

City of El Mirage Senior Center SENIOR CENTER POLICIES & PROCEDURES

The El Mirage Senior center is a place for senior's age 55 and better and also for adults with disabilities to gather for socialization, recreation and nutritional meals. In order to ensure all seniors have a safe and enjoyable time at the center, the following code of conduct must be followed by all participants at all times. Failure to follow the rules will result in loss of privileges to use the center and the services provided.

- Seniors must uphold all state laws and ordinances with regard to public behavior. Illegal activities of any kind are not tolerated, including the use of illegal drugs and alcohol. Seniors may not use these substances on the property, nor shall they be under the influence while participating.
- Abusive, obscene, threatening, harassing, insulting, or suggestive language is not tolerated at any time, for any reason.
- Verbal defamation of character, or gossiping, is not allowed.
- Seniors shall not fight (verbally or physically), encourage others to fight, bully, harass or engage in disruptive behavior.
- Seniors must respect the property belonging to the Senior Center. This includes, but is not limited to furniture, silverware, computers, televisions and other electronic media, books, games, and supplies. Damage to property includes hitting, breaking, graffiti, and improper use.
- Senior Center property must remain at the Center unless specific written consent is given from the center staff to borrow the property. Removal of items from the center without permission will be considered theft, regardless of the item.
- Seniors are expected to maintain an acceptable standard of personal hygiene. Dirty clothing and personal items or unpleasant body odor is unacceptable. Using the center bathrooms and sinks for personal hygiene care and bathing is not allowed.
- Senior Center staff and volunteers will be treated with respect. This includes listening when called to attention and following instructions.

Print Name

Signature

Date

By signing this form you agree to abide by the Senior Center Participant Code of Conduct. El Mirage Senior Center staff has the right to modify, refresh or make changes to these guidelines at any time to promote and ensure the well-being and safety for its staff, participants, guests and property.

Standard of Conduct

- Deal with other participants in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other participants at all times.
- Take pride in your center by keeping it clean.
- As a consideration in case of an emergency, let a Senior Staff member know when you are leaving the facility
- Be courteous, respectful and give your complete attention to all guest speakers.

Participants engaging in any of the below actions may result in restriction of privileges up to and including immediate suspension or termination from the senior programs:

- Dishonest or insubordinate conduct.
- Offensive conduct toward staff or other participants.
- Obscene or abusive language.
- Being careless or negligent with moneys or other property of the City of El Mirage
- Negligent or unsafe conduct which jeopardizes the safety of a person and others.
- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board on City property.
- Failure to immediately report any damage or accident to City equipment.
- Soliciting during working hours, selling merchandise or collecting funds for charities without authorization.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord.

Substance Abuse:

- Participants are not allowed to be under the influence of, possess, or distribute intoxicants or illegal drugs (including drugs used not as recommended by prescription or not obtained with an authorized prescription).
- Participants are not allowed to be under the influence of, possess, or purchase alcohol within the hours of operation or on an active adult excursion
- Participants are advised to inform staff if under the influence of any prescription drugs that may impair standard of conduct, for example cause drowsiness.

Harassment and Discrimination

- The City strictly prohibits any form of harassment (an act or series of acts of an offensive nature between two or more people that may include, but is not limited to, physical or verbal conduct) and discrimination (to exclude individuals from an opportunity based on characteristic protected by federal, state, or local law).
- Complaints of harassment and discriminatory behavior will be investigated and violators will be appropriately disciplined, up to and including termination from our senior programs.

Fraternization

- Participants are not allowed to engage in sexual conduct while on City property, including buildings and parks.
- Participants must not engage anyone in unwanted physical contact while they are participating in City sponsored activities and programs.

Violence Policy

- Violence or the threat of violence by or against any program participant is unacceptable and will not be tolerated. Anyone who commits, threatens or encourages violence will be subject to immediate termination from the senior program.
- The City will fully cooperate with the efforts of law enforcement personnel to prosecute anyone who instigates violent acts or threats of violence.
- All threats, harassment and violent acts must be reported immediately to the Senior Staff.
- The possession, use or threat of use of any weapon, including all firearms and other objects which could be used as weapons likely to cause serious injury, is prohibited in the Senior Center. Any person found with an unauthorized weapon on City property shall be subject to disciplinary action, up to and including dismissal from all senior programs.
- When faced with an actual or potential confrontation participants should:
 - Be alert, calm and respectful in order to diffuse the situation.
 - Have an agreed upon danger signal to the Senior Staff to alert them to trouble.
 - Be observant and listen to the person. This may help to defuse the situation.
 - Any serious violence should be reported by calling 911.

