



Rzone Policy - Respect & Responsibility

Purpose:

The Corporation of the Municipality of West Grey (the Municipality) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Municipality discourages any form of inappropriate behaviour at all Municipal recreation programs, facilities, parks and trails, in written or verbal communications (including email or phone), or at any other location where Municipal staff are present.

The purpose of this policy is to promote a positive, safe and supportive environment for all members of the public and staff. In addition, this policy will encourage respectful, committed and considerate relationships between the Municipality and members of the public. The Municipality of West Grey's recreational programs, facilities, parks and trails exist to provide residents with opportunities to participate in sport and recreational activities.

The Municipality has many community-based programs and facilities that are utilized by citizens. These community-minded citizens contribute greatly to the quality of life in West Grey. The Municipality endeavours to ensure that they too, have the ability to volunteer in a safe and positive environment.

Included in this commitment is an understanding that organizations and the general public using Municipality of West Grey property, facilities, and programs must take primary responsibility for the behaviour of all associated with them: participants, officials, spectators, patrons, parents, etc.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.



Definitions:

For the purpose of this policy:

"vandalism" is defined as the malicious, willful, and deliberate destruction, damage or defacing of property.

"Lewd, illegal or offensive materials" would include pornography, violent acts, indecency, hate, illegal gambling, profanity



Policy:

This Policy applies to all Municipality of West Grey property, facilities, and programs and to all patrons, guests, and staff as well as activities that are structured (i.e. permit issued) and unstructured (i.e. no permit issued).

No form of vandalism, violence or indecency, including viewing, producing or exhibiting lewd, illegal or offensive materials are acceptable on properties, or in facilities.

Staff is not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived situation. If at any time staff feels threatened, they are to call the West Grey Police Service (police) for assistance. Inappropriate behaviour or actions for the purpose of this policy includes, but is not limited to, the following behaviours:

- a) Aggressive or intimidating approaches to another individual (verbal assault)
- b) Threats
- c) Attempts to goad or incite anger in others
- d) Throwing of articles in a deliberate or aggressive manner
- e) Physical striking of another individual
- f) Theft of property
- g) Possession of weapons
- h) Illegal consumption of alcohol or drugs
- i) Contravention of Municipal by-laws, policies, or procedures
- j) Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Municipality
- k) Harassment: "engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome" as defined by the Ontario Human Rights Code or under Bill 168.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Municipal staff is present) staff is to alert the police. Depending on the nature of the issue, staff may request the attendance of the police.

This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions.



Procedure:

Reporting an incident - where staff has witnessed an incident.

When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:

- 1) Report acts of inappropriate behaviour to the most senior staff person present at the incident.
- 2) Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning").
- 3) If the individual(s) does not co-operate, inform the individual(s) that they are now trespassing and the police will be called.
- 4) If the individual(s) refuses to leave, do not engage in an argument or physical confrontation. Call the police, and wait for them to arrive while ensuring that you and any others in jeopardy, are in a safe location.
- 5) Prepare an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Reporting an incident - where staff is receiving inappropriate written or verbal communication.

When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:

- 1) Report acts of inappropriate behavior to the department head, supervisor, or designate within 24 hours of inappropriate written or verbal communication.
- 2) Advise the individual to stop the inappropriate activity immediately or you will end the communication.
- 3) If the individual does not co-operate, inform the individual that you are ending the communication, and do not reply to any further attempts made by the individual to contact you.
- 4) Prepare an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Reporting an incident - where staff has not witnessed an incident being reported. When instances of inappropriate behaviour or actions are reported to staff, staff shall act in the following manner:

- 1) Report any act(s) of inappropriate behavior to the department head or



designate within 24 hours of the incident being reported.

- 2) Prepare an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.



Members of the public are to report acts of inappropriate behaviour to a municipal staff member within 24 hours of the incident.

The Municipality's primary concern is the safety of staff and members of the public. If at any time staff or members of the public feel personally threatened, they are to call the police immediately. It is **NOT** the expectation that staff or members of the public put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.

West Grey Police Service Non-Emergency Contact: 519-369-3046

Emergency Contact: 911

Reporting process and who will be notified

- 1) Staff shall fill out an Rzone Incident Report (Appendix A) within 24 hours of the incident.
- 2) A copy of the Rzone Incident Report should be forwarded to the department head or his/her designate within 48 hours of the incident.
- 3) The department head or his/her designate should provide notice to the identified individual of action to be taken, within 14 days of the incident.
- 4) Appropriate staff will be notified of any individual(s) who has been subject to remedial action under this policy as well as the action taken.
- 5) The department will keep the original RZone Incident Report on file, in accordance with the municipal retention bylaw.

Consequences of Non-Compliance

- 1) Individuals who engage in any inappropriate behaviour, as defined in this procedure, may, depending on the severity, be removed immediately from the premises. A "Letter of Warning" (Appendix C) may be sent to an individual advising them of appropriate behaviour. If necessary, a "Letter of Trespass" (Appendix D) will be sent to the individual(s). Length of the ban will be determined by the department head or designate, and will depend on the severity of the situation. Enforcement guidelines are referenced in Appendix B.
- 2) In addition to any other measures taken, where any damage to municipal property has occurred, the individual(s) responsible will be required to reimburse the Municipality for all costs associated with any



repairs, an administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

Appeal Process

- 1) If an individual wishes to appeal any action taken by the Municipality , the individual may present their case in writing, to the Clerk (or designate), within 14 days of the decision. A \$200 fee must accompany all appeals and will be refunded if the appeal is overturned. If the original decision remains in effect, the \$200 fee is not refundable to the individual.
- 2) The appeal will be reviewed by Clerk (or designate) along with the department head or supervisor for a discussion and final decision.

Definitions

Notice - where there has been a violation of this procedure, a letter may be issued to the identified individual providing details of the specific behaviour that is not tolerated and any action to be taken.

Action To Be Taken - depending on the severity of the incident

- a) A "Letter of Warning" (Appendix C) may be issued to the identified individual for any behaviour that is in violation of this policy.
- b) For incidents where behaviour is grossly inappropriate or threatening to another member of the public or staff or for repeated incidents, a "Letter of Trespass" (Appendix D) may be issued to the identified individual indicating that further participation is no longer welcome. A temporary or permanent ban is to be determined by the manager or supervisor.

Responsibilities

- 1) Staff and participants are responsible for behaving and acting in a manner that respects the rights of others in order to promote an environment that can be enjoyed by all.
- 2) The municipality shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
- 3) Training and education by the Municipality of West Grey will be provided to staff to support the procedure.
- 4) Each municipal department is responsible for monitoring violations of this policy and following up with appropriate staff as necessary