



CENTER IN THE PARK

Member Disruptive Behavior Policy

GENERAL STATEMENT

It is the policy and purpose of Center in the Park to provide programs, activities and services, which respond to individual differences among Center members such as lifestyle, ethnicity, interests, needs and abilities. In order for the Center to function for the benefit and well-being of all members, a spirit of cooperation and togetherness is needed on the part of all. When circumstances involving members arise that disrupts the harmony of the senior center, intervention by appropriate staff is required. Staff members will work with disruptive members in a sensitive, respectful and professional manner in order to address disruptive behavior. No staff member is expected to put him or herself in jeopardy or personal harm and should not hesitate to call for assistance if feeling threatened. Police intervention should be used if necessary.

Disruptive behaviors include, but are not limited to the following:

- Verbal or physical abuse and aggression toward others.
- Drinking alcoholic beverages on the premises or attending the Center while intoxicated.
- Use of illegal drugs on the premises.
- Entering unauthorized areas at the Center.
- Indecent acts or gestures.
- Unwelcomed sexual advances.
- Possession of firearms on the premises.
- Willful damage or misuse of Center property.
- Theft of Center property.
- Taking money or possessions of others without permission.
- Gambling for money or other stakes.
- Smoking in unauthorized areas.
- Personal hygiene that disrupts center activities.
- Deliberately and consistently unwilling to follow Center regulations.

Protocols

The following protocols are designed to implement a decision-making process which ensures members' rights and the fair resolution of the presenting problems. Incidents of disruptive behavior will be subject to administrative action based on the staff's fact finding investigation into the nature, type and frequency of the problem behavior.

A. Initial Disruption

Any Center member who engages in disruptive behavior should be reported immediately to the Director of Administration and Advocacy and/or Center Counselor. Staff encountering a member exhibiting disruptive behavior will call the assigned staff person to remove the

member from the activity and to discuss the situation. If the member needs to be removed from the site, the intervening staff member will call a Maintenance staff person to assist.

Designated staff includes: Director of Administration and Advocacy and/or Center Counselor and appropriate other staff. Assisting staff, depending on the situation, may include staff from the Administrative, Health Program, Transportation, Social Services and the Nutrition Departments.

B. Initial Disruption Follow-up

Following the fact finding investigation, the Center Counselor and assisting staff, when appropriate, will speak to the member about the disruptive behavior and document the behavior with an "Incident Report."

A copy of the Incident Report will be maintained in the member's record and a copy will be given to the Director of Administration and Advocacy and Center Counselor. In the event of a serious offense, the member will be asked to leave the Center. A serious offense is defined as one which:

- Causes bodily harm
- Endangers self or others
- Involves police intervention

Before being allowed to return to the Center, the member will be told that he or she must meet with the Center Counselor and will be given an appointment to do so. Consequences of continuing or reoccurring unacceptable or inappropriate behavior will be discussed at this time.

C. Second Offense

The process for managing a second offense should follow the steps outlined in the first offense. Additionally, the Center Counselor will negotiate a corrective action plan with the member. The corrective action plan will include a specified time frame for improved behavior. The Center Counselor and Center member should meet as often as necessary to provide support and encouragement to the member and to reinforce positive behavior. Adherence to the corrective action plan will determine the member's future participation.

D. Members Banned from Center Activities

If the individual is banned from the Center for a period of time, the name of the individual and the date that the participant may return will be provided to the Front Desk staff.

The length of time of eviction will be determined by the severity of the offense. No member will be permanently barred without authorization from the Executive Director. Members permanently barred from the Center have ten (10) days to file an appeal to the Director of Administration and Advocacy.