



Effective Date:	7/13/09
Updated:	5/26/26

Berlin Senior Center - Code of Conduct

The Berlin Senior Center is a recreational facility offering programming and services for individuals 55 years and older with the ability to maneuver independently through the Senior Center and participate in activities. The City of Berlin Senior Center is committed to providing a safe and welcoming atmosphere for our patrons, volunteers, guests, and staff. Consequently, all patrons of the Senior Center are expected to adhere to this Code of Conduct when taking advantage of the Center's services or facilities. All patrons will sign in immediately upon entering, stating name and reason for visit.

Senior Center patrons must be able to care for themselves while at the Senior Center and function independently. This includes being able to independently feed and toilet themselves, be responsible for their own safety inside or outside the Senior Center; have the ability to conduct themselves in a non-aggressive or non-disruptive manner; be kind & courteous to others; be of mental capacity and physical ability to evacuate the Senior Center in an emergency; and maintain clean and non-offensive personal hygiene at all times.

The Berlin Senior Center has a no-lift policy. In the case that an individual, staff, senior, or otherwise would fall at the Berlin Senior Center, the individual must get to their feet on their own. If the individual is unable to do so, emergency services must be called to assess the individual for injury before the individual is helped.

Patrons are also expected to always conduct themselves in an appropriate manner while participating in programs and services provided or sponsored by the Center. Acts of violence, disrespect for authority, anti-social conduct, misuse or abuse of equipment and facility, and use of foul language or gestures will not be tolerated. We reserve the right to remove patrons from facilities, programs, and services via suspension periods determined by designated Center representatives.

To ensure a comfortable and safe setting for all who visit our Center, unacceptable behavior will not be tolerated. Unacceptable behavior includes, but is not limited to the following:

1. Engaging in behavior that is potentially unsafe or harmful to self or others.
2. Exhibiting any threatening or intimidating behaviors, such as:
 - a. Using profane, abusive, obscene, threatening, harassing, insulting, or sexually suggestive language.
 - b. Speaking to another in a rude, condescending way or bullying another.
 - c. Threatening or using violence.
 - d. Harassing Center patrons or staff.
 - e. Using hate speech or epithets (e.g., racial, ethnic, sexist, homophobic and religious slurs).
3. Violating any federal, state, county or city laws and ordinances.
4. Failing to comply with direction given by Center staff acting in the performance of their duties.
5. Possessing, using, or selling alcohol or any controlled substances.
6. Smoking inside the building.
7. Appearing to be intoxicated, impaired or under the influence.
8. Fighting or challenging others to fight.

9. Misusing, misappropriating, damaging, stealing, or obstructing use of Center equipment, resources or facilities.
10. Wearing inappropriate and/or revealing attire.
11. Littering within the Center or on its grounds.
12. Inappropriate or excessive use of the furniture for lying down or sleeping.
13. Selling, soliciting, petitioning, posting or distributing materials without permission.
 - a. Examples include selling products or services, circulating a petition, survey or letter, or selling tickets for an organization or event.
14. Leaving or stowing personal possessions at the Center.
15. Failing to maintain a level of personal hygiene that is non-offensive in a social environment.
16. Phone etiquette: ringers will be on low volume and no speakerphone; if you must make/take a call on speakerphone you will step outside, no audio of any kind.

The simple philosophy behind this policy is the Golden Rule: Treat everyone the same way that you want to be treated.

Consequences

The above code shall be enforced by the Center Director (“Director”) whose authority shall prevail in all cases. A violation of the Code will result in a disciplinary action to be determined by the Director. The disciplinary action will range from a verbal or written reprimand to suspension or expulsion, depending on the nature of the offensive conduct.

Any patron who commits or attempts to commit any of the offenses listed above, or any other behaviors illegal under state or federal law, is subject to sanctions, which may include:

- Being asked to leave the Center premises immediately.
- Having Center privileges suspended or revoked.
- Being banned from the Center.
- Being reported to the police.
- Legal prosecution.
- Restitution, when appropriate.

It is our sincere desire that situations never warrant the removal of an individual from any activity, event or facility. However, in the unfortunate event that infractions occur, be aware that the following consequences may apply:

Penalty

- Level 1 - Verbal Warning
- Level 2 - Written Warning
- Level 3 - Suspension from facility for 30 days
- Level 4 - Permanent Expulsion from facility

Appeals

Appeals to penalties imposed by the Director can be filed in writing with the Chairperson of the Committee on Aging, whereby the Committee hears the appeal at its next available regular meeting. Appeals of decisions of the Committee on Aging can be filed with the City Clerk/Treasurer, whereby the Common Council will hear the appeal at its next available regular meeting. The decision of the Common Council will be final.