rentals, kid zone and senior programming, aquatics, front desk, etc).

Facility Information

Ozark Community Center (The OC)

The OC is a 73,750 square foot facility with two levels. The facility is designed to enhance the quality of life and physical wellbeing of members of the community. Upon entering The OC, guests encounter our front desk - which includes such operations as processing memberships, program registration, equipment check-out, selling of merchandise and answering questions. The OC also has community rooms available, consisting of three rooms that can be combined into one large room for group meetings and events with audio-visual capabilities. Additionally, The OC Patio is located off the community rooms with tables and chairs for guests and members to utilize, or is available for rental space.

In terms of fitness, The OC has two full size courts equipped for a variety of activities including basketball, volleyball, and open court. Above the gymnasium, there is a walking/jogging track, with an approximate distance of 1/12th of a mile per lap. The walking surface consists of shock absorbing material to maximize comfort and minimize injury. On our second floor, there is a

large fitness area including treadmills, bikes, stair masters, cross-training machines and free weights. The fitness center is also host to many cardio machines equipped with an entertainment system for guest use. The fitness center also includes an Aerobic Studio which features a wood floor and will handle 20 participants at a time. The Spinning Studio (located on the first floor) features a mat floor and will handle 16 participants at a time. All OC Memberships include free basic classes.

For use both in terms of fitness but also family recreation, our Aquatics Center features a 124 ft. water slide, 25 yard 4-lap lane pool, therapy water seat, resistance walk (current channel), vortex pool, spray water features, child's play structure, toddler slide, family changing rooms, zero depth entry, and two parties rooms (which can be combined) for use by rental groups. For those with children, The OC also provides drop in childcare for children of families who have an Annual Family Membership. There is a two hour maximum and the service is provided for children included in a family membership, otherwise a drop in fee will apply. Ages are 3 months to 8 years old. Finally, for guest use, locker rooms are available, equipped with lockers, restrooms, and showers. Both wet and dry locker rooms are available. Lockers are for day use only, with the exception of a locker rental. Any items left overnight in a locker without a rental agreement are subject to be removed.

Finley River Park

Finley River Park is located in the heart of Ozark, consisting of 38 acres of space. The park is co-owned by the City of Ozark, as well as the Christian County Agricultural and Mechanical Society. The Ozark Saddle Club also takes up residence down in the park, with a long term lease housing the Christian County Rodeo. The park contains five pavilions, four of which have direct access to grilling facilities. The 4H center is a heated and air conditioned facility that is available for rent, and can house up to 60 people comfortable. There are two small play areas with some playground equipment located centrally in the park. Parking is available throughout the park along the road ways, as well as in a parking lot located outside of the 4H center and on the north end of the park. There is also a public water access way maintained by the Ozark Parks and Recreation Department on the south end of the park, as well as a fishing dock on the north end. The park is open from dawn until dusk.

Most of the Ozark Parks and Recreation Departments' outdoor sports are located at the Finley River Park. There are also five baseball fields, as well as several soccer fields that are used throughout the season for both practices and games. During some of these game times, there is a fully equipped Concession Stand which sells snacks, drinks, and other items. This concession is also usually open during our outdoor events, including movies in the parks. Bathrooms are available throughout the park during warmer months, and are open when the park is open. The park also plays host to many large park events (Movies in the Park, Easter Egg Hunt, and Christmas Lights of Ozark), as well as is available for park wide rental for other events not held by the Parks Department (such as the Sertoma Duck Race or Ozark Craft Festival). All of these events may impact the open hours under the rules outlined in the city ordinance.

Community Forest at Garrison Springs

Garrison Springs consists of 10 acres of wooded property, and is a partnership between the United States Department of Forestry, Missouri Department of Conservation, and The City of Ozark. The property is for primarily education purposes, and has an ADA trail, soft trail leading to viewing platform, and will eventually have an educational nature center and educational spaces. Several small springs are located on the property, giving it its name.

Neil and Betty Grubaugh Park (N.G. Park) and Municipal Pool

Frisbee Golf, Pool, Inclusive Playground, Trail, Pavilion, almost 20 acres.

Bluff Spring Park

Located on 60 acres, the park has a trail head for the greenway trail project, an emergency FEMA room, a rentable pavilion, picnic tables and restrooms.

Neighborhood Parks

The City of Ozark has several neighborhood parks, smaller installations designed to bring recreational activities to families in our community near to their homes. Some parks are equipped with recreational equipment, while others are equipped with large greenspaces. These parks include the following:

- Apple Creek Park
 - NE of McCracken Road and 14th Avenue Intersection.
 - The park sits on .5 acres, and contains a swing set and a slide.
- Shady Oaks Park
 - NE of Intersection of 14th Avenue and Melanie Lane.
 - The park sits on 2 acres and is a heavily wooded greenspace.
- Chickasaw Park
 - NE of Intersection of South 18th Street and Samuel J Street.
 - This park sits on 1.13 acres and is primarily a greenspace.
- Southfork Park
 - NW of Warren Drive.
 - This park sits on 2.0 acres and is primarily a greenspace.

General Policies and Procedures

The City of Ozark Parks and Recreation Department has general policies and procedures that will guide staff when making decisions. All decisions will be made with patron and staff safety in mind, in order to provide a family-friendly environment.

- I. Inclusion Services – The Ozark Parks and Recreation Department encourages people with disabilities to participate in our programs and our events. The City of Ozark will comply with the Americans with Disabilities Act in providing reasonable accommodations.
 - A. The City of Ozark partners with Christian County Links (CCLinks) for Inclusive Recreation to provide assistance for any individual who needs support participating in a Parks and Recreation activity.
 - B. Inclusion aides receive free admission to all facilities and events while providing support.
 - C. The City of Ozark has a grievance procedure available to address ADA concerns if needed.
- II. Safety – The safety of our patrons and staff members is a paramount concern of the Parks and Recreation Department.
 - A. In the event of an injury, accident, illness or uncomfortable situation, a staff member should be notified immediately.
 - B. In the event that blood or bodily fluid is involved, participation shall be halted until the area is properly cleaned and an accident report is filed by a staff member.
- III. Language – The City of Ozark facilities and programs are intended to be family oriented. Inappropriate language will not be tolerated. Patrons warned more than once may be asked to leave the facilities.
- IV. Liability against theft and damages:
 - A. Parks facilities are open to the public - and it is the responsibility of patrons to be vigilant and secure their belongings when utilizing them. Patrons of these facilities should contact the Ozark Police Department should they experience theft within the Parks facilities.
 - B. Damages to personal belongings are also a possibility, and one the Parks Department will not be held liable for - whether it is another vehicle in the parking lot or a fly-ball at the park, it is the responsibility of the patron to help ensure that these things do not happen.

