



**Agenda**  
**City of Scotts Valley**  
**Senior Center Board Special Meeting**  
**DATE: February 7, 2023 1:00pm**

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**CITY OF SCOTTS VALLEY**

Recreation Division  
361 Kings Village Road  
Scotts Valley, CA 95066

**MEETING LOCATION**

Scotts Valley Senior Center  
370 Kings Village Road  
Scotts Valley, CA 95066

**POSTING:**

Agenda Posted at City Hall,  
SV Senior Center and SV Parks & Rec  
on February 3, 2023

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Any documents produced by the City and distributed to a majority of the Board regarding any item on this agenda will be made available at the Parks & Rec Office, 361 Kings Village Rd., Scotts Valley, during normal business hours, Tuesdays & Thursdays, 8am to 12pm.

**Senior Board of Directors**

Ferd Bergholz, Chair  
Harvey Bustichi, Board Member  
Nancy Diaz, Board Member  
Lewis Farris, at-large Board Member

Anna Pissanetzky, Board Member  
Margaret Schraft, Board Member  
Donna Silvia, at-large Board Member

**City Staff Members**

Chris Lamm, Public Works Director  
Ali Robinson, Recreation Division  
Manager  
Darshana Croskrey, Senior Center  
Coordinator

**Call to Order:** 1:00 PM

**Roll Call:**

**Consent Agenda:**

Approve Senior Board Special Meeting minutes of 01-3-23.

**Public Comment Time:**

This portion of the agenda is reserved for discussion by the public of items which are NOT agendized. No action may be taken by the Board except to refer the matter to staff and/or place it on a future agenda. It is in the best interest of the person speaking to the Board to be concise and to the point. All speakers are requested to sign their name at the podium so their name may be accurately recorded in the minutes of the meeting. A time limit of three minutes per individual will be allowed.

**Additions/Deletions to Regular Agenda:**

(Any person wishing to speak on the consent or regular agenda may do so by raising their hand as the item is called out by the chairperson.)

**Parks and Recreation Report Update:** PWD Lamm

**Regular Agenda**

1. Introductions of new Board Members – Chair Bergholz
2. Bylaws approval update – PWD Lamm
3. Recreation Code of Conduct review – RDM Robinson
4. Staff and Volunteer front desk training – Mental Health & Difficult Customers – RDM Robinson
5. Senior Center Coordinator Report – D. Croskrey

**Future Agenda Items**

**Agenda**  
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**Adjournment**

The City of Scotts Valley does not discriminate against persons with disabilities. The Board meeting locations are accessible facilities. If you wish to attend a Board meeting and require assistance such as sign language, a translator, or other special assistance or devices in order to attend and participate at the meeting, please call the Recreation office at (831) 438-3251 five to seven days in advance of the meeting to make arrangements for assistance. If you require the agenda of a Board meeting be available in an alternative format consistent with a specific disability, please call the Recreation office. The California State Relay Service (TDD to voice: 1-800-735-2929, voice to TDD: 1-800-735-2922), provides telecommunications devices for the Deaf and will provide a link between the TDD caller and users of telephone equipment.



**MINUTES**  
**City of Scotts Valley**  
**Senior Center Board Special Meeting**  
**DATE: January 3, 2023 1:00pm**

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**CITY OF SCOTTS VALLEY**

Recreation Division  
361 Kings Village Road  
Scotts Valley, CA 95066

**MEETING LOCATION**

Scotts Valley Senior Center  
370 Kings Village Road  
Scotts Valley, CA 95066

**POSTING:**

Agenda Posted at City Hall,  
SV Senior Center and SV Parks & Rec  
on December 22, 2022

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**Meeting Called to Order:** 1:03 PM

**Roll Call:**

**Present:** Chair Bergholz, Board Member Bustichi, Farris, Schraft, Silva

**Consent Agenda:**

**M/S: XXXX/XXX to approve Senior Board of Directors meeting minutes of 09-12-22. Carried 4/0**

**Public Comment Time:** None

**Additions/Deletions to Regular Agenda:** None

**Parks and Recreation Report Update:**

- PWD Lamm staff updates:
  - Discussed the Parks Master Plan and Recreation Strategic Plan kicking off this month.
  - Discussed the effectiveness of the Press Banner ad call for volunteers.

**Regular Agenda****1. Update to Bylaws discussion**

Final draft of bylaw revisions reviewed, clarifying questions asked/answered.  
No further changes recommended at this time.

**M/S: Bustichi/Schraft to recommend the bylaws as drafted. Carried 5/0**

**2. Meals on Wheels service discussion**

Discussion presented Darshana C. Darshana working with Salesforce, Moose lodge, Kiwanis, and Exchange Club as potential partners. Grant awarded for new refrigerator. Request by Ferd to continue updates in future meetings.

No action taken.

**3. Senior Center hours discussion**

Discussion presented by Darshana C. Hours cannot be expanded without additional front counter coverage.

No action taken.

