

Hanover Township Senior Center Code of Conduct

The Hanover Township Department of Senior Services is committed to facilitating programs and services that enrich lives, foster friendships and promote independence for the older adults of Hanover Township. The Department of Senior Services provides programs and services for residents 55 and older to enable seniors to enjoy an independent lifestyle within the Township through transportation, life enrichment, nutrition, and social service programs.

In order to ensure an atmosphere that welcomes participation at the Senior Center, Hanover Township Senior Services has adopted this Code of Conduct for the proper conduct of patrons, guests, and staff at the Senior Center. The purpose of these rules and procedures is to encourage an enjoyable, warm, and supportive environment for all who participate and work at the Senior Center. The Code of Conduct is also designed to protect the facility for the benefit of everyone at the Senior Center. These rules and procedures also serve to provide notice of behavior that will not be tolerated and the consequences resulting from such behavior.

All individuals present at the Hanover Township Senior Center, transportation, satellite programs and out trips agree to abide by the Hanover Township Senior Center Code of Conduct set forth below.

General Rules and Expectations

- 1) All patrons must complete an annual Data Page;
- 2) Patrons must respect the hours of operation; the building is open Monday, Wednesday, and Friday 8:30 AM – 4:30 PM, Tuesday and Thursday 8:30 AM – 8:00 PM, and Saturdays 8:30 AM – 12:00 PM;
- 3) Hanover Township supports a community of inclusivity and tolerance. Patrons, staff, and guests are expected to be respectful of one another and show each other kindness and courtesy;
- 4) Senior Center patrons are expected to abide by all state laws and local ordinances regarding public behavior;
- 5) All persons attending the Senior Center must be able to function independently or with an attending personal caregiver while at the Senior Center. Individuals who are physically or cognitively impaired to the extent they need personal assistance in such matters as using a telephone, going to the bathroom, or attending a meeting must be accompanied by a caregiver at all times when at the Center;
- 6) The Senior Center hosts various activities, programs, presentations, and groups. Please do not disrupt group functions or individuals involved in these activities; and
- 7) Patrons, staff, and guests are to be considerate of others while using Senior Center furniture and equipment. Please refrain from placing feet on chairs, tables, and counters. Please treat furnishings and equipment with care.

Hanover Township Senior Center Code of Conduct

Prohibited Behavior

Demonstrating the following behaviors at the Senior Center is prohibited and will subject the offending individual to disciplinary action. Upon reasonable belief, the Hanover Township staff has the sole discretion to determine if any of the following behaviors have taken place. The following behaviors are prohibited:

- 1) Engaging in physical violence of any kind, including battery, defined as when a person, knowingly and without legal justification, by any means, causes harm to an individual, or makes physical contact of an insulting or provoking nature with an individual, pursuant to 720 ILCS 5/12-3 of the Illinois Criminal code, on any patron, guest, or staff member;
- 2) Assault, defined as when a person, without lawful authority, engages in conduct which places another in reasonable apprehension of receiving battery, pursuant to 720 ILCS 5/12-1 of the Illinois Criminal Code, on a patron, guest, or staff member;
- 3) Fighting, threatening, intimidating, coercing, or interfering with fellow participants, guests or staff;
- 4) Unauthorized possession or concealing of firearms or other weapon on Center premises at any time;
- 5) Theft or misappropriation of the Senior Center's property, or the possessions of other patrons, guests, or staff, pursuant to 720 ILCS 5/16-1 of the Illinois Criminal Code;
- 6) Forging, altering, or deliberately falsifying any of the Senior Center's documents or records, pursuant to 720 ILCS 5/17-3;
- 7) Making or publishing false, vicious, or malicious statements concerning any patron, guest, or staff member;
- 8) Misuse or removal from the Senior Center premises, without proper authority, of records or confidential information of any nature;
- 9) Arriving at the Senior Center while intoxicated;
- 10) Unauthorized use or unauthorized possession of drugs;
- 11) Engaging in indecent or unlawful conduct, or creating a disturbance within the Senior Center;
- 12) Jeopardizing the health or safety of other patrons, guests, or staff members;
- 13) Demonstrating disregard for common safety practices;
- 14) Violating any safety rules or practices which create a hazard to participants or staff;

