

# Cooper Center Code of Conduct

## GENERAL EXPECTATIONS

Respect the rights, safety, and dignity of others

Follow all Center policies and staff directions

Use facilities appropriately

## REGISTRATION

People are required to complete a registration form with the requested information, including the name and telephone number of a person to contact in case of an emergency. Forms are available at the front reception desk. Personal information is kept confidential.

A Cooper Card key tag will be issued to each person upon registration. Sign-in is requested each time a person visits the center by using the key card at the sign in kiosks opposite the front desk. By complying with our sign-in routine you will help us to continue to serve you by supplying us with data that helps us know if we should expand or discontinue a class and statistics for our required state annual report.

## PARTICIPANT RESPONSIBILITIES

Demonstrate common courtesy, respect other participants, staff, property and the facility.

Individuals showing signs of a contagious illness (fever, cough, rash, etc.) may be asked to return when they are no longer symptomatic to protect community health.

People attending activities at the Cooper Center must be able to function independently and be reasonably oriented, capable of independent decision making, and capable of planning their own activities, e.g., transportation, lunch, financial transactions, etc. Additionally, they must possess the ability to be responsible for personal care. The staff is not authorized to provide hands-on, personal care assistance, including help with toileting or medication management. Therefore, a person who is not independent may attend if accompanied by a caregiver, family member or capable friend.

Staff are not permitted to assist participants with standing. If a person falls and is not able to stand up on their own, 911 will be called for assistance.

All ages are welcome but children under the age of 14 must be accompanied by a caregiver, (18 years or older), at all times while at the Cooper Center.

## **PROHIBITED CONDUCT**

Verbally or physically threatening, intimidating, harassing, or otherwise interfering with the ability of visitors, volunteers, or staff to use the Cooper Center or perform their responsibilities.

Disruptive behavior including intimidation, bullying, obscene gestures, raised voices, or actions that compromise the safety, comfort, or dignity of others.

Damaging, tampering with, or misusing equipment, furniture, or facilities.

Viewing pornography or engaging in illegal or inappropriate internet activity.

Using restrooms in a manner that renders them unfit for use, including intentional misuse or damage.

Entering non-public or restricted areas or remaining in the building after closing or during an evacuation.

Obstructing entrances, exits, interior spaces, or access to programs, services, or materials, including with personal belongings or other items.

Sleeping in a manner that disrupts or obstructs normal use of the Cooper Center.

Leaving personal belongings unattended. The Cooper Center is not responsible for lost or unattended property.

Being barefoot or not fully clothed or otherwise dressed in a manner that disrupts the use of the facility.

Bringing animals into the building, except for service animals or those approved as part of a program.

Using telephones, computers, or other equipment without permission. Approved use must be brief and for appropriate purposes.

Smoking, vaping, or using tobacco or electronic smoking devices inside or within 25 feet of the building.

Bringing firearms or other weapons onto the premises, except as authorized by law enforcement.

Possessing, consuming, selling, distributing, or being under the influence of alcohol, marijuana, or illegal drugs.

Engaging in sales, solicitation, or canvassing.

Protesting, gathering, or distributing materials in a manner that disrupts the normal use of the Cooper Center.

Taking photographs or videos of individuals without their permission.

## **ENFORCEMENT**

Cooper Center staff can intervene to stop prohibited activities and behaviors and may call the Newton Police Department for assistance.

Failure to comply with this policy and related policies will result in a warning, and/or exclusion from the Cooper Center for a specified period, and/or legal action.

Individuals who engage in severe or repeated misconduct may receive, by certified or registered mail or hand delivery, a written no trespass order from the Director or suspension or revocation of Cooper Center privileges. This includes denying access to the Cooper Center and related events for a period to be determined by the Director based on the nature of the misconduct.

## **APPEALS PROCESS**

An individual who has received a written no trespass order may request, in writing, a review of the trespass order through the Older Adult Services Director's office within 30 days of the date of the notice.

All decisions are final.