

Nutrition Program Policy - E

SUBJECT: Code of Conduct

EFFECTIVE DATE: October 2013

SUPERSEDES: February 2004

POLICY: The intent of this policy is to define a code of Conduct for the Senior Nutrition Program and the consumers

As the sponsor, principal funding source and building lessor, the NorthWest Senior and Disability Services (NWSDS) has the responsibility of insuring that the most pleasant environment possible is maintained at the Senior Mealsites. Any action which reflects discredit upon Nutrition Services, or is a direct hindrance to the effective performance of the mealsite functions, shall be considered good cause for immediate removal from the Senior Mealsite and/or refusal of service.

Prohibited Conduct

- Engage in fighting, violent or threatening behavior
- Make unreasonable noise.
- Intentionally or recklessly obstruct access to the Senior Mealsite.
- Subject another person to offensive physical contact.
- Subject another person to threatening behavior.
- Subject another person to offensive material.
- Use profane language or obscene gestures.
- Watching obscene, profane or offensive material on a laptop or mobile device
- Offensive or abusive conduct or language toward other mealsite participants, volunteers or toward an employee of NorthWest Senior and Disability Services.
- Unwanted advances to agency staff or mealsite participants
- Tamper or interfere with the property of another.
- Theft of agency property
- Interfere with daily mealsite operations as defined in the NorthWest Senior and Disability Services Policy and Procedure Manual

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- Use of intoxicants, partaking of intoxicants, or being intoxicated while at the mealsite.
- Commits any crime
- Refuses to immediately leave the premise if any employee of NWSDS requests you to do so.

RULES OF CONDUCT FOR PARTICIPANTS

Senior Meals Program staff is responsible for maintaining a safe and positive environment for patrons and staff. Any action which infringes on safety, detracts from a pleasant atmosphere or is a direct hindrance to the effective performance of the meal site functions, shall be considered cause for immediate removal from the Site and/or refusal of service.

No Weapons are permitted in a public facility, including the Senior Meals Program meal sites. A weapon is a loaded or unloaded firearm, knife (4 inch blade), device, instrument, material or substance which under the circumstances in which it is used, attempted to be used or threatened to be used, is readily capable of causing death or serious physical injury. Per ORS 166.370

A. RIGHTS AND RESPONSIBILITIES RELATED TO CONDUCT

1. Participants, volunteers and staff have the right to be treated with respect, consideration, and patience. Participants, volunteers and staff are responsible for treating each other with respect, consideration, and patience.
2. Participants, volunteers and staff have the right to a positive, pleasant and safe environment at the Site. Participants, volunteers and staff are responsible for creating a positive, pleasant and safe environment at the site.
3. Participants have the right to confidentiality regarding their personal information. Participants, volunteers and staff are responsible for maintaining confidentiality.
4. Participants have the right to access services they are eligible for and are responsible for providing accurate information to establish eligibility for services.
5. Participants have the right to register a complaint or a Grievance. They may do this verbally or in any written form, including use of Form 18c, Senior Meals Program Participant Complaint Form.

B. PROHIBITED CONDUCT (This list is not intended to be all inclusive):

1. Engaging in fighting, violent or threatening behavior;
2. Making unreasonable noise;
3. Using profane language or obscene gestures;
4. Displaying conduct or expression that in the judgment of staff, serves to intimidate or coerce others;
5. Using or being under the influence of alcohol or illegal drugs while at the meal site;
6. Failing to maintain a level of personal hygiene that is non-offensive in a social environment;
7. Subjecting another person to offensive physical contact, such as: hitting, slapping, kicking, scratching, biting, pinching, poking, choking or pushing;

8. Destruction, damage or theft of the property of the Program, the Site, or the property of others;
9. Disrupting daily operation of the meal site;
10. Infringing on the rights of participants, volunteers or staff as guaranteed by federal, state or local laws or other violations of such statutes;
11. Refusing to leave the premises if and when requested by an employee of LCOG.

C. VIOLATIONS OF THE CODE OF CONDUCT

Violation of the Code of Conduct will result in staff action including but not limited to the following actions. These actions may not be progressive; the Action taken will depend upon the severity of the offense and/or repetition of violations.

1. Verbal warning to discontinue the prohibited behavior,
2. Immediate expulsion from the activity or facility,
3. Notification of local authorities
4. Suspension of the right to participate for a period of time,
5. Issue No Trespass Letter and, or
6. Permanent expulsion from the program or removal from the volunteer program.

The Site Coordinator will take immediate action to give a warning or refuse participation or call the police if needed for the safety of all who participate.

Serious incidents which threaten the safety at the Site, disrupt the Site or result in contact with law enforcement should be reported to the Senior Meals Main Office as soon as possible.

Following the event, a record of date, time, witnesses and specific details of incidents will be maintained on Form 18a and reported to one of the Managers. Follow up action will be discussed. Appeal of any decision may be made to the Program Manager, and ultimately to the Director of Senior and Disability Services Division according to the provisions of Policy/Procedure #31 – OAA Programs Grievance Procedure.

D. VERY FRAIL OR DISABLED PARTICIPANTS

The Senior Meals Program staff is not expected to act as a personal attendant for participants who are unable to feed themselves, unable to transfer from a wheelchair to the toilet, who wander or display other behavior requiring continuous monitoring.

Staff may ask that a participant who has the need for a personal attendant to bring someone to the Site with them. The attendant can be provided a meal on the same basis as a volunteer.