



COMMUNITY EXPECTATIONS

Norms, Rules, Policies & Codes of Conduct



(For everyone who uses HPNC's facility)

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HPNC's MISSION & VALUES

Hyde Park Neighborhood Club brings people together to strengthen the health, vitality, and sustainability of our diverse local community through programs and partnerships, with a particular focus on child and youth development.

Hyde Park Neighborhood Club's purposes and programs support our vibrant community while also respecting the anticipated needs of future generations.

- Our creative and responsible actions promote social and racial justice and environmental stewardship.
- We prioritize equity and inclusion across all dimensions of our organization.
- We demonstrate care for children, families and the wider community through quality programming and a commitment to excellence.

PURPOSE OF THIS HANDBOOK

HPNC aims to foster a safe, welcoming human-centered third space. Mindfulness of and courtesy for people of all ages, sizes, abilities, and sensitivities is essential. These HPNC Community Norms, Rules & Expectations are intended to provide a common understanding to support mutual respect within our diverse community and respect for our shared spaces.

For safe and harmonious coexistence, ALL ADULTS and YOUTH—program participants, parents, partners, volunteers, staff, and guests—are expected to cooperate with what follows.

HPNC and PARTNER staff and volunteers are responsible for ensuring that everyone in our community abides. This means that HPNC and partner staff are expected to model rules and norms, and to provide clear reminders to guests.

HPNC and PARTNER staff and trained volunteers are empowered and expected to intervene promptly and directly when rules and norms are not met.

As staff, partners, parents / caregivers, volunteers, youth development practitioners, and members of the HPNC community, we understand that we have a responsibility to uphold the mission, values, norms, rules, policies, and expectations of HPNC. We are committed to the safety of the youth in our care and respect for others with whom we share space.

CARETAKER CODE OF CONDUCT

HPNC strives to create a safe, encouraging environment in which children can learn, grow and thrive. To do this, all “Caretakers” -- defined collectively as staff, volunteers, partners, and adult visitors—must abide by our Caretaker Code of Conduct. This Code of Conduct identifies the standards required to support the following objectives: (1) to maintain high-quality HPNC programs, (2) to respect the rights of our staff and volunteers to a safe, positive workplace, and (3) to provide a welcoming environment for all who come through our doors.

All Caretakers must:

- Respect others and the space.
- Demonstrate sportsmanship, good manners, courtesy and cooperation.
- Model self-regulation, prosocial behaviors, and peaceful interactions with others.
- Engage positively with and encourage young people.

HPNC has established rules, policies and procedures for the convenience and protection of youth participants and Caretakers. Caretakers should voice ideas, suggestions, or complaints and resolve conflicts in a courteous, calm, and non-threatening manner. If issues cannot be resolved calmly between two Caretakers, a restorative conversation may be scheduled between parties and mediated by an HPNC Director.

The following are prohibited while on HPNC premises or while participating in HPNC programs:

- Physically or verbally punishing your own or any other child(ren).
- Threatening, harassing, quarreling with, yelling at, or otherwise disrespecting staff, volunteers, other Caretakers, or children.
- Swearing, cursing, or foul language.
- Threatening or obscene gestures.
- Making disparaging comments about HPNC, staff, children, or guests.

Positive feedback is encouraged and will be received appropriately.

A violation of any of these expectations is considered misconduct and appropriate disciplinary action will be initiated. Disciplinary action could include, but is not limited to, your child’s immediate suspension from program activities, or a no trespassing order for our building for adults.

GUIDANCE & DISCIPLINE POLICY

Philosophy: We believe in guidance and discipline, rather than punishment. Guidance and discipline are proactive ways to help a child develop self-control and confidence in handling their needs in a socially acceptable way. This is an on-going process, not a single act. We are here to teach each child skills to manage their own behavior.