- C. Video surveillance footage may be available to the public pursuant to Chapter 610 by making a request with the City Clerk. However, unless notified otherwise, all footage is maintained for fourteen (14) days and then expires. The City of Ozark Parks and Recreation Department are to be held harmless, and be indemnified from any and all claims made by third parties against the City for losses or causes of action of any activity.
- V. Firearm Policy - Carrying a dangerous weapon is prohibited at any building owned, leased, or controlled by the City of Ozark. Individuals who are violating this policy may be denied entrance to the building, or ordered to leave the building. If such person refuses to leave, they may be prosecuted for trespass per city ordinance.
 - A. This applies to, but is not limited to, the buildings in Finley River Park, NG Park, and The OC. Additionally, any portion of a building used as a child care facility has the same restrictions in place.
 - B. These restrictions do not apply to those outlined under Missouri law, Section 571.030.2.(1)-(11) RSMo and Section 21.750 RSMo.
- VI. Photo and Video Policy - To protect the privacy of members and guests, private individuals wishing to take pictures or videos of the facility or specific programs must request approval from The OC Staff. On occasion, The OC staff may take photos or videos of participants enrolled in programs, classes, activities, and events. These photos are for official use only, and may be used in future brochures, flyers, websites, or other publications. Names of participants are not disclosed for any photos utilized in marketing materials.
- VII. Maintaining of Parks Equipment and Facilities
 - A. Parks and Recreation staff will make every effort to ensure that parks equipment and facilities are in working order. In the event that equipment or facilities are observed as not in working order, individuals should reach out directly to the Parks staff to notify them. Parks staff will always be willing to provide information upon the repair of those facilities and equipment as it is available to them.
- VIII. Hammocking
 - A. Hammocking is only permitted in areas that are specifically designated for that activity. Any attempt to attach wires, ropes, or other contrivances to any tree within parks property without written permission of the Parks Director shall be considered a violation of city ordinance.
- IX. Camping
 - A. Camping or picnicking in an area other than that expressly designated for those activities is not allowed. Individuals should not attempt to relocate any of the

benches, tables, and chairs on park property if they are secured to the ground, and if not secured, can only be relocated within the confines of the park property.

B. Tent camping is not authorized at any facility without written permission of the Parks Director. Camping is only authorized at Finley River Park, as outlined in the rental sections below.

X. It is unlawful to do any of the following without written permission of the Parks Director:

A. Erect, place, or maintain any tent, building, booth, stand, or other structure (temporary or otherwise).

B. Drop, throw, place, or discard any waste paper, dirt, weeds, trash, refuse or other sort of rubbish of any sort except in a receptacle provided therefore.

C. Discharge any substance, matter, or thing that may cause the water to be harmful to persons or things, or to give forth objectionable odors, to appear unsightly, or otherwise pollute the waters.

D. Start a fire for cooking purposes or otherwise within any park, except in receptacles and facilities intended therefore.

E. Conduct any organized activity or event involving more than thirty persons without a special event or facility rental permit.

F. The owner or keeper of any dog must keep the dog on a leash at all times, and shall not allow the dog to run at large.

G. Solicit business, sell or offer to sell goods, merchandise or services, post any commercial signs, advertisements, or take photographs, motion pictures or video tapes for commercial purposes without written permission of the director, or as allowed pursuant to the issuance of a special event permit or facility rental permit.

H. Enter on or in any portion of any grounds or buildings of a park where signs have been previously posted by the Parks and Recreation Department prohibiting such entry.

I. Utilize a loud speaker or amplifier without written permission of the director.

XI. Parks Staff will make every effort to review and renew these policies and procedures annually to ensure that they are providing the best guidance as they implement the programs for the City of Ozark.

Rental Policies and Procedures

The City of Ozark Parks & Recreation Department will follow its mission when making decisions on rentals of City of Ozark facilities. Every effort shall be made to rent areas that generate additional revenue in an efficient and manageable manner, while balancing the needs of the citizens.

- I. Facility Bookings – All activities shall be booked in advance based upon availability after City events and programs have been booked.
 - A. City of Ozark facility reservations are available for leisure activities, recreational opportunities and City activities. Facilities cannot be reserved for rallies or other non city public gatherings.
 - B. Each of the City's facilities will have a predetermined lead time for bookings.
 1. Athletic Fields may be booked no more than six months in advance, unless it is a regular (year over year) reservation.
 2. Pavilions may be booked no more than six months in advance, unless it is a regular (year over year) reservation.
 3. Specific guidelines for reservations at The Ozark Community Center are found in that section.
 - C. Reservations that take place during normal hours of operation shall be made a minimum of two weeks in advance.
 - D. Reservations that take place after normal hours of operations and large events shall be made a minimum of four weeks in advance.
 - E. Rental fees are established by comparative study and reviewed annually. The current rental rate for the City of Ozark Parks and Recreation facilities can be found in the appendix of this document.
 - F. If there is not a rental fee assigned to a facility, the facility is not available to rent.
 - G. In order for a reservation to be considered valid, all terms of the agreement shall be completed.
 1. A deposit may be required.
 2. Payment shall be received in full within 48 hours of booking.
 - a) For balances over \$500.00, a contract must be signed and a non-refundable deposit of 25% of the total rental is to be paid within 48 hours of booking in order to reserve the facility during the

above date and time. The remaining balance is due no later than 2 weeks prior to the 1st day of rental.

- H. A rental contract shall be signed by the parties upon a reservation being made.
- II. Facility Rental Reservation Guidelines – Renters may book facilities according to the following guidelines.
 - A. Rental fees are calculated per hour.
 - B. Rentals that stay past their scheduled time will be charged an hourly rate for additional time. If possible, this will be taken out of their deposit, or billed according to the reservation.
 - C. The Director of Parks and Recreation or his/her designee may make exceptions to these guidelines when it is deemed to be in the best interest of the facility and the city.
- III. Rental Reservations – Staff will ensure an accurate and efficient registration process for all rentals. All reservations shall be made during normal hours of operations.
 - A. All rentals shall be reserved in the following manner:
 - 1. In person at The OC.
 - 2. By phone with the guest relations coordinator.
 - 3. By email with the guest relations coordinator.
 - B. Forms of payment accepted:
 - 1. Cash
 - 2. Check – All returned checks are subject to a return fee.
 - 3. Credit Cards – Visa, MasterCard and Discover are accepted.
- IV. Deposit – All general public rentals may require a damage/security deposit at the time of booking. The deposit shall be returned in full as long as all terms and regulations of the rental agreement have been adhered to.
 - A. Deposit shall be retained if excessive cleanup is needed or for any damages.
 - 1. Deposit may be retained or partially retained if materials/equipment is left and stored on City property following the event, subject to the terms of the contract.
 - B. Deposit shall be refunded two to three weeks after the event if eligible.
- V. Cancellations – Reservations may be canceled up to seventy two hours (72) in advance.

- A. Cancellations shall be made in writing to the staff person responsible for the bookings and reservations within the Ozark Parks and Recreation Department.
 - B. A full refund in the form of an account credit will be given for any reservation canceled at least fourteen (14) days in advance.
 - C. Cancellations received less than fourteen (14) days but more than seventy two hours will receive a partial credit of 50% on their account.
 - D. If the cancellation occurs within seventy two (72) hours of the rental, there will be no account credit given to the individual or organization.
 - E. Rental fees shall be retained by the City for any booking that does not show up.
 - F. In the case of inclement weather, every effort shall be made to reschedule the activity. If this is not possible due to facility constraints, a full refund of both the deposit and rental fee shall be made.
 - 1. If rescheduling is not possible on the part of the renter, a credit shall be placed for the amount of the rental.
 - 2. In those cases where 75% of the rental time has passed, the event will not be rescheduled due to inclement weather and no refund shall be given.
 - 3. Refunds may not be given on the threat of inclement weather.
- VI. Refunds, Replacements and Fee Accommodations – All adjustments to rental contract fees shall be approved by the Director of Parks and Recreation or his/her designee.
- A. Requests for fee adjustments shall be made by the renter in writing and addressed to the Director of Parks and Recreation or his/her designee.
 - B. Deposit guidelines and cancellation deadlines shall be followed when determining eligibility for a refund.
 - C. No refunds will be considered if a renter or event participants are asked to leave for noncompliance with Parks and Recreation rules.
 - D. In the event the Ozark Parks and Recreation Department must cancel or alter the contracted parameters of an event, management shall determine whether to offer a future rental at no charge, or a partial/full refund.
 - E. Refund of fees and/or deposits will be processed within two to three weeks of the event.

