

Groton Council on Aging Code of Conduct for Participants & Guests

The Groton Council on Aging is committed to providing a safe and enjoyable environment for all participants and guests. We hope that participants will find our senior center a friendly place where you can come to recreate, socialize with others, find intellectual stimulation, and a number of helpful services. Our expectation is that everyone act appropriately at all times when on the facility grounds or participating in our programs. We ask all participants and guests to behave in a mature and responsible way and to respect the rights and dignity of others.

Expected and prohibited behavior:

- Treat others as you would choose to be treated.
- Appropriate attire must be worn at all times and proper hygiene maintained.
- The Groton COA programs are designed for independent seniors. Those needing assistance are welcome to have an aide present.
- To ensure the dignity of all, we ask participants to refrain from the use of angry or vulgar language, including swearing, name calling or shouting.
- Criticizing in any way a person's religion, race or creed is unacceptable as is physical contact with another person in any angry or threatening way.
- Harassment or intimidation by words, gestures, body language or any menacing behavior is prohibited.
- Solicitation or circulation of a petition or survey must meet the approval of the center's director.
- Please take only what belongs to you, removal of town property without permission or behavior that results in the destruction of property is not tolerable.
- Absolutely no carrying or concealing any weapons, devices, or objects that may be used as weapons.
- There is no using or possessing illegal drugs on senior center property.
- Smoking is only permissible in designated areas.
- If a participant or guest is made to feel uncomfortable by another's actions, they should report the behavior to the center's director, or other appropriate staff member. The center director will investigate all reported incidents. Suspension or termination of center membership and participation may result from a determination by the Center Director if, at his/her discretion, a violation of these codes of conduct has occurred.

Code of Conduct violations will be addressed by the following procedure:

1st incident: Counseling with verbal warning from Center Director, followed by letter to participant with copy to Board Chairman.

2nd incident: Suspension (length of time depending on severity of the offense) from center documented by letter sent to member, with copy to Board Chairman depending on the nature and severity of the behavioral offense. The COA reserves the right to permanently restrict participation

Staff reserves the right to enforce immediate suspension or appropriate measures. If individuals return to the center in violation of their suspension, the local police may be called to protect the safety and welfare of others.