Procedures Regarding Dependent and Frail Older Adults:

The City of El Mirage Senior Programs serves participants with a variety of activity levels and functional capacities. However, for the City of El Mirage Senior Programs to operate effectively and for the participants to take part and enjoy the programs, the participants need to function at a level that is relatively independent, although the Center will provide reasonable accommodations. Participants are expected to feed and dress themselves, be independent in ambulating, handle their own toileting, self-administer their own medications, have enough contact with reality to understand and follow basic center policies and program procedures. This is necessary because the Center operates with limited staff, high volume participation, highly flexible program structure and no direct supervision of individual participants. City of El Mirage Senior Programs has no contracted or licensing requirements regarding supervision of participants. If the Center Director feels the participant is unable to perform these basic activities of daily living, then the participant will be given a referral to the appropriate agency.

Active Adult Excursions

The senior program will take occasional trips. Participants are to follow all Senior Center rules while on excursions as well as:

- Participants must register in advance for all trips.
- Trips may have additional required fees or deposits.
- Participants must abide by all establishment procedures.
- Participants must not leave the site without the knowledge of the chaperone.
- Participants must try to be in the company of another participant while on the trip.

Disciplinary Action

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal warning.
- Written warning.
- Suspension from center programs and activities.
 - The City employee at his/her own discretion or upon the recommendation of Senior Staff may suspend a participant for a period not exceeding 30 business days in any 12 month period. The Recreation Coordinator will notify the participant in writing no later than one day before the suspension is made effective.
- Dismissal from center programs and activities.
 - The Center Coordinator may dismiss for cause any participant by delivery of a written statement of reasons for termination.

Grievance Policy

The City of El Mirage will provide a means to ensure fair handling of participant complaints and grievances. For purposes of these policies and procedures, a grievance means any dispute regarding the meaning, interpretation or alleged violation of these policies, procedures and services. Any participant seeking assistance or services through the City of El Mirage Senior Center who feels that he or she has not been treated fairly may appeal any decision rendered by filing a grievance.

Procedure

1. Participants who have a problem or complaint should first try to get it settled through discussion with the Senior Center Staff.
2. If, after this discussion, the participant does not believe the problem or complaint has been satisfactorily resolved, he/she will have the right to discuss it with the Community Development Director in charge of Senior Programs. You may reach the Community Development Director at 623-876-2976.
3. If the grievance is not resolved in steps 1 or 2, the participant shall submit in writing a complaint detailing the basis for the grievance. The complaint will be submitted to the City Manager within fourteen calendar days of the date of the incident causing the grievance.
4. The City Manager will make his/her best efforts to render his/her decision and comments in writing and return them to the participant within fourteen calendar days. The City Manager or designee may designate a fact-finding committee or supervisor to advise him/her concerning the grievance.
5. The City Manager's decision is final and binding.

**El Mirage Senior Center
14010 N. El Mirage Road
El Mirage, AZ 85335**

Membership Application

Date: _____

Full Name: _____ DOB: _____

Address: _____ Phone: _____

Emergency Contact Information:

Doctor's Name: _____

Phone: _____

Emergency Contact Name: _____

Relationship: _____

Address: _____

Phone: _____

Please list any medications you are taking:

Any Allergies: _____

Any medical conditions you would like us to know about:

Participant Signature: _____

PROGRAM PARTICIPANT USE AGREEMENT

Date: _____

Participant's Name: _____

Address: _____

Emergency Contact Name and Phone: _____

Program/Event: All Senior Center Outings

In consideration of acceptance into the above referenced City program, I do hereby, for myself, my children, my heirs, executors and assigns, release and indemnify the City of El Mirage and the officials, officers, agents and employees of the City from liability for any harm, injury, or damage, which I may suffer while participating in the above-described program. This includes all risks that are connected with this activity whether foreseen or unforeseen.

I agree to hold the City and its agents, officials and employees harmless from any damage to persons or property, resulting from my negligence and/or intentional acts.

I assume the responsibility of mental and physical fitness to participate in said program, and agree to abide by all rules and requirements of the program.

I am of lawful age and legally competent to sign this Agreement for and in behalf of the participant.

I understand the terms of this document and have signed this document as my own free act.

I HAVE FULLY INFORMED MYSELF OF THE CONTENTS OF THIS RELEASE BY READING IT BEFORE I SIGNED IT. I REALIZE THAT BY SIGNING THIS DOCUMENT I AM GIVING UP LEGAL RIGHTS TO WHICH I MAY BE ENTITLED.

Signed By: _____

Date: _____