

# Spanish Fork Senior Center

## CODE OF CONDUCT

- Spanish Fork City recognizes that an active Senior Center needs to flourish in an environment that is supportive, inviting and secure for its staff, participants and guests. Sometimes, however, a small percentage of individuals may create problems. For this reason, the following Code of Conduct has been created.
- Spanish Fork City adheres to a strict **“zero tolerance policy”** of harassment and violence in all public buildings. If a participant or the general public does not abide by this policy, they will be asked to leave the premises immediately. If the violator refuses to leave the premises, a Spanish Fork City Police Officer will be called.
- The Senior Center Director may exclude any person who repeatedly or intentionally does not follow the policies created for the health, safety and well-being of all participants and staff. Actions leading up to exclusion include, but are not limited to the following:
  - Intoxicated participants will be asked to leave immediately. The emergency contact person, as listed on their information form, will be contacted to come and assist them as they will not be allowed to drive from the premises.
  - Possession of or use of illegal substances. The emergency contact person, as listed on their information form, will be contacted to come and assist them.
  - The use of obscene or profane language, gestures or verbal abuse, harassment of any kind, including sexual harassment, directed at staff, volunteers, another participant, or guest; this could be gestures, bullying, verbal, written or physical in nature.
  - Carrying a firearm, knife, weapon, or any dangerous object that would or could be used to cause another to feel threatened in any way.
  - Intentionally causing or attempting to cause physical injury to another person or oneself (except in self-defense).
  - Making disparaging remarks about another person, including remarks about their sex, religion, national origin, gender identification, sexual orientation, marital orientation or race.
  - Making intentional, unauthorized physical contact with another person.

- Repeated and intentional disregard to adhere to the rules and regulations as set forth at the center.
- Proper attire must be worn at all times. Shirts and shoes are required.
- Coercing or badgering others to give him/her money or rides.
- Willful destruction of property (building and/or furnishings). No alterations, changes or additions to the building are permitted.
- Strong colognes and perfumes, due to allergies.

If a participant feels that the language or behavior of another participant is harmful or threatening to themselves or others, they can bring this to the attention of a Senior Center staff member. **All conversations will be handled discretely and confidentially when possible.**

Should staff become aware of or observe inappropriate behavior in the Senior Center or at a Senior Center sponsored event or trip, they will follow this procedure:

### **VERBAL WARNING**

**First Offense:** Verbal warning, this step is considered when staff finds the behavior unacceptable based upon the criteria listed above, or other egregious behavior that violates the intent of the Code of Conduct. The Senior Center Director and one board member will hold a meeting with the person to discuss the unacceptable behavior. The person will be told what specific behavior is unacceptable and informed that it cannot happen again. The person will be required to sign documentation stating that he/she fully understands the Code of Conduct Policy. If the behavior continues, staff has the authority to ask the person to leave the building immediately. If the person refuses to leave the building, a Spanish Fork Police Officer will be called to assist the person off the premises for trespassing. The person will not be allowed back on the premises that day.

### **WRITTEN WARNING**

**Second Offense:** Staff will address the person about the specific unacceptable behavior. The conversation will be put in writing and a copy given to the individual. Senior Center property, programs, activities and vehicles (transportation) will be "off-limits" for a period of one (1) week and a trespass notice to that effect will be provided the person. The person will be asked to leave the building immediately. If the person refuses, the staff has the authority to call a Spanish Fork Police Officer to assist the person off the premises for trespassing. A copy of the written notice will be sent to the Senior Center Board members.

**Third Offense:** If a person's behavior continues to be unacceptable, the Senior Center Director will direct the person to leave the premises immediately for such a period as the Director deems appropriate given the facts and the specific behavior at issue (subject to the Right of Appeal). During this period, Senior Center property, programs activities and transportation services will be "off-limits". Should the person refuse to leave, a Spanish Fork Police Office will be called to assist the person off the premises for trespassing. A written notice will be sent to the individual and the Senior Center Board members.

Notwithstanding the foregoing, depending on the nature and severity of the violation, the Senior Center Director reserves the right to dispense with the First and Second Offense procedures and immediately proceed in accordance with the Third Offense procedure, subject to the Right of Appeal.

## **RIGHT OF APPEAL**

Any participant who has been excluded from participation in Senior Center programs, activities and services beyond a one-week period, may request, in writing, within 10 business days, a hearing with the Senior Center Board. The person will be notified in writing of the date, time and place of the meeting. This meeting may include family members. The decision of the Senior Center Board will be final, subject only to the right of review by the Parks & Recreation Director as set forth in the Grievance Policy set forth herein. It is the intent of the Senior Center to arrive at an appropriate resolution.

## **GRIEVANCE POLICY**

The purpose of the grievance policy is to provide a procedure to assure that a grievance raised by a participant will be reviewed and resolved in a timely manner. The following steps will be taken.

- The person will notify the Senior Center Director of their complaint. A discussion will be held in an effort to find a resolution to the complaint. The meeting will be documented and all parties in attendance will be asked to sign the document. If a resolution has not been agreed upon, then all parties will move to the next step.
- If the complaint is not resolved, a request can be made to meet with the Senior Center Board in an attempt to find a resolution to the complaint. The meeting will be documented and all parties will sign the document. If a resolution has not been agreed to, then moved to the next step.

- If the complaint has not been resolved, a letter of grievance should be written by the participant explaining the situation and requesting a meeting with the Parks & Recreation Director. The decision of the Parks & Recreation Director is final.