- VII. Chaperones and Group Supervision – Named renter is responsible for group supervision. Chaperones are required for all rentals involving children under the age of 18. The number of chaperones required depends on the age of the children.
- A. The required ratio for chaperones is 1:5 for all parties involving children age 8 and under.
 - B. The required ratio for chaperones is 1:10 for all parties involving children between the ages of 9 and 17.
 - C. Chaperones are expected to directly supervise the children while in the facility.
 - D. All parties will be expected to follow the chaperone ratios.
 - 1. Staff will notify the rental contact if the party does not have the proper ratio.
 - 2. If the additional chaperones do not show up within 15 minutes, the party will be asked to leave the facility.
 - 3. A refund will not be given to a party that is asked to leave due to insufficient chaperones.
- VIII. Catering and Food – The City of Ozark allows outside food and beverages to be brought in for rentals.
- A. Renters shall be responsible for contacting caterers and making all food arrangements.
 - B. Alcoholic beverages are not permitted at The OC, Finley River Park, or the Community Forest at Garrison Springs without prior approval from the Director of Parks and Recreation or his/her designee, and may also need a Special Event permit approved by the Board of Aldermen/picnicking license from the Christian County Health Department.
 - C. Specialized trailers, grills and any other catering equipment must receive permission for site access and placement by coordinating in advance with the Director of Parks and Recreation.
 - D. Caterers are not allowed into the facility until the reservation start time stated on the contract.
 - E. Glass containers are prohibited.
- IX. Liability - The designee for any rental organization or person must agree to waive, release, and hold harmless Ozark Parks and Recreation Department, The City of Ozark, and its employees, agents, and volunteers, from any and all claims which may arise out of any accidents or injury when using any city facility.

- A. The individual or organization making the application agrees to and assumes all liability for the injury or loss to any person or property arising from the use of said facility, to include payment to the City of Ozark Parks and Recreation Department for any damages done to the premises.

Program Policies and Procedures

The City of Ozark strives to offer programming that meets the needs of the community. This includes a wide array of programs, leagues and wellness opportunities for people of all ages and abilities. Staff will maintain current programming trends in order to enhance the health, fitness, wellness and quality of life of our residents.

- I. New Programs – New programs will be reviewed by staff, to coincide with the preparation of each brochure. The following procedure will be used by staff to propose a new program.
 - A. Staff will complete a new Program Submittal Sheet and submit it to their supervisor.
 - B. The supervisor will review the Program Submittal Sheet. If approved, the Supervisor will submit the sheet to the Parks Director or their designee with his/her signature. If denied, the Supervisor will discuss the program with the Parks Director or their designee.
 - C. Once the program has been approved, the communications will add the program to the brochure. The supervisor for said program will then work with the communications department to develop a marketing plan for that program by using their outlined process.
- II. Program Fees – Staff will review all program costs and set fees during the budget cycle. Program fees are based on the following guidelines:
 - A. Recreation program fees are expected to, at a minimum; recover costs associated with the program along with a 20% administrative fee to cover brochure, administration and utilities.
 - B. Fees for those with an Annual Family Membership to The OC may be set at a rate below non-member rate.
 - C. Staff will factor in whether the program is a core service versus a specialty program when determining fees.
 1. Core service programs are intertwined with the mission statement of the City of Ozark Parks and Recreation department, and may not be held subject to the guidelines above.
 - D. Scholarship, Financial Assistance, and State Subsidy may be available from third parties for various programs. The Ozark Parks and Recreation Department is not able to provide direct financial assistance, but can work with families to connect them with community resources that may be able to further assist them.

- III. Program Dates and Times – Program dates and times will be set by staff in order to maximize class participation and facility usage.
- IV. Program Registration Deadlines – Registration deadlines are designed to encourage early registration. To coincide with the cancellation and refund policies, all programs will have a registration deadline of a minimum of seven calendar days prior to the start of the program. This does not include special events.
 - A. Late registration may be made with approval by appropriate program director, and may be subject to a late fee.
- V. Program Registration – Staff will ensure accurate and efficient registrations for all Parks and Recreation Programs.
 - A. All registrations shall be completed in accordance with the program enrollment of choice.
 - 1. In person at the Front Desk at The OC.
 - 2. Online as applicable.
 - B. Forms of payment accepted:
 - 1. Cash
 - 2. Check – All returned checks are subject to a return fee.
 - 3. Credit Cards – Visa, MasterCard and Discover are accepted.
- VI. Program Refund Policy – Full-time staff will administer program refunds that are fair and consistent with the policies of the Ozark Parks and Recreation Department and do not jeopardize the financial well-being of the program.
 - A. A full refund will be given for programs canceled by Ozark Parks and Recreation or if a registrant is restricted from participating in a program due to a change in program dates or times. No service charge will be applied.
 - B. No refunds will be given for registration cancellations requested less than seven (7) days prior to the start of the program.
 - C. A service fee of \$10.00 per participant per program will apply to all refunds initiated by the customer.
 - D. If a refund is requested due to illness or injury prior to program start, a prorated amount will be granted if the request is made after the program has started. This will be given less any direct costs (such as t-shirts, program supplies, etc). A written refund request must be submitted with a physician's statement attached.

- E. No refunds or make-ups will be given for missed lessons, classes or practices with the exception of those cancelled by the Ozark Parks and Recreation Department.
 - F. Refunds \$10.00 or less will be credited to the customer's household account for future use.
 - G. Refunds over \$10.00 will be credited to the customer's household account, or issued in the form of a refund check, less cancellation fee.
 - H. Please allow 2 – 3 weeks for refund processing.
 - I. League refunds will not be given for any reason.
 - J. Senior trips will receive a full refund if they cancel at least fourteen days prior to the date of the trip, after which a prorated discount will be given in order to recover direct costs. Standard refund policy due to illness or injury applies.
- VII. Cancellation Policy – Outlined below is the procedure to follow when staff is determining to cancel a class.
- A. Ozark Parks and Recreation reserves the right to cancel a class if the program minimum has not been met seven (7) days prior to the first class meeting.
 - B. Ozark Parks and Recreation will not be able to issue credits for missed classes or activities.
 - C. Programming shall not be scheduled on those dates when the facility is closed for holidays, unless prior permission has been granted by the Parks Director.
 - D. Cancellations may be made up to the start of a class session for reasons including low registration, instructor absence, facility maintenances, and any other unforeseen circumstances. These updates will be made on social media and at the Front Desk.
- VIII. Program Location – Staff will ensure that programs will be conducted in a safe, pleasing environment for participants. Staff reserves the right to cancel the program location if a program location becomes unsafe or unpleasant.
- A. Before a program – Staff will inspect the program location to ensure it is safe and clean. If the location is unsafe or unpleasant, staff will try to move the program to an alternate location. If an alternate location is unavailable, the program shall be cancelled.
 - B. During the program – Staff or their designees will cancel a program if in their opinion the location becomes unsafe for participants. Staff will try to move the program to an alternate location. If an alternate location is unavailable, the program shall be cancelled.

