

## **UMSSC MEMBERSHIP CODE OF CONDUCT**

### **GOAL:**

The Upper Merion Senior Service Center goal is to provide a **welcoming and friendly place to socialize, learn new things and participate in activities**. These guidelines are intended to provide an environment of safety, mutual respect, and comfort for all Senior Center members and guests.

### **EXPECTATIONS:**

**Everyone should be considerate and treat others with kindness, courtesy, and respect regardless of individual opinions, ethnicity, race, sexuality, age, disability, or religion.** Participants must also be responsible for providing their own personal care and needs. A caregiver must accompany participants not able to attend to their own personal needs and must remain for the duration of their stay. Any person exhibiting illness, poor personal hygiene, and/or related conditions that may compromise the health of others may be asked to leave the Center until the condition is remedied.

### **UNACCEPTABLE BEHAVIOR:**

- Disturbing, disruptive, or unsafe behavior that infringes on the rights of members and staff, including any conduct that interferes with use or enjoyment of facility amenities by other participants or interrupts activities or programs being offered by the center or causes damage or destruction to property.
- Use of abusive, obscene, threatening, harassing, insulting, offensive, or suggestive language.
- Harassment or intimidation by words, gestures, body language or any menacing behavior.
- Physical contact with another person in any angry or threatening manner or threatening of physical violence.
- Borrowing and/or tampering with another person's property or Center property or belongings without permission.
- Carrying or concealing weapons or other devices that could be used as a weapon.
- Use of tobacco is prohibited inside the Center or during any center activities.
- Alcohol is prohibited unless it is sanctioned by the Center Board for specific activities.
- Selling, soliciting, panhandling, or conducting personal commercial activities.
- Talking on telephones or using electronic devices without headphones in a manner that disrupts other participants.
- Inappropriate attire.

### **UNDERSTANDING:**

Continuous complaints and negative comments are detrimental and uncomfortable for other participants. Concerns should be brought to the attention of the staff so appropriate action can be taken. Questions or disputes about violations and/or the interpretation of the provisions of this Code of Conduct will be resolved by the Board of Directors.

### **CONSEQUENCES:**

Verbal Warning

- Meet with the participants to discuss the Incident and the meeting will be documented.
- Discuss inappropriate behavior.
- Advise participants that continued inappropriate behavior will result in suspension from the program.

### **SUSPENSION OF CENTER PRIVILEGES:**

The length of time will be dependent on the nature and the severity of the violation and will be decided by the Board of Directors.

If a violation of the Code of Conduct Policy or an action causes harm to another participant, staff or property, the violator will be instructed to leave immediately and may permanently lose all privileges at the Center.

No refunds of fees shall be given for any suspension or expulsion for violating the Code of Conduct.

*Approved: May 9, 2023*