

Gladstone Community Center Advisory Board Meeting Civic Center Council Chambers, 18505 Portland Avenue Tuesday, March 19, 2024 at 3:30 pm

The City of Gladstone is abiding by guidelines outlined in House Bill 2560, which requires the governing body of the public body, to the extent reasonably possible, to make all meetings accessible remotely through technological means and provide opportunities for members of the general public to remotely submit oral and written testimony during meetings to extent inperson oral and written testimony is allowed. Therefore, this meeting will be open to the public both in person and virtually using the Zoom platform.

Please click the link below to join the webinar:

https://us06web.zoom.us/j/81707669942?pwd=qGqscTDnvSN1lnMlfxXmOK4tSX6VkQ.rYhegftDzSdzsqaN

Passcode: 256559

Or One tap mobile:

+17193594580,,81707669942#,,,,*256559# US; +17207072699,,81707669942#,,,,*256559# US (Denver)

Or Telephone:

Dial(for higher quality, dial a number based on your current location): +1 719 359 4580 US; +1 720 707 2699 US (Denver)

Webinar ID: 817 0766 9942

Passcode: 256559

CALL TO ORDER

- 1. Roll call of the advisory board
- 2. Approve Feb 20, 2024 minutes

BUSINESS FROM THE COMMUNITY CENTER STAFF

General Updates, Michelle Prusso February Events and Activities

- 3. Audit, Clackamas County
- 4. Spring Market, flyer included
- 5. Monthly Report, included

March and Upcoming Events and Activities

- 6. Staffing Report, Michelle M
- 7. Music on the Greens
- 8. Updating documents, included
- 9. DEI engagement and planning
- 10. Activities

11. Janitorial service

BUSINESS FROM THE BOARD

Mindy Proski, Chair/Board 12. Work Plan

BUSINESS FROM THE AUDIENCE

Bonnie Duncan, Foundation13. Gladstone Seniors Foundation update, Bonnie Duncan

NEXT MEETING: April 16, 2024

ADJOURN

MEETING ACCESSIBILITY SERVICES AND AMERICANS WITH DISABILITIES ACT (ADA) NOTICE

The Civic Center is ADA-accessible. Hearing devices may be requested from the City Recorder at least 48 hours before the meeting. Individuals requiring other assistance must make their request known 48 hours preceding the meeting by contacting the City Recorder at bannick@ci.gladstone.or.us. Staff will do their best to respond in a timely manner and to accommodate requests.

GLADSTONE COMMUNITY CENTER BOARD MEETING MINUTES OF FEBRUARY 20, 2024

Meeting was called to order at approximately 3:32 p.m. (In Person/Via Zoom Platform).

PRESENT:

Evelyn Johannesen, Sylvia Kelner, Simona Gherghisan, Chair Mindy Proski, Roxanne McMullin, Josie Whitaker, Sharon Howard, Council Liaison Vanessa Huckaby

ABSENT:

None

STAFF:

Jacque Betz, City Administrator; Michelle Prusso, Volunteer Service and Nutrition Coordinator; Hayley Kratz, Executive Administrative Assistant

1. Roll Call:

Roll call was taken. The board welcomed their new member, Sharon Howard, and thanked departing member Maria Mitchell for her service on the board.

2. Chair Selection:

Josie Whitaker nominated Mindy Proski for board chair for 2024. Nomination was seconded by Roxanne McMullin.

3. Vice Chair Selection:

Josie Whitaker nominated Simona Gherghisan for board vice chair for 2024. Nomination was seconded by Mindy Proski.

Ms. Kratz took a roll call vote for both chair and vice chair: Evelyn Johannesen – yes. Sylvia Kelner – yes. Vice Chair Simona Gherghisan – yes. Chair Mindy Proski – yes. Roxanne McMullin – yes. Josie Whitaker – yes. Sharon Howard – yes. Nominations passed with unanimous vote. Mindy Proski is the chair, and Simona Gherghisan is the vice chair of the board.

