SAFETY, RISK MANAGEMENT AND PUBLIC RELATIONS

1. Recreational activities, particularly competitive sports, sometimes result in inappropriate behavior on the part of participants and spectators. The Parks Operations Manager will arrange for employee in-service training in topics such as techniques for handling disruptive behavior, crowd control, emergency response and handling evidentiary items.

2. Whenever practical or appropriate, SCPD employees will educate the public on laws and regulations when employees observe violations. SCPD employees do not have the power to arrest or issue a summons for violations. SCPD employees may request that a violator cease the illegal behavior and may request that the violator depart from a parks and recreation facility. If the violator does not cease the illegal behavior and/or refuses to leave a facility, employees should notify the law enforcement agency with jurisdiction over the park or recreation facility.

3. When handling evidentiary items, the Spartanburg County Sheriff’s Office is the primary responding agency. SCPD employees are to protect evidence, without altering its original state, until a Sheriff’s Deputy arrives.

4. In dealing with disruptive behavior, the following strategies will be employed by SCPD personnel.
   a. Calmly approach the customer while observing personal distances in order to appear non-confrontational.
   b. Greet the customer and advise of regulations in a flat, calm tone of voice without making accusations.
   c. Inform customer of safety reasons for SCPD regulations and ask that the patron stop the behavior.
   d. If needed and if possible, assist patrons with their needs in order to gain compliance through a customer service approach.
   e. If unleashed dogs are involved, make no sudden moves or use a loud voice as this may cause the dog to react with an unwanted behavior.
   f. Once compliance to regulations is gained, thank the patron for his or her cooperation and understanding.
   g. If the disruptive behavior continues, then the law enforcement agency having authority should be called to handle and resolve the behavior. SCPD personnel must be cognizant of customer behaviors and determine safety risks for customers and staff which may require notification of law enforcement personnel immediately, without making an attempt to approach the disruptive person.
SCPD personnel will document all incidents involving criminal activity or disruptive behavior and forward the report to the Park Operations Manager or Recreation Manager, and copy the Assistant Parks and Recreation Director as appropriate.