



**City of Gardner
Council on Aging
Charles P. McKean Building
294 Pleasant Street
Gardner, MA 01440
(978) 630-4067 ● Fax (978) 632-5965**

**Senior Center
Code of Conduct Policy**

Mission Statement

The Gardner Council on Aging mission consists of three core responsibilities. One is to identify the needs of the community's elderly population and to know the resources that are available. Second is to educate the community at large in the needs of seniors. Lastly to design, promote and implement needed services for the elderly and to coordinate with existing services for the elderly.

Goal

The Center's goal is to function as a focal point for providing the most needed community services to older people by forming cooperative linkages with community agencies and organizations; to provide activities and services that will promote personal and economic well-being in every aspect of community life, and to improve the self-image of older people with emphasis on the segment of individuals who have the greatest economic and social needs with special attention to the greatest need of low income minority individuals. Conversely, displaying keen awareness of anything that could be construed as infringing on that segment of societies' freedom of choice.

Gardner Senior Center Code of Conduct for Participants & Guests

The Center is committed to providing a safe and enjoyable environment for all participants and guests. We hope that you will find our Center a friendly place where you can come to recreate, socialize with others, find intellectual stimulation, and a number of helpful services. We require that everyone act appropriately at all times when on the facility grounds or participating in our programs. We expect all participants and guests to behave in a mature and responsible way and to respect the rights and dignity of others.

Prohibited actions include, but are not limited to:

- Inappropriate attire. Appropriate attire must be worn at all times.
- Lack of personal hygiene (infested clothing, unpleasant body odor, etc.)

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- Angry or vulgar language, including swearing, name calling or shouting
- Criticizing in any way a person's religion, race or creed.
- Physical contact with another person in any angry or threatening way.
- Any demonstration of sexual activity or sexual contact with another person.
- Harassment or intimidation by words, gestures, body language or any menacing behavior.
- Panhandling - unapproved solicitation or circulation of a petition or survey.
- Theft or behavior that results in the destruction of property.
- Carrying or concealing any weapons, devices, or objects that may be used as weapons.
- Using or possessing illegal drugs or alcohol on Center property or while participating in senior center sponsored programs.
- Any other conduct of an inappropriate, threatening, or offensive nature.
- Using tobacco products anywhere inside the center building or in areas outside the building or on the grounds that is designated as nonsmoking areas.

If a participant, volunteer, or guest is made to feel uncomfortable by another's actions, they should report the behavior to the Center's Director, or other appropriate staff member. The Center Director will investigate all reported incidents.

Suspension or termination of Center use and participation may result from a determination by the Center Director if, at his/her discretion, a violation of these codes of conduct has occurred. Code of Conduct violations will be addressed by the following procedure:

1st Incident: Counseling with verbal warning from Center Director, followed by letter to participant with copy to the Council on Aging Chairperson.

2nd Incident: Suspension (length of time depending on severity of the offense) from Center documented by letter sent to member, with copy to Council on Aging Chairperson depending on the nature and severity of the behavioral offense.

3rd/Final Incident: Permanent expulsion from the use of the Center facilities and programs.

The Center reserves the right to enforce immediate suspension or appropriate measures. If individual returns to the center in violation of their suspension, the local police may be called to protect the safety and welfare of others.