4. Reapproval of September 19, 2023 Meeting Minutes:

This is a vote to reapprove the September 19, 2023 meeting minutes because the minutes were not in the meeting packet at the time, so everyone was not able to approve them.

Evelyn Johannesen made a motion to reapprove the September 19, 2023 meeting minutes. Motion was seconded by Roxanne McMullin. Ms. Kratz took a roll call vote: Evelyn Johannesen – yes. Sylvia Kelner – yes. Simona Gherghisan – yes. Mindy Proski – yes. Roxanne McMullin – yes. Josie Whitaker – yes. Sharon Howard – yes. Motion passed with unanimous vote.

5. Approval of November 21, 2023 Meeting Minutes:

Roxanne McMullin made a motion to approve the November 21, 2023 meeting minutes as presented. Motion was seconded by Evelyn Johannesen. Ms. Kratz took a roll call vote: Evelyn Johannesen – yes. Sylvia Kelner – yes. Vice Chair Simona Gherghisan – yes. Chair Mindy Proski – yes. Roxanne McMullin – yes. Josie Whitaker – yes. Sharon Howard – yes. Motion passed with unanimous vote.

BUSINESS FROM THE COMMUNITY CENTER STAFF:

Michell Prusso gave updates on community center activities for December, January, and February.

- Items 6, 7, & 8: The Kiwanis breakfast with Santa was scheduled the same day as the Winter Market on December 9, 2023. It was a full day with great turnout. There was live music, and the market had over 30 vendors. Surveys were taken that showed good involvement from people inside and outside of the Gladstone community, and the vendors said they made a good profit. Right after the Winter Market was the tree lighting by Mayor Milch which had many more attendees than the previous year. Carolers came out to sing, and the fire department had a toy drive.
- **9.** The Gladstone Senior Foundation sponsored a holiday meal at the Community Center which had about 100 people in attendance, and they also handed out \$25 Fred Meyer gift cards.
- 10. Sew & Sew Quilting Group made and delivered stockings for all 50 Homebound participants that were stuffed full of household items that seniors benefit from such as toothpaste, hats, socks, \$25 Fred Meyer gift cards, etc.
- 11. The community center was closed the last week of December. Meals were coordinated to cover the week of the closure and delivered to those participants.
- **12.** On January 10th, author Sarah Sanderson and founder of the Oregon Remembrance Project, Taylor Stewart, hosted an event: *Holding difficult truths: Transforming our broken past into a hopeful future.* The event was very well attended by the public, City Council members, Mayor Milch, and Administrator Betz. The city would like to continue these types of partnerships going forward at the community center.
- 13. There are new community center signs up on Oatfield and Portland Avenue, and more signs will be put up in the area of the community center.
- 14. During the winter storm, the community center was open most days, and some days had an early closure or delayed opening. They were able to keep the parking lot clear, and volunteers came and delivered hot meals to Homebound seniors and made calls to ensure they were warm and had electricity or if they needed to get to the community center.
- 15. The January Lunch N Learn had a presentation from the Smart Reading Program and how the community center can get involved by reading to kindergarten students with the goal to make reading fun, interacting with kids, and providing books. Another Lunch N Learn was with Elder Place, a Program through Clackamas County on Medicaid, to help offer help understanding Medicaid programs available, assistance signing up for them, and other resources.
- **16.** The Pen Pal program is in full swing with Homebound seniors and 4th graders in Ms. Gilly's class at John Wetten Elementary School. Each student participant has a notebook to write questions in and those are delivered to Homebound seniors with their meals who then write back to the students. Last year's program ended with an ice cream social where all Homebound seniors and kids were able to meet each other.
- 17. The community center had a display for Black History Month where they partnered up with the library to offer books and DVDs and had a pop-up art show with artists who focus on Native and African American painting. During the week, they had DVDs and programs through OPS that really focused black history in Gladstone, Oregon City, and Milwaukie.
- **18.** For Valentines Day, the community center decorated the lunchroom and had preschoolers come over and sing love songs to seniors. The preschoolers brought big hearts they colored and cut out and gave them to the seniors.
- **19.** A new activity at the community center is a walking group that meets on Monday, Wednesday, and Friday. There is work happening to start a Bunco group as well.