- IX. Weather Cancellations – Staff will adhere to the following procedures to handle severe weather conditions. If a program has been cancelled, youth program participants will be taken to the closest operating City of Ozark facility if their parent is not in attendance.

A. Extreme Temperatures:

1. Youth programs – Outdoor programs (outside of sports programming) may be canceled, postponed, or moved if the forecasted heat index during the time of the program exceeds 103 degrees Fahrenheit; or the forecasted wind chill during the time of the program drops below 32 degrees Fahrenheit. Cancellation, postponement, or change of venue for sports programming will be made at the discretion of the supervisor.
2. Adult programs – A decision will be made by staff for programs where the forecasted heat index during the time of the program exceeds 103 degrees Fahrenheit or forecasted wind chill during the time of the program drops below 32 degrees Fahrenheit based on the activity. Cancellation, postponement, or change of venue for sports programming will be made at the discretion of the supervisor.
3. Special events – A decision will be made by staff for programs where the forecasted heat index during the time of the program exceeds 103 degrees Fahrenheit or actual temperature during the time of the program drops below 32 degrees Fahrenheit based on the activity.

- B. Hail – All outdoor programs will be postponed, cancelled, or delayed at the discretion of the program director.

- C. Lightning – If lightning is spotted, all program participants will be evacuated to a program participant's vehicle or the closest designated shelter for a time of 30 minutes after the last lightning bolt is spotted. Staff will ensure that program participants are evacuated and avoid metal fences, gates, tall light poles, power poles or taking shelter beneath a tree. Lightning will not affect an indoor program.

- D. Rain – Programs will continue as long as staff determines the program participants are safe.

- E. Severe Thunderstorm Warning – All outdoor programs will be postponed, cancelled, or delayed at the discretion of the program director.

- F. Thunder – If thunder is heard, program directors will begin the process of evaluation safety.

1. Sports

- a) Sports supervisor on duty will begin to monitor lightning tracking equipment to ensure that lightning does not strike within ten miles of the program, or appear to be headed towards the program. At that time, the policy for lightning strikes should be enacted.
- 2. Aquatics and all other outdoor programming - all outdoor program participants will be evacuated to a program participant's vehicle or the closest designated shelter for a time of 30 minutes after the last clap of thunder is heard. Staff will ensure that program participants are evacuated and avoid metal fences, gates, tall light poles, power poles or taking shelter beneath a tree. Indoor programs will not be interrupted due to thunder.
- G. Tornado Warning – All outdoor programs will be canceled. Indoor programs will be suspended and participants will be moved to shelter location until the warning has passed and then the program will be resumed if possible.
- H. Wind Advisory – All outdoor programs will be evacuated to a predetermined location until the end of the wind advisory.
- X. Program Evaluation – Program evaluations will be conducted by staff at the conclusion of each program.
 - A. An electronic survey will be e-mailed to participants.
 - B. A paper copy of the program evaluation form will be available at the front desk of The OC upon request.

Parks Policies and Procedures

The philosophy of the Ozark Park and Recreation is to maintain balance between the recreational needs of the community, recreation programs, and rental groups. The Parks will maintain a user-friendly atmosphere suitable for adults and children. Staff shall strive to keep the park system clean and safe from potential harm to the user.

- I. Park System – The City of Ozark park system is comprised of three park facilities, one linear park, and several neighborhood park facilities. A list of parks and facilities within the parks can be found in the first section of this document.
- II. Park Use – Ozark parks and facilities are to be used in a manner that is safe and secure for all patrons and users of the parks.
- III. Hours of Operation – Ozark parks are generally open to patrons from sunrise to sunset.
- IV. General Park Rules – Rules have been established to govern the use of general activity areas. All rules have been established with patron safety in mind. Additionally, the following rules are based upon the rules codified in the Ozark Government code, section 120.020. Anything not listed below, but present in that document, should be observed as policies of Ozark Parks and Recreation as well.
 - A. Parks are open from sunrise to sunset. This does not apply when special events are scheduled in the parks.
 - B. Motorized vehicles are restricted to designated parking areas and roadways.
 - C. Alcohol is not allowed in all parks, except under the conditions listed below.
 - D. No glass containers are allowed in any park.
 - E. Fires are permitted only where fire grills are provided.
 - F. Please place all trash in the proper receptacles.
 - G. Pet excrement must be placed in trash receptacles.
 - H. The owner or keeper of any dog must keep the dog on a leash at all times and shall not allow the dog to run at large.
 - I. Events or organized activities involving more than 30 persons require a special event permit or facility rental permit.
 - J. Trespassing on or in any portion of grounds or buildings after hours, that are posted to be closed/prohibited to entry, or entering into an area that requires a fee without first paying is prohibited.

- K. The use of a loudspeaker or amplifier without written permission of the Director or allowed pursuant to the issuance of a special event permit or facility rental permit is prohibited.
 - L. Hunting and/or discharging of firearms is prohibited.
- V. Rental Guidelines – All General Facility Rental Policies and Procedures located in Chapter 4 shall be followed concerning rentals.
- VI. Capacity – Each facility within the City of Ozark parks system shall maintain a balance for public usage, programming and rentals.
- VII. Food and Beverage – The City of Ozark will allow food and beverages to be brought to the Ozark parks system.
 - A. Glass containers are not permitted.
 - B. Alcoholic beverages are never permitted at Neil and Betty Grubaugh Park, Bluff Spring Parks, or any of our neighborhood park Facilities.
 - C. Alcoholic beverages are not permitted at Finley River Park, Community Forest at Garrison Springs, or The OC without prior approval from the Director of Parks and Recreation or his/her designee, as well as potentially a Special Use Permit approved by the Board of Aldermen or a picnicking license through The City of Ozark.
 - D. Food trucks.
- VIII. Food Trucks – food trucks are authorized to operate on City of Ozark Parks and Recreation department properties with written permission from the Parks Director or his/her designee. Food trucks must obtain all pertinent certification from local health departments and city clerks when it comes to their operations within City Limits.
 - A. Generally, Food trucks are not authorized when it direct competition with existing service providers, including City concessions, or when it becomes a detriment to programming.

The OC (Ozark Community Center) Policies and Procedures

The City of Ozark Community Center (The OC) has been established with the goal of balancing the recreational needs of the community, programming and rental groups. The facility will maintain a safe, family-friendly venue suitable for adults and children as well as recreation programs.

I. Policies and Enforceability

- A. Rules and policies are posted for all OC users. The authorities to enforce these policies are vested in The OC staff responsible for facilities and programs. Violations of rules, malicious use or defacing of property, solicitation, verbal abuse, or other violation of The OC will not be tolerated. The OC staff reserves the right to make discretionary adjustment to disciplinary action depending on the circumstances which may include suspension or revoking patron privileges. Disciplinary policies will be enforced.

