

**CITY OF SIMI VALLEY**  
**ADMINISTRATIVE POLICIES & PROCEDURES MANUAL**

**Subject: SIMI VALLEY SENIOR CENTER – CODE OF CONDUCT**

**Policy No.: C-18**

**Effective: September 4, 2019**

**Originator: City Manager**

**Supersedes: n/a**

**POLICY**

It is the policy of the City to establish standards of conduct expected of persons using the Simi Valley Senior Center and the administrative processes to be used when those standards are violated.

**PROCEDURES**

1. The Simi Valley Senior Center is open to patrons 50 years or older. To provide patrons with an atmosphere of safety, courtesy, integrity, and respect for everyone, establishing standards of conduct for the Senior Center is necessary. This policy applies to all participants defined as individuals, contract instructors, facility users, organizations or groups and volunteers using, gathering, and/or participating in activities at or associated with the Simi Valley Senior Center. All participants are responsible for regulating his or her own conduct in a positive, productive, and mature manner. In matters of general conduct, participants shall be governed by the ordinary and reasonable rules of behavior observed by law-abiding and self-respecting citizens.

All participants and City staff have the right to be safe, and feel safe while attending a City facility or program. With this right comes the responsibility to be accountable for actions that put at risk the safety of others or oneself. Participants shall comply with all established and adopted rules and procedures governing the Simi Valley Senior Center as identified below.

- a. Patrons must not engage in any acts prohibited by law.
- b. Behavior must not disrupt other patrons' use of the Senior Center.
- c. All patrons must be considerate of others in the Senior Center and treat other patrons and staff with courtesy and respect.
- d. Patrons must use courteous language at all times.
- e. Per California Penal Code Section 370, declaring as a public nuisance anything offensive to the senses that interferes with the comfortable enjoyment of life or property by any considerable number of persons, patrons are required to maintain their personal hygiene at a level that is not offensive to the public use of the facility by

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- other patrons and does not constitute a public health concern. If it is determined that a person's personal hygiene is not maintained to such an extent, the individual will be asked to leave the Senior Center until the situation has been corrected.
- f. Luggage carts, shopping carts, and wheeled conveyances that impede pedestrian passage may not be used or parked inside of the Senior Center. Personal belongings must not be left unattended. Excessive personal belongings are not allowed in the Senior Center or on Senior Center grounds, either with the participant or unattended. Belongings or packages, singly or collectively, must fit under a single seat and cannot obstruct pathways, walkways, or aisles. Medically-necessary equipment is allowed.
  - g. Pets or animals, other than service animals are not allowed in the Senior Center. Service animals are dogs which are trained to do work for an individual with a disability, as defined by the Americans with Disabilities Act. Service dogs must be leashed and kept under the direct control of the handler at all times. Service dogs which act aggressively towards other service dogs, Senior Center patrons, staff or instructors, are not permitted to stay in the Senior Center.
  - h. Senior Center restrooms may not be used for bathing, washing one's hair, shaving, washing clothing or to maintain personal hygiene beyond washing one's hands.
  - i. The Senior Center does not provide sleeping accommodations. Sleeping on the furniture for longer than 15 minutes, or lying outstretched on the floor is not allowed in the Senior Center.
  - j. Shoes must be worn in the Senior Center. Patrons must also be fully clothed such that upper body and lower body are appropriately covered at all times.
  - k. Patrons shall comply with the decisions of staff and abide by any grievance procedures established by the Senior Center, when concerns arise.
  - l. Patrons are discouraged from engaging in malicious gossip or activities that are disruptive to others.
  - m. At all times, patrons will maintain an environment where conflict and differences can be addressed in a manner characterized by respect and civility.
  - n. Patrons are prohibited from engaging in: threatening, intimidating, or harassing of other patrons or staff, including but not limited to battery; verbal threats; threatening behavior; stalking or following; offensive staring or touching; unwanted sexual advances, comments, or gestures; or other behavior typically defined as Sexual Harassment.
  - o. Patrons are prohibited from damaging, defacing, vandalizing, or destroying the Senior Center's property or grounds.
  - p. Patrons are prohibited from panhandling, or the solicitation or sales of goods or services within the Senior Center.
2. It is unlawful for any person to fail to obey a directive from Senior Center personnel to cease and desist from the violation of any regulation, statute, or ordinance applicable to the use of the Senior Center. If a patron exhibits behavior that violates the Code of Conduct, Senior Center staff will first inform the patron regarding the Senior Center's Code of Conduct and seek voluntary compliance. If the patron continues to act in ways

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that violate the Code of Conduct, Senior Center staff may require that the patron leave the Senior Center. Law enforcement personnel may be called in to assist as needed. The Simi Valley Senior Center has the authority to restrict patron access to the Senior Center for extended periods upon written notice to the patron.

City of Simi Valley Rules and Regulations Governing the Use of City Facilities

3. No person shall engage in activities or conduct that interferes with Senior Center employees in the performance of their duties or threatens the health and safety of themselves or others.
4. No person will use abusive, discriminatory, profane, or indecent language; threaten or engage in a fight or physical altercation; or exhibit any conduct that physically or verbally assaults, intimidates, or threatens others.
5. No person will engage in activities that are inconsistent with the intended use of a specific area, or participate in any conduct that is harmful, illegal, or hazardous to any person, to City property, or to the property of any person.
6. The sale, service, or consumption of alcohol is prohibited in City facilities, unless such actions have been permitted by the City Manager.
7. Possession of or being under the influence of a controlled substance on or within Senior Center grounds is prohibited.
8. City facilities shall not be used during regular operating hours for non-City sponsored programs and purposes. City facilities such as the Library, Senior Center and Cultural Arts Center may be rented by special permit, outside of normal operating hours, for this purpose.
9. Smoking is not permitted within City facilities or where posted on City property.
10. Automobiles, trailers, campers, motor homes, recreational vehicles, and conveyances licensed by the California Department of Motor Vehicles will not be allowed to remain at City facilities between the hours of 12:00 a.m. and 6:00 a.m. without the permission of the City.
11. The solicitation and sale of goods, merchandise, or services at City facilities is expressly limited to the advancement of City sponsored programs and services.

*Item Nos. 3-6 and 8-11 adopted by the City Council on December 15, 2003*

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Disciplinary Process for Simi Valley Senior Center

12. Failure to comply with the standards of conduct may result in disciplinary actions, up to and including permanent suspension from the Senior Center. For violation of the Simi Valley Senior Center Code of Conduct or City of Simi Valley Rules and Regulations Governing the Use of City Facilities, that protect the safety of participants and staff, immediate suspension from the program may result without warning. When any act of misconduct by a participant occurs, the Community Services Manager or designated staff shall immediately investigate the allegation. The Community Services Manager shall make a recommendation to the City Manager or City Manager Designee regarding the final disciplinary action. In the interim, the Community Services Manager may immediately impose reasonable restrictions up to a temporary suspension verbally or in writing until the final action can be determined. If the final action of the City Manager or City Manager Designee is determined to be a suspension of one's Senior Center privileges, the patron or offending person shall remain away from the Senior Center premises at a distance of no less than two hundred feet (200') from the perimeter thereof for a period of thirty (30) days.
13. Participants who are suspended from the Senior Center will be provided a notice in writing of their suspension and informed of their right to appeal. A participant's request for review and appeal must be in written form and delivered to City Hall, Attention: City Manager, within ten (10) working days of the warning or suspension. After investigation, and within (15) working days of receipt of the appeal, the City Manager or City Manager Designee shall notify the offending party, in writing, of the final decision.

**HISTORY**

September 4, 2019

Policy approved by Interim City Manager.