- **20.** A Spring Market is scheduled for May 18th and will coincide with the Shred It and the electronic takeback events. For the Spring Market, the community center will sell parking spaces (10'x10') for \$50 each for interested vendors. They would like to pair this market with happenings at the high school and the food and clothing drive. The city would like this to be one of their yearly signature events.
- 21. The written monthly report will include all of the event topics just shared along with some pictures and more in-depth details of their partnerships with the school district.

Generally, participation continues to slowly but steadily grow in the community center. Board members expressed their gratitude towards all of the people who have created fun and engaging programs and events that are multigenerational and culturally sensitive. There was a hint to a program that may involve high school students and their photography program in the works.

BUSINESS FROM THE BOARD:

22. Chair Proski discussed how the board was going to talk about the 2024 work plan at the November meeting which was postponed due to weather, but with the full schedule at this meeting, they will push that out again to March. At that meeting, the board will discuss ideas for the Gladstone Community Center's 2024 work plan to include City Council's adopted goals for 2023-2025, specifically 3.11 which is "Provide expanded multigenerational services, programs, and activities at the community center." Administrator Betz let the board know that the Council will be discussing which events the city would like to celebrate each month around diversity, equity, and inclusion, and she will bring those ideas back to this board to help with their planning. Administrator Betz also recognized the board and the tremendous amount of work they completed last year.

BUSINESS FROM THE AUDIENCE:

Bonnie Duncan from the Gladstone Senior Foundation gave an update. She commented on the positive vibe the community center currently has and congratulated Michelle Prusso on her work to help create that. They hosted a successful 50th anniversary dinner and had gifts for about 20 couples. They also hosted a Thanksgiving/Friendsgiving meal and another holiday meal that Michelle Prusso and city staff helped prepare. They are starting to promote trip subsidies for Friday trips for those who need assistance. Bonnie let the board know that a list is being formed of contractors who can help seniors in cases where liability is a concern. She shared a story of a call they received about a resident cutting up a bookshelf because they needed firewood for heat. The group Neighbor Helping Neighbor gathered wood for this person and delivered it. The Gladstone Senior Foundation would like to work together with Neighbors Helping Neighbors on how they can partner in the community.

23. Meeting Adjourned:

Roxanne McMullin made a motion to adjourn the meeting. Motion was seconded by Evelyn Johannesen. Ms. Kratz took a roll call vote: Evelyn Johannesen – yes. Sylvia Kelner – yes. Simona Gherghisan – yes. Mindy Proski – yes. Roxanne McMullin – yes. Josie Whitaker – yes. Sharon Howard – yes. Motion passed with unanimous vote.

Meeting adjourned

**Next meeting will be on March 19, 2024 at 3:30 p.m.

Gladstone Community Center

SPRING MARKET

BROWSE AND SHOP FOR UNIQUE CRAFTS, DECOR, AND GIFTS FROM LOCAL VENDORS. FIND PLANTS, GARDEN SUPPLIES, BOOKS, FRESH PRODUCE, AND MORE FROM LOCAL ARTISANS.

DISCOVER HIDDEN TREASURES YOU DIDN'T KNOW YOU NEEDED!

Saturday, May 18, 2024

JOIN US

FREE ADMISSION AND PARKING



Vendor registration opens March 25th, 2024



Vendor cost \$50 for a 10X10 Space

Please call or stop by The Center for an application. 503-655-7701

ALSO VISIT

The Gladstone Civic Center

10 AM TO 2 PM AT 18505 PORTLAND AVE

- Prescription drugs takeback
- Shred It
- Electronic recycling. Support the Kraxberger Gearheads!









