CCSC Code of Conduct for Senior Clients

2026

In order to provide participants, volunteers, visitors, and staff members of the Central County Senior Center an atmosphere of safety, courtesy, integrity and respect while maintaining the harmonious functioning of a center, the following Code of Conduct will be observed.

STANDARDS OF CONDUCT:

All participants, volunteers, visitors, facility users, organizations and /or groups attending or visiting the CCSC are **REQUIRED** to:

- Stop at the receptionist desk or the West Entrance desk and sign in.
- Understand and comply with the policies of the center and rules/regulations that are in place.
- Treat all members of the community, participants, volunteers, staff and van drivers with respect at all times.
- Members are to refrain from demonstrating inappropriate interactions and nonconsensual physical contact.
- Members are to refrain from being a part of malicious gossip or activities which are disruptive.
- Refrain from any abusive verbal attacks, threats, disparaging remarks or dialogues to staff, participants, volunteers, facility users and the general public. **Bullying is not permitted at any time.**
- Participants have a responsibility to maintain an environment where conflict and differences can be addressed in a manner characterized by respect and civility.
- **Members must provide accurate emergency contact and address information.** It is the member's responsibility to keep information updated at all times for your safety.
- Members must show proper care and regard for the Center's property and the property of others.
- Comply with all applicable Federal, State and County laws.
- Alcohol or drugs of any kind may not be brought into the center or consumed anywhere in the building or on the grounds. This applies to day and evening programs. Anyone appearing intoxicated, or in possession of alcoholic containers, will be asked to leave.

- **No smoking/vaping/electronic cigarettes in the CCSC building or CCSC Vehicles or within 25 feet of entrances, windows and ventilation systems according to Berrien County Regulation 1, Sec 1007.**
- No guns or weapons will be allowed in the building without a valid and state issued Open Carry/Concealed Carry Permit. Those with valid permits are required to submit their permit for inspection and record retention at CCSC.
- Members who suffer from any medical condition such as incontinency must wear protective under garments for the health, safety and welfare of the other members and our facility furnishings. Bodily fluids must be contained at all times while visiting and/or participating in senior center functions and transportation programs. Clothing that is deemed unsanitary and/or offensive with odors by participants are not allowable.
- **Swearing, inappropriate language, threatening, intimidating, bullying, aggressive or disruptive behavior including physical aggression, will NOT be permitted at the Center or at any activities sponsored by the CCSC at any time.**
- Stealing and /or soliciting for funds/goods is strictly prohibited.
- Videotaping/Audio recording of others without their permission is prohibited. Posting unauthorized pictures/videos to media platforms is illegal and cause for litigation,
- Cheating while participating in games at the Senior Center is strictly prohibited. The facilitator of any games or activities may not participate in the activity. For example: Bingo, the bingo caller may not have friends or family play an extra card for him/her. State of Michigan; charitable gaming R432.21317. Anyone collecting money or facilitating a drawing; may not enter or draw a ticket or number to find the winner. The facilitator may not participate in any activity due to conflict of interest.
- The dining room tables or library are a place to be used for taking a break from classes, waiting for classes or for quiet conversation. Sleeping is not permitted at any time.
- The Community Room is to be used appropriately and respectfully.
- Any member showing signs of medical distress must follow directives of CCSC staff. Medical personnel will be notified at minimum for a safety check if deemed necessary. **IT IS IMPERATIVE TO KEEP YOUR EMERGENCY CONTACTS UP TO DATE AT ALL TIMES.**
- Any group that cannot behave appropriately may be subject to cancellation at any time.

- Participants that engage in activities involving free and/or ticketed refreshments must observe set limitations as directed by program leader. If in question, please ask program leader prior to participating.
- All injuries are to be reported to staff at the CCSC or in the CCSC vehicles immediately so an Incident/Accident report can be filled out and placed on file.
- Any member showing signs of confusion and /or disoriented will be asked to only participate with a caregiver present. The CCSC is a facility that does not provide additional assistance for any activities of daily living or adult day care services.
- Parking is prohibited in the circle drive at the front of the Senior Center. It is for loading and unloading only.
- The CCSC is not the governing agency for the parking lot and/or handicapped spaces. Questions on the parking lot can be directed to the Director.
- Members/visitors showing any signs of any infestation or a contagious condition, such as bedbugs, lice or infection/virus are required to refrain from participating in transportation and/or visiting the Senior Center until a report from a licensed doctor can be obtained by the participant clearing them for participation. This is for the safety and wellness of all members and staff.

ALWAYS BE A WISE CONSUMER:

The CCSC does not endorse or make any representation regarding the quality of character of services or goods furnished by any of our advertisers/presenters and we urge seniors to always carefully investigate the provider or services and goods before purchase. All programs at the CCSC may include opinions or views which, unless expressly stated otherwise, are not those of the Central County Senior Center. The programs at the CCSC are intended to be informational only and participants are encouraged to make informed decisions.

FAILURE TO COMPLY WITH POLICIES AND PROCEDURES:

Failure to comply with the Central County Senior Center Code of Conduct will result in disciplinary action, up to and including temporary and /or permanent removal from the Center and/or Center sponsored programs. The severity of the infraction may be cause for immediate membership termination. When a serious act of misconduct by a participant, volunteer, visitor, facility user or group occurs, the Center's administration will immediately investigate the allegation and take necessary steps to adhere to the Center's policies and

procedures. Law enforcement will be called for members who become aggressive on Senior Center property.

MEMBERSHIP SUSPENSION APPEAL:

Those members that have had a suspended and/or terminated membership including transportation services as provided may request in writing within 21 days of the date of the letter to the Senior Center Director a review from the Central County Senior Center Code of Conduct Review Committee (CCRC). A written determination will be provided after CCRC has met and reviewed the documentation.