



  
City Manager

## PATRON CODE OF CONDUCT – SENIOR CENTER

The Desert Hot Springs Senior Center is committed to serving the seniors of Desert Hot Springs, as well as those of surrounding cities. The Senior Center is a recreational facility offering programming for individuals, 50 and older (certain programs have age restrictions serving only 60 and older). The Senior Center is a friendly place where patrons can come to recreate, socialize with others, and find intellectual stimulation in addition to a number of helpful services and programs. The City of Desert Hot Springs is committed to providing a safe, enjoyable, positive, safe and secure experience to all who use, work and volunteer in the Senior Center.

<b>PURPOSE:</b>	<b>To ensure a warm and supportive environment for all who participate and work at the Senior Center. The Conduct Policy is designed to allow Senior Center participants to feel at ease, create an enjoyable atmosphere for all, as well as protect the facility we all enjoy using.</b>
-----------------	---

### Senior Center Patrons agree to abide by this Conduct Policy:

- 1) Senior Center patrons are expected to abide by all state laws and local ordinances with regard to public behavior.
- 2) Senior Center patrons are expected to be considerate of others. Patrons are to be treated with kindness, courtesy, and respect. Staff and volunteers should always be treated respectfully.
- 3) Refrain from using abusive, obscene, threatening, harassing, insulting, or suggestive language. Avoid making derogatory comments, slurs, or epithets. Should you at any time be made to feel uncomfortable by the language or behavior of others, please immediately notify the City Manager or his/her designee.
- 4) Refrain from engaging in (or threatening) physical violence, assault, or battery, including but not limited to unwanted/unsolicited harmful touching by the use of hands, arms, feet, or legs which may include pushing, kicking, biting, spitting, and punching. Acts of retaliation against another member, making him/her experience feelings of fear or uneasiness are prohibited.
- 5) Be considerate of others while using equipment. Keep feet off of chairs, tables, counters, and treat furnishings, facilities, and equipment with care. Reclining or sleeping on the furniture is prohibited.
- 6) Political activity and political solicitation is prohibited.
- 7) To circulate a petition or survey, sell tickets for an organization or event, or take pictures in the Senior Center, you must have the approval of the City Manager or his/her designee. Leaflets that are not related to an event scheduled at the Senior Center, and/or do not promote the wellbeing of seniors are prohibited.

- 8) To ensure that activities of the Senior Center are not disrupted, members of the Press/Media are required to report to the Senior Center Manager prior to approaching any Senior Center patron for an interview. Any interviews must be conducted outside of the Senior Center.
- 9) Patrons are expected to maintain an acceptable standard of personal hygiene. Infested clothing or personal effects or unpleasant body odor, which may offend other patrons of the Center, is unacceptable.
- 10) Drinking of alcoholic beverages, which may include spirits, liquor, wine, beer and every liquid or solid containing alcohol by volume and which is fit for beverage purposes either alone or when diluted, mixed or combined with other substances is prohibited.
- 11) Smoking within 20 feet of an entrance to the Senior Center is prohibited per California Government Code Sections 7596-7598, which bans smoking within 20 feet of a main entrance, exit, and operable window of all public buildings. The Senior Center is a City owned public facility. Smokers must be a distance of 20 feet or more from any Senior Center entrance.
- 12) Lunch hour presentations by any individual or group must be approved by the City Manager or his/her designee.
- 13) Begging or solicitation is prohibited (e.g., panhandling, etc.).
- 14) Patrons are to refrain from using the public restrooms and/or other public areas at the Senior Center to maintain or take care of personal hygiene (e.g., shaving, sink bath, etc.).
- 15) Patrons are encouraged to refrain from wearing scented products to the Senior Center as some participants have allergies and other environmental sensitivities.
- 16) Patrons are to refrain from the destruction of Senior Center materials, furniture and grounds.
- 17) All shopping carts, luggage carts and large luggage may not be brought into the Senior Center. Such items block walkways and cause disruption in the Senior Center.

## POLICY MISCONDUCT VIOLATIONS

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 Senior Center Management will:

### 1. FIRST OFFENSE –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 – SUSPENSION AND/OR BANISHMENT FROM THE CENTER PERMANENTLY

Senior Center staff reserves the right to immediately dismiss patrons from the Senior Center for violation of the conduct policy.

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 and/or Center volunteer.

### INCIDENTS OF IMMINENT DANGER

- A. Handle imminent danger to persons or property as a police matter.
- B. When appropriate call **911** to protect the safety of participants and staff at the Center.

There will be Zero Tolerance for physical and verbal abuse towards patron, staff, volunteers and vendors.