

Wallingford Community Senior Center

Code of Conduct

Introduction

We hope that you will find the Wallingford Community Senior Center a friendly place where you come to recreate, socialize with others, access helpful services and find intellectual stimulation. Volunteers and staff are available to assist you at any time.

The Wallingford Community Senior Center Code of Conduct was established to ensure a warm and supportive environment for all who participate and work at WCSC. We hope these guidelines will allow participants to feel at ease, create an enjoyable atmosphere for all, and maintain the facility for the entire community.

We aim to practice appropriate measures when handling patron misconduct. In keeping with that policy, all groups and individuals are expected to adhere to the Wallingford Community Senior Center's Code of Conduct when participating in programs, taking advantage of services or otherwise using the facilities. WCSC reserves the right to remove individuals from facilities or programs by assigning clearly stipulated periods of suspension.

Code of Conduct

Your Health and Safety Is Our Top Priority

- Obey all federal, state, county or city laws and ordinances, and Good Shepherd Center policies.
- Do not bring into WCSC dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items.
- Do not possess, use, or sell alcohol or controlled substances. (Alcohol may be served at special events with a banquet license with WCSC's permission.) Do not come to WCSC while intoxicated or under the influence of impairing drugs, legal or illegal. Do not smoke, vape, or otherwise use tobacco or marijuana inside and outside of the building.
- If a caregiver accompanies you at WCSC, he/she must remain with you during program hours.
- All animals must be contained in accordance with WCSC Animal Policy

Respect Other Participants, Volunteers, and Staff

- Treat other participants, staff, instructors, and guest speakers in a courteous and respectful manner
- Do not engage in inappropriate behavior or language that disturbs other participants, volunteers, or staff.
- Do not bully or take unfair advantage of any participant, volunteer, or staff.
- Do not engage in racial, religious, political or sexual harassment of participants, volunteers, or staff.
- Do not sell items or services; do not beg or solicit personal gifts.
- Do not wear inappropriate or revealing attire. Wear appropriate footwear.
- Maintain personal cleanliness and good hygiene.

Respect the Property of WCSC and of WCSC's People

- Do not destroy or remove WCSC materials, equipment, furniture or other property.
- Do not destroy or remove personal property belonging to other participants, staff, or volunteers.
- Do not touch or move other people's personal items without the owner's permission. If you find something that you think may be lost or abandoned, notify staff. WCSC is not responsible for lost or stolen property.
- Take pride in your WCSC by keeping it neat and clean. Dispose of all litter and recyclable materials in the appropriate containers. Return furniture and materials to the way you found them.
- Respect the bathrooms by cleaning up after use, flushing toilets, and notifying staff of any issues for correction.
- Do not leave or store personal possessions at WCSC.
- A single individual using more than one table, desk, or computer workstation at a time is not allowed.
- Do not bring in large luggage, shopping carts, or other oversize items.
- Do not lie down or sleep on the furniture.
- If a WCSC program needs the space that you are currently occupying, move and make it available.
- WCSC phone can be used only in case of emergency, unless approved by staff.

- The kitchen will be closed unless in use for WCSC meals and events. Do not use the kitchen unless you have rented it, usage is part of a program, or staff has authorized usage.
- Use the multipurpose room for meals. Only coffee, tea, and cookies are allowed in program areas.
- Do not put out food for donation or general consumption without prior staff authorization.
- Do not use staff offices unless staff has authorized your use.
- The Computer Center has its own set of rules – follow these rules while using our computers
- Respect our hours of operation: be out the door by 5:00 pm.

Help WCSC Flourish

- All participants must sign in with their full name, zip code, and year of birth when they first enter the senior center.
- All participants are requested to complete the City survey. Survey completion makes it more likely that our programs will be funded and WCSC will be able to continue to serve you and the larger community.
- Membership is optional to participate in WCSC programs, but appreciated.

Procedure for Violations

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WCSC staff will implement the Code of Conduct by responding as follows:

1) First Offense

- a) Meet with participants to discuss conduct policy.
- b) Discuss inappropriate behavior and the violation(s) that occurred.
- c) Make a record of the incident and notify the participant of this documentation
- d) Advise the violator that continued inappropriate behavior will result in suspension from WCSC

2) Second Offense

- a) Meet with the participant to discuss the violation.
- b) Make a record of the incident.
- c) Possibly suspend the participant from WCSC, depending on severity
- d) Prepare an outline of agreed upon behavior and actions for participant to continue WCSC usage

3) Third Offense

- a) Suspend the participant from WCSC, depending on severity, as determined by WCSC Executive Director.

4) Incidents of Imminent Danger

- a) WCSC handles imminent danger to persons or property as a police matter.
- b) When appropriate, we call 911 to protect the safety of participants, volunteers, and staff