

## **Code of Conduct**

### **Purpose**

The Meridian Senior Center in Okemos Michigan is a community-based organization that provides enrichment opportunities to promote the physical, mental, and social wellbeing of its members. Participants can stay involved with the community by taking part in the activities, classes, programs, and services that are offered. Our center aims to encourage healthy aging and is committed to providing a safe, positive, and inclusive environment for all participants.

### **Standards of Conduct**

Each participant plays a role in the creation of an enjoyable and respectful environment. It is expected for participants to follow these guidelines:

- Treat everyone with kindness, respect, and dignity.
- Maintain a level of appropriate hygiene and cleanliness in a social environment.
- Respect each other's personal belongings.
- Treat Center products with care. Be considerate of others when using center equipment.
- Shoes and clothing must be worn at all times.
- Be aware of your environment and maintain an appropriate level of volume as not to disturb or disrupt others.

### **Services the Center does Not Provide:**

- Medical Care or Medication Distribution
- Personal Care or Bathroom Assistance
- Adult Day Health Care Services
- Caregiving Services

If needed, members can be accompanied by their personal caregivers for assistance. Personal caregivers may attend the Center at no extra charge.

### **Strictly prohibited, inappropriate behaviors include but are not limited to:**

- Any abusive, obscene, harassing, derogatory, discriminatory, or suggestive language
- Slurs, threats, insults, or any other tactics intended to cause someone to feel intimidated or excluded
- Misusing, damaging, or stealing Center equipment
- Loitering, smoking, gambling, solicitation, or panhandling
- Possession of firearms, weapons, explosives, or other dangerous items
- Violence or challenging others to fight
- Vandalizing or littering on Center property
- Violating any federal, state, or local laws and ordinances
- Illegal drugs, alcoholic beverages, smoking or coming to the Center while intoxicated

### **Any form of bullying will not be tolerated:**

- Any unwanted physical contact (e.g. hitting or shoving) or verbal assaults (e.g. teasing or name-calling)
- Social isolation or manipulation
- Cyberbullying (e.g. hurtful images, online threats, malicious emails or texts)
- Purposely sabotaging another member's social relationships or reputation

Members who witness or experience bullying are recommended to immediately report to the director or a staff member. Staff members will immediately assess the situation and follow procedure to intervene when safe to do so. All information reported from members will be taken into account and kept confidential when investigating the situation.

### **Additional guidelines for Virtual Participation:**

- Stay on “mute” when someone else is talking.
- Do not disclose login information to any third party.
- Dress appropriately before turning on the video.
- Listen to each other without interrupting, take turns speaking, and speak without judgment.
- Keep the virtual space safe, friendly, and welcoming.
- Having flexibility and patience for yourself and others when it comes to navigating the virtual platform.

### **Reporting Inappropriate Behavior:**

1. Report the situation to the Senior Center Coordinator.
2. Give details on the people involved, anyone who may have seen or heard the incident, where and when it occurred, and the inappropriate behavior. All information will be kept confidential.

### **Misconduct**

Inappropriate behaviors will be addressed accordingly:

#### Level 1

- Incident: Non-verbal, non-physical, or non-unlawful violations of the Code of Conduct
- Penalty:
  - First incident – A verbal warning will be given.
  - Second incident – A written warning will be given.
  - Third incident: Immediate removal from the Center and a minimum suspension of 15 days.
  - Maximum penalty: Permanent ban from the Center.

#### Level 2

- Incident: Inappropriate verbal behavior
- Penalty:
  - First incident: Immediate removal from the Center and a minimum suspension of 30 days.
  - Maximum penalty: Permanent ban from the Center.

#### Level 3

- Incident: Inappropriate physical behavior
- Penalty:
  - Immediate removal from the Center and a minimum suspension of 180 days.
  - Maximum penalty: Permanent ban from the Center.

#### Level 4

- Incident: Violation of the law
- Penalty:
  - Immediate removal from the Center and a minimum suspension of 1 year.
  - Maximum Penalty: Permanent ban from the Center.

The Senior Center Coordinator reserves the right to remove and ban participants from the Center based on the severity of each individual act of misconduct.

### **Appeal Process**

Participants have the right to appeal a decision made regarding an incident, no later than 15 days after the date of the decision. Send the written appeal through e-mail or mail to: [Meridian Senior Center Advisory Board President Peggy Frisch 2303 Fieldstone Dr. Okemos, MI 48864 / mcfrisch47@att.net The appeal will be reviewed and a written response will be provided within 30 days of receipt of the appeal. Participants cannot return to the Center while the appeal process is ongoing.