City Of Gladstone Gladstone Community Center Vendor Application

We welcome you to The Gladstone Community Center Spring Market! Thank you for showing interest in participating in our community event organized by the City of Gladstone. The event location is 1050 Portland Ave, Gladstone, OR 97027. To register, please fill out the application form, and send it back to us along with your vendor registration fee of \$50. Kindly note, the payment is non-refundable. Upon receipt of your application and payment, we will assign you an outdoor space 10X10 in size. You can also scan your completed application and email it to prusso@ci.gladstone.or.us.

Name/Business Name:
Phone:
Email:
What Kind Of Items Will You Be Selling?

Receipt #

Payment Date



What happened this month at The Gladstone Community Center?

1152 registered people checked into The Gladstone Community Center

274 individuals came to The Center for congregate meals

1305 Home Bound Meals were served to seniors

216 food boxes were received by local home bound seniors

We sent out **1345 pounds** of food to home-bound seniors!

We received generous donations from our community, Gleaners, and Gladstone Food Bank.



We answer 1.000's of calls each month!

This month we took numerous calls in

Monthly Revenue?







\$879.00 Home Bound Meal Donations

\$952.00 Congregate Meal Donations

\$1055.00 Rentals

\$373.00 Transportation Donations

\$5,895.72 Clackamas County Funds

Volunteers

Case Management

Client Services

Reassurance

the following categories:

Information and Assistance

We have 8 volunteers staffing our front desk 5 days a week from 8 am to 4 pm



We currently have over **100 volunteers**

Volunteers recorded **729 hours** for February!

Volunteers do various tasks including kitchen, dining service, thrift shop, food deliveries, food pickups, instructors, clerical, front desk, cleaning, gardening, and advocacy work.



Rentals



Our rental agreement has been recently revised and the updated version is now available on our website for easy reference. As part of our long-term goals, we are aiming to boost the rental revenue of the Gladstone Community Center for the year 2024.

The Center also offered many community-based classes and programs this month.

- AARP Safe Driving Class
- AARP free tax preparation
- Black History Month interactive display
- Blood pressure readings
- Community Bingo Night
- Easter Egg Stuffing Community Hunt
- Foot Clinic
- Movie, popcorn, and rootbeer floats
- Music at lunch
- Popup art show
- Pre-School sing along
- Tech support













Friday Tax Preparation

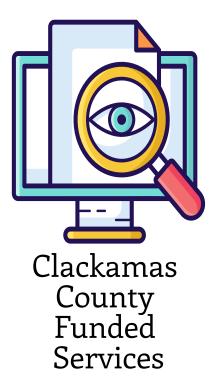
DID YOU KNOW?

Close to half of all adults 65 and older volunteer in some form. That's 15 million people helping in their communities.

We Offer Evidence Based
Programs!
EBPs are research-supported
programs to promote health
and prevent disease and include
components for behavior
change and self-management.
EBP participants build skills to
take control of their health,
from lowering the risk of falls
to better managing chronic
conditions, engaging in
physical activity, and
proactively managing mental
health.

What Activities Did Participants Do At The Gladstone Community Center In The Month Of February?





- IIIB Funded Client Services
- Transportation Services
- IIC Funded Nutrition Services

Clackamas County Social Services Site Visit-Monitoring

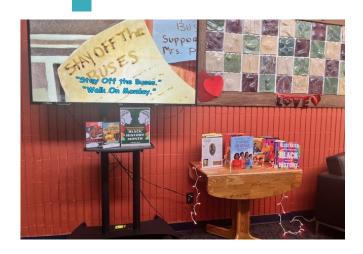
• During this month, our center was audited by Clackamas County ADRC Subrecipient Monitoring OAA. A representative from nutrition, transportation, client service, and administrative departments visited our center and met with our staff and City Administrator Betz. We discussed our policies, procedures, and funding, and the audit was found to meet Clackamas County's contract guidelines. This meeting provided valuable information and led to further discussions on upcoming contracts, financial needs, and assistance. The Gladstone Community Center is excited to receive ongoing information, assistance, and training from Clackamas County. The center strives to comply with all regulations and guidelines set forth.

