

Guest Behavior Policy:

Safety is our top priority at the Ken-Caryl Ranch pools. In addition to our current pool rules and regulations, Ken-Caryl Ranch has safety and behavior policies that are listed below.

Anyone under the age of 18 will be considered a child. Anyone 18 and older will be considered an adult for the purposes of this policy.

If an incident occurs, the Aquatics staff will follow the 3 step process listed below. However, if an infraction is severe the Staff Supervisor will do one of the following:

- A. If the incident involves a child then the staff supervisor will call the parents and notify them that an incident occurred at the pool that involved their child. While we investigate the situation further, their child will not be allowed at the pool. Once information has been gathered and reviewed by the District, the Aquatics Supervisor will contact the parents of the child within one week of the incident. At any time, the District may revoke a pool pass, and depending on the severity of the infraction this could be for one or multiple summer seasons.
- B. If the incident involves an adult, we will ask the adult to leave the pool. While we investigate the situation they will not be allowed back at the pool. Once information has been gathered and reviewed by the District, the Aquatics Supervisor will contact the adult within one week of the incident. At any time, the District may revoke a pool pass, and depending on the severity of the infraction this could be for one or multiple summer seasons.
- C. If an incident involving a child or adult is severe enough the police will be called and then steps A or B will be followed.

Behavior Policy Steps: All reports will be documented utilizing an internal behavior report form. If a patron would like to submit a witness statement please follow this [link](#). The Aquatics staff will also have a QR code at the pools for patrons to scan to access the witness statement.

Verbal Report: The first time a child is spoken to by aquatics staff about inappropriate behavior or an incident at the pool. It is made clear that if this behavior continues or if they need to be spoken to again, they will only be allowed at the pool with a parent.

2nd Report: Aquatics Supervision will speak to the child and call their parents to notify them of the difficulties we are having with their children. Their children will no longer be allowed at the pool without adult supervision.

3rd Report or Severe Infraction: Staff supervisors will call parents and notify them that an incident occurred that involved their child. While we investigate the situation further, their child will not be allowed at the pool. Once information has been gathered and reviewed, the Aquatics Supervisor will contact them within one week, with the District's decision on their access to the pool. Pool passes can be revoked for multiple seasons or indefinitely.

We hope to have a fun and safe summer season and need the community's assistance in making this happen. At any time if you see anything unsafe happening at the pools, please e-mail the Aquatics and Community Supervisor, Kate, at KateM@kcranch.org.