



Pleasanton Senior Center Code of Conduct

PURPOSE

The City of Pleasanton Pleasanton Senior Center Code of Conduct seeks to establish an environment that is comfortable, respectful, safe and conducive to use for all patrons and staff. These general standards and rules of behavior have been established to best serve all Senior Center users and staff.

POLICY

The Senior Center serves various functions for users, including as a community gathering place; a venue for weekday recreation and fitness programs for seniors; a facility for senior lunch service; a place to access materials, resources and information; and a facility for after-hours community events. Behavior becomes unacceptable when it interferes with the appropriate use of the Senior Center by fellow Senior Center patrons or staff; when it can result in a safety or security hazard, injury, or damage to Senior Center property; or when it is illegal.

RULES OF CONDUCT

When using the Senior Center, patrons must abide by the following rules of conduct:

1. Treat other patrons and staff with courtesy and respect
2. Respect the privacy of others
3. Abide by program guidelines for drop-in and registration activities. The Senior Center offers recreation and fitness programs to adults aged 50 and older during weekday hours.
4. For programs that are open to families and children, be responsible for the conduct and safety of children in your care
5. Keep all personal items with you at all times. The Senior Center is not responsible for unattended items
6. Ensure that the volume on electronic devices is turned off (or use headphones)
7. Respect and protect Senior Center materials, equipment and furniture
8. Return borrowed items such as books and other items in a timely manner. Senior Center Library use is on the honor system
9. Observe time limits and usage guidelines for Senior Center equipment, computers, and meeting rooms
10. Responsibly consume food and drinks, and clean and dispose of all trash. Full meals are not to be consumed in the lobby area of the Senior Center
11. Keep entrances, exits and aisles clear
12. Ensure the safe use of wheeled devices. Assistive devices (e.g. wheelchairs, walkers, electric scooters) used by persons with disabilities and strollers are the only wheeled devices allowed in the Senior Center. Bicycles, skateboards, scooters, rollerblades and similar wheeled devices must remain outside of the Senior Center
13. To ensure the safety and well-being of all participants, individuals must be able to visit the Senior Center independently and safely participate in programs, activities, and use of facilities without requiring personal assistance. If a participant requires

support for daily activities, mobility or communication, a responsible caregiver must accompany them at all times. If you have questions about accommodations or support services, please contact Library and Recreation Administration at 925-931-5340 prior to attending.

PROHIBITED CONDUCT¹

Prohibited conduct that interferes with the normal functioning of the Senior Center includes, but is not limited to, the following:

- A. Any activity prohibited by local, state or federal law
- B. Abusive, threatening, obscene, harassing or insulting language or behavior
- C. Selling, using, possessing, giving away, or being under the influence of alcohol or illegal drugs, in the senior center building, lobby area, or on senior center premises during senior center programs. Individuals using the senior center pursuant to a rental agreement with the City shall be subject to the terms of the rental agreement with respect to the possession and consumption of alcohol
- D. Smoking, vaping and the use of e-cigarettes or similar devices are strictly prohibited inside the Senior Center
- E. Engaging in any activity that is disruptive to other patrons or staff. This includes shouting, running in the building, or the use of electronic devices or other personal equipment that are excessively noisy or distracting
- F. Misusing, damaging or defacing Senior Center materials, furniture or equipment. This may include, but is not limited to graffiti, placing food or drink directly on books, puzzle table, resting shoes or feet on furniture, or other misuse of City property
- G. Creating hygiene risk, which may include, but is not limited to: taking off shoes and having feet bare; grooming activities such as cutting hair or nails (outside of City programming)
- H. Participants whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building
- I. Wheeled vehicles, with the exception of strollers and assistive devices, are not permitted in the Senior Center
- J. Riding bicycles, skateboards, scooters, roller blades or similar wheeled devices in the Senior Center
- K. Soliciting or selling merchandise or services in the Senior Center or on Senior Center grounds without the written permission from the Director of Library and Recreation, or designee
- L. Petitioning inside the Senior Center or Petitioning outside the Senior Center in a manner which interferes with ingress or egress or the normal use of the Senior Center
- M. Leaving children without direct supervision of a parent, with the exception of children who are registered for a program or activity. Children left at closing may result in the Pleasanton Police Department being contacted, or Alameda County Social Services' Child Abuse Hotline (510) 259-1800 being contacted about potential child neglect
- N. Leaving vulnerable adults requiring assistance without direct supervision of a caregiver
- O. Running, jumping, climbing and other activities in the Senior Center or on Senior Center grounds that could cause injury to yourself or others
- P. Bringing animals into the Senior Center, with the exception of service animals, or animals brought in for special programs approved by the Senior Center
- Q. Monopolizing Senior Center space, seating, tables or equipment to the exclusion of other users or staff. Sleeping in the Senior Center is also prohibited.

