

Memorandum

From: Shawn Roby, Director of Parks and Recreation
To: Mayor Hanson, Village Board of Trustees and Administrator Keim
CC: Park Board
Date: February 2, 2016

Subject: Refund Policy Recommendation

The refund policy of the Village of Antioch current states as follows:

The Village Code-Title 8 Chapter 4 Section 5 Paragraph C

***C. Refund Policy:** No refunds will be granted unless a program is canceled or changed by the parks and recreation department. People who are unsure about signing up for a class may contact the parks director and arrange a time to view a class before registering for the class the next session. This action in no way guarantees a space to said person, and must be arranged with the director. (Ord. 05-02-02, 2-7-2005)*

Park Board has recently made the recommendation that our refund policy be adjusted to be a little more forgiving to those utilizing the programs and services that the parks department offers. In the current policy we are unable to provide refunds to residents who may sign up for a program/service under parks. Legitimately people may sign up for a program without knowledge of a prior engagement, unknown future activities of family issues or a possible move just to name a few possible scenarios. For years we have made exceptions for issues that have come up but would like to refine the policy to give a little more leniency for providing program refunds when outside influences may come up.

The parks board is recommending the following policy be put into place to replace the current Title 8 Chapter 4 Section 5 Paragraph C refund policy.

General program fee refunds, less a service charge of \$5.00 will be made if a request is received at least seven days before the start of the program. After that, refunds can only be given for medical reasons, and will be prorated. When the Parks Department reschedules or cancels programs due to insufficient registration, full refunds will be given. Refund checks will be mailed within 14 days of the request. If registrations were paid by credit card, the charge account will be credited. Refund Request forms must be completed and submitted to the Antioch Parks and Recreation Office (806 Holbek Drive, Antioch)

All programming requiring separate registration fees like Summer Day Camp, Camp Crayon and various others will not be entitled to those refunds without special consent of the Director of Parks and Recreation. And Programs designated as no refund will be treated as such.

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From: Shawn Roby, Director of Parks and Recreation
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Subject: Discount Policy Recommendation

For years the parks department has been asked if we provide a multi-child discount for the participants in our programs which we do not. Parks staff and the Park Board are recommending that the village board consider allowing a multi-child discount in our programming. This discount would only apply to the families participating in the same program i.e. summer day camp, camp crayon etc. Currently the discount policy would only apply to our in-house programs until we have new third-party contracts that address this specific discount.

Park Boards suggestion would be as follows:

Antioch Parks and Recreation will provide a 10% discount on designated programming for multi-child registrations to families in the same program. The discount would only apply when registering for programs within the same time-frame and it will be deducted from the least expensive program participant.

SOCIAL MEDIA USE POLICY

SECTION:

- 1-1 Purpose
- 1-2 Definitions
- 1-3 General Policy
- 1-4 Comment Policy

1-1: PURPOSE

The Village has an overriding interest and expectation in determining what is “spoken” on behalf of the Village on its official Village social media sites. In that regard, the Village has established a “Social Media Use Policy”, the purpose of which is to establish policies and regulations relative to the establishment and use by the Village of Antioch of various social media sites, including but not limited to “Facebook” and “Twitter”, as a means of conveying information from the Village and/or about the Village to Village residents and other interested members of the general public utilizing expanding methods of communication.

For purposes of this policy, the term “Social media” shall be understood to be content created by individuals, using accessible, expandable, and upgradable publishing technologies, through and on the Internet. Examples of current social media tools include Facebook, weblogs, Viddler, RSS, YouTube, Twitter, Instagram, Vine, and Flickr.

1-2: Definitions

For purpose of this policy, the term “Post” includes information, articles, pictures, videos or any other form of communicative content posted on a Village social media site as the beginning of a string.

For purpose of this policy, the term “Comment” includes information, articles, pictures, videos or any other form of communicative content posted on a Village social media site after the initial post.

1-3: GENERAL POLICY

- A. The Village website, www.anticoh.il.gov shall remain the Village’s primary and predominant internet presence.
- B. The Village’s use of social media tools falls generally into the following two categories:
 - (a) As a channel for disseminating time-sensitive information as quickly as possible (example: emergency information);
 - (b) As marketing/promotional channels which increase the Village’s ability to broadcast its messages to the widest possible audience.
- C. The Village Administrator, or his designee, is responsible for the establishment and maintenance of any official social media site on behalf of the Village, the approval of which is and shall be subject to the approval of the Village Administrator.

- D. All social media sites established on behalf of the Village shall be administered and the content of each such site approved in writing in advance by the Village Administrator and/or his designee.
- E. Each and all social media sites established on behalf of the Village shall include a clear statement that such site is maintained by the Village and that the user thereof agrees to accept and comply with the Village's Social Media Policy as established herein.

1-4: COMMENT POLICY

- A. As a public entity the Village must comply with certain standards to serve all of its constituents in a civil and unbiased manner.
- B. The Village's Social Media sites shall be considered limited public forums and, as such, the Village reserves the right to restrict or remove any content thereon that is deemed in violation of the Social Media Policy herein established, the policies of any particular site used by the Village, or any applicable law.
- C. Comments containing any of the following shall be and are considered inappropriate forms of content and shall not be permitted to be posted on Village social media sites and are subject to immediate removal and/or restriction by the Public Information Coordinator or his designee:
 - 1. Comments not related to the original topic posted on said site, including random or unintelligible comments;
 - 2. Profane, obscene, violent, or pornographic comments, content and/or language;
 - 3. Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, sexual orientation, or any other protected status;
 - 4. Defamatory or personal attacks;
 - 5. Threats to any person or organization;
 - 6. Posts in support of, or in opposition to, any political campaigns or ballot measures;
 - 7. Conduct in violation of any federal, state or local law;
 - 8. Encouragement of illegal activity;
 - 9. Information that may tend to compromise the safety or security of the public or public systems; or
 - 10. Content that violates a legal ownership interest, such as a copyright, of any party;
 - 11. Content or posts that contain external links to other sites for the purpose of spam, viruses, link-baits, click-throughs, or other deceptive practices.
- D. The Village reserves the right to report any violation of applicable laws to the appropriate law enforcement agencies and other authorities that have applicable jurisdiction.
- E. A comment posted by a member of the public on any Village social media site is the opinion of the commentator or poster only, and publication of a comment does not imply

endorsement of, or agreement by, the Village, nor do such comments necessarily reflect the opinions or policies of the Village, its officers, trustees, employees, agents, or appointees.

- F. The Village reserves the right to deny access to Village social media sites for any person or entity that violates the Village's Social Media Policy, at any time and without prior notice.
- G. Employees representing the Village via social media outlets are and shall be required to conduct themselves at all times as professional representatives of the Village.
 - 1. Employees are not permitted to use Village-branded social media outlets to influence or affect the results of any election or nomination.
 - 2. When a Village employee responds to a comment, in his/her capacity as a Village employee, the employee's name and title should be made available as part of the comment or post, when possible.
 - 3. The employee shall not share personal information about himself or herself, or other Village employees, elected officials, appointed board or commission members, or candidates for such positions.
 - 4. Employees are and shall be prohibited from posting any privileged or confidential information.
 - 5. Employees are and shall be prohibited from posting any information related to any commercial product, business, venture, partnership or other entity in which such employee holds an interest, for the purpose of selling or promoting such interest.
- H. All comments posted to any Village social media site(s) are bound by those particular site's rules, regulations, rights, and responsibilities, and the Village reserves the right to report any violation of those rules, regulations, rights and responsibilities to the social media site with the intent of that site to take appropriate and reasonable responsive action."