

BEHAVIOR POLICY FOR STAFF, PUBLIC AND VOLUNTEERS

Our goal is to provide courteous, effective service to everyone. The purpose of this brief policy is to ensure a safe, comfortable, friendly environment for all. Staff is responsible for protecting the safety of people within DCA facilities and maintaining order without risk to persons or property. Disturbances, threats to the comfort or physical well being, or interference with the rights of others will not be allowed.

Unacceptable Behavior

Violent or illegal behavior including any actions that may be construed as injurious to the physical health or safety or emotional well-being of people. Examples are:

- Physical threats, violence or abuse of any kind
- Overt verbal, written, or telephone threats
- Abusive, obscene or sexually explicit language/behavior
- Stalking of staff or others
- Possession, use or suggestion of weapons
- Possession or use of illegal substances
- Vandalism to buildings and other property
- Theft of personal or government property

Disruptive or threatening behavior including disturbances or covert threats. Examples are:

- Refusal to follow policies and procedures
- Expression of extreme anger or hostility
- Vehement arguments with staff or others
- Drunken or disorderly conduct or exhibitionism
- Loud talking or noisy activities that disturb others
- Touching or disturbance of exhibits meant for viewing only

Other situations for which staff may find it necessary to take corrective measures include:

- Eating, drinking or smoking in public areas
- Sleeping/snoring, loitering, sustained staring
- Offensive odors that disturb others
- Soliciting staff or patrons for any purpose
- Rollerblading or skateboarding inside or outside
- Behavior of children under age 13 who are not accompanied by an adult
- Unauthorized use of telephones, equipment and/or supplies
- Unauthorized removal of materials from acceptable use areas

- Lengthy use of agency equipment while others wait
- Parking vehicles in or wandering into restricted areas
- Bringing in animals, except for those needed by persons with disabilities
- Illegal activities as defined in NRS 203, NAC and/or in local codes and regulations

Staff may request offenders to refrain from any of the above actions or leave the facility and will call law enforcement officials if necessary. Staff may also inspect bags or other containers.