



Making Connections • Staying Active • Living Well

Mastick Senior Center Code of Conduct

Welcome to Mastick Senior Center. Mastick Senior Center is committed to serving the residents of Alameda, as well as those of surrounding cities. We hope you will find our Center a friendly place where you can recreate, socialize with others, find intellectual stimulation and a number of helpful services. Staff and volunteers are always available to assist you at any time.

The *Mastick Senior Center Code of Conduct*, adopted on September 19, 2001 by the Alameda Recreation and Park Department and the Mastick Senior Center Advisory Board, was created to ensure a warm and supportive environment for all who participate and work at the Center. We hope these rules will allow Center participants to feel at ease, create an enjoyable atmosphere for all, as well as protect and maintain the facility we all value.

Members and Guests are asked to:

1. Per the Mastick Senior Center Bylaws of the Advisory Board, "Mastick Senior Center membership will be granted upon request to all adults age fifty (50) years and older."
2. Participants must complete a registration form before participating in programs.
3. Mastick Senior Center will uphold all state laws and local ordinances with regard to public behavior.
4. Members shall be engaged in activities associated with the use of Mastick Senior Center while on the premises. Members not participating in scheduled programs and activities may be asked to leave the premises.
5. Members and guests are expected to be considerate of others. Members and guests are to be treated with kindness, courtesy, and respect. Take a moment to say hello to others or introduce yourself to a "newcomer." Mastick Senior Center's operation is dependent on volunteers and we encourage you to join our volunteer family. Volunteers should always be treated respectfully.
6. Refrain from using abusive, obscene, threatening, harassing, insulting, or suggestive language. Avoid making derogatory comments, slurs, or epithets. Should you at any time be made to feel uncomfortable by the language or behavior of others, please immediately notify the Recreation Supervisor I or Recreation Manager.
7. Refrain from engaging in (or threatening) physical violence, assault, or battery, including but not limited to unwanted/unsolicited harmful touching by the use of hands, arms, feet, or legs which may include pushing, kicking, biting, spitting, and punching. Acts of retaliation against another member, making him/her experience feelings of fear or uneasiness are prohibited.

20. Leaving or stowing shopping carts and/or other personal possessions at the Center is **NOT ALLOWED**. Members are permitted to bring privately-owned carts to the Center for participation in the Brown Bag Program, Craft Classes, and Dance Classes. Mastick is not responsible for lost or stolen property and reserves the right to dispose of abandoned property. Personal belongings must not be left unattended.
21. Begging or solicitation is prohibited (e.g., panhandling, etc.).
22. No solicitation or sales of goods or services by an individual, participant or group are allowed. Under no circumstances may individual participants ask staff or other participants for money. If a participant is experiencing financial hardship, please check with staff for social service assistance.
23. Members possessing electronic devices (e.g., cell phones, pagers, etc.) are asked to turn them to mute or vibrate when participating in Mastick classes, programs, and activities. All members receiving incoming calls must take calls outside, away from classrooms, and at a location away from Center activity.
24. Members may use the electrical outlet to charge computers, cell phones, and tablets when using the Center's Wi-Fi service. However, members must refrain from using the electrical outlets as the primary source for charging electrical equipment (e.g., motorized carts, etc.).
25. Members shall not use the public restrooms and/or other public areas at Mastick Senior Center to maintain or take care of personal hygiene (e.g., shaving, sink bath, etc.) or to wash clothing.
26. Lost and found items will be retained for 30 days before being donated to the Mastick Senior Center Thrift Shop.
27. Members are to refrain from wearing scented products to the Center as some participants have allergies and other environmental sensitivities.
28. Surveys, photographs, or video recording in the Center require prior written permission of the Recreation Manager or designee.
29. Animals may not be left unattended on the Center premises including vehicles parked in the parking lot.

Behaviors described above may be addressed by the following procedures:

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| 1st Incident: | Counseling with Recreation Supervisor I, followed by letter to member. Copy of letter to Recreation Manager. |
| 2nd Incident: | Counseling with verbal warning with Recreation Supervisor I and Recreation Manager, followed by letter to member. |
| 3rd Incident: | Suspension (up to 1-3 months and/or permanent expulsion, depending upon severity of the offense) from Center documented by letter to member. |

Depending on the nature and severity of the offense, staff reserves the right to enforce immediate suspension or take appropriate measure(s) (e.g., contact police).