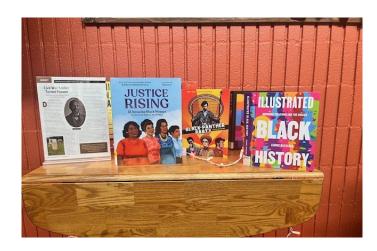
PRIORITIZED PROJECTS

• The Gladstone Community Center has spent this month familiarizing themselves with the newly implemented reporting system. Named MySeniorCenter, it is a comprehensive management and reporting system designed specifically for Centers and their members. The system includes a barcode scanner, touchscreen computer, key tags, a web-based staff system, and online registration. With the help of this system, the center's operations have become more streamlined and efficient, ensuring better record keeping.



Black History Month





The Gladstone Community Center loves to celebrate significant cultural events each month. All month long we displayed an interactive education station for Black History Month. We offered books, recipes, and articles on localized black history. We also showed each day different African American history documentaries and offered a place for participants to sit and watch.

Pop Up Art Show

On February 13th we had a "Pop Up" art show presented by the Brush & Palette Art Association. Local artists displayed art while offering refreshments and spoke to participants about their art. They invited their art community to bring in 30+ new faces to The Center. The show was a well-attended event everyone enjoyed!

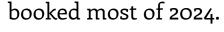






Revolving Art Wall

The Gladstone Community Center initiated a "revolving art wall" approximately six months ago. This has proven to be an outstanding method of introducing new members to the Community Center while simultaneously showcasing the work of various artists. Each artist is given a one-month time slot to exhibit their art, and we have already









February's Artist Jean H

Transportation

Michelle M., our transportation driver, had a busy month driving patrons to their shopping, errands, and doctor appointments. The patrons were very happy with their outing to Red Lobster and are grateful to have a ride to come to the Center to enjoy lunch, games, and social interactions with their peers!





Partnerships

- We have begun the John Wetten Pen Pal Program! Every week, fourth-grade students exchange notebooks with our Home Bound Seniors and participants here at The Center.
- This month, we had a meeting with Ginger Zimtbaum, the Volunteer Coordinator of the Gladstone School District, and John McAndrews, the Principal of John Wetten Elementary. We collaborated to create an 11-week program for each 5th-grade class. The John Wetten Endowment Fund will provide up to \$100 per field trip to support a special project that the students will do with the participants during lunch. The project will involve eating lunch at The Center, and our first activity will be cookie decorating. We received a generous donation from our local Safeway, which provided us with a complete cookie-making kit. This highlights the multiple partnerships we have with our community and how various aspects of our community are invested in promoting education and multi-generational connections.





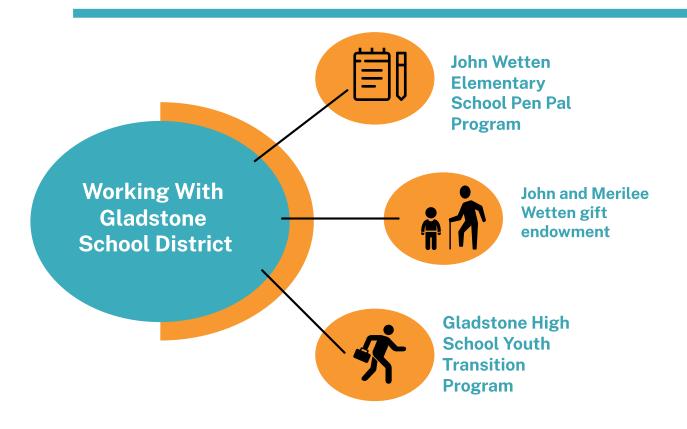


 For the Valentine's Day celebration this year, we decorated the dining hall and made special treats. We invited the Gladstone preschool children to The Center for a special "LOVE" sign-along. The children also made hearts and gave them out to the participants at the end of their show. It was a very heartfelt day.









