

In order to maintain an atmosphere that is welcoming and respectful of each person involved with BTSS it is important that staff, customers, volunteers and guests avoid behavior which infringes on the rights, welfare or enjoyment of others. We expect everyone to conduct themselves in a mature and responsible way and to respect the dignity of others. BTSS reserves the right to revoke access or to deny participation in any program to any person who does not comply with this policy.

Unacceptable behaviors include (but are not limited to):

- 1) Disruptive sound from personal electronic devices; examples include phones, tablets, laptops
- 2) Bullying, exclusion or other behavior which may intimidate, threaten or humiliate patrons, volunteers or staff
- 3) Aggressive, offensive or disruptive behavior, or otherwise unwelcome contact
- 4) Failure to maintain personal cleanliness, good hygiene, and appropriate attire
- 5) Inability to function safely and independently while participating in programs

Note: Individuals needing assistance due to memory impairment, incontinence, or limited mobility may participate in Center activities with the aid of a self-provided care attendant.

- 6) Theft of any kind; vandalism and/or misuse of BTSS or personal property located at the center or behaviors that result in the destruction of property
- 7) Loitering or lying down on furniture within the building
- 8) Disregard for staff direction and/or BTSS policies which are available on site, in the newsletter and on the website www.bloomfieldtwp.org/seniors
- 9) Solicitation, distribution of literature, offering items for sale, circulation of petitions or surveys
- 10) Videotaping and/or photography without permission

As with all Bloomfield Township property including parking areas, smoking, intoxication, using alcohol or illegal controlled substances, is prohibited.

BTSS reserves the right to decide whether to accept, reject or retain any patron, guest or traveler who poses a direct threat to the health, enjoyment or safety of themselves or others. Code of Conduct violations which are identified by BTSS staff, volunteers or patrons will be promptly investigated and may result in (a) verbal or written reprimand; (b) temporary or permanent loss of Center privileges; or (c) such other steps deemed necessary by BTSS and the Advisory Council. BTSS will provide notice and an opportunity to be heard to any participant where the participant is at risk of temporary or permanent loss of Center privileges.