



## **Code of Conduct**

### **MISSION STATEMENT**

The mission of the Stilly Valley Center is to provide services to all seniors that enhance the quality of life, limit isolation and prevent a need for institutionalization. Each of the Stilly Valley Center program areas strive to achieve this mission. The programs are Health, Nutrition, Social Services, Housing, Recreation, Education and Transportation.

### **INTRODUCTION**

We hope that you will find the Stilly Valley Center a friendly place where you come to recreate, socialize with others, access helpful services and find intellectual stimulation. Volunteers and staff are available to assist you at any time.

The Stilly Valley Center Code of Conduct was established to ensure a warm and supportive environment for all who participate and work at SVC. We hope these guidelines will allow participants to feel at ease, create an enjoyable atmosphere for all and maintain the facility for the entire community.

We aim to practice appropriate measures when handling participant's misconduct. In keeping with that policy, all groups and individuals are expected to adhere to the Stilly Valley Center's Code of Conduct when participating in programs, taking advantage of services or otherwise using the facilities. SVC reserves the right to suspend individuals from facilities or programs by assigning clearly stipulated periods of suspension.

### **CODE OF CONDUCT**

#### **1. Health and Safety**

- a. Obey all federal, state, county or city laws and ordinances, and SVC policies.
- b. Do not bring dangerous or unauthorized materials such as explosives, firearms, weapons, or other similar items into SVC.
- c. Do not possess, use, or sell alcohol or controlled substances. (Alcohol may be served at special events with a banquet permit with SVC's permission). Do not come to SVC while intoxicated or under the influence of impairing drugs, legal or illegal. Do not smoke, vape, or otherwise use tobacco or marijuana inside or outside of the building.
- d. If a caregiver accompanies you at SVC, he/she must remain with you during program hours.
- e. All animals must be contained in accordance with SVC Animal Policy.

## **2. Respect other participants, volunteers, and staff**

- a. Treat other participants, staff, instructors, and guest speakers in a courteous and respectful manner.
- b. Do not engage in inappropriate behavior or language that disturbs other participants, volunteers or staff.
- c. Do not bully or take unfair advantage of any participant, volunteer or staff.
- d. Do not engage in racial, religious, political or sexual harassment of participants, volunteers or staff.
- e. Do not sell items or services; do not beg or solicit personal gifts.
- f. Do not wear inappropriate or revealing attire. Wear appropriate footwear.
- g. Maintain personal cleanliness and good hygiene.

## **3. Respect the property of SVC and of SVC's people**

- a. Do not destroy or remove SVC materials, equipment, furniture or other property.
- b. Do not destroy or remove personal property belonging to other participants, staff or volunteers.
- c. Do not touch or move other people's personal items without the owner's permission. If you find something that may be lost or abandoned, notify staff. SVC is not responsible for lost or stolen property.
- d. Take pride in the SVC by keeping it neat and clean. Dispose all litter and recyclable materials in the appropriate containers. Return furniture and materials to the way you found them.
- e. Respect the bathrooms by cleaning up after use, flushing toilets, and notifying staff of any issues needing attention.
- f. Do not leave or store personal possessions at SVC.
- g. A single individual using more than one table, desk, or computer workstation at a time is not allowed.
- h. Do not bring in large luggage, shopping carts, or other oversized items.
- i. Do not lie down or sleep on the furniture.
- j. If a SVC program needs the space that you are currently occupying, move and make it available.
- k. The kitchen is closed unless in use for SVC meals or events. Do not use the kitchen unless you have rented it, usage is part of a program or staff has authorized usage.
- l. Use the Main Hall for meals.
- m. Do not put out food for donation or general consumption without prior staff authorization.
- n. Do not use staff offices unless staff has authorized your use.
- o. The Computer Lab has its own set of rules, which are posted on the walls behind the computers.
- p. Respect our hours of operation from 8:00am-4:00pm.

## **ENFORCEMENT**

The above Code shall be enforced by the Stilly Valley Center staff whose authority shall prevail in all cases. A program of progressive discipline shall be in effect for repeat or habitual offenders in compliance with the Stilly Valley Center Code. Disciplinary action will be decided in the first instance by the center staff responsible for the event or program where

the violation occurs. Violations of the code that are not deemed an immediate and apparent threat to the safety of others or their property will result in disciplinary action including, but not limited to, verbal warning, suspension of the right to participate in some or all of the Center's activities for a period of time, or permanent expulsion from the Stilly Valley Center program, depending upon the severity of the offense and whether the offense is repeated or habitual. Violations of the Code that are deemed to constitute an immediate or implied threat to the safety of others or their property may result in immediate, temporary expulsion from the Center. Staff will call 911 Emergency assistance if necessary.

### **GRIEVANCE PROCEDURE**

Any person who has been excluded or had restrictions placed on their ability to utilize the Center and/or its facilities and/or programs, shall have the right to appeal the decision of the Executive Director or his/her designee to exclude or place restrictions. The appeal must be in writing, and must be filed with the Board President within ten (10) days following the decision. Within ten (10) days following receipt of the appeal, the Board President or his/her designee shall hold a hearing. Within two working days following the hearing, the Board President or his/her designee shall issue a written decision on the appeal. The Board President or his/her designee may affirm, reverse or modify the decision of the Executive Director or his/her designee. The decision of the Board President or his/her designee is the final decision.

### **COVID-19**

Participants are encouraged to talk to their healthcare provider to assess their individual risk and to determine if they should attend the center. Anyone diagnosed with COVID-19 or awaiting test-results should self-isolate until: 1. It has been 3 full days of no fever without the use of fever-reducing medication, and 2. Other symptoms have improved, and 3. At least 10 days have passed since symptoms first appeared. If symptoms begin while at the Stilly Valley Center, the participant must be sent home as soon as possible. Keep sick participants separate from well participants and limit staff and volunteer contact as much as reasonably possible, while ensuring the safety and supervision of the participant until they leave.

Close Contact with COVID Cases: If an individual has been identified as a close contact to someone who is diagnosed with COVID-19, they should self-quarantine: stay home. Finding people who are close contacts to a person who has tested positive for COVID-19, and therefore at higher risk of becoming infected themselves, can help prevent further spread of the virus.

### **APPEAL OF ANY DECISION**

Appeal of any decision may be made to the Stilly Valley Center Executive Director. If the individual is not satisfied with resolution, they may appeal to the Board of Directors in writing. The Board of Directors will then respond in writing.