



TOWN OF
WEST SENECA
'PROUD PAST - UNLIMITED FUTURE'

Director of Senior Services
Jenifer A. Stanek

Town Supervisor
Gary Dickson
Town Council
William Bauer
Joseph Cantafio
William Hanley
Jeffrey Piekarec

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West Seneca Town Board
1250 Union Road
West Seneca, NY 14224

Senior Center Advisory Board:
Code of Conduct

Dear Honorable Board Members:

The Senior Center Advisory Board recommends the Board Members vote to adopt the enclosed Code of Conduct for the West Seneca Senior Center.

Thank you for your consideration in this matter.

Jenifer A. Stanek
Director of Senior Services

West Seneca Senior Center Code of Conduct

Patron Conduct

It is the mission of the West Seneca Senior Center to promote healthy aging, independence, and the well-being of older adults through health, wellness, educational, cultural, and recreational programs and services. The Center promotes good fellowship in a friendly and relaxed manner that best serves everyone using the Center. All patrons are asked to respect the Center's mission and are required to behave appropriately when participating in programs, taking advantage of services or otherwise using the facilities. To ensure all patrons are able to use the Center effectively and without disruption, it is required that all patrons follow the Code of Conduct.

Acts of violence, disrespect for authority, un-sportsmanlike conduct, misuse or abuse of the facility or equipment, or use of foul language or gestures will not be tolerated. The West Seneca Senior Center reserves the right to remove patrons from facilities, programs and services in accordance with this Code.

Rules of Conduct

Disruptive behavior on the part of any patron is unacceptable. Disruptive behavior that occurs at the Center, while being transported by the Center, or participating in any programs sponsored by the Center whether on the Center premises or not, includes:

- Activities that interfere with the rights of Center participants or staff to use the Center.
- Behavior that disrupts the normal functioning of the Center or its operations.
- Destruction of Senior Center materials, equipment, building, furniture and grounds.
- Inappropriate behavior or language that disturbs other participants.
- Inconsiderate or discourteous behavior toward Center participants or staff.
- Behavior that may result in physical, emotional, or mental injury to oneself or another.
- Infractions against the Center's policies regarding loitering, sales or solicitation.
- Possession, use, or sale of alcohol or controlled substances.
- Racial, religious or sexual harassment of Center participants or staff.
- Vandalism or littering in the Center or on its grounds.
- Violation of any federal, state, county or city laws and ordinances.
- Violation of smoking ordinances both inside and outside of the building.
- Inappropriate or revealing attire including footwear.
- Failure to maintain personal cleanliness and good hygiene.
- Possession of unauthorized weapons.
- Failure to comply with staff directives.

Enforcement of Code of Conduct

The Director of Senior Services, or staff designated by the Director when absent, will enforce the Code of Conduct. Patrons violating any of the rules are subject to:

1. FIRST OFFENSE – GIVE VERBAL WARNING TO PATRON
 - A. Meet with patron(s) to discuss Code of conduct.
 - B. Discuss inappropriate behavior and the violation(s) that occurred.
 - C. Make a written record of the incident.

West Seneca Senior Center Code of Conduct

D. Advise the violator that continued inappropriate behavior may result in suspension from the Center.

2. SECOND OFFENSE – ADDRESS INCIDENT

A. Meet with the patron to discuss the violation.

B. Make a written record of the incident.

C. Consider suspending the patron from the Center and implementing, if necessary.

3. THIRD OFFENSE – DOCUMENT TO PARTICIPANT

A. Prepare an outline of circumstances, including Center terms or restrictions.

B. Meet with the patron to discuss violation.

C. Make a written record of the incident.

D. Consider suspending the patron from the Center for a longer period of time and implementing, if necessary.

4. INCIDENTS OF IMMEDIATE DANGER

A. Handle immediate danger to persons or property as a police matter.

B. When appropriate call the West Seneca Police Department to protect the safety of participants and staff at the Center.

The length of any suspension shall be determined based on the nature and seriousness of the offense, the extent of the disruption caused, any prior infractions of the Code of Conduct, and any other relevant circumstance.

Examples of Misconduct and Enforcement of Code of Conduct

A one-week suspension may be enforced for such actions as unnecessarily rough behavior against another participant or the surroundings. Such actions include shoving, hitting, abusive language or gestures, minor damage to the facility or equipment.

A participant will be suspended for a three-month period from the date of incident for the following actions: fighting or physical violence against another participant, and/or any major damage to the facility or equipment or entering the Center premises before a three-month suspension is completed.

A participant will be suspended for at least one year, possibly longer or permanently, from the date of incident for pushing, shoving, or otherwise using physical violence toward any staff member or participant.

A participant found using physical violence or damaging the facility within a year after returning from a suspension will not be allowed in the West Seneca Senior Center facility or to participate in any program until reinstated by the Director of Senior Services.