City of Malibu
Community Services Department
Senior Center Code of Conduct

The Malibu Community Services Department offers recreational programs, activities, services, and events for adults 55 years of age and older through the Malibu Senior Center located in City Hall. The Senior Center Code of Conduct ("Code of Conduct") provides guidelines to help maintain a warm, friendly, and safe environment for all participants, volunteers, and City staff. Participants are expected to adhere to this Code of Conduct at all times and conduct themselves appropriately while utilizing the Senior Center, City Hall, Dial-A-Ride, or when participating in Senior programs and excursions.

The Senior Center offers programs for senior participants who are independent or who utilize an attendant or caregiver for their personal needs. The Center is not a daycare facility, and medical staff is not onsite or employed by the City. Participants are welcome to bring their attendant or caregiver with them to enjoy the services and programs.

Standards of Conduct

All Senior Center visitors, facility users, program participants, caregivers, organizations, and volunteers are expected to:

- Be considerate and courteous to others
- Be flexible in accepting alternative facility assignments or modifications to schedules
- Comply with decisions of staff and abide by established grievance procedures if issues or concerns arise
- Be respectful of City facilities, equipment, and property

Violations

City staff reserves the right to remove any person from City facilities, programs, activities, or events who violates the Code of Conduct and the person(s) will be subject to the Consequences, as listed herein. The following actions are considered violations of the Code of Conduct:

- Actions or behavior that negatively impacts or denies other participants or volunteers the ability to safely and respectfully enjoy the Senior Center and its programs, services, activities, and events
- Verbal threats or physical altercations with other participants, volunteers, or City staff

- Destruction or vandalism of City materials, equipment, furniture or property
- Refusal to obey City staff at any time
- Loud, inappropriate, or offensive behavior or language
- Harassment or discrimination of any kind, including, but not limited to age, race, national origin, gender, religion, sexual orientation, or political affiliation
- Inconsiderate or discourteous behavior toward participants, volunteers, or City staff
- Any activity that negatively affects the health of participants, volunteers, or City Staff
- Violations of City, County, State, or Federal law while on City property or when participating in City-sponsored programs, services, activities, or events
- Possession or use alcohol, tobacco, illegal drugs or non-prescribed controlled substances while on City property or when participating in City-sponsored programs, services, activities, or events
- Abuse of the Dial-a-Ride program including, but not limited to, canceling rides less than 24 hours in advance of a reserved ride, use of the Dial-a-Ride program while intoxicated or under the influence of illegal drugs (or a non-prescribed controlled substance), or inappropriate contact with Dial-a-Ride personnel.
- Inappropriate and/or revealing attire
- Lack of personal cleanliness and hygiene

Consequences of Violations

The City reserves the right to suspend any participant who violates the Code of Conduct. Suspensions may include revocation of privileges to use the Senior Center, City facilities, City property, Dial-A-Ride services, or participation in City-sponsored programs, services, activities, and events.

Violations of the Code of Conduct shall be addressed in the following manner:

1st Offense: Verbal Counseling or Warning

Participants will receive a verbal warning from a City staff person. City staff will document this occurrence on an “Incident Report.”

2nd Offense: Written Warning and One Day Suspension

City staff will record the second offense on an “Incident Report.” The participant will meet with the Community Services Director or their designee to discuss the violation and implement any corrective action deemed necessary by the City. A written suspension of one day will be given to the

participant outlining the incidents and the specific violation(s) of the Code of Conduct.

3rd Offense: <u>One Week to One Month Suspension</u>

City staff will record the occurrence on an "Incident Report." The participant will meet with the Community Services Director or their designee to discuss the violation and implement any corrective action deemed necessary by the City. At the discretion of the Community Services Director or their designee, a written one week to one-month suspension will be given to the participant explaining the incidents and the violation of the Code of Conduct, and include the beginning and end dates of the suspension. Failure to meet with the Community Services Director or their designee will be grounds for a continued and/or indefinite suspension of more than one month.

Final Offense: <u>Long-Term or Permanent Suspension</u>

City staff will record the occurrence on an "Incident Report." The participant will meet with the Community Services Director or their designee to discuss the violation and implement any corrective action deemed necessary by the City. At the discretion of the Community Services Director or their designee, a written long-term or permanent suspension will be given to the participant explaining the incidents and the violation of the Code of Conduct, and include the dates of the suspension (if applicable). Failure to meet with the Community Services Director or their designee will be grounds for a permanent suspension.

<u>Immediate Suspension</u>

Notwithstanding the above, participants may receive an immediate suspension and revocation of privileges if the violation is serious in nature as determined by the Community Services Director or their designee. Such violations may include but are not limited to:

- Violations related to the safety or well-being of participants, volunteers, City staff, other persons, or City property
- Violations that place participants, volunteers, City staff, other persons, or City property in imminent danger
- Violations involving law enforcement personnel

City staff will record the occurrence on an "Incident Report." The participant will meet with the Community Services Director or their designee to discuss the violation and, if applicable, implement any corrective action deemed necessary

by the City. At the discretion of the Community Services Director or their designee, a written long-term or permanent suspension will be given to the participant explaining the incidents, the violation of the Code of Conduct, and the dates of the suspension (if applicable). Failure to meet with the Community Services Director or their designee will be grounds for a permanent suspension.

Appeal Process

Participants have the right to appeal a decision made regarding an incident to the City Manager or their designee within 15 days of the decision. Participants must appeal the decision in writing by e-mail or mail.

E-mail:
Joseph Irvin
City Manager
jirvin@malibucity.org

Mail:
City of Malibu
Attn: City Manager
23825 Stuart Ranch Road
Malibu, CA 90265

After a thorough review of the participant's Code of Conduct violation(s), an appointment will be made with the participant to discuss the situation. The participant will not be allowed to return to the Senior Center in City Hall, utilize Dial-A-Ride, or participate in Senior programs and excursions until the investigation and appeal process is completed.