

Inappropriate Behavior Policy

The purpose of this policy is to ensure the safety Coles County Council on Aging (CCCoA) employees, passengers, participants, property and equipment against inappropriate behavior, damage, service interruptions, violence and/or unsanitary environmental hazards or conditions. This policy applies to all CCCoA facilities and vehicles.

Any individual that engages/threatens violent, disruptive, illegal or otherwise inappropriate behavior or creates unsanitary conditions or represents a direct threat to the health or safety of others may be denied service in accordance with this policy.

The CCCoA Board of Directors has deemed the following types of behavior and actions inappropriate when displayed by participants in any CCCoA sponsored program facility, event or vehicle:

- 1) Any physical contact, intimidation, threat and/or harassment staff member, passenger or participant (examples – shoving, hitting, cursing)
- 2) Talking too loudly or yelling.
- 3) Eating or drinking on the Dial-A-Ride (DAR) vehicle, unless such action is allowed under CCCoA/DAR reasonable accommodation provisions.
- 4) Attempting to distract DAR driver's attention.
- 5) Playing loud music.
- 6) Smoking or vaping.
- 7) Standing while the DAR vehicle is in motion.
- 8) Refusing to make room for others to be seated.
- 9) Not wearing a seatbelt on DAR vehicle, unless such action is allowed under CCCoA/DAR reasonable accommodation provisions.
- 10) Discarding litter on DAR vehicle or CCCoA facility.
- 11) Inconsiderate cell phone usage or use of cell phone speaker.
- 12) The use of profanity whether directed at staff, other passengers or participants or in general use in conversation.
- 13) Attempting to board DAR vehicles with large carriages, carts or an excessive number of bags which require more than one boarding of the vehicle, unless such action is allowed under CCCoA/DAR reasonable accommodation provisions.
- 14) Attempting to board DAR vehicles or enter CCCoA facilities with bags or other packages which are leaking or draining or otherwise unsanitary.
- 15) Attempting to board vehicles or enter CCCoA facilities with visible signs of any insect infestation (bed bugs, fleas, etc.) or other unsanitary condition.
- 16) Attempting to board vehicles or enter CCCoA facilities with any hazardous substances (acid, gasoline, oil etc.)
- 17) Participation in illegal or other activity, including but not limited to:
 - a. being under the influence of alcohol or other legal or illegal substances

- b. use or sale of legal or illegal substances
- c. possession of, or drinking from an open container of alcohol
- d. possession of weapons, explosive or hazardous materials
- e. gambling

18) Unauthorized use of agency property ex:

19) Removing any items from the DAR vehicle or CCCoA facility not belonging to the passenger or participant (ex: fares, donations, blankets, fire extinguisher, supplies)

20) Direct one to one solicitation of goods.

21) Theft of any kind.

22) Damaging or destroying the DAR vehicle, CCCoA facilities or the personal property of any staff member, passenger or participant.

23) Hanging or throwing objects out of windows.

24) Creating unsanitary conditions which expose staff members, passengers or participants to health risks such as bodily fluids, feces, open wounds, trash etc.

25) Panhandling on DAR vehicles or CCCoA facilities.

26) Sounding the fire alarm when there is no fire in the CCCoA facility.

27) Failure to follow lawful direction of the agency personnel or other authorities.

29) Any other behavior which CCCoA Board and/or staff members believe to be inappropriate.

Upon the display of one or more of the above-listed behaviors or actions, the Executive Director or designee will consult with the passenger/participant to make sure he/she is aware that this is not acceptable. If the passenger/participant continues to display the offensive behavior, the Executive Director will decide what corrective measures will be taken. The passenger/participant will be notified in writing of the action that will be taken, and specifically describe what actions, behaviors, etc. the client has exhibited that resulted in the corrective action. The client will also, at this time be provided with the Client Grievance Procedure. Displays of such actions could result in denial of use of the LifeSpan Center, and/or Dial-A-Ride services. CCCoA reserves the right to require passengers/participants to provide assurances that the violating behavior will not be repeated prior to restoring service privileges. All violent and/or illegal conduct that occurs on a DAR vehicle or CCCoA facility shall be reported to local law enforcement.

APPROVED BY THE CCCoA BOARD: October, 1981

Revised: March 1992; September, 1992; June, 1994; January, 2000; January, 2011,
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