

 <b>Guelph/Eramosa Township</b>		<b>CORPORATE POLICY MANUAL</b>  <b>Policy No: COR-0506</b> Effective Date: 01/13/2020 Amended Date: 00/00/0000
<b>SUBJECT</b>	<b>Rzone Policy</b>	
<b>Department/Category</b>	<b>Parks and Recreation</b>	
<b>Related Documents</b>	Accessibility for Ontarians with Disabilities Act, 2005 Ontario Regulation 429/07 (Customer Service Standard), Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation) Trespass to Property Act R.S.O 1990 Human Rights Code R.S.O 1990	

### Policy Statement

Guelph/Eramosa Township is committed to ensuring a healthy, safe and supportive workplace for all employees, volunteers, and residents in its Recreation facilities and open park spaces free from discrimination and harassment. The Township will not tolerate any form of violence, vandalism or inappropriate behaviour in its parks and recreation programs, facilities, or properties.

### Purpose

The Townships Parks and Recreation Department is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.

1. Guelph/Eramosa Township discourages any form of inappropriate behavior at all Township facilities, properties, Township sponsored events, programs, in written communications (including email or phone), Parks and Recreation vehicles, or at any other location where Parks and Recreation staff are present.
2. This procedure outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.
3. The goal of this procedure is to promote a positive, safe, and supportive environment for all members of the public and staff. In addition, this procedure will encourage respect, commitment and considerate relationships between Township staff, and members of the public.

## Scope

1. This procedure applies to all members of the public and staff at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email and phone), in Township Parks and Recreation vehicles, as well as all parks within the Township.
2. Staff are 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 Ontario Provincial Police for assistance.
3. Inappropriate behaviour or actions for the purpose of this procedure includes, but is not limited to, the following behaviours:
  - Threats/ attempts to intimidate
  - Aggression
  - Use of alcohol/drugs
  - Harassment
  - Verbal assault/use of profane or abusive language
  - Physical assault/harm
  - Vandalism
  - Theft
  - Attempts to provoke or incite violence
  - Bullying, mistreatment which intimidates, humiliates, or demeans another person
  - Possession of weapons or firearms prohibited under the Criminal Code
  - Any contravention of other Federal or Provincial laws, Regulations, Township By-laws or policies deemed inappropriate behaviour
  - Refusal to follow the rules established by the Township for use of its facilities
4. If the nature of an issue is known in advance to be contentious, staff is to alert police. Depending on the nature of the issue, staff may request the attendance of the police.
5. This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions. Guelph/Eramosa Township's Parks and Recreation department may use this procedure as a guiding principle.

## **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 individuals to stop the activity immediately or they will be asked to leave.
3. If the individual(s) do(es) 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 on all incidents addressed in this procedure.

### **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 behaviour to a senior staff person in the Parks and Recreation department within 24 hours of receiving knowledge of written or verbal incident.
2. Advise the identified individual to stop the inappropriate activity immediately or you will end the communication.
3. If the individual(s) do(es) not co-operate, inform the individual(s) 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 on all incidents addressed in this procedure.

### **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 acts of inappropriate behaviour to a senior staff person in the Parks and Recreation department within 24 hours of receiving knowledge of the incident being reported.
2. Prepare an RZone Incident Report on all incidents addressed in this procedure.

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

Parks and Recreation staff's primary concern is the safety of members of the public and staff. If at any time members of the public or staff feel personally threatened, they are to call the police immediately. It is NOT the expectation that members of the public or staff

put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.

Ontario Provincial Police  
Non Emergency Contact 1-888-310-1122  
Emergency Contact 911

### **Reporting Process and who will be notified**

1. Staff shall fill out an RZone Incident Report within 24 hours of the incident.
2. A copy of the report should be forwarded to the Parks and Recreation Director or his or her designate within 48 hours of the incident.
3. The Parks and Recreation Director or his or her designate should provide notice to the identified individual of action to be taken, within 14 days of the incident.
4. A copy of the notice is to be provided to the Park's and Recreation Director, or his or her designate upon notice to the identified individual.
5. Appropriate staff will be notified of any individual(s) who has been subject to remedial action under this procedure as well as the action taken.
6. The Parks and Recreation department will keep all original RZone incident reports.

### **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 may be sent to an individual advising them of their inappropriate behaviour. Length of the ban will be determined by the Director of Parks and Recreation and will depend on the severity of the situation.
2. In addition to any other measures taken, where any damage to Township property has occurred, the individual(s) responsible will be required to reimburse the Township for all costs associated with 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 Guelph/Eramosa Township, the individual may present their case in writing to the Director of Parks and Recreation, or should the incident involve the Director, to the CAO, within 14 days of the decision.
2. The appeal will be reviewed by the Parks and Recreation Director or CAO, and any decision made is final.

## **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 may be issued to the identified individual for any behaviour that is in violation of this procedure.
- b. For incidents where behaviour is grossly inappropriate, or threatening to another member of the public, staff, or repeated incidents, a letter 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 Director of Parks and Recreation.

## **Responsibilities**

1. Staff and the 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 Parks and Recreation Department shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
3. Training and education will be provided to staff to support the procedure.
4. The Parks and Recreation Department is responsible for monitoring violations of this procedure and following up with appropriate staff members as necessary.

## **Legislation**

Accessibility for Ontarians with Disabilities Act, 2005

Accessible Customer Service Standard – Ontario Regulation 429/07

Integrated Accessibility Standard – Ontario Regulation 191/11

Ontario Human Rights Code

Trespass to Property Act R.S.O 1990

Guelph Eramosa Township gratefully acknowledges permission of the Town of Oakville to adopt and adapt the Rzone concept mark and policy for use in Guelph Eramosa recreation facilities and parks.