Guidance & Discipline Techniques Used by HPNC Staff:

- Offer a stimulating, organized, well equipped, and well-designed spaces to avoid problems.
- Set clear rules and limits, reinforced through signage.
- Be consistent with clear, direct, and prompt enforcement and intervention.
- Provide redirection whenever possible; include youth in problem-solving process.
- Model socially acceptable behavior and manners, along with positive reinforcement and acknowledgement of good behavior.
- If a child hurts another child, staff will attend to the injured child immediately. Staff will model care and compassion and encourage the child who did the injuring to stay with the injured child to do the same.

Staff Intervention with Disruptive Behavior / Struggling Parents / Guardians:

HPNC staff have a responsibility to maintain a safe, peaceful and harmonious environment. From time to time, a child may engage in disruptive behavior when a parent or caregiver is responsible for the child's direct supervision. If the parent or caregiver does not intervene and/or if the parent or caregiver's intervention is not immediately effective to stop the disruption, HPNC staff will intervene directly with the child to restore calm and order to the space.

MANDATED REPORTING OF CHILD ABUSE / NEGLECT

All program staff members have completed the DCFS Mandated Reporter training. As Mandated Reporters, we are legally required to report any suspected abuse or neglect of a child to DCFS. A report will identify a specific incident, the child involved, the person allegedly responsible for the incident, the nature of the incident, and any other information as required by DCFS.

APPROPRIATE TOUCH POLICIES

Touch is human and natural, and can be helpful in establishing connection between human beings. However, when working with children, it is crucial to discern between what forms of touch can be situationally appropriate and what is never appropriate at HPNC.

1. Children may only be touched appropriately and with consent on hands, arms, shoulders, and head. Never touch a child in the area which would normally be covered by a bathing suit.
2. High-fives and gentle fist-bumps are generally acceptable.
3. Hugs where arms are placed at shoulder level may be appropriate only with mutual consent.
4. Placing arms/hands on or around a child's waist is not appropriate.
5. Staff and/or volunteers should never allow children to jump on their backs or give "piggy-back rides", and should not pick-up or carry a child (unless medically necessary).
6. Staff and/or volunteers should never tickle children.
7. Staff and/or volunteers should never allow a child to stand between their legs when seated.
8. Holding school-aged and older children on your lap is not appropriate.
9. Never kiss a child. Never let a child kiss you.
10. Never take a single child to an area where they may not be observed by others.
11. Never take a child into a restroom stall or single-user restroom alone.
12. First Aid should be administered as gently and respectfully as possible. Always ask for assistance if the child needs to be removed from the playing area.
13. If anything happens that you believe may put you at risk of accusation by anyone, please do not keep this a secret! The HPNC Director should be informed and appropriate action (if deemed necessary) will be discussed with you.

GENDER AFFIRMATION POLICY

HPNC values the diversity of expression within our community. As such, HPNC affirmatively accepts and honors each individual's expression of gender identity.

- HPNC affirms that all persons (youth, staff, community members) have the right to be addressed by the name, pronouns, and other terms that correspond to their personal gender identity.
- HPNC affirms that gender identity is not predicated on an individual's physical anatomy.
- HPNC affirms that individuals have the right to the use of affirming and appropriate restrooms. Individuals have the right to access the restroom that corresponds to their gender identity, regardless of sex assigned at birth.
- Youth, staff, and community members are expected to respect an individual's name and pronouns once they have been made aware of the individual's gender identity.
- Youth, staff, and community members should always use the pronoun and name as indicated by the individual.
- Individuals may choose how, when, with whom, and whether to disclose their gender identity, and others should not share this information without consent.
- Parents of youth under age 12 may request information about their child's gender identity, and HPNC staff should provide clear information to the parent. For youth ages 12+, the youth should give consent before this information is shared with their parent.

YOUTH SUPERVISION & SAFETY

It is the responsibility of supervising adults (staff, partners, parents) to ensure that youth understand and follow the Space Code of Conduct, as well as all rules, norms, policies, protocols, and expectations.