The Youth Transition Program (YTP) assists high school students with diagnosed disabilities in preparing for competitive employment after graduation.

• The Youth Transition Program at Gladstone High School comprises of a group of young adults aged between 18 to 21 years, who receive training in job skills that are essential in real-life scenarios. We have been working with this program for the past 2 years. The participants attend the program once a week, where they learn practical job skills, such as obtaining their food handlers card, performing kitchen prep, building maintenance, and facility setup. Additionally, we provide a reference to young adults when they apply for a job, which can be added to their resumes.

Volunteers

We are incredibly grateful for the hard work and dedication of our volunteers at the Gladstone Community Center. Without their tireless efforts, we simply wouldn't be able to achieve all that we do. These community members selflessly give up their time, expertise, and energy to help us achieve our goals and make a positive impact on the community we serve. We cannot thank them enough for their contributions, and we are continuously humbled by their generosity and commitment to our cause. Their involvement and participation are vital to the success of our community, and we are proud to have such amazing individuals on our team.



Cash - Music at Lunch



Kathy & Riley Mopping



Special Projects Volunteers



Dennis - Music at Lunch



Diane Delivering HBM



Community Member Volunteers



THANK YOU!

The Gladstone Community Center

1050 Portland Ave Gladstone Oregon 97027 503-655-7701 https://www.ci.gladstone.or.us/sc









Gladstone Community Center Adventure Trip Survey

Thank you for taking the time to share your preferences with us! Your input is valuable in planning enjoyable and meaningful field trips for the Gladstone Community Center. Please take a moment to answer the following questions:

1. Wha	t types of trips would interest you the most?
	Cultural events (e.g., museums, art galleries)
	Nature outings (e.g., parks, gardens)
	Historical sites and landmarks
	Shopping excursions
	Food and dining experiences
	Other (please specify):
2. Are	there specific places or activities in our area that you would like to
recom	there specific places or activities in our area that you would like to mend as an Adventure Trip? Please provide details. v often would/do you prefer to go on an Adventure Trip?
recom	mend as an Adventure Trip? Please provide details.
recom	mend as an Adventure Trip? Please provide details. v often would/do you prefer to go on an Adventure Trip?
recom	mend as an Adventure Trip? Please provide details. v often would/do you prefer to go on an Adventure Trip? Weekly
recom	w often would/do you prefer to go on an Adventure Trip? Weekly Monthly
recom	weekly Monthly Quarterly

4. What factors influence your decision to participate in a trip? Please rate the following on a scale of 1 to 5, where 1 is "Not important at all" and 5 is "Very important".
 Destination/Location: 1 2 3 4 5 Duration of the trip: 1 2 3 4 5 Cost of the trip: 1 2 3 4 5 Accessibility: 1 2 3 4 5 Activities/Programs offered: 1 2 3 4 5
5. If the cost of Adventure Trips is a significant factor for you, would you still be interested in participating if there were options to reduce costs (e.g group discounts, subsidies, full or partial scholarships)?
□ Yes
□ No □ Maybe
6. Is there anything else you would like to share or suggest regarding Community Center Adventure Trips? Any specific ideas, concerns, or preferences you would like us to consider?

 $Thank\ you\ for\ your\ participation!\ Your\ feedback\ helps\ us\ tailor\ our\ Adventure\ Trips\ to$

better suit the interests and needs of the Gladstone Community Center participants.



Gladstone Community Center Tram Trip Annual Permission Form

This form covers ALL TRIPS the participant identified below wishes to attend with the Gladstone Community Center from July 1^{st} , through June 30^{th} ,				
Participant:				
Address:				
City:	State:	Zip:		
Participant acknowledges and agrees to the following:				
• I understand that participation in this activity is voluntary.				
• I will follow all safety and other instructions provided by the driver for the places we visit.				
• I will share in the responsibility for my own safety and not endanger others who are participating in the activity.				
• I understand that firearms and/or weapons are prohibited in City vehicles at all times.				

