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# PARKS, RECREATION, AND CULTURAL RESOURCES PROGRAM POLICY HANDBOOK

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## 1 Purpose

The Parks, Recreation, and Cultural Resources Program Policy Handbook provides program participants with the information they need to successfully participate in Town of Leland programs and events. This Handbook includes policies, expectations, and guidelines for all steps of the participation process from registration to facility use procedures. Any questions or concerns should be directed to a Parks, Recreation, and Cultural Resources (PRCR) staff member.

### About Us

**Mission:** To create a sense of community for every person, every day, through exceptional recreational and cultural activities and parks.

**Vision:** To inspire residents and visitors of Leland to discover, play, protect, and connect.

**Contact:** The Town of Leland Parks, Recreation, and Cultural Resources Department (Department) is located at the Leland Cultural Arts Center (1212 Magnolia Village Way Leland, NC 28451) and can be reached by phone at (910) 385-9891 and email at [recreation@townofleland.com](mailto:recreation@townofleland.com) or [lcac@townofleland.com](mailto:lcac@townofleland.com).

### Communication

**CAPE Activity Guide:** A new CAPE activity guide is released every January and July. This guide includes the upcoming three sessions of programming and events for the Department. Registration opens twice a year, on February 1 and August 1 (or the next business day if these dates fall on a Sunday). When registration opens, participants can register for any or all of the three sessions.

**Website:** An event calendar, Open Studio hours, and program registration are available online at [www.townofleland.com/prcr](http://www.townofleland.com/prcr). Updates on activities and closures are also communicated via the PRCR and Leland Cultural Arts Center (LCAC) social media accounts.

**Email:** Program details, cancellation notices, schedule changes, etc., are typically communicated via email. Participants should ensure they have updated contact information on file with the department to ensure they receive updates. A PRCR newsletter is also emailed monthly with news and updates. Participants can subscribe to the newsletter on the PRCR website at [www.townofleland.com/prcr](http://www.townofleland.com/prcr).

## 2 Refund Policy

All refund requests received seven (7) days or more in advance of the start date of the program or event are entitled to a 100% refund, less the online processing fee.

If the Town of Leland cancels a program or event, participants are entitled to a 100% refund, less the online processing fee. Town of Leland staff will contact participants in the event of cancellation regarding refund options. If no response is received from participants within thirty (30) days of the cancellation notice, the refund will be processed as a check to the address on file.

Refunds can be processed back to the credit card used for the original transaction or by check. Please allow 3-4 weeks for refunds processed to a credit card or by check.

Neither non-attendance/non-participation nor participant removal from a program or event by Town of Leland staff entitles a participant to a refund. Refunds after removal by Town of Leland staff will be addressed on a case-by-case basis at the sole discretion of the Town.

For program and event cancellations and inclement weather, participants will be contacted by Town staff via phone or email. The Town staff will put forth all efforts to contact each participant. When possible, the Town of Leland will also update social media and news outlets regarding closures during inclement weather.

### 3 Code of Conduct

To create and maintain a welcoming and safe environment for everyone, participants are asked to refrain from certain practices while on Town of Leland property and while involved in any PRCR program/event. It is expected that all participants act maturely, behave responsibly, and respect others.

Participants are encouraged to take responsibility for their personal comfort and safety by asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly should report the behavior to a PRCR staff member. The Recreation Manager, or their designee, will investigate all reported instances. Suspension or termination of program privileges may result from the determination by the Recreation Manager, or their designee, in their discretion, that a violation of the Code of Conduct has occurred.

The following are prohibited:

- The use of alcohol, drugs, tobacco products, and e-cigarettes on Town of Leland property.
- Clothing or accessories that display obscene messages.
- Harassment or intimidation including offensive words, gestures, and body language.
- Verbally abusive behavior including angry, profane or vulgar language, swearing, name-calling, or raised voices.
- Actual or attempted physical contact with another person in an angry, aggressive, or threatening way.
- Any verbal or physical demonstration of a sexual nature that is obscene and/or unwelcome.
- Theft or behavior that results in the destruction or loss of property.
- Violation of safety procedures.

The above list is not intended to be exhaustive but is illustrative in nature. The Recreation Manager, or their designee, may dismiss from the facility or refuse enrollment to any participant who violates this Code of Conduct. All dismissals or refused enrollments are for a definite period, which may be up to and include permanent dismissal from a facility.

