



Putnam County Office for Senior Resources
Friendship Center Participant Code of Conduct

The Putnam County Office for Senior Resources (OSR) runs four nutrition centers that offer a nutritious lunch and a range of activities for the older adult residents of Putnam County. OSR also provides daily transportation to its Friendship Centers. To ensure a safe, healthy, and welcoming environment where all older adults can fully engage in our programs, we kindly ask everyone to adhere to the code of conduct outlined below.

Policy

A. Participants in any Friendship Center and while in an OSR vehicle shall:

1. Treat other participants and staff respectfully and courteously.
2. Treat others in the same manner you would like to be treated.
3. Function independently or have a caregiver present to assist with personal needs.
4. Be able to walk safely and independently about the site or use assistive devices independently.
5. Keep power driven mobility devices in “turtle speed” while in use in the building.
6. Pursuant to the ADA and New York State Law, service animals are permitted in areas where the public is allowed. If you bring an animal to the site, you may be asked (1) if the animal is required because of a disability, and (2) what work task the animal has been trained to perform. The animal may be excluded if the animal is out of control, not housebroken, or is in violation of any provision of the Putnam County Service Animal Policy.
7. Follow this code of conduct as well as all applicable laws.

B. Behavior that constitutes violation of this policy includes:

1. Loud, disruptive, obscene, hateful or abusive language.
2. Racial, religious, political or sexual harassment of participants or staff.
3. Physical altercations with participants or staff.
4. Making threats or demonstrating threatening behavior, verbally or in writing, to participants or staff.
5. Defacing or destroying any Putnam County and/or Friendship Center property.
6. Removal of Putnam County property without permission.



7. Violation of smoking ordinances inside and outside of the building.
8. Participating in activities while under the influence of alcohol or illicit drugs
9. Lack of personal cleanliness and proper hygiene.
10. Activities that negatively impact the health of others.
11. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal statute or ordinance.
12. Other behavior that is deemed inappropriate by the Site Manager.
13. All participants are entitled to an open seat on a first come basis. If a seat is not available, the Site Manager will assist in finding one. **OSR has a "No Reserved Seat" policy.**
14. No solicitation is allowed at any Friendship Center; this is strictly prohibited.

Consequences of Policy Violation

Violations of this policy may result in the suspension of participant(s) from Friendship Center activities and transportation services. This decision may be made by the Site Manager, relevant staff, and the OSR Director.

Grievances

If a participant feels that they have been subject to a violation of this Code of Conduct, they should report the incident to the Site Manager or any other OSR employee.

If a participant who has been counseled or suspended due to a Code of Conduct violation disagrees with the decision, they have the right to request a review under OSR's Grievance Procedure.

I, _____, have read and understand the Putnam County Office for Senior Resources Friendship Center Code of Conduct Policy:

Signature

Date

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