



## **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, and secure experience to all who use, work and volunteer in the Senior Center.

**PURPOSE: 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 facilities we all enjoy using.**

### **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 regarding 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 Director.
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 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 are prohibited.
7. Maintain a welcoming and respectful environment, discussions or activities of a political nature are not permitted within the Senior Center.
8. 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 unless you are a Business Partner of the Senior Center.
9. To ensure that activities of the Senior Center are not disrupted, members of the Press/Media are required to report to City Hall and have approval of the City Manager prior to approaching any Senior Center patron for an interview. Any interviews must be conducted outside of the Senior Center.
10. 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.
11. All individuals are expected to wear clean, neat, and appropriate clothing while at the Senior Center. Clothing should be comfortable but modest, avoiding anything too revealing or offensive. Closed-toe shoes or sandals with secure straps are recommended for safety, particularly in activity or exercise areas.  
Prohibited Attire:
  - Clothing with offensive language, images, or messages.
  - Excessively torn or damaged clothing.
  - Bathing suits or swimwear outside of aquatic areas.The Senior Center staff reserves the right to address any dress code violations in a respectful manner. Repeated violations may result in the individual being asked to leave the premises.
12. 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.
13. 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.
14. Begging or solicitation is prohibited (e.g., panhandling, etc.)

15. 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.)
16. Patrons are encouraged to refrain from wearing scented products at the Senior Center as some participants have allergies and other environmental sensitivities.
17. Patrons are to refrain from the destruction of Senior Center materials, furniture, and grounds.
18. 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.
19. Taking or obtaining property of another without their permission and knowledge is prohibited and will not be tolerated. Theft will result in immediate banishment from the center.
20. The viewing, sharing, or accessing of explicit or pornographic content on phones, computers, or any other devices is strictly prohibited within the center
21. Talking on cell phones in the main room and using personal speakers are not permitted inside the center.
22. Bringing any animal into the Senior Center is prohibited, except for service animals that are individually trained to do work or perform tasks for an individual with a disability in compliance with ADA (Americans with Disabilities Act) regulations. Animals that are part of a Senior Center program may be allowed in the Senior Center with the consent of City staff.

### **POLICY MISCONDUCT VIOLATIONS**

All members utilizing the Senior Center are required to abide by the Center's rules, policies, and procedures. The Senior Center Management reserves the right to enforce these policies through the following progressive steps:

#### **1. FIRST OFFENSE – VERBAL WARNING**

- A meeting will be scheduled with the member to discuss the conduct policy.
- The inappropriate behavior or violation will be addressed.
- A record of the incident will be made.
- The member will be informed that any continued violations may lead to suspension from the program.

#### **2. SECOND OFFENSE – WRITTEN WARNING**

- A record of the incident will be made.
- A suspension from the program may be enforced.

### **3. THIRD OFFENSE – SUSPENSION AND/OR BANISHMENT**

- A member may be permanently banned from the Center or suspended for a minimum of one year, depending on the severity of the violation.
- Serious offenses such as pushing, shoving, or using physical violence against staff or volunteers will result in immediate suspension for at least one year, possibly longer or permanently, from the date of the incident.

### **4. VIOLATION OF SUSPENSION TERMS**

- If a member who is under suspension enters the Senior Center during their suspension period, the suspension will automatically be extended for an additional three months.
- The member will be asked to leave the premises immediately. If they refuse to comply, the police will be called.
- The member will be informed in writing of the extended suspension.

### **5. INCIDENTS OF IMMINENT DANGER**

- Any incident involving imminent danger to persons or property will be handled as a police matter.
- If necessary, 911 will be called to protect the safety of all members, staff, and volunteers.

### **ZERO TOLERANCE POLICY**

- The Senior Center has a zero-tolerance policy for physical or verbal abuse towards members, staff, volunteers, or vendors. Any such behavior will result in immediate suspension or banishment from the Center.

I have read and fully understand the contents of this document, and I acknowledge its terms and conditions.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_