- II. Hours of Operation – The Ozark Community Center will be open to the community seven days a week, with the exception of certain City of Ozark observed holidays (including but not limited to Easter, Independence Day, Thanksgiving, Christmas, and New Year’s Day. Any changes in hours will be communicated in a reasonable amount of time by posting of notice, and social media. The current hours of operations can be found in the appendix of this document.

III. Access to Facility

- A. All persons entering The OC must do so through the primary doors of the Facility (located centrally on the north end), and must hold a current membership except those persons paying a daily fee, observing children in a paid class, participating in an event organized through our event rentals, or those participating in a meeting or event open to the public. Individuals who are 55+ are able to register for a free walking pass membership.
 - 1. For those who are under the age of 18, a “youth code of conduct” must be filled out annually (generally in Fall). These require a parent signature at time of signing to verify that they understand that the child will not be directly supervised, and that they will be held to the policies and procedures outlined on the youth contract.
- B. Access is restricted to those who have been convicted or accused of any crime involving sexual abuse, and is actively registered in the Missouri Sex Offender registry. Access may also be restricted to individuals who have previously violated The OC’s member code of conduct (found in appendix).

- C. All members and guests must check in at the front desk. All persons entering The OC will be asked to present valid photo identification when checking in for the first time, and may be asked upon subsequent visits.
 - 1. Everyone over the age of 12 but under 18 years old who enters the facility and is considered a minor must provide a form of identification.
 - a) Any child between the ages of 12 and 15 years old may show identification which may include school documentation, shot records, legal identification, or other approved materials at time of membership sign up.
 - 2. Anyone 16 and older must provide a legal form of identification; this can include a current driver's license, up-to-date tax return from guardian if under 18 years old, passport or other forms of government I.D.
 - 3. Anyone ages 12-17 who enters the building will need to obtain a wristband from the front desk, aside from those who are specifically attending an OC practice or program.
 - 4. Guests are permitted for anyone who is a member of The OC. Guests and members must both be above the age of 18. Members can bring one guest per visit, but are not limited to the number of times they can bring a guest. Individuals who are guests are limited to visiting twice before they must purchase a day pass or membership.
 - 5. Family members of program participants are not authorized to use the facility, unless they have a valid membership or have purchased a day pass user. For example, younger siblings of those participating in swim lessons should not utilize the pool, or individuals whose children are in basketball practice should not utilize the track. Individuals found in violation of this policy may be asked to leave, and that the program participant could face suspension from the program.
- D. Groups of ten or more are subject to managerial approval, as our facility is not designed to accommodate mass influxes of patrons outside of our general membership. These groups may be turned away from the facility if current capacity does not allow for their admission.

IV. Registering for Membership

- A. When signing up for a family membership, proper identification is required to accurately determine who is qualified to be a part of the membership. This identification could be up-to-date tax returns, guardianship papers, or any other legal documents proving familial status. All family members must provide a form of identification, with or without guardian, at time of arrival to the facility.

- B. After an application has been processed and payment has been made, memberships are non-refundable and non-transferable. Memberships cannot be transferred from one member to another.
 - 1. Individuals wishing to be considered for a refund or credit due to extenuating circumstances must complete a Refund Request Form available at the front desk. All requests will be reviewed and responded to in a timely manner. Cancellation fees may apply, outlined in the appropriate contract.
- C. Members are permitted access to the facility twice without their ID card during their membership. The third time, members will be required to purchase a new one. A \$2 replacement card fee will be charged for the replacement of lost membership cards.
- D. Once a membership expires, the individual will not be permitted to use the facility unless they renew or pay the daily fee. There is not a grace period on membership renewal payments.

V. General Facility Rules

- A. The OC is provided for the citizens of Ozark, and works to maintain its status as a safe and enjoyable place for families within our community. As such, the following rules are enforced either to maintain that goal, or by order of city ordinance. City of Ozark staff employed at The OC are responsible for enforcing these rules, but are not limited to the language contained within. Any conduct determined to be inappropriate by staff of The OC is subject to further disciplinary action as outlined below.
 - 1. No abuse, destruction, or intentional misuse of OC equipment and properties. This also applies to the property of other guests at the facility.
 - 2. Carrying or concealing a weapon or any device or object that may be used as a weapon is not permitted at The OC.
 - a) These restrictions do not apply to those outlined under Missouri law, Section 571.030.2.(1)-(11) RSMo and Section 21.750 RSMo.
 - 3. Good sportsmanship is asked of all patrons of The OC, whether they are partaking in a scheduled activity, or simply observing. We ask that patrons utilize language that is not abusive or foul.
 - 4. Harassment or intimidation by words, gestures, body language, or any type of menacing behavior is prohibited.
 - 5. Sexually explicit conversation or behavior, as well as any sexual contact with another person are not permitted in The OC.

6. Physical contact with another person in an angry, aggressive, or threatening way is prohibited.
7. No wheeled items except for strollers and wheelchairs. This includes (but is not limited to) bicycles, scooters, skateboards, roller skates or in-line skates. Bicycle racks are located outside the facility.
8. No outside food or drink is allowed within The OC. The food and drink policy for The OC is expanded upon below.
9. No tobacco, or illegal or non-prescribed drugs are allowed within The OC. Alcohol is not to be used outside of special events that have been given written permission by the Parks Director.
10. Use of any video/picture taking equipment (including camera phones) in The OC's locker rooms and bathrooms are not allowed.
 - a) Use of any video/picture taking equipment (including camera phones) should be done in a way that is respectful of other patrons in locker room and pool areas. Inappropriate usage may be considered harassment and would be subject to the policy above.
11. The OC respects the rights of mothers who are breastfeeding, and encourage staff to protect the rights of those parents.
12. Individuals are not permitted to sleep throughout the facility, in order for staff to quickly be able to assess the safety of all patrons within The OC. Individuals found to be sleeping will be asked to wake up, and if unable to be woken, may have authorities contacted. This is to protect from potential cardiac incidents, alcohol or drug overdoses, etc.
13. Flyers should only be posted in designated spots throughout the building (flyer holders, bulletin boards, bulletin cases, etc). At this time, The OC only allows internal flyers, as well as those of established partnerships (sponsors, local organizations providing services for parks programs, rental groups, etc) within the building. Other external flyers may be posted upon written consent of the Parks Director or their designee.

VI. Food and Drink

- A. Outside Food and Drink is not authorized inside of the facility, except for when requested by a registered rental group.
- B. Food and drink may be purchased at The OC concession stand to be enjoyed in the gymnasium during OC sponsored events, or at the concessions area (both outside the pool area, or the seating area inside of The OC pool).

