

## **SENIOR CENTER CODE OF CONDUCT**

The Carbon County Senior Centers serve the residents of Carbon County who are age sixty and older. The mission of the Carbon County Senior Centers is to promote the physical, emotional and economical well being of older adults and to promote their participation in all aspects of community life.

A senior center is a community focal point where older adults come together for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and the community. Senior centers offer services and activities within the center and link participants with resources offered by other agencies. Senior center programs consist of variety of individual and group services and activities. Senior centers also serve as a resource for the entire community for information on aging, support for family caregivers, trainings professional and lay leaders and students, and for development of innovative approaches to addressing aging issues.

## **RESPONSIBILITIES OF SENIOR CENTER PARTICIPANTS**

All senior center participants, including older persons using the center, as well as center staff should respect the rights and dignity of others.

To assure that all participants have pleasant and meaningful experiences in the senior centers, participants shall:

- Show courtesy and consideration for other participants and staff.
- Use voice and behavior that will not disturb other center participants.
- Use language that other participants will not find abusive, threatening, obscene, or offensive.
- Maintain personal hygiene that is not offensive or unhealthy.
- Use the center equipment in a safe and appropriate manner.
- Treat center materials, equipment, furniture, grounds and facility with respect.
- Keep the Senior Center building and grounds neat, clean and litter free.
- Obey the Utah Clean Air Act which prohibits smoking in public buildings.
- Obey all federal, state, county and city laws and ordinances.
- Function independently or have a caregiver present to assist with personal needs.
- Be able to walk safely and independently in the senior center or use assistive dependently.
- Those using the Senior Center must wear appropriate dress including footwear.
- Those using power driven mobility devices must keep the device in “turtle speed” while in use in the building.
- It is the responsibility of anyone using the Senior Center Facility to pay for any damages (personal or property) they may cause.
- No outside beverage containers may be used at the Senior Center.

## **RIGHTS OF SENIOR CENTER PARTICIPANTS**

All participants in senior centers have the right to:

- Expect other participants to follow the Senior Center Code of Conduct.
- Expect other participants to obey all federal, state, county and city laws and ordinances.
- Receive information about the center services and activities.
- Be treated with respect and dignity by other participants and staff.
- Expect that personal information disclosed to center staff will be kept confidential.
- Expect protection by the center staff from unsolicited or unapproved commercial and/or business enterprises and researchers while in the center.
- Established and accessible procedures for complaints and appeals of grievances.

## **PROCEDURES FOR VIOLATION OF THE SENIOR CENTER CODE OF CONDUCT AND APPEALS PROCESS**

Participants who violate the Senior Center Code of Conduct and/or interfere with the rights of other center participants will be subject to one or more of the following consequences:

- Step One: Center staff will discuss behavior with the offender and attempt to reach a resolution to the problem.
- Step Two: Notification to the offender by center staff of the offense. Center staff will verbally inform the offender of the consequences of repeating the offensive behavior and present the offender with a copy of the Senior Center Code of Conduct.
- Step Three: Written notification by center supervisor and/or staff for the offender to leave the center for a specific time period if the behavior is repeated, or to leave the center permanently, depending on the seriousness of the offense.
- Step Four: The offender or the offended party may appeal a decision to the center program director/manager who will investigate the circumstances of the decision and the reason for the appeal. The program director/manager will notify the grieving party in writing of the decision.
- Step Five: The grieving party may appeal to the aging services division director or designee who will investigate and issue a written report outlining the decisions and reasons.
- Step Six: Further appeals in writing may be made to the Council for the Aging's Executive Committee, the appropriate county

department of human services and the Utah Department of Human Services Division of Aging and Adult Services.

- Extra Step: The senior center staff will report any unduly disruptive, threatening, violent or criminal behavior to the appropriate law enforcement agencies.