



Concord
Senior Center
Code of Conduct

The Concord Senior Center provides more than 300 recreational, social, medical, educational, nutritional and cultural services and programs to Concord's residents. By offering such essential services, activities and programs, the Center has become a multi-service center or one-stop shopping for senior services. We welcome you to the Center and hope that we may be of service to you and your family.

As our guest, you can personally help the Senior Center maintain a warm, positive and safe environment. The Center's Code of Conduct and Dress Code provide guidelines for the conduct of all who volunteer and use the services provided by the City of Concord Parks and Recreation Department.

Patrons

It is the policy of the Park and Recreation Department to practice appropriate measures when handling patron misconduct. In keeping with that policy, all patrons within the Concord Senior Center will be expected to adhere to this code of conduct when participating in programs, taking advantage of services or using facilities. The Department reserves the right to remove patrons from facilities or programs via suspension periods. Suspension pertains to the use of the Concord Senior Center and programs.

As members of the leisure community, patrons are expected to conduct themselves in an appropriate manner at all times while participating in programs and services provided or sponsored by the City of Concord Parks and Recreation. Acts of violence disrespect for authority, un-sportsmanlike conduct, misuse or abuse of equipment and facility, and use of foul language or gestures will not be tolerated. The City of Concord Parks and Recreation Department reserves the right to remove patrons from facilities, programs and services via suspension periods determined by designated department staff representatives.

Violations

In keeping with standard definitions of social etiquette, the following will be considered unacceptable behaviors:

- ◆ Activities that infringe on the rights of Senior Center participants or staff.
- ◆ Destruction of Senior Center materials, equipment, furniture and grounds.
- ◆ Inappropriate behavior or language that disturbs other participants.
- ◆ Inconsiderate or discourteous behavior toward Center participants or staff.
- ◆ Infractions against the Center's policies regarding loitering, sales or solicitation.
- ◆ Possession, use or sale of alcohol or controlled substances.
- ◆ Racial or religious or sexual harassment of center participants or staff.
- ◆ Vandalism or littering in the Center or on its grounds.
- ◆ Violation of any federal, state, county or city laws and ordinances.
- ◆ Violation of smoking ordinances both inside and outside of the building.
- ◆ Inappropriate and or revealing attire including footwear.
- ◆ Lack of personal cleanliness and good hygiene.

Policy Misconduct

Here are some examples of policy misconduct.

- ◆ A one-week suspension may be enforced for such actions as unnecessarily rough behavior against another participant or the surroundings. Such tactics include shoving, hitting, abusive language or gestures, minor damage to the facility or equipment.
- ◆ A participant will be suspended for a three-month period from the date of incident for the following actions: fighting or physical violence against another participant, and/or any major damage to the facility or equipment.
- ◆ Entering the premises before a three-month suspension is completed.
- ◆ A participant will be suspended for the following at least one year, possibly longer or permanently, from the date of incident: pushing, shoving, or otherwise using physical violence to any staff member.
- ◆ Any participant found using physical violence or damaging the facility within a year after returning from a suspension will not be allowed in any City of Concord Parks and Recreation facility or program until reinstated by the Program Coordinator or Program Manager.

With the understanding that all service providers utilizing the Senior Center will be required to abide by the Center's rules, laws and processes, the Program Coordinator or Program Manager will:

1. **FIRST OFFENSE – GIVE VERBAL WARNING TO PARTICIPANTS**
 - A. Meet with participants to discuss conduct policy.
 - B. Discuss inappropriate behavior and violation that occurred.
 - C. Make a record of the incident.
 - D. Advise the violator that continued inappropriate behavior may result in suspension from programs.
2. **SECOND OFFENSE – ADDRESS INCIDENT**
 - A. Meet with participant to discuss violation.
 - B. Make a record of the incident.
 - C. Possible suspension from the program.
3. **THIRD OFFENSE – DOCUMENT TO PARTICIPANT**
 - A. Prepare an outline of circumstances, including terms or restriction from Center.
 - B. Possibly introduce a suspension which may run in accordance with the infraction.
4. **INCIDENTS OF IMMINENT DANGER**
 - A. Handle imminent danger to persons or property as a police matter.
 - B. When appropriate call **9-911** to protect the safety of participants and staff at the Center.

I understand and have discussed this conduct policy with the Center Coordinator and/or Program Manager.

Signature

Date

Staff

Date