The following is a general description of the Town's response to violations of this Code of Conduct and is not intended to serve as a description of the manner in which all violations of this Code of Conduct will be addressed. The appropriate level of response and progression through levels of response will be determined in the discretion of the Recreation Manager based upon the frequency, severity, and type of the violation(s) of this Code of Conduct:

- Level 1: Verbal communication regarding unacceptable behaviors, documented by staff
- Level 2: Written communication regarding unacceptable behaviors
- Level 3: Temporary suspension/loss of privileges
- Level 4: Suspension from the Town of Leland programs and events (time dependent on severity of incident)
- Level 5: Expulsion from Town of Leland programs and events

Any individual dismissed from a facility or refused enrollment in a program may appeal the decision to the Town Manager, or the Town Manager's designee. Appeals must be made within ten (10) calendar days of dismissal or refused enrollment. A decision will be rendered by the Town Manager, or the Town Manager's designee, within ten (10) calendar days of the hearing. Decisions of the Town Manager, or the Town Manager's designee, are final.

## 4 Youth Programs

Leland PRCR offers a variety of youth programming at the Leland Cultural Arts Center, in Town of Leland parks, and at offsite locations. It is the department's goal to provide an enriching environment where children can learn new skills while expressing themselves and having fun.

### Medication

PRCR staff will not dispense medication to program participants. Parents/guardians are allowed to come to the facility/park to give their child(ren) medication during a program.

### Emergency Medical Treatment

In the event a participant needs immediate medical attention, the local paramedics will be called and then the parent, guardian, and/or emergency contact. If the parent, guardian, and/or emergency contact cannot be reached, a staff member will accompany a youth participant to the hospital for treatment, if needed. If an injury or illness does not appear to be serious, but needs immediate attention, the parent, guardian, and/or emergency contact will be notified and provided the option of picking the participant up or calling the paramedics. Staff will not make medical decisions for accompanied youth.

### Drop-Off and Pick-Up

Parents/guardians should escort participants inside the facility for drop-off and pick-up at the program area. Youth participants should not be left to enter and exit the facility alone and instructors are to keep participants in the program area until a parent/guardian arrives.

### Ceramic Projects

All projects created in ceramic programs will need to fully dry and be fired in the kilns before they can be taken home. This process typically takes 2-3 weeks. Youth participant's parent/guardian will receive an email once all projects have been fired and are available to be picked up during the LCAC's regular business hours. Any projects that are not picked up within thirty (30) days after the email is sent will be considered abandoned and will be disposed of.

### Youth Guidelines

Bullying, violence, inappropriate and unsafe behaviors will not be tolerated. Section 4: Code of Conduct is also applicable to youth programs.

Additionally, all youth participants and instructors are expected to:

1. **THINK** first! Be **truthful, helpful, inspiring, necessary,** and **kind** with words and actions.
2. Be respectful to yourself, other participants, and all instructors and staff members. All programs take place in a public facility/park where all members of the community are welcome to participate. Acknowledgement and understanding that the community is created from different backgrounds and experiences is key to participating in a positive, collaborative environment.

3. Use appropriate language, tone, volume, and body language when communicating. This includes all program participants and their parents, guardians, and others accompanying them to activities.
4. Be respectful to all Town facilities and parks as well as their users.
5. Be respectful of others' space and things. Ask before touching others' work or other participants.
6. HAVE FUN!

Unacceptable behavior includes, but is not limited to, the following:

1. Physical violence and fighting.
2. Failure to conform to the Town of Leland Policies/Ordinances or North Carolina State Laws.
3. Being involved in an instance of any form of insubordination including failure to cooperate with staff and activity leaders.
4. Defacing/damaging Town of Leland property or the property of others.
5. Use of profanity, vulgar or abusive language, or obscene gestures.
6. Engaging in inappropriate physical or verbal contact.
7. Running, pushing, shoving, littering, or throwing objects (which are not part of a supervised activity).
8. Producing loud, rude, or unnecessary noises.
9. Consumption, possession, or distribution of drugs, alcohol, or tobacco products (including vape devices).
10. Verbal threats.
11. Sexual harassment or misconduct.
12. Engaging in any behavior that would endanger the health (physical/mental/emotional), safety, or well-being of others.

Other important information:

1. Do not leave a studio/programming area without an instructor or staff member's permission/knowledge.
2. If snack time is allowed during a program, do not share food with other participants. There may be an unknown food allergy.
3. If the program is on the stage, only enter and exit the stage by using the stairs/ramp.
4. Participants are responsible for all personal items including money. While the PRCR department has a lost and found, the staff is not responsible for any personal items that may be lost.
5. Appropriate clothing should be worn for the specific program. Programs at the LCAC and within the parks have the potential to get messy due to their creative nature. Depending on the activity, closed toe shoes may be the safest and should be worn to reduce the risk of accidents.