**4. Senior Center Coordinator Report – D. Croskrey**

Coordinator updates:

- Welcome new Board Member, Lewis

**MINUTES**  
**City of Scotts Valley**  
**Senior Center Board Special Meeting**  
**DATE: January 3, 2023 1:00pm**

- Report out on a successful All Membership meeting in December
- Newsletter – clarification provided on sponsor advertisements

**Future Agenda Items:** None

**Adjournment**

Meeting adjourned at 1:53pm.

DRAFT

**City of Scotts Valley**  
**SENIOR CENTER BOARD**  
**STAFF REPORT**

**DATE:** February 7, 2023  
**TO:** Scotts Valley Senior Center Board  
**FROM:** Ali Robinson, Recreation Division Manager  
**SUBJECT:** Recreation Code of Conduct

**SUMMARY OF ISSUE**

Background

The City of Scotts Valley's Recreation Division operates a Senior Center that is open weekdays. The center offers seniors enrichment through games, classes, events, as well as hosting service providers such as Meals on Wheels, senior legal advisors and tax assistance. The center has a membership which includes discounts on the program offerings, but the center is open to anyone 50+, regardless of membership.

Cities that operate community centers or community spaces open to the public, like our Senior Center, strive to offer welcoming environments. When operating a facility, it is standard practice to have rules that apply to the space. There have not been facility rules set in place at the Senior Center and, over the past few months, several situations arose that put staff and volunteers in a position to enforce behavior without an adopted set of rules or guidelines. The Senior Board heard these issues at their monthly board meetings and explored with staff the effectiveness of adding rules to their membership application. Through discussion, it was found that having rules and consequences included in a membership or having memberships be approved by the board seemed to add complication to the process when addressing one or two individuals.

The Recreation Division Manager reached out to several community and senior centers in the Bay Area to compile their facility rules.

Currently, the Recreation Division is not offering classes through the classroom space at Skypark and has since ceased operation of the pre-school or after school programs. These programs would all have built-in rules or guidelines for the specific program. As the division looks ahead to once again offer programming, it could be foreseen that multiple set rules of participation would need to be established. We could end up with separate rules for the Senior Center, tennis courts, dog parks, theater, etc.

With the need to enforce behavior without a policy, staff would like to provide a guideline for the challenges that may arise in the parks and facilities. The board is in favor of utilizing a more widely adopted policy that would not single out the Senior Center. The behavior of those dealing with mental illness and unhoused individuals now being seen in the Senior Center is a more recent development, and the senior board understands that this will become more frequent as Scotts Valley continues to grow.

## Discussion

In following models of other Bay Area cities, staff believes an overall Code of conduct which will apply to anyone participating and utilizing our parks, classes, facilities, centers and spaces. An overarching policy will be applied in all situations that arise.

Our Senior Center does not have the same challenges as our neighboring cities regarding the number of unhoused patrons using our public facilities. The Senior Center Board, in hearing staff and volunteers concerns with safety and resources, acknowledge that the amount of unhoused community members and those dealing with mental illness may increase given the overall trend of California. In the state of California, unhoused population increased by roughly 22,500 over the past three years, to 173,800. The growing numbers of unhoused population would be addressed in a code of conduct at the Senior Center.

Having an established code of conduct as well as providing staff training will give the center, as well as the Recreation Division Manager, tools to handle situations that are arising in our parks and facilities.

### *Looking at other cities with Community Centers*

The code of conduct's from other centers varied, but all included items about behavior, rules that would lead to program or facility expulsion, and steps that staff on site would take for mediation. In some larger cities facing challenges of unhoused populations, rules were outlined about restroom facilities, storage of belongings and hygiene. In many of the community center code of conducts, welcome environment and inclusivity were highlighted.

### *Where and how to implement*

The draft Recreation code of conduct is available for review and comments from the commission are welcome. The Parks and Recreation Commission reviewed the draft at their December 16, 2022 regular meeting and voted to support the draft as written. The Recreation Division Manager can implement park rules and changes and must hold a Public Hearing with 10 days' notice.

Excerpt from Muni Code:

7.04.060 - Rules and regulations—Administration—Scope.

B. Said rules and regulations shall promote the preservation of public property and its maintenance in a clean and safe condition, the protection of health and safety of the public in general, and the enjoyment of parks by the public as places of recreation and repose. Said rules and regulations shall be adopted only after a public hearing at which time the recreation division manager shall afford any interested person the opportunity to present statements in writing, with or without opportunity to present the same orally. The recreation division manager shall consider all relevant matters presented to him/her before adopting or amending any regulation. Notice of said hearing shall be given at least ten calendar days prior to such hearing by publication in a newspaper of general circulation.

Once adopted the code of conduct will be an electronic document saved in the Recreation files and distributed to staff. It will be available to staff to reference should an incident occur. Other locations or postings of the document is up for discussion. The Senior Center could print and mount it to the wall, or it could be posted in our parks, tennis and pickleball area and open spaces for a period. When signing up for Recreation classes or reserving park spaces, we have a contract – the code of conduct could be added as part of the waiver. It could simply be a document that staff has access to as a tool in their toolbelt.

