



MONROE COMMUNITY SENIOR CENTER

Code of Conduct

MISSION STATEMENT

The mission of the Monroe Community Senior Center is to promote the physical, emotional and economic well-being of older adults and to promote their participation in all aspects of community life.

NON-DISCRIMINATION POLICY

It is the intention of this organization to represent the community it strives to serve, including, but not limited to, people of color, people with disabilities, and people of various ethnic or religious backgrounds. The selection of directors, officers, members and staff of this organization, determination of its policies and the conduct of its business shall be without regard to race, religion, sex, age, national origin, handicap, or political identification.

CODE OF CONDUCT

Members, guests and staff will conduct themselves in a **reasonable, acceptable, courteous and safe manner**. Members, guests and staff will NOT engage in any course of conduct which annoys, alarms or irritates others, and serves no purpose. The Board of Directors and Staff intends to enforce this Code. If you do not wish to follow it, then you are free to leave the Center so that others may enjoy themselves. The Executive Director has the right to place restrictions on or exclude members, guests and staff from program participation due to a breach of this Code of Conduct.

PLEASE TREAT OTHERS AS YOU WOULD LIKE TO BE TREATED!

GRIEVANCE PROCEDURE

Any person who has been excluded or had restrictions placed on their ability to utilize the Center and/or its facilities and/or programs, shall have the right to appeal the decision of the Executive Director or his/her designee to exclude or place restrictions. The appeal must be in writing, and must be filed with the Board President within ten (10) days following the decision. Within ten (10) days following receipt of the appeal, the Board President or his/her designee shall hold a hearing. Within two working days following the hearing, the Board President or his/her designee shall issue a written decision on the appeal. The Board President or his/her designee may affirm, reverse or modify the decision of the Executive Director or his/her designee. If the above steps have not resolved your concern, you may call Snohomish County Long-Term Care and Aging at 425-388-7200 to speak with a Long-Term Care and Aging Supervisor.