

Facility Code of Conduct

Chapter 2

Policy 2-9

Effective Date: April, 2026

PURPOSE:

This policy establishes guidelines for the appropriate public conduct and use of City facilities to ensure a safe, welcoming, and respectful environment for all patrons and staff. City facilities are open to the public and made available for those conducting City-related business and for civic and other activities. The policy outlines expectations of conduct and consequences for violations.

GOAL:

To ensure a safe and respectful workplace and appropriate use of City facilities while adhering to all Federal, State, and local laws, including the Kirkland Municipal Code (KMC).

SCOPE:

The policy applies to all staff and patrons visiting and using City facilities to conduct City business, attend meetings or community events, or participate in authorized activities.

DEFINITIONS:

Facility. Refers to any building, room, or area within City-owned or managed property that is available for public use.

Patron. Refers to any individual utilizing a City facility for business, civic, recreational, or other authorized purposes. Also refers to anyone calling City staff for City business.

Staff. Refers to paid City of Kirkland staff of all classifications, City volunteers, Board and Commission members, and Councilmembers.

POLICY:

1. The following behavior is expected in City facilities:
 - a. Personal conduct must promote a safe, welcoming, and courteous environment.
 - b. Respecting personal space by avoiding obstructing pathways or crowding others.
 - c. Striving for sensitivity to cultural and personal differences.
 - d. Noise levels should be kept at a level that does not disturb others.
 - e. Staff consultation before patrons use any equipment or rooms.
 - f. Abiding by Authorized Personnel Only signage unless a patron is accompanied by staff.
 - g. Personal belongings should be kept secure. The City is not responsible for lost or stolen items.
 - h. Children must be supervised at all times.
 - i. Cleanup is required after activities, with trash and recyclables properly disposed of.
 - j. Parking must occur only in designated and authorized areas.
2. The following are examples of behavior that is not permitted in City facilities. This list is intended for illustration purposes only, and should not be considered exhaustive:
 - a. Actions that endanger individuals or damage property.
 - b. Demeaning, obscene, profane, threatening, abusive, harassing, bullying, or loud, disruptive language or behavior.

- c. Smoking and the use of tobacco products, vaping, vandalism, or littering.
- d. Bringing human or pet-waste into City facilities.
- e. Consuming drugs, alcohol, or other intoxicating substances.
- f. Obstructing free movement in high-traffic areas, doorways, or stairways.
- g. Bathing in restrooms or sleeping.
- h. Conducting unauthorized business, solicitations, or advertisements within City facilities.
- i. Violating any Federal, State law or Kirkland Municipal Code or Regulation.

PROCEDURE

Below is a standard process that is available for staff to use when they encounter a challenging community member. If staff feel threatened or that there is a safety concern, staff may call 911 or press the panic button and should notify a supervisor or manager if able.

1. Staff informs the patron that their behavior is inappropriate and politely asks the behavior to stop. Volunteers should not engage this step and should immediately proceed to step 3.
2. If the patron complies, staff may continue providing assistance. No further action needed unless behavior recurs.
3. If the patron does not change their behavior, staff may excuse themselves and immediately contacts a supervisor, manager, director, or the City Manager's Office management team.
4. The supervisor (or other appropriate staff listed in step #3) informs the patron that their behavior is inappropriate and again requests the behavior to stop.
5. If the patron complies, then staff may resume assistance, as appropriate.
6. If the patron does not change their behavior, then the supervisor or other staff may call 911 or press the panic button.
7. When police arrive, they will assess the situation and take action as needed.

An after-incident debrief is encouraged. The purpose of a debrief is to review the details surrounding the incident, ensure appropriate supports for staff involved, and to document the incident appropriately. This debrief can be informal and take whatever format is considered helpful to achieve the purpose.

REFERENCES:

- Facility Use Policy, APM 6-4