

SCHERTZ AREA 
SENIOR CENTER

CODE OF CONDUCT

Philosophy

The mission of the Schertz Area Senior Center (SASC) is to create a home-like atmosphere that gives each participant a welcome feeling. This can only be accomplished when the Center is free from disruptions that could interfere with day-to-day activities. The purpose of the Code is the expectations for responsible participant behavior, and the consequences of irresponsible and disruptive behavior. It is expected that participants will be responsible for their own self-discipline

Respect

All participants who attend the Schertz Area Senior Center are expected to respect the dignity and worth of all people, and the rights of individuals to privacy, confidentiality, and self-determination. Participants should be aware of and respect cultural, individual, and role differences, including those based on gender, gender identity, race, ethnicity, national origin, religion, sexual orientation, disability, and language.

Treat other members, volunteers, staff, instructors, guest speakers and sponsors in a courteous and respectful manner.

Behavior & Conduct

- Acts of violence, disrespect for authority, anti-social conduct, misuse or abuse of equipment and facility, and use of foul language or gestures will not be tolerated. We reserve the right to remove patrons from facilities, programs and services via suspension periods determined by the Director or his or her designated representative.
- Exhibiting any threatening or intimidating behaviors such as: Using profane, abusive, obscene, threatening harassing, insulting, or sexually suggestive language. Threatening or using violence. Harassing Center patrons or Staff. Using hate speech or epithets (e.g., racial, ethnic, sexist, homophobic and religious

slurs.)

- Improper conduct: This refers to persons acting out disruptive behavior, verbal or physical aggression, sexual harassment, stalking, profanity, drinking or obvious intoxication, Violation of smoking ordinances inside and outside of the building.
- Deteriorated personal hygiene: This is noticeable in persons whose body or clothing is dirty and/or has an offensive odor; or other prevailing conditions, resulting from personal sanitation problems (e.g., body lice, untreated open wounds, contagious diseases, incontinence, etc.).
- Dress Code: wearing inappropriate or revealing attire. Shoes and clothing must be worn at all times.
- Misusing, misappropriating, damaging, stealing or obstructing use of Center equipment, ^{SEP}resources or facilities.
- Do not touch or move personal property belonging to other members, staff or volunteers without the owner's permission.
- The kitchen will be closed unless in use for lunch program, scheduled programs and events. Please do not use without prior authorization from staff or volunteers.
- Selling, soliciting, petitioning, posting or distributing materials without permission. ^{SEP}Examples include selling products or services, circulating a petition, survey or letter, or selling tickets for an organization or event.
- *Do not bully or take unfair advantage of any member, volunteer or staff.*
- *Take pride in your Center by keeping it neat and clean. Dispose of all litter. Return chairs 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.*
- *All service dogs must be contained and owners must have appropriate documentation on hand in accordance with City Animal Policy.*

Consequences

Any patron who commits or attempts to commit any of the offenses, or any other behaviors illegal under city, county, state or federal law, is subject to sanctions, which may include:

- Being asked to leave the Center premises
- Having Center privileges suspended or revoked.
- Being banned from the Center.^[SEP]
- Offenses/Penalties:
 - o First offense: Verbal warning.^[SEP]
 - o Second offense: Written warning.^[SEP]
 - o Third offense: Immediate removal from the premises and a minimum fifteen (15) day suspension.^[SEP]
 - o (Maximum penalty: Permanent ban from Center.)

The police will be called in an emergency situation. An emergency situation is any situation in which an individual's actions are perceived to present an imminent danger to the life or safety of himself/herself or others. Such incidents include assault and other crimes of violence or misdemeanors, or the threat of attempting to commit such crimes.

Rights & Responsibilities

All participants are entitled to the basic rights of citizenships that are recognized and protected by law for persons of their age and maturity. The Center will foster a climate of mutual respect for the rights of others. Participants are expected to respect the rights and privileges of other participants and staff. The Center's Code of Conduct is established to achieve and maintain order in the Center. Participants who violate the rights of others or who violate the Center rules will be subject to disciplinary measures designed to correct misconduct and to promote adherence by all participants to their responsibilities as citizens in the community.^[SEP]

SASC programs are for seniors who are independent and can care for their own personal needs. SASC is not an adult day care facility and there is no medical staff on site. Seniors are welcome to bring an attendant or caregiver with them in order to enjoy our services and programs.

The simple philosophy behind this Code of Conduct is the Golden Rule. Treat everyone the same way that you want to be treated.