1. Clean-up is the responsibility of each patron while utilizing the concessions area.
 - C. Chewing Gum, Sunflower Seeds, and other food products that could be considered a nuisance to clean is not allowed inside of the gymnasium, walking track, fitness center, or OC Pool.
- VII. Attire – The Ozark Community Center is a family-oriented facility. Patrons are required to dress in appropriate attire for such a facility. Patrons are required to wear shoes, pants, and a shirt while in the Community Center.
- A. Outside of the pool area, unauthorized attire can include:
 1. Tops: strapless blouses, swimsuits, bikini like items, visible undergarments/sports bras
 2. Bottoms: swimsuits, bikini like items, or visible undergarments
 3. Footwear: Open toed shoes, flip flops, and sandals are discouraged when engaging in any physical activity at The OC (fitness center, rock wall, gymnasium).
 4. Printed material on clothing containing indecent material is prohibited at The OC, with examples of indecent materials including sexually suggestive material, drugs or alcohol, or curse words.
 - B. Inside of the pool area, unauthorized attire can include:
 1. Appropriate swimwear as decided by the aquatics leadership staff. Swimwear should not be revealing of areas that are typically considered “private”. Cotton and denim based pants are not permitted in the pool.
 2. Further policies included the aquatics section below.
 - C. Any subject or judgment of attire is at the discretion of The OC staff. Policy is enforced to help us maintain a family friendly environment.
- VIII. Lost and Found
- A. The OC is not responsible for lost or stolen items. Guests are encouraged to store and lock all personal belongings in provided lockers. All found items should be turned into the front desk. All articles, with the exception of valuables, found in the facility will be placed in the lost & found and kept for one week. Staff members are not permitted to hold valuables or bags for guests. Valuables that are found will be locked in the park offices.
- IX. Guest Disciplinary Policy

- A. The OC is a facility operating for the benefits of our members/guests. Patrons are expected to join the staff in promoting a pleasant recreational environment. Guests are asked to use mature judgment in choosing actions, clothing, and language and be sensitive to the message it delivers. Guests should respect the rights of others and are encouraged to display good sportsmanship so that participation in all activities is enjoyable and safe. The behavior of a guest must not disrupt the experience of others. All problems should be reported immediately to the front desk staff.
 - B. When violating the rules and policies of The OC, access may be temporarily or permanently suspended, without refund. For those guests who are under the age of 18, parental contact and conference may be initiated.
- X. Supervision
 - A. Please be aware that The OC is NOT staffed to provide child supervision outside of the childcare area. Please do not drop children off and leave them unattended.
 - 1. Children 8 and under must be directly supervised by a parent or guardian age 18 or older, outside of the Kidzone area.
 - 2. Ages 9-11 must be accompanied by an adult unless they are participating in an OC program or activity. Adult must remain in the facility at all times. The OC Swimming Pool, gymnasium, and walking is considered an OC program, as long as the child follows the appropriate rules.
 - 3. Children who are under the age of 12 and left within The OC without a guardian will have their parents contacted, and in the event that contact is unable to be made, local authorities will be contacted.
 - 4. Ages 13-15 must have their Youth Weight Lifting Certification to use the fitness center or the track, or to participate in a general OC Fitness class.
 - 5. Ages 16 through 18 do not require supervision in the fitness area or track, but are required to have a wristband demonstrating their minor status.
 - 6. Ages 12 and up may enter the facility independently at any time.
- XI. Accidents and Injuries
 - A. All accidents should be reported to OC staff. Open wounds must be covered to participate in any area of the facility. First aid supplies are available to guests to be self-administered. The staff is available to call an ambulance upon request. If the person is unconscious or unable to respond, or the staff deem it necessary to do so, an ambulance may be called at the discretion of the staff. All accidents and injuries requiring assistance will require a staff member to complete an

Accident Form. Cooperation in obtaining the patron information necessary for completion of this form is requested. The OC is not responsible for accidents or injuries which are incidental to the activities and/or use of the facilities or equipment in The OC.

XII. Inclement Weather Policy (Ozark Community Center specific)

A. In addition to the Inclement Weather Policy outlined for Ozark Parks and Recreation above, the following policies are in place for inclement weather for programs taking place at The OC. The OC 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 guests and staff. Updates will be recorded on The OC's Facebook page (@OzarkCommunityCenter), as well as announced in the facility as necessary.

1. Tornado Emergencies

2. Winter Weather

a) If Ozark School District R-VI adjusts their learning format to cancellation or virtual learning due to Inclement Weather, morning programs (Kidzone, Swim Lessons, and Fitness/Aquatic Classes) will be cancelled until 2PM. Decisions on classes and programs held after 2PM will be made an hour prior to that program taking place (including fitness classes and Kidzone), and will be posted to Facebook, and information available at our Front Desk. For Sports programs (Basketball, Soccer, Volleyball), contact will come from your child's coach once a decision has been made.

b) In the event of an early dismissal due to weather, or for inclement weather questions on the weekend, a decision will be made an hour prior to that program taking place (including fitness classes, swim lessons, Kidzone, and aquatic classes). It will be posted in the same manner listed above. In regards to early closures/late openings/daily closures of The OC, decisions will be made on a case by case basis and posted as soon as they have been made.

XIII. Capacity – Set by the City of Ozark's Fire Code, all Ozark Community Center rooms have a maximum occupancy that will limit the number of people who may utilize a room.

XIV. Pets – Pets are not permitted in the Ozark Community Center, with the exception of service animals.

A. Service Animals:

1. Staff are permitted only to ask the following:

- a) "Is this animal your "Pet"?" (allows the individual to answer without embarrassment, but still share that they are a service animal if not easily identified) or "Is the dog a service animal required because of a disability?"
 - b) "What work or task has the dog been trained to perform?"
- 2. Service animals are not required to be accommodated if they become disruptive to the business. If a service animal growls or barks at other customers, causes an unsafe environment (perhaps running and jumping on the basketball court), or requires care or supervision beyond what the individual can provide, the service animal may be asked to leave the facility. The individual with a disability should still be given the option of continuing to enjoy the services of The OC without the animal on the premises.

XV. Specific Departmental Rules

A. Indoor Pool at The OC

- 1. Children 8 and under must be accompanied by an adult.
- 2. Children 9-11 must have an adult with them in the building and must be able to pass the swim test. Swim bands may be given by The OC Front Desk. Lifeguards will submit a list of members who have successfully completed their swim test.
 - a) Swim Test (25 yds)
 - (1) Jump in feet first.
 - (2) Swim freestyle or breaststroke. (Must look like a true stroke)
 - (3) Once in the middle of the pool float on back for 10 seconds.
 - (4) Flip back over and swim to the end of the pool.
 - (5) Then climb out of the pool. (No stairs or ramp to exit the pool).
- 3. Only U.S. Coastguard approved lifejackets and flotation devices may be worn. (No water wings).
- 4. Baby boats may be used only if an adult remains within arm's reach at all times.

5. Swim diapers must be worn and are available for purchase from the front desk.
6. Family friendly swim attire is required.
7. No personal displays of affection.
8. No outside private swim lessons. Swim lessons are offered by The OC, and if interested individuals should check with the front desk for more information.
9. The standard OC outside food and drink policy applies. Concessions items must be eaten and remain in the concessions area.
10. No running, diving, or horseplay will be tolerated in the Aquatics Facility. Football usage is not allowed within The OC.
11. No extended breath holding allowed.
12. Do not jump into the lazy river or climb over river walls.
13. No person with a skin rash, who is experiencing diarrhea, or other skin or hygienic irritation may enter the pool. This includes any kind of fungal infection, or otherwise communicable disease through surface contamination. The CDC advises that people who have had active diarrhea in the last fourteen days do not use aquatic facilities.
14. Water temperature and chemical level logs are to be maintained by lifeguarding staff.
15. Slide and Water Features Information.
 - a) The slide and water features are turned off during lessons and classes (see pool use schedule)
 - b) Slide users must meet the height requirement (48") or be able to swim one length of the pool (25yds) to ride the slide. Please see a lifeguard on duty for a swimming test.
 - c) No life jackets or goggles are permitted on the slide
 - d) Slide users must ride feet first, and on their back
 - e) One person is allowed down the slide at a time
 - f) No swimmers are allowed to stay in the catch pool. As soon as a swimmer exits the slide they must proceed to an exit.

