

## **Standards of Independence and Behavior Policy**

**Purpose:** To ensure the Council on Aging participants are safe and comfortable when visiting The Center (senior center). The COA is committed to providing a welcoming atmosphere for all.

### **Participation Standards at The Center:**

1. Participants must provide staff with the name and telephone number of a person to contact in case of an emergency.
2. Participants must be reasonably oriented, capable of reasonable independent decision making and capable of planning their activities (such as transportation, lunch, financial activities etc.).
3. Participants must take responsibility for their personal care, including feeding, hygiene, toilet continence, personal health and medical care, including medication, special diet etc. COA staff is not responsible for providing education or other personal health and medical care. The staff is not trained or authorized to do so.
4. Participants must wear proper attire, including shoes and shirts.
5. Participants must refrain from smoking, drinking alcohol and using illegal drugs while on the premises.

### **Rights and Responsibility**

If inappropriate behavior is witnessed or reported, the staff shall use discretion to take corrective action. Participants who violates the conduct behavior policy will be advised that such behavior is unacceptable and must cease. Staff will ask participant to abstain from the inappropriate behavior. If the behavior continues the COA Director or designee will discuss the situation and try to resolve it through mediation techniques. If the participant refuses to abide by the policy, and if necessary, the police will be called.

- If such conduct continues future privileges may be suspended. The length of suspension will be determined by the COA Director on a case by case basis.
- In the event that a participant abuses or continues to abuse the foregoing policy, the COA Director will notify the violator of the policy through certified letter, returned receipt requested.
- If a participant experiences a mental health episode, but is otherwise capable of conforming to the COA standards, exceptions will be considered at the discretion of the Director.
- If a participant cannot meet COA standards, staff will be available to share resources, discuss options and make referrals.