## 5 Leland Cultural Arts Center Facility Use

The LCAC is a Town of Leland facility that is focused on providing outstanding educational programming to the community. To maintain an inspiring, safe, and welcoming environment, each participant is required to review and adhere to the following information. Any questions or concerns should be directed to a PRCR staff member. Participants found intentionally violating these guidelines are subject to suspension or dismissal from the facility.

### Programs

When a program is in session, only participants enrolled in that program are permitted in the room. All participants are expected to be familiar with the program schedules and plan accordingly. Upon arrival

to and departure from a program, participants are required to sign in and out at the LCAC front desk. Refunds are only offered if a program occurrence is cancelled or rescheduled by PRCR staff (See Section 3: Refund Policy).

## Open Studio

Participants who are currently enrolled in a 6-week program are eligible to utilize Open Studio hours in the program space in which they are actively enrolled. For example, being enrolled in a 6-week pottery program does not grant a participant access to Open Studio hours in the Painting Studio. Participants have access to Open Studio hours up to one (1) week after a program ends.

Open Studio hours can vary based on the room and day, as they are structured around regularly scheduled programs. Updated hours are posted at the LCAC and online at [www.townofleland.com/prcr](http://www.townofleland.com/prcr) under the Open Studio tab. There is no limit on how many Open Studio hours a participant may use for their program; however, space is available on a first come, first served basis. Open Studio space may not be reserved in advance and workspaces may not be held for other participants.

Upon arrival and departure for Open Studio, participants are required to sign in and out at the LCAC front desk. If a participant is staying after a class, it is required they check in at the front desk. Open Studio hours begin fifteen (15) minutes after a class has ended. Open Studio hours end thirty (30) minutes prior to a class starting and fifteen (15) minutes prior to the facility closing.

Work spaces should be properly cleaned and personal items, community tools, and studio equipment should be properly cleaned and put away prior to leaving the facility, even if the studio user plans to return at any point during the same day.

LCAC studio spaces available for Open Studio hours. For more information on open studio spaces please visit the website

## Day Pass

Day passes are available to participants who wish to use an LCAC studio space for one day and have taken a 6-week program or completed private lessons within the last calendar year, and are available on a first come, first served basis. Day passes are permitted during Open Studio hours and all Open Studio procedures apply to day passes. Participants should sign in at the LCAC upon arrival and pay for their Day pass at the front desk.

## Studio Use Guidelines

**Guests:** Only currently enrolled participants and day pass holders are permitted in LCAC studios.

**Selling:** The LCAC studios are designed to be learning environments. Participants are not permitted to transact business on Town of Leland property outside of Town of Leland sponsored events.

**Cell Phones & Music:** Participants are expected to be considerate of others; this includes cell phone use. Extended phone conversations should be held outside of the studios, regardless of whether the participant is attending Open Studio hours or a program. When listening to music, headphones are required when there is more than one participant utilizing the space.

**Food and Drink:** Open food and drink are not permitted in the studios without prior approval by PRCR staff. Lidded water bottles are allowed.

**Containers:** No glass containers permitted in the LCAC studios. All containers must be clearly labeled with their contents.

**Community Tools/Equipment:** Various tools, supplies, and equipment are provided for use during programs and Open Studio hours. After each use, these items should be cleaned, if applicable, and placed back in their proper places. Community tools/equipment are not to leave the designated program area.

**Lockers:** Lockers may be rented at the LCAC front desk by any participant wishing to store items in a secure place. Participants are responsible for providing their own lock; and lockers must be properly labeled with the participant's full name and date of locker expiration. Rentals expire on January 31 every year. Participants who acquire a locker after September 1 will be charged half the rental fee. Locker checks are performed periodically. The LCAC is not responsible for any locks or items left after the locker expiration date. All expired lockers will have their contents removed, and participants will be notified. If the items are unclaimed after seven (7) days, they will be considered abandoned and turned in to Lost and Found.

**Cleaning:** Every participant is expected to properly clean up behind themselves after each studio use. All areas and items (tables, floors, sinks, buckets, community tools, etc.) must be cleaned appropriately. Guidance on how to clean each studio can be received from your instructor or a PRCR staff member.

**Studio Etiquette:** Participants should always be mindful of themselves and the space and materials they are using. A participant should never move or touch any in-progress works, tools, or items that are not their own.