- g) Slide users must wait until the person before them has exited the catch pool before going down

16. Lap Lane Rules and Availability

- a) Lap lanes may be closed for swimming lessons and special events. Please see the pool use schedule for normal lane and class schedule.
- b) Two lanes will be reserved for lap swimming during all times listed as lap swimming, unless there is a special event.
- c) If there are more swimmers than available lanes, swimmers must share lane space as needed.
- d) Children who require a lifejacket to swim in the Lap pool must have an adult in the water with them.
- e) No hanging on lap lanes.

17. The lifeguard or manager on duty may enforce other rules as necessary for the protection and safety of our guests. The lifeguard or manager on duty may close any portion of the pool for safety or maintenance related reasons. The manager on duty may issue a pool time out, or may suspend any person from the pool without refund, whose actions jeopardize the safety or enjoyment of others.

B. Locker Rooms and Bathrooms

1. General Locker Room Rules

- a) Should an individual need assistance from their guardian within the locker room, they are encouraged to use the family changing area with their family.

2. Family Changing Area

- a) Family changing areas are intended for the use of family members who require additional help. Individuals who are not in need of assistance should not use those family changing rooms, and instead are encouraged to use the group locker rooms or private changing rooms in the pool area. Improper use of family changing rooms can result in suspension from The OC.

3. Locker Rentals

- a) Locker rentals are available on a first come and first serve basis, from The OC front desk. Long term use of lockers should be done

in a way that maintains proper hygiene and cleanliness. Lockers that have an unclean, moldy, or unsafe odor to them may be opened and inspected by The OC Staff.

- b) Locks should not be left on lockers overnight, and may be cut off if that is the case. Locker rentals are available, with more information below.

C. Gymnasium

1. During open gymnasium hours usage is first come first serve. You are to be respectful of other guests/members that are also using the gymnasium.
2. No private lessons without a court rental.
3. Tennis shoes only, street shoes are not allowed to maintain the integrity of the gymnasium floor. Appropriate shoes may also be deemed as such at the discretion of The OC staff.
4. Footballs are not allowed inside of The OC, and kicking/hitting balls intentionally towards the track/ceiling is not allowed.
5. Spitting will not be tolerated.
6. Hanging on basketball rims is not allowed.
7. Please exercise good sportsmanship when playing and selecting teams for play.
8. All gymnasium schedules (volleyball, basketball, etc.) are subject to change.
9. Use of outside equipment is allowed at the discretion of The OC staff, however, equipment is available from The OC upon request for check out.
10. Sports spectators are to be held to the same standards of behavior, attire, food and drink, and any other policies that The OC has in place. Those who are not abiding by these policies may be ejected from the game, and/or banned from The OC.
11. All other policies regarding food and drink, attire, behavior, and anything listed above apply in this area.

D. Walking Track

1. Track may be closed without notice at any time by The OC, for the safety of events taking place in the gym below.
2. Designated direction will be alternated daily.
3. Walkers must stay on the inside lane and joggers on the outside lane.
4. No food, drink, or chewing gum allowed. Water bottles are permitted.
5. Tennis shoes only. No street shoes.
6. Spitting will not be tolerated.
7. No more than two people are to walk side by side
8. Please inform a slower person when you are passing (ex: "On your left.")
9. Strollers, wheelchairs, and walkers are welcome.
10. Children under the age of 13 who are actively walking/jogging and respecting all rules are permitted. Children eight (8) and under must be with a parent or guardian while on track.
11. Ages 13 and up are allowed to use the track area without a guardian if actively and safely exercising.
12. Only OC members, those with a walking pass, and paying guests are allowed. Individuals who are present in The OC for other events, classes, sports, lessons, etc. should not utilize the track facility unless they have met the above criteria.
13. No video recording or standing to watch the games below for the safety of those on the track.
14. All other policies regarding food and drink, attire, behavior, and anything listed above apply in this area.

E. Fitness Center

1. Children under the age of 13 are restricted from the fitness area at all times. Ages 13 -15 MUST attend a certification class before entering the fitness center under any circumstances. Children who are restricted from the fitness center through the above criteria are not permitted to sit and wait for their parents while they are utilizing the fitness area.
 - a) Children under the age of 13 years old are not permitted to enter the Fitness Center at any time unless accompanied by an adult directly to and from a class for which the child is registered in the

aerobics room (including, but not limited to, ballet, jazz, hip hop, homeschool PE), to the restroom, or into a private office.

2. No outside personal training. If interested in personal training please reach out to the fitness supervisor.
3. All users are asked to wipe off machines following use with provided supplies.
4. Standard garment policy for The OC applies while in the fitness center or partaking in fitness classes (whether inside or outside of The OC). Additional restrictions to attire (footwear, clothing, etc) are subject to the discretion of instructors and fitness staff.
 - a) A shirt that does not reveal the chest must be worn at all times. Sports bras without cover are not permitted.
 - b) Footwear is required at all times. Shoes may not be removed for any purpose.
5. Please be considerate of others waiting to use machines. Be prompt in your use. During peak hours when all machines are in use, please limit your time to 30 minutes.
6. Proper gym etiquette (as posted in the Fitness Center) is expected of participants at all times.
7. All other policies regarding food and drink, attire, behavior, and anything listed above apply in this area.

F. Childcare at The OC (Camps, Day Out Care, Kidzone)

1. Further policies and procedures of the Parks and Recreation Childcare programs can be found in the appendix.

XVI. Rental Guidelines – All General Facility Rental Policies and Procedures located in Chapter 4 shall be followed concerning rentals. In addition, specific rules concerning the rental of meeting rooms within the Community Center shall be enforced.

A. Booking timelines

1. The Community Center can be booked up to, but no more than, six months in advance.
2. Regular room renters can book their rentals for the next year at time of their current rental.

3. Rentals must include set-up and clean up time. Patrons may not enter the room more than fifteen minutes before their scheduled time, and must vacate the room by the time stated on the contract to avoid additional rental fees.
- B. Rental Fees – Rental fees are established by comparative study and reviewed annually. The current rate for the Community Center can be found in the appendix of this document. All rental fees are required to be paid in full prior to reservation, without exceptions.
- C. After-Hour Events – The Ozark Community Center may be rented after hours as long as it is deemed in the best interest of the Community Center operations.
1. After-hour rentals may be booked during the hours specified in the appendix of this document.
 2. Unless prior approval has been received by the Director of Parks and Recreation, the maximum number of participants for an after hour event shall be.
 - a) 200 people for events that utilize the Community Center only.
 3. Staffing for after-hour events will be on a ratio of at least one staff member per 100 people (not including applicable maintenance or program staff).
 4. Fees for after-hour rents are established by comparative study and reviewed annually. The current after hour rate can be found in the appendix of this document.
 5. No rentals shall be booked for four hours after the conclusion of an After-Hour event in order to give staff time to clean the facility.
- D. Regular Renters – Regular renters are organizations who rent at least twelve times per year.
1. Regular renters will receive the member rate, and are eligible to rent storage space as available.
 2. Regular renters must pay at least one month in advance for rentals.
- E. General Reservation Guidelines – The Ozark Community Center will maintain a user-friendly atmosphere suitable for all ages. All guidelines were established with patron safety, security and overall satisfaction in mind.
1. Only the person named as renter will be allowed to make any changes to an existing contract or receive a refund.

