

RZone – Respect & Responsibility Policy

Adapted with the permission of the City of Oakville

Policy Statement

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

Scope

All Team Members, and all persons using or accessing Town facilities, properties and programs including but not limited to patrons, guests, spectators, fans, coaches, players, parents, volunteers and the general public.

Purpose

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 respect, commitment and considerate relationships between the Town and members of the public. The Town of St. Marys' programs, facilities, parks and trails exist to provide residents with opportunities to participate in cultural, sport and recreational activities.

The Town has many community-based programs that are managed and operated by volunteers. These community-minded citizens contribute greatly to the quality of life in St. Marys. The Town 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 Town 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 the inappropriate behaviour.

Definitions

Vandalism: The malicious, wilful, and deliberate destruction, damage or defacing of property.

Lewd, illegal or offensive material: Includes pornography, violent acts, indecency, hate, illegal gambling, profanity and material with text or imagery that has explicit or malicious intent

Bullying: The repeated mistreatment of one or more individuals; sometimes by a person in a position of influence or authority, who, intentionally or unwittingly, subjects others to

behaviour that humiliates, demoralizes or otherwise undermines the victim's credibility, effectiveness and personal well-being. The behaviours are unwelcome to the victim and undertaken in circumstances where the victim has difficulty in defending himself/herself.

Harassment: As per Section 5 *Ontario Human Rights Code* - "Every person who is an employee has the right to freedom from harassment in the workplace by the employer or another employee because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status or disability."

Harassment means 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 *Occupational Health and Safety Act* "Engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome."

*Vexatious is defined as actions or words that provoke, irritate, threaten, annoy, insult or demean, or result in some other form of discomfort.

Violence: As per the *Occupational Health & Safety Act* "That causes or could cause physical injury to a worker within our workplace -The exercise of physical force by a person against a worker OR An attempt to exercise physical force against a worker OR A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker".

Vulnerable Person: An adult living with a mental disability who is in need of assistance to meet his or her basic needs with regard to personal care and/or management of his or her property

Minor: A person under the age of majority (age of 18)

Notice: Where there has been a violation of this policy, 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

Responsibilities

Town Administration shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.

Department Managers / Supervisors

- For ensuring that preventative measures are in place so that incidents of violence, vandalism and inappropriate behaviour do not occur in its programs, properties or facilities
- Enforcement of this policy and related procedures

Team Members

- 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
- For taking the appropriate action in the circumstance
- Reporting incidents to their Supervisor / Manager

- For completing the RZONE incident report as required

Visitors

- To the Town of St. Marys programs, facilities and properties are responsible for behaving and acting in a manner that respects the rights of others in order for the services to be used and enjoyed by all

Organizations and Users

- Of Town programs, facilities and properties are primarily responsible for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, guests, etc

Major User Groups

- By virtue of their signed agreements for use of Town facilities, properties and programs are expected to promote, support and endorse this policy within their organizations. In addition, it is the responsibility of the permit signatory to ensure all those involved with the group (including out of Town groups) are aware of the RZONE policy.

Guidelines

The policy covers structured (i.e. permit issued) and unstructured (i.e. non permit issued) activities.

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

Team Members 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 Team Members feel threatened, they are to call the Ontario Provincial Police (OPP) for assistance at 911.

Inappropriate behaviour or actions for the purpose of this policy includes, but is not limited to, the following behaviours:

- Verbal assaults directed at any person including, but not limited to, participants, officials, members of the public, or Town Team Members, which are aggressive or intimidating or have the potential of inciting violence
- Threats and/or attempts to intimidate
- Throwing of articles in a deliberate or aggressive manner
- Aggressive approaches to another individual (physical/verbal assault)
- Actual or attempted physical striking of another person
- Attempts to goad or incite violence in others
- Theft of property
- Possession of weapons
- Vandalism to building, structures or property owned or leased through the Town

- Refusal to follow permit details, this policy and procedure and other related Town policies / procedures
- Racial or ethnic slurs
- Intoxication or being under the influence of alcohol or drugs
- Trafficking illegal drugs / weapons
- Harassment / Bullying
- Contravention of Town policies, procedures and by-laws
- Criminal behaviour of any kind whatsoever

Team Members shall alert police in the following situations:

- Physical assault;
- Criminal harassment;
- Possession of or using a weapon (firearms, knives, etc.)
- Threats of violence
- Theft
- Trafficking in weapons or illegal drugs;

