

SCHOOLS OF KNOWLEDGE, INSPIRATION, EXPLORATION & SKILLS (SKIES)
STANDARD OPERATING PROCEDURE (SOP)
BEHAVIOR OF PATRONS

1. PURPOSE: To establish procedures that will be followed by the facility manager in the case of unruly, loud, disorderly or disruptive patrons in the *SKIESUnlimited* program.

2. RESPONSIBILITIES:

a. The facility manager will inform the patron that their behavior is inappropriate, and ask the patron to refrain from such conduct or vacate the facility.

b. If the patron's behavior continues to be inappropriate after one warning, the facility manager will ask the patron for identification, write down his or her name, and ask him or her to leave the premises. If the patron refuses to leave when directed or refuses to show identification, the facility manager will call the Military Police (MPs) and request assistance in removing a disorderly patron from the facility.

c. The facility manager is responsible for judging whether a patron's conduct is suitable or disruptive. Written rules governing conduct are not required to determine whether the behavior of one patron is disruptive to other patrons. In the case of minors whose behavior is inappropriate, the attempt will be made to determine the youth's identity and notify the parents. In any case, the MPs will be called if any patron refuses to show ID or continues to behave in a manner disruptive or offensive to other patrons.

d. Inform the Chain of Command of any instance of patron misconduct in which the MPs are called.

3. CONCLUSION: Cooperation is not only expected, but also greatly appreciated. Both understanding and adherence to the established procedures is vital to the operation of *SKIESUnlimited*.

Joey Samuels, Administrator
SKIESUnlimited