

Pagosa Springs Senior Center Code of Conduct

Purpose

Pagosa Springs Senior Center and Archuleta Seniors, Inc. are committed to serving the seniors in Archuleta County. We hope that you will find our Center a friendly place where you can come to have a nutritious meal, socialize with others, and find intellectual stimulation with educational and cultural programs. In addition, Pagosa Springs Senior Center will provide a number of other helpful services that enhance quality of life, facilitate independence and maintain involvement in the community. The Center welcomes all senior citizens and its goal is to be of service.

Goal

Pagosa Springs Senior Center and Archuleta Seniors, Inc. are dedicated to providing diverse program opportunities with broad appeal that promote mental and physical benefits for seniors in the community. Our goal is to be of service. Staff and volunteers are available to assist you.

The Center Provides:

- Activities, Presentations
- Special events
- Volunteer activities
- Lunch Monday – Friday
- Information and Referrals

The Center Does Not Provide:

- Medical Care for Senior Adults
- Medication Distribution
- Daycare of any sort for Senior Adults
- Personal Care or Bathroom Assistance for Senior Adults
- Staff to attend or be responsible for patrons on trips

Pagosa Springs Senior Center Environment

The Pagosa Springs Senior Center and Archuleta Seniors, Inc. Code of Conduct provides guidelines for the actions of all who volunteer at and use the services of the Center. We want to ensure a safe, warm and supportive environment for all who participate and work at the Center. We hope these rules will allow Center participants to feel at ease, create an enjoyable atmosphere for all, and encourage participation in the facility we all enjoy using.

It is the policy of Pagosa Springs Senior Center and Archuleta Seniors, Inc. to practice appropriate measures when handling patron misconduct. In keeping with that policy, all groups and individuals are expected to adhere to the Pagosa Springs Senior Center Code of Conduct when participating in programs, taking advantage of services or otherwise using the facilities. The Center reserves the right to ban individuals from facilities or programs by assigning periods of suspension or permanent suspension.

Participants/guests are expected to conduct themselves in an appropriate manner at all times while participating in programs and services provided or sponsored by the Pagosa Springs Senior Center. Acts of violence, disrespect for authority, un-sportsmanlike conduct, misuse or abuse of the facility or equipment, or use of foul language or gestures will not be tolerated. The Pagosa Springs Senior Center reserves the right to ban participants/guests from facilities, programs and services via suspension periods or permanent suspension determined by the Center Coordinator or designated staff representatives.

Participants and Guests:

1. Shall be engaged in activities associated with the use of the Pagosa Springs Senior Center while on the premises. Members and guests not participating in programs and activities may be asked to leave the premises.
2. Are expected to be considerate of others and observe good manners. Participants and guests are to be treated with kindness, courtesy and respect. Take a moment to say "hello" to others or introduce your self to a "newcomer". Invite them to eat at your table. Our mission is to provide services to seniors to promote healthy and independent living. As participants/guests, individuals can personally help the Senior Center maintain a warm, positive and safe environment. Pagosa Springs Senior Center's operation is dependent on volunteers and we encourage you to join our volunteer family. Volunteers should always be treated respectfully.
3. Shall refrain from using abusive, obscene, threatening, harassing, insulting or suggestive language. Avoid making derogatory comments, slurs, or epithets. Racial, sexual orientation, religious, ethnic or sexual harassment of Center participants or staff is unacceptable. Should you at any time be made to feel uncomfortable by the language or behavior of others, please immediately notify the Center Coordinator.
4. Shall 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 or guest, making him/her experience feelings of fear or uneasiness are prohibited.
5. Will be considerate of others while using equipment. Keep feet off of chairs, tables, counters and treat furnishings, facilities and equipment with care. Reclining or sleeping on the furniture is prohibited. Destruction of Senior Center materials, equipment, furniture and grounds is unacceptable.

6. May not circulate a petition or survey, sell tickets for an organization or event or take pictures in the Center unless you have the approval of the Center Coordinator or administrative staff.
7. Will have the ability to maneuver independently through the Center in order to participate in activities. Individuals must also be able to care for themselves while partaking in Center activities. Senior Center staff will determine if members are required to be accompanied by a care attendant when participating in programs.
8. 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.
9. When using the Ross Aragon Community Center parking lot, will please adhere to posted signs regarding rules and right of way. Performing care maintenance and repairs (e.g. changing oil, cleaning, etc.) when parked in the Ross Aragon Community Center parking lot is prohibited.
10. Will not leave or stow personal possessions at the Center. Archuleta Seniors, Inc. is not responsible for lost or stolen property and reserves the right to dispose of abandoned property. Lost and found items will be retained for 30 days before being donated to a local thrift shop.
11. Are prohibited from begging or solicitation (e.g., panhandling, etc.)
12. Are to refrain from using the Ross Aragon Community Center's public restrooms and/or other public areas at the Ross Aragon Community Center to maintain or take care of personal hygiene (e.g. shaving, sink bath, etc.) unless using designated facilities for such use.
13. Shall not engage in activities that infringe on the rights of Senior Center participants or staff.
14. Will not exhibit disrespectful, inconsiderate, or discourteous behavior toward Center participants, volunteers, or staff.
15. Must discuss any operational questions and concerns in private with the Center Coordinator. Disrespectful or verbal/physical abuse toward the Center Coordinator, administrative staff, or Members of the Board of Directors will not be tolerated.
16. Will refrain from disrespectful or verbal/physical abuse toward the kitchen staff. If you have suggestions or questions about food issues, meals or menus, these should be addressed to the Center Coordinator.
17. May be refused service at the Senior Center and in Archuleta Seniors, Inc. programs at the discretion of the Center Coordinator for any conduct detrimental to the mission of the Senior Center and Archuleta Seniors, Inc.; except that no participant may be excluded on the basis of race, color, national origin, age, sex, religion, and handicap, including Acquired Immune Deficiency Syndrome or AIDS related conditions, and on the basis of disability, or by reason of such disability.

Anyone in violation of this code of conduct may be removed from the Senior Center property or Archuleta Seniors, Inc. programs after a determination by the Director that a violation has occurred. The Center Coordinator shall have the discretion to suspend the participant in violation, expel the participant in violation, or otherwise take any action to remedy the violation that the Center Coordinator has determined to have occurred in the best interests of the Senior Center and Archuleta Seniors, Inc.

Incidents of Imminent Danger

Depending on the nature and severity of the offense, staff reserves the right to enforce immediate suspension or take appropriate measure(s) (e.g., contact police).

When appropriate, call 911 to protect the safety of participants and staff at the Center.

Senior Center participants/guests who return to the Center before the suspension is fulfilled or after being banned will be asked to leave by Senior Center staff. If this approach is unsuccessful, the local police may be called to protect the safety and welfare of others.

Member/Guest Suggestions or Complaints

Respectful suggestions may be placed in the suggestion box. If you sign your name, you will be contacted regarding your suggestion.

Participants/Guests may file a respectful written complaint with the Center Coordinator or President of the Board of Directors regarding staff, services, and operations.

Staff and/or the Board of Directors will investigate complaint allegations in a timely manner and respond to the participant in writing.