**Emergency Exits:** To be used only in case of an emergency. Alarms will sound when opened.

**Signage:** The LCAC utilizes signs and whiteboards throughout the facility to communicate reminders regarding closures, schedules, events, etc. Participants should make themselves aware of any signage posted near the LCAC front desk or any studio space they are actively using.

**Town Ordinances:** The LCAC is a Town of Leland facility. All studio users are required to follow all Town of Leland Ordinances. Visit the [Town of Leland Code of Ordinances](#) for more information.

## Misplaced/Lost Items

**Lost and Found:** Lost and found items are stored at the LCAC front desk. Items left longer than thirty (30) days will be considered abandoned and will be discarded or donated to community tools/equipment, as appropriate. The LCAC is not responsible for lost, stolen, abandoned, or misplaced items. For items lost and/or found in the Ceramics Studio, there is an additional Lost and Found basket on the community tools shelf.

## 6 Ceramics Studio

The LCAC's Ceramics Studios offer a wide variety of educational programming for youth through adults



in the Hand Building and Wheel Throwing Studio spaces. To maintain an inspiring, safe, and welcoming environment, each participant is required to review and adhere to the following information. Any questions or concerns should be directed to a PRCR staff member. Participants found intentionally violating these guidelines are subject to suspension or dismissal from the facility.

## Studio Protocol

**Cleaning:** Participants should consult their instructor or the Pottery Program Coordinator for clarification on storage locations and cleaning instructions. Generally, pottery wheels should be turned off after use (prior to cleaning). All tools and work areas should be thoroughly cleaned, and spot mopped after each use. Clay and glaze material should be rinsed into provided buckets in each sink. Participants should be mindful of water usage by first wiping down items with a sponge, then rinsing. Tools should be wiped and put back in their proper location.

**Sweeping:** Participants should always wet mop whenever possible. Available brooms are only meant to help gently brush/collect scrap clay from the floor prior to spot mopping. Participants should consult their instructor or the Pottery Program Coordinator for clarification on any cleaning procedure.

**Sanding:** Dry clay/glaze dust contains silica and other materials that are potentially harmful to breathe when airborne. Years of prolonged excessive exposure to this dust may result in a lung disease known as silicosis and/or other health hazards. Sanding bone dry or bisque fired clay is strictly prohibited inside the LCAC Ceramics Studio.

**Reclaim Clay:** Reclaim clay buckets are located on the floor, under the sinks in each room. Participants should discard clay scraps in the appropriately labeled bucket. Clay scraps cleaned from the floor should be disposed of in the trash can.

**Community Tool Shelf:** These shelves consist of various tools and supplies available to all participants. After each use, these items should be wiped/washed and returned to their proper location. Community tools, including ware boards and bats, should never be removed from the studio.

**Lost and Found:** Unlabeled items or those whose owner staff cannot reasonably determine may be placed in a lost and found basket in one of the studios, or with the Pottery Program Coordinator. Clearly labeled items will be returned to a participant's personal shelf. Lost and found baskets will be emptied periodically, and items left longer than thirty (30) days will be considered abandoned and will be discarded or donated to community tools/equipment as appropriate. The LCAC is not responsible for lost, stolen, abandoned, or misplaced items. There is an additional facility-wide lost and found located at the LCAC front desk.

**Production:** The LCAC Ceramics Studios are designed to be used exclusively as an educational environment. The studios and kilns cannot accommodate large-scale or large-volume work. Work that is determined to require a disproportionate amount of community resources will not be fired in the kilns. The LCAC kilns are intended for firing work that is created during an LCAC program.

## Shelving and Storage

**Personal Shelf:** Participants enrolled in a 6-week program will receive shelf space as available (not to exceed one (1) shelf) to store their personal tools/items and in-progress work. Participants are expected to keep all-in-progress work on their shelf. Participants should clearly label all tools and work. Items

should be stored neatly and should not hang off the shelf. Workflow Room shelves are not to be used as storage shelves. Work that is not bone dry should not be placed on the Greenware shelf. Participants are expected to maintain a clean and tidy shelf.

**Top Shelves:** The very top shelf of each unit is to remain unassigned. These shelves are meant to temporarily house in-progress or slow drying pieces and are available for all participants to use.

## Clay, Glaze, and Firings

**Clay:** A variety of Highwater and Standard, Cone 6 clay bodies are available for purchase at the LCAC. They range from reds, to browns, to whites. Participants who wish to purchase their own Cone 6 clay bodies may do so but must have them approved by the Pottery Program Coordinator prior to use.