### **FISCAL IMPACT**

None.

### **STAFF RECOMMENDATION**

- Review the draft Recreation code of conduct and provide feedback.
- Recommend support of a Public Meeting be held by RDM Robinson to receive feedback from the community and adopt the code of conduct.

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Draft Recreation Code of Conduct

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## Welcome to the City of Scotts Valley Recreation Division

Scotts Valley Recreation is committed to providing positive experiences in all Recreation Division facilities in which Recreation programs and services are held. The City has established this code to provide and maintain a safe environment where people can participate, and play based on the principles of respect and responsibility. We respectfully request that all people in our programs and spaces (staff, students, teachers, volunteers, and guests) meet these expectations:

### Use Spaces as Intended

All spaces, equipment, materials, and furniture are for designated Recreation program use only and may not be removed, misused or altered without permission.

### Be Considerate of Others

Respectful behavior is expected at all times. People that are inconsiderate or discourteous to others may be asked to leave the facility and / or the program.

### Communicate with Respect

All communication must be made with positive intent. Harassing and demeaning language or gestures towards others, including behavior such as yelling, physical contact, or obscene language, will not be tolerated.

### Act Responsibly

We want our program spaces to be places where all people can learn, connect and grow in a safe and supportive environment. Violating the Scotts Valley Recreation Code of Conduct or any law, ordinance, or policy is prohibited.

## Recreation Code of Conduct

For the enjoyment and safety of everyone, the City of Scotts Valley expects all people to treat others and facilities connected to the program with respect and abide by all rules and direction from staff and individuals representing the City and the Scotts Valley Recreation Division. We reserve the right to refuse service to anyone for failure to abide by this code of conduct.

Recreation participants, staff, teachers, volunteers and guests are expected to:



- Conduct themselves in an appropriate manner at all times while participating in programs and services provided or sponsored by the City of Scotts Valley Recreation Division.
- Be considerate and courteous to all other people in the programs and spaces.

The following actions will be considered in violation of the Code of Conduct:

- Failure to comply with directives by an instructor, staff or volunteer such that the health and safety of others are threatened. This includes compliance with mandatory safety precautions, such as appropriate attire/footwear.
- Activities that infringe on the rights of others.
- Harassment of any kind based on race, religion, sexual orientation, ability, age, gender identity, or physical appearance.
- Behavior, demeaning comments, or gestures that disturbs others. This includes sexual harassment and threatening behavior such as yelling, physical contact, use of foul or obscene language, harsh verbal words, aggressive tone of voice, or sexually inappropriate behavior.
- Using or appropriating property of others without their permission.
- Destruction or unauthorized removal of City of Scotts Valley materials, equipment, furniture and grounds.
- Leaving or storing large items in any facility or leaving items which create a safety hazard or block pathways that can interfere with public access.
- Sleeping or bathing in facilities and restrooms.
- Vandalism.
- Acts of violence.
- Violation of any federal, state, county or city laws, ordinances, the City's Municipal Code or policies including:
  - Infractions against policies regarding loitering, sales or solicitation.
  - Possession, use, or sale of drugs or controlled substances.
  - Violation of smoking restrictions both inside and outside of the building.

### *Consequences:*

If a participant exhibits behaviors or actions that violate the Scotts Valley Recreation Code of Conduct, the magnitude and impact of the specific conduct may warrant different levels of consequences. The City will address violations on a case-by-case basis, evaluating factors such as the conduct, the policy violated and impacts to the health and safety of participants and staff.

Any participant who engages in discriminatory, harassing, or otherwise objectionable behavior is subject to the following actions and removal from the program or facility:

**Request:** If a behavior is deemed to violate the Code of Conduct, a staff member will verbally request that the behavior be discontinued. Participants are expected to comply with the request.

**Suspend:** If the behavior continues after the verbal request, a City employee may ask anyone found violating Code of Conduct to leave the facility or program for the remainder of the day.

**Meet:** If the inappropriate behavior continues on a following day, the participant will be asked to leave for the remainder of the day and a meeting will be scheduled with staff, the Recreation Division Manager and participant to discuss expected changes. A written report will be filed regarding the incident(s).

**Remove:** If the behavior continues following the meeting, the Recreation Division Manager may suspend the participant for 90 days. \*\*

Appeals - The Recreation Division Manager shall provide a written letter outlining his/her decision to suspend a participant and they can appeal the decision. Appeals must be made in writing to the Director of Public Works within thirty days from the date of the exclusion. The appeal will be reviewed within twenty-one days from the date that the appeal was filed. The Public Works Director decision is final.

\*\*In cases of behavior that is physically threatening to other participants or staff, the Recreation Division Manager reserves the right to immediately remove a participant from a program or facility and they will not be permitted to return for one year from the incident.

Thank you for doing your part to create a positive, safe, and equitable experience at our all of our facilities and spaces.