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**50 North Code of Conduct**

**Purpose**

50 North is committed to providing a safe, friendly, and welcoming environment for older adults to participate in Activities, Chores, Nutrition, Outreach and Wellness programs and services to enrich lives and support independence people 50 and older in Hancock County.

As a member in 50 North’s programs or a visitor to 50 North, you are expected to follow the values of 50 North:

* Benevolence – We commit to the Golden Rule while being generous and giving of time in doing good for others.
* Respect – Is earned, therefore, we will treat people with dignity and strive to develop relationships through caring interactions.
* Integrity – We are passionate about keeping our word; saying what we are going to do and doing what we say.
* Compassion – We are committed to lead with our heart and genuinely understand, feel and identify with the needs of those we serve.
* Kindness – We treat those we serve with kind acts and understand that kindness evokes more kindness. We believe the more kindness that exists, the more harmony there is likely to be.

As a member you are expected to follow the Code of Conduct. Members are expected to conduct themselves appropriately while engaged in programs, activities and services provided or sponsored by 50 North.

**General Standards of Conduct:**

All members, volunteers and visitors are required to:

* Stop at the kiosk to scan in with your issued scan card each visit. If you bring a guest, you must stop at the member services desk to register a guest and to receive a visitors’ badge.
* Members must provide accurate emergency contact information. It is the responsibility of the member to keep emergency contact information updated at all times for your safety.
* Members must enter the building through the front sliding doors. Members may exit through the sliding doors or wellness center door.
* Treat other members, volunteers, staff, presenters and travel partners with kindness, courtesy and respect at all times.
* Treat others in the same manner you would like to be treated.
* Please help us make newer participants feel welcome.
* Members should refrain from being part of malicious gossip or activities that are disruptive in nature.
* Be welcoming to visitors, volunteers and members.
* Be supportive and accepting of one another's differences.
* Dress in suitable attire and maintain personal hygiene consistent with generally accepted health and safety standards.
* Practice good cell phone etiquette. Cell phones should be on vibrate or turned off: the loud ring tone is disruptive. Any cell phone use should be done in a quiet manner, using the speaker or talking loudly is distracting and disrespectful.
* Be flexible in accepting alternate facility assignments or modification to schedules due to maintenance, scheduling conflicts and emergency situations and change of travel itinerary.
* Treat public and private property and equipment with respect. Refrain from placing feet on the furniture and windowsills.
* All injuries are to be reported to staff immediately so an accident report can be completed.
* Any group that cannot behave appropriately may be subject to cancellation at any time.
* Please note: 50 North building and grounds are under video surveillance.
* Photographing and/or videoing of members, activities and programs by a member without prior permission is not permitted.
* Please be respectful of start and end times for classes and presentations.
* The Community Relations Director must approve all flyers and notices before they can be attached to the bulletin board. Items put on the board without approval will be taken down immediately.
* Track use is for Wellness Center members only.
* Free coffee from the F & M Bank Coffee Bar will be available 7:30 am – 4:00 pm or until it runs out. 50 North will provide cups with lids.
* Beverages not served in the Marathon Café, during regular Café hours, must be in sealed, spill-proof containers with lids.
* No homemade food, takeout food or perishable items may be brought into 50 North.
* Single serving, pre-packaged, non-perishable servings of food with an ingredient label, which does not require refrigeration or to be held at a hot holding temperature, are allowed.
* Food may only be consumed in the National Lime and Stone Activity Room, Baerwaldt Art Studio or Marathon Café.
* Members and guests are responsible for cleaning up after themselves and disposing of waste properly.
* Members are welcome to bring an attendant or a caregiver with them to enjoy our programs or services if older adult is unable to do own activities of daily living.
* Members or visitors with a severe cold or contagious illness should refrain from visiting 50 North until they are no longer contagious.
* 50 North staff and volunteers are not permitted to accept gifts or personal donations. If a gift/or donation is given it will be shared with all of the staff members.

**Conduct for Group Travel:**

In addition to the general standards of conduct, the following specific behaviors and expectations apply to all participants in our travel program.

We want your trip to be fun, rewarding and meaningful. We also want you to feel comfortable and respected on our trips. This Code of Conduct outlines the conduct that is expected from our travelers in order to create a respectful environment for our group of travelers and the people that we interact with during the tour.