2. Alcohol is prohibited in The OC without prior approval from the Director of Parks and Recreation or his/her designee and approval of a special use permit by the Board of Aldermen.
 3. Tobacco smoke, including the use of vapor products, is prohibited in the Ozark Community Center.
 4. Use of the community room kitchen is not permitted unless given prior approval by the event rentals coordinator. The room must be returned to the previous condition after the event has finished.
 5. Staff reserves the right to inspect and control all events that occur at the Community Center.
 6. Any rental group who extends past the time stated on their contract will be subject to a fee of \$50/hour, or the regular hourly fee - whichever is greater, for every hour they extend past their time.
 7. Neither the renter nor the guests of the renter shall use the facility for any unlawful purposes. The renter agrees to comply with all laws pertaining to the use of the facility, including occupancy limitations in accordance with the City of Ozark Fire Code.
 8. Open flames/candles are prohibited with the exception of warming burners for food.
 9. Music volume must be contained to a level that does not interfere with other renters in the facility.
 10. The City of Ozark is not responsible for any stolen or loss of personal property.
 11. The Ozark Parks and Recreation Department reserves the right to have final approval on all scheduled events and activities.
- F. Set-up Instructions – Set-up requirements and instructions shall be communicated in writing in a clear and timely manner to allow for scheduling of staff and coordination of resources. Set-up instructions are intended to communicate the renter's needs. Limitations to set-up may be necessary to ensure the manageable operation of the Community Center.
1. Renters shall specify rental set-up needs at least two weeks in advance of the rental. Standard diagrams for each room are available.
 2. All changes to set-up must be approved by the designated staff at least 72 hours in advance of the booking.

3. Only minor changes to set-up may be requested by the renter on the day of the event and will be dependent on the staff's ability to accommodate the request.
- G. Equipment Use – A limited selection of equipment is available for use during rentals by prior arrangement.
1. The cost of repairs to damaged equipment will come out of the rental deposit. If the cost of repair or replacement of damaged equipment exceeds the deposit or a deposit is not required, the renter is responsible for the additional costs.
 2. Requests for the use of equipment and supplies shall be made two weeks prior to the event.
 3. All equipment will be checked in and checked out by an employee.
- H. Decorations – Renters must adhere to the following guidelines in respect to decorations.
1. Decorations for an event must not pose fire or health and safety risks, or damage any Ozark property.
 2. Appropriate placement is important to ensure proper facility maintenance and compliance.
 3. Decorations may be placed inside the room only. No decorations are allowed in the hallway.
 4. Decorations cannot be suspended from the ceiling or light fixtures. Glue, thumbtacks and adhesive cannot be used on wall surfaces.
 5. Only painters tape may be used on the walls and cannot be taped higher than seven feet from the floor.
 6. Open flame is prohibited.
 7. Confetti and Helium balloons are not allowed with rental group reservations.
 8. Removal of decorations by the end of the time stated on the contract is the responsibility of the renter.
 9. The City of Ozark will dispose of any decorations which are not removed by the renter.
 - a) Failure to follow the decoration guidelines may result in removal and additional charges for any room damage that may be caused.

- I. Rental Supervision – To provide the renter with a quality rental experience and coordinate communication among client, staff and vendors, a designated employee will take an active role in overseeing rental events.
 - 1. Each rental shall be assigned a trained staff member as the Rental Contact.
 - 2. The Rental Contact shall be the main contact person for the rental and shall directly oversee the client needs.
 - 3. Multiple staff will be trained to serve as a Rental Contact.
 - 4. The Rental Contact is responsible for communicating with event chaperones to ensure the chaperones follow the Chaperone and Facility Guidelines.
 - 5. The Rental Contact is responsible for communicating with the renters and enforcing rental guidelines, Community Center regulations and departure times.
 - 6. Special Programming Supervision
 - a) The following programs, activities, and rental options require additional supervision. This is the responsibility of the renter to notify of their desire to utilize these, and cover the additional costs as applicable.
 - (1) Inflatables (GaGa Pit, Bounce House, Obstacle Course, etc)
 - (2) Aquatic Inflatables
 - (3) OC Rock Wall
 - (4) Group Games - 9Square in the Air, Four Way Volleyball
- J. Storage – Due to spacing limitations, The OC does not allow renters to store items either before or after an event, without prior approval from the Director of Parks and Recreation or his/her designee. Storage rates may apply.

Neil and Betty Grubaugh Pool

Outdoor Pool Rules

- No outside food or drink. Concessions items must be eaten and remain in the concessions area.
- No refunds or rain checks. In the event we close the pool early for inclement weather, or there is more than an hour of consecutive delays, a day pass to The OC will be issued, but must be used that same day.
- If the forecasted temperature on the Weather Channel is to be 68 degrees or less during our operating hours, then we will not open. If the temperature drops to 68 degrees or below while open, and there are no patrons present, we reserve the right to close early.
- Only swimwear allowed to be worn in the pool.
- Ages 11 and under must be accompanied by an adult.
 - Swim Test (25 yds)
 - Jump in feet first.
 - Swim freestyle or breaststroke. (Must look like a true stroke)
 - Once in the middle of the pool float on back for 10 seconds.
 - Flip back over and swim to the end of the pool.
 - Then climb out of the pool. (No stairs or ramp to exit the pool)
- Swim diapers must be worn (available for purchase).
- Family friendly swim attire is required.
- No personal displays of affection.
- Alcohol, tobacco products, glass, and chewing gum are not allowed within the Aquatics Facility.
- No person with a skin rash or irritation may enter the pool.
- Only U.S. Coastguard approved lifejackets and flotation devices may be worn. (No water wings)
- Baby boats may be used only if an adult remains within arm's reach at all times.
- Running and horseplay are prohibited.
- No extended breath holding allowed.

- No re-entry allowed without paying for another day pass.
- Life jackets may be worn, but a parent or guardian must be in the water within arm's reach with them.
- Slide and Water Features Information.
 - Slide users must meet the height requirement (48") or be able to swim one length of the pool (25yds) to ride the slide. Please see lifeguard on duty for a swimming test.
 - No lifejackets or goggles are permitted on the slide
 - Slide users must ride feet first, and on their back
 - One person is allowed down the slide at a time
 - No swimmers are allowed to stay in the catch pool. As soon as a swimmer exits the slide they must proceed to an exit.
 - Slide users must wait until the person before them has exited the catch pool before going down
- No profanity or obscene gestures allowed.
- The lifeguard or manager on duty may enforce other rules as necessary for the protection and safety of our guests. The lifeguard or manager on duty may close any portion of the pool for safety or maintenance related reasons. The manager on duty may issue a pool time out, or may suspend any person from the pool without refund, whose actions jeopardize the safety or enjoyment of others.