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

Reporting an incident

1. Where a staff member has witnessed an instance of inappropriate behaviour or action, Team Members shall act in the following manner:
 - a. Report acts of inappropriate behaviour to the most senior staff person present at the incident
 - b. Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning")
 - c. If the individual(s) does not cooperate, inform the individual(s) that they are trespassing and the police will be called
 - d. 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
 - e. Prepare a RZONE Incident Report on all incidents addressed in this policy
2. Where a staff member is receiving inappropriate written or verbal communication, Team Members shall act in the following manner:
 - a. Report acts of inappropriate behaviour to the Department Manager or designate within 24 hour of the communication
 - b. Advise the individual to stop the inappropriate activity immediately or you will end the communication
 - c. 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.
 - d. Prepare a RZONE Incident Report on all incidents addressed in this policy
3. Where a staff member has not witnessed but has been made aware of an incident of inappropriate behaviour or action, Team Members shall act in the following manner:

- a. Report any act(s) of inappropriate behaviour to the Department Manager or designate with 24 hours of the incident being reported
- b. Prepare a RZONE Incident Report on all incidents addressed in this policy

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

The Town's primary concern is the safety of the service users and its staff. If at any time users or Team Members feel personally threatened, they are to call the police immediately. It is **NOT** the expectation that Team Members or users put themselves at risk or jeopardize anyone's safety in dealing with any perceived or real situation.

Ontario Provincial Police: Emergency Contact 911

Non-emergency Contact 1-888-310-1122

Incidents Involving Minors or Vulnerable Persons

In situations where minors or vulnerable persons are involved; the parents / care givers will be involved in the investigative process and in determining the course of action.

Investigative Process

To gather facts regarding the incident the following methods may be used in the investigative process: video, interviewing persons and witnesses involved and police reports.

Incidents will be investigated by the department Supervisor / Manager or designate following internal investigative procedures.

Reporting Process and Who will be Notified

1. Team Members shall complete a RZONE Incident Report within 24 hours of the incident
2. A copy of the RZONE Incident Report should be forwarded to the Department Manager or designate within 48 hours of the incident
3. The Department Manager or designate shall provide notice to the identified individual of the action to be taken, within 14 days of the incident
4. Each Incident Report will be numbered consecutively in the following format year - ## (for example 2011-01)
5. A copy RZONE Incident Report will be forwarded to Human Resources for tracking
6. The Department will retain the original of the RZONE Incident Report
7. The Department Supervisor/Manager or designate will notify the Management Team and appropriate staff when a notice of trespass has been issued. Information communicated will include the person's name, what facility / facilities they are banned from, the length of the ban and when possible a photograph of the person
8. The Department Supervisor/Manager or designate will notify the Management Team and appropriate staff when the notice of trespass has been lifted.

Consequences of Non-Compliance

1. Individuals who engage in any inappropriate behaviour, as defined in this policy, may, depending on the severity, be removed immediately from the premises. A “Letter of Warning” may be send to an individual advising them of the appropriate behaviour. If necessary, a “Letter of Trespass” will be sent to the individual(s). Length of the ban will be determined with the Department Manager or designate and the Chief Administrative Officer (CAO). Enforcement guidelines are referenced in Form #: Corp-F-001.
2. In additional to any other measures taken, where any damage to Town property has occurred, the individual(s) responsible will be required to reimburse the Town 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 Town, the individual may present their case in writing, to the Manager of the Department, within 14 days of the decision.
2. The appeal will be reviewed by the CAO and the Manager of the Department involved, and any decision made is final.

Action to Be Taken

1. A “Letter of Warning” may be issued to the identified individual(s) for any behaviour that is in violation of this policy
2. 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” may be issued to the identified individual(s) indicating that further participation is no longer welcome. A temporary or permanent ban is to be determined by the Manager or designate and the CAO.

Communication

A copy of this policy will be posted on the Town website. An RZONE poster will be in each facility. Brochures will be available at each facility. Users who sign contracts or acquire event permits from the Town will receive a copy of the policy.

Training

Team Members will be receiving training at time of new hire orientation outlining the policy and their responsibilities. Managers and Supervisors will receive in-depth training on how to investigate incidents and determine intent.

Evaluation

Annually the Manager of Human Resources will complete a review of incidents and incident reports to ensure policy / procedure is being followed and the application is consistent.

Findings and recommendations for improvement if necessary will be presented to the Management Team.

References

Occupational Health & Safety Act (Violence in the Workplace)
 Respect in the Workplace Policy – Corp-004
 Incident Investigation Policy – HS-P-008
 Letter of Warning
 Letter of Trespass
 RZONE – Enforcement Guidelines
 RZONE Incident Report
 RZONE poster
 RZONE brochure

End of Document

Revision #	Date	Reason	Initiated	Reviewed	Approved
0	February 22, 2011	Inception	Manager of HR		
1	June 24, 2011	Added: Incidents involving Vulnerable Persons Investigation Process Expanded Reporting Process Retention, Communication, Responsibilities of Parties Appeal Process – eliminated administration fee Evaluation of Policy; Mgr of HR will conduct review of incidents and	Manager of HR		

Revision #	Date	Reason	Initiated	Reviewed	Approved
		report findings / recommendations to mgmt. team			
2	January 17, 2013	New accessible and policy format			