



## **SENIOR CENTER CODE OF CONDUCT**

The City of Peekskill Senior Nutrition Program & Center (Collectively Senior Center) serve the residents of Peekskill ages sixty and older. The mission of the City of Peekskill Senior Center is to promote the social, nutritional and holistic well-being of older adults and to promote & encourage their participation in all aspects of community life.

The senior center is a community focal point where adults come together for services and activities that reflect their experience and skills, respond to diverse needs and interests, enhance their dignity, support independence, and encourage participation in and with center members and the community.

We offer services and activities within the center and link participants with meaningful resources offered by other agencies, organizations and County programs. Our programs consist of a wide variety of individual and group services, activities, trips and events where all seniors are welcome. We also serve as a resource for the entire community for information on aging in place with dignity, support for family caregivers, presentations conducted by experts and professionals for informational and educational purposes.



## **RESPONSIBILITIES OF SENIOR CENTER PARTICIPANTS**

All senior center participants, including older persons using the center, as well as center staff should respect the rights and dignity of others.

To assure that all participants have pleasant and meaningful experiences in the senior centers, participants shall:

- Show courtesy and consideration for other participants and staff.
- Use voice and behavior that will not disturb other center participants.
- Use language that other participants will not find abusive, threatening, obscene, or offensive.
- Maintain personal hygiene that is not offensive or unhealthy.
- Use the center equipment in a safe and appropriate manner.
- Treat center materials, equipment, furniture, grounds and facility with respect.
- Keep the Senior Center building and grounds neat, clean and litter free.
- Obey the City of Peekskill local law which prohibits smoking in public buildings.
- Obey all federal, state, county and city laws and ordinances.
- Function independently or have a caregiver present to assist with personal needs.
- Be able to walk safely and independently in the senior center or use assistive devices independently.
- Those using the Senior Center must wear appropriate dress including footwear.
- Those using power driven mobility devices must keep the device in “turtle speed” while in use in the building.
- It is the responsibility of anyone using the Senior Center Facility to pay for any damages (personal or property) they may cause.



## **RIGHTS OF SENIOR CENTER PARTICIPANTS**

All participants in senior centers have the right to:

- Expect other participants to follow the Senior Center Code of Conduct.
- Expect other participants to obey all federal, state, county and city laws and ordinances.
- Receive information about the center services and activities.
- Be treated with respect and dignity by other participants and staff.
- Expect that personal information disclosed to center staff will be kept confidential.
- Expect protection by the center staff from unsolicited or unapproved commercial and/or business enterprises and researchers while in the center.
- Established and accessible procedures for complaints and appeals of grievances.



## PROCEDURES FOR VIOLATION OF THE SENIOR CENTER CODE OF CONDUCT AND APPEALS PROCESS

Participants who violate the Senior Center Code of Conduct and/or interfere with the rights of other center participants will be subject to one or more of the following consequences:

- **Step One:** Center staff will discuss behavior with the offender and attempt to reach a resolution to the problem.
- **Step Two:** Notification to the offender by center staff of the offense. Center staff will verbally inform the offender of the consequences of repeating the offensive behavior and present the offender with a copy of the Senior Center Code of Conduct.
- **Step Three:** Written notification by Site Manager for the offender to leave the center for a specific time period if the behavior is repeated, or to leave the center permanently, depending on the seriousness of the offense.
- **Step Four:** The offender or the offended party may appeal a decision to the center Site Manager who will investigate the circumstances of the decision and the reason for the appeal. The program Site Manager will then notify the grieving party in writing of the decision.
- **Step Five:** The grieving party may appeal to the City of Peekskill City Manager or designee who will investigate and issue a written report outlining the decisions and reasons.
- **Step Six:** Further appeals in writing may be made to the Peekskill City Council.
- **Extra Step:** The senior center staff will report any unduly disruptive, threatening, violent or criminal behavior to the appropriate law enforcement agencies.



## DINING ROOM ETTIQUETTE

11 am – 1 pm\*

### 1. Meal Reservations

Making reservations helps staff forecast how much food to prepare daily to accommodate our members. Meals are available for dining room seating or for pick-up & take-home.

### 2. Daily Sign-In Process

The sign-in process helps us account for the meals prepared and is directly related to program funding from Westchester County. The sign-in sheet is located on the front desk.

### 3. Seating is First Come, First Served

There are no assigned or saved seats – all members are welcome to enjoy their meal at the table of their choosing. Staff will provide additional seating as needed.

### 4. Coffee & Tea

Coffee and tea can be enjoyed starting at 11 am Monday thru Friday, unless otherwise noted. Both coffee and tea are \$.50 for each cup.

### 5. Place Settings, Utensils and Meal Components

Once you are seated, staff will provide a full place setting, utensils and meal components at your seat. To maintain sanitary standards, only staff can provide these components to dining room guests.

### 6. Meal Service

Staff will deliver meals to each table starting at 12 noon. To maintain sanitary standards, please do not approach the serving line. If you have any food allergies, please inform the Site Manager or Chef.

### 7. Assistive Devices

Please keep assistive devices folded or otherwise tucked under the tables to minimize trip and fall hazards and to maximize the flow of the dining room. Motorized scooters are to be parked in the front area of the dining room.

### 8. Table Clearing

Please discard your plate, food material and trash into the provided receptacles, including unfinished coffee and tea. Water pitchers are to be placed on the cart next to the coffee station at the end of the meal.

\*unless otherwise noted