- Youth must be supervised at all times and in all spaces.
- Youth must never be left alone in any program space, storage space, office, the Club Lounge, or outdoor space.
- The only private space is behind the restroom door.
- Only one person is allowed behind the restroom door at a time, except in the case of an immediate family member providing restrooms assistance to someone in their immediate care.

Youth Movement Expectations & Protocols

1. When traveling in the hallways, youth shall walk slowly and speak quietly.
2. Youth traveling without an adult in the hallway shall be prepared to tell HPNC staff / volunteers where they are going.
5. When traveling in the hallway as a group, youth shall walk together in a quiet and cohesive manner, and leave room for others to pass.
6. During arrival, youth shall first stop at the front desk, and then proceed directly to their program space.
3. Youth exiting the building at dismissal shall do so only under direct adult supervision (by staff or parents), unless they are ages 11+.

SPACE USE CODE OF CONDUCT

Check It At The Door

For the safety and comfort of the collective, HPNC's indoor and fenced-in outdoor areas have the following restrictions:

- No roller-footwear (roller skates, rollerblades, roller shoes, Heelys) or micromobility (bikes, scooters, skateboards, tricycles, etc), except if such items are explicitly sanctioned within the official program description.
- No guns, weapons, drugs, smoking, or illegal substances.
- No strong odors or harsh chemicals.
- No pets.
- No nuts – *HPNC IS A NUT-FREE FACILITY.*

Shared Space Basic Expectations

HPNC is a shared space. This requires ALL ADULTS and YOUTH to:

- Clean-up immediately after yourself.
- Use quiet to moderate noise-levels.
- Use headphones with personal devices.
- Be courteous and conscientious.
- Respect boundaries and signage.
- Cooperate with HPNC staff.
- Report any spills, hazards, or maintenance issues to HPNC staff immediately.
- Remind others to observe the above.

Space Use & Boundaries

Respect for space boundaries is expected to be demonstrated by ALL ADULTS and YOUTH in the following ways:

- Only occupy spaces that are designated for your program or activity.
- Do not wander into spaces or hallways that are not booked for your activity.

- Food / drinks must be consumed in designated areas only. No food at the front desk. No food / drink in many areas as designated on signage.
- Clean up immediately. Do not leave items behind.
- Keep toys and blocks in the designated play area only.
- Maintain hallway and door clearance at all times.
 - Do not obstruct egress routes, per fire code.
 - When congregating, do not block hallways or doorways or gather in the areas directly in front of main entrance doors.
- Wheels (strollers, wagons) in designated parking only.
- Signage and stanchions indicate certain expectations. Mind them.
- Respect restroom privacy. Do not jiggle handles or knock excessively when others are using the restroom.
- HPNC is a workplace—maintain politeness and professional courtesy.

BUILDING HOURS & CLOSING EXPECTATIONS

Regular Building Hours: M-F 9:30am-6:30pm; Saturday 10am-12pm

(NOTE: Lobby hours may change from time to time, and they adjust seasonally.)

Building Close Time / After Hours - When the building closes, staff, partners, and guests are expected to leave the premises without delay (except in lease-protected spaces).

Common spaces and program spaces must be cleared after hours for maintenance crew to clean and to prevent new messes from forming before the next program day.

BUILDING SECURITY

Exterior doors must remain locked and closed at all times.

No propping exterior doors open or leaving unlocked unattended—not for any period of time for any reason.

Security cameras are now in place inside and outside of the building. These are viewable by key HPNC staff 24/7 and footage is recorded and stored.

Security alarm must be activated overnight every night by the last person who leaves the building. NEVER share your personal alarm code. Personal alarm codes are assigned to individuals only. The alarm system tracks who enters and leaves the building through personal alarm code and alarm panel video footage.

Door Access Control System / Sign-in

Door scanners will be installed at 3 exterior doors and 3 interior corridor doors. These will replace building keys and corridor keys at designated locations.

