



14 Heineberg Rd, Burlington VT 05408
(802) 863-3982
www.heinebergcsc.org

Code of Conduct

The Heineberg Community Senior Center (HCSC) is designed to be a safe, inclusive, and welcoming space for Chittenden County seniors aged 50 and above. To that end, all staff members, volunteers, and participants will treat one another with respect and kindness.

HCSC welcomes local seniors regardless of race, religion, ethnicity, country of origin, gender identity, sexual orientation, age, disability, marital status, veteran status, education, financial status, or town of residence. Out of respect for the many traditions practiced by participants, we do not observe holidays within the Senior Center. Participants are welcome to share family stories, traditions and celebrations with one another in conversation.

All participants must possess the physical and cognitive ability to function independently within the Senior Center. Family or professional caregivers are welcome to participate with a senior who requires supervision and/or assistance. Staff members and group leaders are not able to provide this care.

All staff members, volunteers and participants will speak directly to any person with whom they have a conflict or concern. If, after speaking with said person directly, there is no resolution, the complainant may bring the concern to the Executive Director (ED) and/or the Participant Advisory Council (PAC) for further assistance. If, after communicating with the ED and/or PAC, the concern remains unresolved, the complainant may request a meeting with the Board President.

If a staff member, volunteer, or participant demonstrates disrespectful, inappropriate, or hurtful actions, including spoken words, physical gestures, or unwanted touch, they will be told to immediately discontinue the objectionable behavior and if necessary, to leave the facility. HCSC staff members or group leaders may call for the removal of any person whose behavior is deemed adverse to the health and/or safety of persons or property.

Food and beverages may be consumed only in the downstairs dining room, or outside. Water bottles are welcome in the upstairs studio space. Participants are expected to clean up after themselves – return coffee cups to kitchen, dispose of paper products, wipe down tables, sweep floors, take home leftover foods.

HCSC is a smoke-free environment. Smoking is not permitted in the building or outside on the grounds.

Approved by Board
August 2024