¹ See generally California Civil Code §§3479 et. seq.

ENFORCEMENT PROCEDURES

In order to be fair and equitable in the application of the Senior Center Code of Conduct policy, once it has been determined that this Code of Conduct has been violated by a participant, then staff shall follow the following procedures.

I. In the event of a first-time, minor infraction

Patrons will be warned once and may be asked to leave if the unacceptable behavior continues. Repeated or significant violations may result in suspension from Senior Center privileges and property, including being required to leave the Senior Center building and Senior Center grounds for that day or multiple days, depending on the severity of the offense.

II. Dangerous, destructive, threatening conduct

Any patron displaying dangerous, destructive, threatening conduct or behavior may have his/her Senior Center privileges suspended immediately and without warning, including being required to leave the Senior Center building and Senior Center grounds. If the safety of other patrons or staff is in jeopardy, staff may immediately call the police.

III. Trespassing

If a participant refuses to leave the Senior Center building and Senior Center grounds after being directed by staff, the individual will be considered trespassing and may be removed by law enforcement personnel.

IV. Subject to Search

Bundles, packages, backpacks, briefcases, purses and other containers may be subject to search upon entering or leaving the Senior Center in order to preserve the security of patrons, staff, and Senior Center property.

V. Suspension

Violations of this Code of Conduct and any other illegal activity may result in the immediate removal from the Senior Center building and Senior Center grounds, suspension of Senior Center privileges, and criminal prosecution or other legal action.

Notice of any suspension may be provided in person, by written notice, or will be mailed by certified mail to the last known address of the participant, or in the case of a minor child, his or her parents or guardian.

VI. Appeals

Appeal of a suspension may be made in writing to the Director of Library and Recreation, or designee, within fifteen (15) days of the date of the notice of suspension. Such written appeal should include facts that may justify rescinding or reducing the suspension. Such written appeal should be delivered to the library at 400 Old Bernal Avenue, Pleasanton, CA 94566, or mailed to P.O. Box 520, Pleasanton, CA 94566. The Director of Library and Recreation, or designee, shall consider any written appeal, may ask the patron for supplemental written information, may request information from Senior Center staff, and will issue a written determination within twenty (20) days of receipt of the appeal (or receipt of any requested supplemental written information).

During the pendency of any appeal to the Director of Library and Recreation or designee, the provisions of the Notice of Suspension shall remain in effect.

The Director's written determination may be appealed in writing to the City Manager within ten (10) days of the date of the determination. Such written appeal shall be

delivered to the City Manager at 123 Main Street, Pleasanton, CA 94566 or mailed to P.O. Box 520, Pleasanton, CA 94566. Such written appeal should include facts that may justify rescinding or reducing the suspension, and an explanation of why the Director of Library and Recreation's determination should be overturned or modified.

During the pendency of any appeal to the City Manager, the written determination of the Director of Library and Recreation shall be in effect.

The City Manager, or designee, will review all written information submitted by the patron and Senior Center staff, and determine whether the suspension should remain, be modified, or be overturned. The City Manager, or designee, will issue a written decision concerning the appeal within twenty (20) business days after the receipt of the appeal. The decision of the City Manager, or designee, shall be final.

Distribution approved by:



Gerry Beaudin, City Manager

Established:



Date