Hanover Township Senior Center Code of Conduct

- 15) Distracting the attention of others or causing confusion by unnecessary shouting or any other disruptive behavior at the Senior Center;
- 16) Soliciting membership or contributions to groups or organizations, or selling goods, without express authorization from the Director of Seniors Services;
- 17) Distributing literature, brochures, or printed matter without express authorization from the Senior Services Director;
- 18) All postings, signage and other marketing material must be approved by Senior Services Director.
- 19) Use of profane, obscene, abusive, derogatory, or threatening language toward patrons, guests, or staff;
- 20) Creating or contributing to unsanitary conditions, or throwing refuse or objects on the floor;
- 21) Smoking inside the Senior Center and the vestibules;
- 22) Clients shall respect the boundaries of staff and other patrons. Incessant calling, emailing, or any other form of harassment is unacceptable; and
- 23) Acts of retaliation against a fellow patron, guest, or staff, of any kind.

A patron who feels that any of the prohibited activities described above has been directed at them is encouraged to notify a member of the staff.

Incident Reporting

The health, safety, dignity, and welfare of Senior Center patrons, staff, and guests are of the utmost priority to Hanover Township. For any medical emergency, 911 will be contacted immediately by staff. Additionally, Hanover Township staff should be notified immediately following the notification of emergency personnel in the event that a person's health or safety is in jeopardy. Incidents involving a violation of the Center's Code of Conduct or other policies should be immediately reported to Hanover Township staff. Any incident of prohibited behavior, or behavior suspected of being inappropriate, requires that an Incident Report is completed by the staff. This incident report will require the input of the individual witnessing the violation.

Consequences of Misconduct

Hanover Township will institute a policy of progressive discipline for individuals who violate the Senior Center code of conduct. Disciplinary actions will be taken as indicated below:

- I. **First Warning:** The first time an individual demonstrates improper behavior, the individual will receive a verbal warning from a Senior Center staff member. The individual will be told that his or her behavior is not acceptable according to the Code of Conduct. The

Hanover Township Senior Center Code of Conduct

witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the information to the Code of Conduct Log.

- II. **Second Warning**: The second time an individual demonstrates improper behavior; the Senior Services Director will notify the individual in a certified letter regarding the violation of the Code of Conduct, and issue a warning that a third violation will result in suspension of the individual. The witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the client's information to the Code of Conduct Log.
- III. **Suspension**: The third time an individual demonstrates improper behavior, he or she will be asked to leave the Senior Center promptly. A minimum suspension of two weeks will be instituted depending on the severity of the incident. The participant will also be notified by certified letter. The witnessing staff member, or the staff member who was informed of an incident, will complete an Incident Report and add the client's information to the Code of Conduct Log. An individual may also be suspended for a first offense of a more serious nature.
- IV. **Repeated Incident**: If this process needs to be repeated a second time, the individual will be suspended from the Center for a period of one year. The individual will be notified by certified letter of this suspension.
- V. **Acts of Violent Behavior or Imminent Danger**: Any act of violent behavior or any behavior that results in imminent danger to patrons, guests, or staff will result in a phone call to the police and other necessary emergency responders, removal from the premises, and immediate suspension and/or permanent suspension from the Senior Center.

Grievance Procedure

If a patron disagrees with the decision of the Senior Services Director or staff member regarding a suspension, he or she has the following recourse:

- I. The individual will request, in writing, to the Hanover Township Administrator, the opportunity to discuss the suspension. The Administrator will then make a final decision whether or not the suspension will remain in place.
- II. Where required by law or agreement, a final appeal may be made to the Suburban Area Agency on Aging (AgeOptions) or the Illinois Department on Aging.