Door access controls will be managed through HPNC's central registration software system and will follow program and rental schedules.

All HPNC staff, partners, and guests who have Access Passes will be able to use a scan code on their phone app to unlock these doors at designated times according to their unique permissions. This will avoid guests having to stand outside waiting to be buzzed in and will provide an extra level of security inside the building. This system will also store a record of building access.

Guest Sign-in at the front desk is required by all guests who were buzzed in, and those who did not use their door scanner code to gain entry.

SAFETY & EMERGENCY

Fire, Tornado, and Lockdown Procedures

1. Monthly fire drills and annual tornado and lockdown drills are conducted by HPNC staff. A log is kept in the main office.

a. Annual partner training of HPNC safety drills take place in the Fall.

2. Evacuation routes are displayed in each classroom and office area.

PROHIBITION AGAINST FIREARM, WEAPONS, VIOLENCE

The Hyde Park Neighborhood Club expects mutual respect, civility, and orderly conduct among all people on the premises or in any communication whether in person, by phone, email or other format. Additionally, HPNC prohibits all persons entering our premises from carrying a handgun, firearm, knife, or any other object that can reasonably be considered a weapon, looks like a weapon, or any dangerous device; regardless of whether the person is licensed to carry the weapon or not. No person on the premises or at an off-site event when communicating shall: Strike, injure, threaten, or intimidate any other person; Use vulgar or obscene language; Damage or threaten to damage another's property; Damage or deface the property of the Hyde Park Neighborhood Club; Violate any Illinois' law, Cook County or City of Chicago ordinance.

INTEGRATED PEST MANAGEMENT PLAN

We make efforts to ensure that pests do not have entrance to our facility. Most cracks and crevices are to be filled. Natural cracks and crevices are treated and cleaned with hand dusters and compressed air sprayers. This is the first step in our integrated pest management plan.

The second step includes the daily **efforts made by staff and partners**. These efforts include food storage in sealed containers and prompt return of food to its proper storage area. Garbage is to be emptied daily and taken to our outside trash area. This outside trash area is to be kept free of visual garbage and debris. All garbage is placed in a sealed plastic bag before being placed in the outdoor garbage receptacle. This method helps to keep rodents and pests away from our building.

In addition to staff responsibilities, a pest control service provider will visit our building monthly to treat the grounds and external portions of our building. The exterior portion of the building is sprayed with PT Cy-Kick CS (Cyfluthrin) .0075%. In areas such as food areas, restrooms, trash areas and storage rooms, Drione Dust: Pyrethrins 1%, PB010%, Silicon Gel 40% or Alpine Dust Dinotefuran 0.25% EPA Reg # 499-527—2oz will be used. Such pesticide will occur monthly as needed and will not occur in classrooms or areas where children will be exposed to the chemicals.

Please report any pest sightings to HPNC staff immediately.

INDEMNITY RELEASE

Waiver of Liability: By entering HPNC's building and / or participating in any HPNC-sponsored program or activity, you agree that building entry and / or participation is without assumption or responsibility of any kind by HPNC. In consideration of the acceptance of this registration, you do hereby release and forever discharge the HPNC, their officers, directors, employees, agents, and assigns, of and from any and all injuries, damages, claims, and demands, of any kind which may be suffered or sustained in connection with program activities. All claims of any kind or nature whatsoever are hereby waived, and you covenant not to sue. For good and valuable consideration, the Participant releases HPNC, their officers, directors, employees, and agents, and assigns permission to license and use all images and sound recordings in any media and for any purpose. The Participant agrees that, if your permission was granted, HPNC has all rights to images and sound recordings for perpetuity. This Contract shall be construed under the laws of the State of Illinois. If any provision of the Contract is found unenforceable, the remaining provisions shall continue in full force and effect. This Contract may only be modified in writing with approval of an authorized representative of HPNC. Otherwise, this Contract shall serve as the full understanding of parties.