* Anyone participating in the 50 North group travel programs must be a member and have provided up to date contact information and emergency contact information
* Members must review the activity level of trips and ensure they are able to meet the criteria. 50 North or travel partners will not be able to assist with activities of daily living.
* Getting on and off the coach. Ensure you are ready to get off the bus when it is your turn. Never block the aisle way for any extended period of time. Limit getting in the overhead bin while exiting the coach unless it is an emergency and absolutely necessary.
* Be on time. Showing up late is not only disrespectful, but it could ruin the day’s schedule which you and everyone else paid for.
* Be flexible and open to change when things do not go as planned. Sometimes experiencing something new requires you to step outside your comfort zone. Or you may not like an excursion on the itinerary, be mindful someone else may think that is the best experience on the itinerary. Respect what others may like that you do not and keep your dissatisfaction to yourself.
* Travelers are to use appropriate language.

**Conduct for the Wellness Center, Track and Group Exercise Programs:**

In addition to the general code of conduct, the following specific behaviors and expectations apply when using the Wellness Center or participating in group exercise classes at 50 North:

* Memberships are non- refundable or transferable and cannot be put on hold.
* Wear appropriate clothing and athletic shoes while working out, walking on the track and attending group exercise classes. No backless shoes.
* There are no designated seats for any participant. Please refrain from saving seats
* Refrain from cell phone use while in Equipment Room, Track & Exercise Studio. Place cell phones on silent or turn off. Cell phones should not be used while in class to avoid disruption to others.
* Limit music & audio listening to using headphones or earbuds.
* Staff reserves the right to adjust TV volume if needed to ensure courtesy to others.
* Wipe down equipment after use with provided towels and cleaning agent. Please spray towel, NOT EQUIPMENT.
* Limit time to 30 minutes on cardio equipment when others are waiting.
* Refrain from sitting on the exercise equipment and visiting with other members when not exercising.
* Lockers are available for daily use to Wellness Center members at no cost. Lockers must be emptied and cleaned out by the end of each day. Any remaining items left in lockers may be removed. Locks that are not 50 North’s may be cut off. \* Locker membership available for a minimal fee.
* Be on time for classes. Participants may not be permitted into class if they are 5+ minutes late.
* Food and open drinks are not allowed in the fitness and wellness areas.
* Please secure coats, bags and other items while in the class, equipment room and track to avoid tripping hazards.
* The buddy system is recommended while using the track as there are no 50 North staff present.

**Always be a Wise Consumer:**

The views expressed in presentations given at 50 North are not necessarily the views of 50 North and the invitation to the presenter to put on presentations shall not be seen as an endorsement of the presenter or their business by 50 North. The programs at 50 North are intended to be informational only and participants are encouraged to make informed decisions.

**Violations**

In keeping with standard definitions of social etiquette, the following will be considered unacceptable behaviors:

* Inability to exhibit self-control and appropriate self-conduct.
* Making threats or demonstrating threatening behavior, verbally or in writing, to participants, volunteers, or staff.
* Violation of smoking ordinances inside and outside of the building.
* Activities that negatively affect the health of others.
* Racial, religious, or sexual harassment of participants or staff.
* Physical or sexual assault, battery, or improper touching.
* Harassment of any kind, including innuendos, to other participants, volunteers, or staff members including loud, disruptive, insulting, obscene, hateful or abusive language.
* Loitering, panhandling, or solicitation.
* Cheating or poor sportsmanship while participating in games.
* Removal, defacing or destruction of 50 North’s property.
* Inappropriate or revealing attire.
* Lack of personal cleanliness and proper hygiene.
* Possession, sale or use of alcohol or controlled substance on 50 North’s property.
* Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local criminal statute or ordinance.
* Other behavior that is deemed inappropriate by the Executive Director or the designee.

**Consequences to Comply with Policies and Procedures:**

Each participant should be able to socialize and interact with others in an independent positive manner.

Failure to follow the above code of conduct will constitute a disciplinary action to be determined by the Executive and Assistant Directors. Consequences could range from a verbal or written reprimand, suspension or expulsion depending on the gravity of the situation. In certain situations, it may be necessary to defer matters to public safety personnel (police) to ensure participant compliance and/or safety.

Members returning to 50 North in violation of the suspension or expulsion order will be asked to leave by 50 North staff. Should this approach be unsuccessful, public safety personnel (police) will be called to assist and protect the safety and welfare of staff and participants.

**I understand and will comply with the Member Code of Conduct policy.**

**Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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