



Concord
Senior Center
Code of Conduct

The Concord Senior Center provides more than 300 recreational, social, medical, educational, nutritional and cultural programs and services to Concord's residents. As a resource for such essential offerings, the Center has become a multi-service center or one-stop shopping for seniors. The Center welcomes **all** senior citizens, and its goal is to be of service.

As guests, individuals can personally help the Senior Center maintain a warm, positive and safe environment. The *Senior Center Code of Conduct*, which includes a dress code, provides guidelines for the actions of all who volunteer at and use the services of the City of Concord Parks and Recreation Department.

Patron Conduct

It is the policy of the Parks and Recreation Department to practice appropriate measures when handling patron misconduct. In keeping with that policy, all groups and individuals are expected to adhere to the Concord Senior Center's *Code of Conduct* when participating in programs, taking advantage of services or otherwise using the facilities. The Department reserves the right to remove individuals from facilities or programs by assigning clearly stipulated periods of suspension.

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's Parks and Recreation Department. Acts of violence, disrespect for authority, un-sportsmanlike conduct, misuse or abuse of the facility or equipment, or 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, 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 or revealing attire including footwear.
- Failure to maintain personal cleanliness and good hygiene.

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 actions 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 or entering the Center premises before a three-month suspension is completed.

A participant will be suspended for at least one year, possibly longer or permanently, from the date of incident for pushing, shoving, or otherwise using physical violence toward any staff member or participant.

A 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 Community Services 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 adhere to by the Center's rules, laws, and processes, the Program Coordinator or Program Manager will implement the Code of Conduct by responding as follows:

1. FIRST OFFENSE – GIVE VERBAL WARNING TO PARTICIPANTS

- A. Meet with participants to discuss conduct policy.
- B. Discuss inappropriate behavior and the violation(s) 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 the participant to discuss the violation.
- B. Make a record of the incident.
- C. Possibly suspend the participant from the program.

3. THIRD OFFENSE – DOCUMENT TO PARTICIPANT

- A. Prepare an outline of circumstances, including Center terms or restrictions.
- B. Possibly introduce a suspension to 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.