**Glaze:** Glazes should be used with conservation in mind, as they are shared resources. Participants are not permitted to alter, take home, or separately store LCAC studio glazes at any time. Disposable gloves are provided for participants to wear to protect skin from glaze irritants. Participants who wish to purchase their own Cone 6 commercial glazes may do so but must have them approved by the Pottery Program Coordinator prior to use. Participants should consult their instructor for clarification on proper use of glaze and glaze application.

**Spray Booth:** A spray booth is located in the glaze area of the Ceramics Studio 1. All first-time users must have a tutorial by their instructor or by the Pottery Program Coordinator prior to using the spray booth. A properly rated and fitted respirator is required for use. The participant must provide their own respirator and spray gun.

**Firing Fees:** In certain situations, participants enrolled in a program will be expected to pay for items to be fired. These instances may include:

- Items that are made with purchase of a day pass
- Items that are 14" or greater in any single direction
- Items being re-fired

Bisque and glaze firings are paid for separately for each item.

**Firing Form:** Participants who need to pay a firing fee must complete a form and pay for items at the LCAC front desk prior to firing. These forms can be found with the Pottery Program Coordinator or at the front desk. When measuring an item to be paid for with a Firing Form any "cookie" or stilt that will be used during the firing should be included in firing dimensions.

**No Name, No Flame:** All pieces of work must have a name or identifying mark before entering the kilns. If no visible name or mark is on the piece, it will not be fired in the kiln.

## 7 Release, Waiver of Liability, and Indemnity Agreement

I understand that participating in the recreational program and/or event selected involves a potential for risk of injury. These risks could include, but are not limited to, inclement weather, accidents while traveling, equipment problems or failures, contacts with and actions of other participants, slips/trips/falls, and musculoskeletal injuries, among others. I hereby waive, release, and discharge any and all claims for damages for death, personal injury, or property damage which I may have, or which hereafter accrue to me, against the Town of Leland as a result of my participation in the program, activity, and/or event. I acknowledge all risks of injury, illness, and death and affirm that I have assumed all responsibility of injury, illness, or death in any way connected with participation in the program,

activity, and/or event. This release is intended to discharge the Town of Leland, its agents, elected officials, employees, and any other involved municipalities or public entities from and against any and all liability arising out of or connected in any way with my participation in the program, activity, and/or event, even though that liability may arise out of the negligence or carelessness on the part of persons or entities mentioned above. I also agree for myself, and for any child participant, to follow all rules and procedures of the program and to follow the reasonable instructions of the teachers and supervisors of the program. If I am registering a child for a program, I agree that I am a parent, legal guardian, or am otherwise responsible for the child whom I am registering and that I release, waive, and discharge any legal rights that I may assert on behalf of the child participating in the program. In return for the opportunity to participate in this program, I agree for myself and for my heirs, assigns, executors, and administrators to release, waive, and discharge any legal rights I may have to seek payment or relief of any kind from the Town of Leland, its agents, elected officials, employees, and volunteers and agree to indemnify the Town of Leland for all claims, damages, losses, or expenses, including reasonable attorneys' fees that may arise out of my or my child's participation in any program, activity, and/or event.

**Photograph and Audio/Video Policy and Release**

The Town of Leland reserves the right to photograph and/or auditorily or visually record the facilities, activities, and program participants for potential future use. All photos remain the property of the Town of Leland and may be used for projects, recognition, publicity and promotional purposes. By signing this agreement, I hereby consent to the Town's use of any photograph and/or audio or visual recording that depicts me or my child. I hereby release the Town of Leland from any and all liability and/or obligation to me, my party, and/or my child(ren) for the use of such material.

I acknowledge that I have had the opportunity to consult with an attorney of my choosing to advise me as to the legal consequences of this RELEASE, WAIVER OF LIABILITY, AND INDEMNITY AGREEMENT.

**BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ THIS AGREEMENT AND THAT I UNDERSTAND THAT BY SIGNING THIS AGREEMENT I AM RELEASING AND WAIVING LEGAL RIGHTS THAT I AND/OR MY CHILD MIGHT OTHERWISE HAVE.**

I voluntarily and knowingly sign this RELEASE, WAIVER OF LIABILITY, AND INDEMNITY AGREEMENT this the \_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
[Signature of Participant]

**\*YOUR SIGNED ACKNOWLEDGMENT OF THIS HANDBOOK CONSTITUTES YOUR SIGNATURE ON THE ABOVE RELEASE, WAIVER OF LIABILITY, AND INDEMNITY AGREEMENT.\***

