



Peabody Council on Aging

PETER A. TORIGIAN COMMUNITY LIFE CENTER
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Behavior Policy

The Peabody Council on Aging Board of Directors hereby establishes a behavior policy in order to provide protection of senior citizen building facilities, for safety and enjoyment of participants and guests, and respect for authority and responsibilities of the staff. Those individuals who do not adhere to the proper behavior risk suspension under the following guidelines:

1. Threats or obscenities to other participants, guests or staff.
2. Constant disruption of program and activities through private disagreements with other participants or staff.
3. Theft or permanent damage to property or equipment belonging to the Peabody Council on Aging.
4. Unsafe acts that threaten or endanger a participants, guests, or staff.
5. Use of alcohol or drugs and public intoxication is prohibited on premises.

Resolution of Conflicts

If a participant in any program or activity witnesses or is involved in a conflict, or feels threatened in any way, the participant should report the incident to a staff member. Staff will attempt to gather information about the complaint or concern, and make every effort to resolve the concern. Staffs are required to submit an Incident Report to the Director.

Staff may exercise a variety of sanctions in an effort to resolve a conflict. Those involved may expect one or more of the following actions:

- The participant(s) may be asked to abstain from inappropriate behavior.
- The participant(s) may be asked to leave the premises for the day.
- The participant(s) may be issued a verbal or written warning.
- The participant(s) may be issued a written warning.
- The participant(s) may be suspended from the Senior Center for a certain period of time.
- The participant(s) may be barred from returning to the Senior Center.

Abuse of Behavior Policy

Violations of the behavior policy, including abusive language, threats, bullying, intimidation of other's, raised voices, abuse/damage of equipment/facilities, may result in the suspension or barring from further use of the Senior Center.

Our Board and Staff members strive to provide a welcoming environment at the Torigian Community Life Center, we want those that enter to have an enjoyable experience and this policy has been put in place to insure that experience.