- I will immediately report all injuries to the driver.
- I understand that participants engaging in the trips need to be in good physical health and are required to carry adequate health and accident insurance prior to participating in the activity.
- I acknowledge that I have the physical capacity reasonably necessary to engage in the activity on the trips for which I have registered.
- In case of emergency, accident or illness, I give permission to be treated by a professional medical person and admitted to a hospital if necessary. I agree that I am the responsible party for any and all medical expenses incurred.

<u>Environmental Risks</u>: Weather conditions may change or deteriorate quickly at any time. Participants must have adequate clothing and footwear to keep warm and dry in wet, cold, or windy conditions. Hypothermia is a serious condition that may result from exposure to cold. Full-day exposure to sun can cause sunburn and dehydration. Participants must be adequately protected by clothing or sun block lotions to prevent sunburn, and should also bring enough water to prevent dehydration.

<u>Behavioral Risks:</u> We take trips so participants can explore the world around us. The trips will be structured to provide a safe opportunity for this exploration. Participants must take personal responsibility for any non-sanctioned or unsupervised activities in which they engage that are not part of the trip's structured itinerary.

Other than negligent acts of the City, its officers, employees, and/or agents Participant shall indemnify, defend and hold harmless the City of Gladstone, its officers, agents, employees and volunteers from all claims, suits, or actions of any nature arising out of my participation in these trips, which also extends to any assistive devices such as a motor-chair, wheel-chair or walker during trips. I acknowledge that I am participating in this activity at my own risk. I understand there is a risk of injury in participating in these trips due to the inherent nature of the activity. By signing below, I acknowledge that I have read the trip's itinerary and understand the assumption of general risk.

Participant Signature:	Date:		



GLADSTONE COMMUNITY CENTER CODE OF CONDUCT

All patrons of the Center have a right to an environment where the dignity of each individual is respected. For that reason, we expect all patrons to conduct themselves in a manner that demonstrates concern for the well-being of other patrons. Any discrimination or harassment of patrons by other patrons is not permitted, and will not be tolerated. Discrimination or harassment of a sexual racial, ethnic, religious or disability related nature is specifically forbidden. This includes unwelcome sexual advances, innuendoes, unwelcome touching, dirty jokes, and other conduct of a sexual nature that has the purpose or effect of creating an offensive environment. This also includes racial slurs, ethnic jokes, derogatory comments or gestures about a person's physical or mental limitations and other conduct of a racial, religious, and ethnic or of a disability related nature that creates an offensive environment.

The City encourages all patrons to work with us to informally resolve problems and to prevent harassment. Our ability to resolve problems is dependent on your cooperation in reporting incidents that create an offensive or hostile environment for you. If an incident is reported, it will be addressed in a timely manner. Retaliation for a report of conduct violation will also not be tolerated.

If you think that you have been subjected to any type of harassment by someone you come into contact at the Community Center, you should promptly contact a Center staff member, and if they are not available, or if a staff member has offended you, contact the City Administrator.

- ➤ Patrons are expected to follow all Center, City of Gladstone and Clackamas County rules and regulations as well as all Oregon state and federal laws.
- ➤ Center patrons are expected to promote and support a safe, inclusive and healthy environment, including an effort to limit the risk of bacterial or viral infections. Any physical contact between patrons must be a welcome and appropriate gesture.
- Every patron is expected to be cooperative and non-disruptive, exercise respect, and to communicate in an appropriate manner. Harsh verbal words, tone of voice, foul language, sexually inappropriate behavior and/or gestures will not be tolerated.
- > Attendance at the Center requires a certain level of independence. Patrons must be independently mobile/independently use an assistance device or be accompanied by their personal care provider; this includes the patrons' ability to manage any incontinence issues.
- ➤ Patrons who willfully violate the Center's Code of Conduct will be held responsible and if feasible, be given an opportunity to change their behavior before being excluded from the Center. In extreme cases of unacceptable behavior, the City of Gladstone reserves the right to immediately exclude a patron from the Center.