

Orem Senior Friendship Center

CODE OF CONDUCT

Orem Senior Friendship Center is dedicated to serving city residents who are age 55 and older. The following are standards of conduct and behaviors to ensure a safe, healthy and pleasant environment at the Orem Senior Friendship Center and at Center sponsored activities, enabling older adults to participate in programs contributing to an improved quality of life. Staff and volunteers are expected to maintain high standards of respect, professionalism and courtesy with all participants, fellow volunteers and staff.

Participants are expected to:

- Be able to function independently in the Center or be accompanied by a caregiver.
- Maintain personal hygiene that is healthy and not offensive.
- Use voice, language and behavior that will not offend or disturb other participants or staff.
- Recognize and respect diversity and treat others with courtesy and consideration.
- Help avoid needless repairs by using the Center and Center equipment with care.
- Understand that all Centers are public facilities requiring compliance with federal, state, county and city regulations.

In the case of inappropriate behavior by participants, the Center administrator or designated staff member will clearly state expectations, concerns and seek the cooperation of the participant in resolving the issue. If the behavior continues, on-duty staff has the authority to ask the participant to leave. If a participant's privileges are suspended for more than one full day, the Center administrator will provide written notification of the suspension along with information on the process to appeal the decision. Law enforcement may be contacted for any threat or incident of assault or for willful destruction of property.