



Shawn Lavin
Supervisor, Town of Amherst

Melissa Abel
Executive Director, Senior Center

Town of Amherst Center for Senior Services

Amherst Center for Senior Services Code of Conduct for Participants & Guests

The Amherst Center for Senior Services is committed to providing a safe and enjoyable environment for all participants and guests. We hope that you will find the Center a friendly place where you can come to learn, explore your hidden talents, pursue your passions, socialize with others, find intellectual stimulation, have fun and discover a number of helpful services. We require that everyone act appropriately at all times when on the facility grounds or participating in our programs. We expect all participants and guests to behave in a mature and responsible way and to respect the rights and dignity of others.

Prohibited actions include, but are not limited to:

1. Inappropriate attire. Appropriate attire must be worn at all times
2. Lack of personal hygiene (infested clothing, unpleasant body odor, etc.)
3. Angry or vulgar language, including swearing, name calling or shouting.
4. Criticizing in any way a person's religion, race, creed, or sexual orientation.
5. Unconsented physical contact with another person in any manner whether in an angry or threatening way or otherwise.
6. Any demonstration of sexual activity or sexual contact with another person.
7. Harassment or intimidation by words, gestures, body language or any menacing behavior.
8. Panhandling, unapproved solicitation or circulation of a petition or survey.
9. Theft or behavior that results in the damage, defacing or destruction of property.
10. Members shall not remove any property belonging to the Town or a person not the owner of such property without the prior consent of the owner and/or without express permission of the Director.
11. Carrying or concealing any weapons, devices, or objects that may be used as weapons.
12. Using or possessing illegal drugs or alcohol on Senior Center property or while participation in Senior Center sponsored programs.
13. Any other conduct of an inappropriate, threatening, or offensive nature.
14. Using tobacco products anywhere inside the Center building or in areas outside the building or on the grounds that is designated as non-smoking areas.
15. Any violation of the Town of Amherst and/or the Center's Computer and Internet Policies (posted in Computer Room).
16. Gambling on Center property will not be tolerated.

Any infraction to the above may be grounds for a verbal or written warning, suspension or expulsion from the Center with all the rights and privileges thereof.

If a participant or guest is made to feel uncomfortable by another's actions, they should report the behavior to the Center's Director, or other appropriate staff member. The Director will investigate all reported incidents. Suspension or termination of Center membership and participation may result from a determination by the CENTER DIRECTOR if in their sole discretion a violation of this Code of Conduct has occurred. Code of Conduct violations may be addressed by the following procedure:

1st incident: Counseling with verbal warning from the Director, followed by a letter to participant with a copy to the Chairman of the Advisory Board.

2nd incident: Suspension (length of time depending on severity of the offense) from Center documented by letter sent to member, with copy to Chairman of the Advisory Board depending on the nature and severity of the behavioral offense.

Gross Misconduct: Whenever the Director determines that a member's conduct on any given day violates more than three (3) violations within a seven (7) day period in this Code of Conduct, the Director may, without resort to suspension, immediately terminate their membership for gross misconduct.

Removal without Suspension: Any member who violates any of the provisions of this Code of Conduct may be ordered by the Director, or any person acting on their behalf, to immediately leave or be removed from Center property without resort to suspension. Police may be used in enforcing such order.

A temporary suspension does not preclude the Director from issuing additional disciplinary measures, including, but not limited to counselling, further suspension, or termination of membership.

Staff reserves the right to enforce immediate suspension or appropriate measures. If individuals return to the Center in violation of their suspension, the local police may be called to protect the safety and welfare of others.

**Approved
Resolution # 2026-142**