



**CITY OF MOUNTAIN VIEW
SENIOR CENTER BEHAVIOR POLICY**

MISSION:

The mission of the Senior Center is to provide programs that meet individual needs of seniors age 55 and older; create a sense of ownership in the Center; promote personal growth and socialization; and foster feelings of achievement, companionship, and well-being.

POLICY:

The Senior Center is a drop-in facility, not a day-care facility for seniors. All participants must independently maintain bodily functions and proper hygiene. Participants with advanced confusion/memory impairment must be accompanied by a responsible caretaker at all times. Examples of advanced confusion/memory impairment include, but may not be limited to, when a participant does not know their name, location of home, reason for being at the Senior Center, or how to get home.

Staff is not available to provide one-on-one supervision to seniors who are unable to care for themselves. Should staff observe a situation which, in staff's discretion, makes a participant's need for individual care apparent, staff will notify the participant's family/caretaker and inform them the participant may only attend the Senior Center with a responsible caretaker.

Participants of the Senior Center are encouraged to:

- Sign in upon arriving to the facility at either the front or back entrance;
- Participate in social service, nutritional, educational, and recreational programs;
- Socialize with other participants;
- Obtain information and referrals for needed services; and
- Voice ideas and concerns regarding programs.

REGULATIONS:

General

In order to allow Senior Center staff and participants to use the Senior Center's facilities without disturbance and to provide a clean, pleasant, and safe environment, the following guidelines are to be followed:

- Treat Senior Center staff, volunteers, and other patrons with courtesy and respect.
- Follow the direction of Senior Center staff members.
- Respect the privacy of others.
- Observe time limits and use guidelines for computers, Game Room equipment, and Exercise Room equipment. Time limits and guidelines are posted in the Technology Room, Game Room, and Exercise Room.
- Keep personal items with you at all times. The Senior Center is not responsible for unattended items.
- Use headsets when listening to music, movies, or other audible sounds from any device. Set computers or other personal electronic device sounds/signals to the lowest audible level. No phone calls on speakerphone.
- Follow all applicable Federal, State, and local laws and public health orders.

Safety

- Keep entrances, exits, and aisles clear. Place backpacks and similar items under tables or chairs.
- Leave large or bulky items, such as bags and shopping carts, outside the Senior Center. Personal items must fit under a chair or table.
- Secure bicycles in racks provided in the courtyard or front and back entrances.
- Use furniture appropriately. Do not damage, misuse, or tilt chairs or place feet or shoes on furniture.
- Wear shoes, shirts, and bottoms in the Senior Center at all times.

Prohibited Activities

- Interfering with another person's use of Senior Center materials, equipment, or resources.
- Violent, pornographic, or other potentially harmful material should not be viewed or displayed in the Senior Center.
- Viewing harmful material in the presence of a minor in violation of [California Penal Code 313.1](#).
- Soliciting donations, panhandling, or attempting to sell items for fundraising or other commercial purposes not part of an approved Senior Center program. All flyers or other written material must be approved by Senior Center staff prior to posting.
- Writing on or otherwise damaging Senior Center property, including books, walls, furniture, computer equipment, and facilities.
- Bringing animals inside the Senior Center, except service animals as defined by law.
- Sleeping, bathing, or washing clothes.
- Personally monopolizing Senior Center space, seating, tables, or equipment to the exclusion of other patrons or staff.
- Interfering with others' use and enjoyment of the Senior Center with strong, pervasive odors, including body odor or odors caused by perfume or cologne.
- Disruptive behavior due to drinking alcoholic beverages or being under the influence of alcohol or drugs.
- Smoking inside or within 25' of any door, window, or other opening to the Senior Center.
- Bringing weapons of any kind inside the Senior Center.

Health and Cleanliness

It is the Senior Center's responsibility to maintain a comfortable and safe environment for all customers and to protect the Senior Center's equipment and property. To this end, the Senior Center may restrict a customer's ability to use equipment and/or visit the Senior Center when such activity may jeopardize the health and cleanliness of the Senior Center and Senior Center participants.

A customer may be asked to leave the Senior Center and/or have future access to the Senior Center suspended if a participant or patron's possessions are present with fleas, lice, roaches, bed bugs, or other insects or pests. Should it become necessary to suspend Senior Center privileges in order to protect Senior Center facilities or other individuals, direct notification of the suspension will be made by Senior Center staff at the time of the occurrence. Suspension of access to the Senior Center will be considered temporary and will be restored when the suspended customer demonstrates that the originating situation has been remediated. This may include proof of qualified extermination procedures conducted at the participant's primary residence. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company, or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

Suspension of Senior Center Privileges for Violation of the Behavior Policy

Anyone violating this Policy may be asked to leave the Senior Center and/or have privileges suspended. Violations of this Policy may result in suspension of Senior Center privileges indefinitely at staff's discretion. Enforcement will be by Senior Center staff or, if necessary, by the Mountain View Police Department as appropriate.

Failure to comply with these policies will result in:

- First Occurrence: Participant receives a verbal warning that there has been a violation of Senior Center policies.
- Second Occurrence: Participant must not attend the Senior Center for one (1) week beginning on the date of the second occurrence.
- Third Occurrence: Participant must not attend the Senior Center for six (6) months, beginning on the date of the third occurrence. Within five (5) business days, staff will send participant a letter listing the policy violations and the date the participant may return to the Senior Center.
- Fourth Occurrence: Participant is not allowed to attend the Senior Center. Staff will send the participant a letter listing the policy violations resulting in expulsion from the Senior Center.

If the participant feels they have been treated unfairly by staff at the Senior Center, the participant may request a meeting with the Recreation Supervisor and Recreation Manager. This request must be in writing and delivered to the Recreation Manager at 201 South Rengstorff Avenue, Mountain View, California, 94040, within seven (7) days of the date the policy violation occurred. The Recreation Manager and Recreation Supervisor will meet with the participant

within five (5) business days of receipt of the request and respond to the participant in writing within five (5) business days of the meeting.

If the participant feels they have been treated unfairly by the Recreation Supervisor and Recreation Manager, the participant may request a meeting with the Community Services Director. This request must be in writing and delivered to the Community Services Director at 201 South Rengstorff Avenue, Mountain View, California, 94040, within seven (7) days of the hearing with the Recreation Supervisor and Recreation Manager. The Community Services Director will meet with the participant within five (5) business days of receipt of the request and respond to the participant in writing within five (5) business days of the meeting. The decision of the Community Services Director is final.

The participant will not be allowed to attend the Senior Center until the conclusion of the meeting process with the Recreation Supervisor, Recreation Manager, and Community Services Director or until the time of the suspension from the Senior Center has expired, whichever occurs first.

CSD Policy

Senior Center Behavior Policy