

**CORPORATE
POLICY AND
PROCEDURE**



POLICY No.
PAGE 1 of 8
EFFECTIVE DATE
REVISION

Tab Community Services
Authority Community Services
Subject Rzone
Related Policies
Approved by
Revision Date

POLICY STATEMENT

1. The City of Guelph (hereinafter referred to as the City) is committed to ensuring the safety of the general public , its service users and staff in its recreation, parks and culture programs, facilities and properties,, and fostering an environment where there is **Respect** for others, and **Responsibility** for all actions. The City will not tolerate any form of violence, vandalism or inappropriate behaviour in its recreation, parks and culture programs, facilities and properties.
2. The City recreation, parks and culture programs, facilities and properties are places that promote learning and leisure for residents. All persons have the right to be safe and to feel safe while attending or working at a program, facility or property. With this right comes the responsibility to be accountable for actions or behaviours that put at risk the safety of others.
3. This policy and procedure outlines the measures and enforcement steps to be taken by all persons, including staff, volunteers and users in order to address inappropriate or violent behaviour in recreation, parks and culture programs and in City owned or leased facilities and properties;
4. The goal of this policy is to promote a positive, safe, enjoyable and supportive environment for all users and staff in City recreation, parks and culture programs, facilities and properties, and to increase the level of understanding and awareness of this policy. In addition, this policy will establish closer and continued relationships between the City and various community, cultural, religious, sports associations, clubs, teams groups and societies (hereinafter referred to as "organizations") to support this policy.
5. The City encourages all organizations to develop and implement their own violence free policy which will help to support the City policy.

PURPOSE

1. This policy and procedure applies to all staff and all persons using recreation, parks and culture programs, facilities and properties , including but not limited to patrons, guests, spectators, fans, coaches, players, parents, volunteers, staff and the general public. The policy covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

2. Inappropriate or violent behaviour for the purpose of this procedure includes, but is not limited to, the following:

- a) Verbal assaults directed at any person, including but not limited to, participants, officials, members of the public or City staff, which are aggressive or intimidating or have the potential of inciting violence;
- b) Threats and/or attempts to intimidate;
- c) Throwing of articles in a deliberate or aggressive manner;
- d) Aggressive approaches to another individual (physical/verbal assault);
- e) Actual or attempted physical striking of another person
- f) Attempts to goad or incite violence in others;
- g) Theft of property;
- h) Possession of weapons;
- i) Vandalism to buildings, structures or property owned or leased through the City
- j) Refusal to follow permit details, this policy and procedure and other related City Policies/Procedures
- k) Racial or ethnic slurs;
- l) Intoxication or being under the influence of alcohol or drugs;
- m) 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);
- n) Contravention of City by-laws or policies.
- o) Criminal behaviour of any kind whatsoever

PROCEDURE

Duty to Report

1. The City's primary concern is the safety of the service users and its staff. If at any time users or staff feel personally threatened, they are to call the Police immediately. It is **NOT** the expectation that staff or users put themselves at risk or jeopardize one's safety in

dealing with any perceived or real situation;

2. City staff are to report acts of violence, vandalism or inappropriate behaviours to their immediate supervisor. The supervisor will convey a report to appropriate association(s) within 24 hours;

3. Patrons of City facilities are to report acts of violence, vandalism or inappropriate behaviours to a City staff member and/or a designated person of the appropriate organization within 24 hours;

4. All incidents of violence and or vandalism or threatening situations must be reported to the Police;

5. Organizations dealing directly with incidents are required to inform the department of a resolution within 30 days.

Enforcement Options/Steps

1. The City will take appropriate actions when incidents pertaining to this procedure occur in City recreation, parks and cultural facilities, program or properties. **City staff are authorized to act if inappropriate behaviour or violence are observed or reported in the following instances:**

- a) Observation (or potential) of any physical violence or vandalism;
- b) Observation of verbal abuse or (potential) threat;
- c) The request of a community group representative (i.e. coaches), who acting reasonably is unable to get co-operation from parents, participants, coaches, officials, or spectators;
- d) The request of a community group or individual who, as part of their operations, are threatened, intimidated, or persistently disrupted for the purposes of inciting negative activity.

2. Upon witnessing or suspecting physical violence; enact the following departmental operating procedures and contact the police immediately:

- a) Without jeopardizing one's safety, advise the identified party to stop the activity immediately or they will be asked to leave;
- b) If party does not co-operate, inform identified party they are now trespassing (as Police have already been called);

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- c) If individual refuses to leave, do not engage in argument or physical confrontation but wait for Police to arrive;
 - d) Advise authorized staff supervisor or on-call supervisory personnel immediately;
 - e) Prepare Rzone Incident Report (see attached)
 - f) Incident to be reviewed by staff within 48 hours;
 - g) All staff shall cooperate and support City of Guelph Police during any investigation and prosecution process resulting from any charges laid.

3. Upon witnessing verbal abuse or inappropriate behaviour:

- a) Assess the situation to determine if departmental operating procedures should be enacted;
- b) Advise identified party, without jeopardizing one's safety, that they stop the activity immediately or they will be asked to leave;
- c) If party does not co-operate, inform identified party they are now trespassing and Police will be called;
- d) If individual refuses to leave, do not engage in argument or physical confrontation, leave and wait for Police to arrive;
- e) Advise authorized staff supervisor or on call supervisory personnel;
- f) Prepare Rzone Incident Report (see attached)
- g) Incident to be reviewed by staff within 48 hours
- h) All staff shall cooperate and support Police during any investigation and prosecution process resulting from any charges laid.

4. Upon reported actions of physical violence by community group/representative or volunteer; enact departmental operating procedures and contact Police immediately:

- a) Without jeopardizing one's safety, advise the identified party to stop the activity immediately or they will be asked to leave;
- b) If party does not co-operate, inform the identified party that they are now trespassing (as Police have already been called);
- c) If individual refuses to leave, do not engage in argument or physical confrontation, leave and wait for Police to arrive;
- d) Advise authorized staff supervisor or on call supervisory personnel
- f) Prepare Rzone Incident Report (see attached)

- g) Incident to be reviewed by staff within 48 hours
- h) All staff shall cooperate and support Police during any investigation and prosecution process resulting from any charges laid

5. Upon reported actions of verbal abuse or activity by community group/representative or Volunteer:

- a) Assess the situation to determine if procedures should be enacted;
- b) Without jeopardizing one's safety, advise the identified party to stop the activity immediately or they will be asked to leave;
- c) If party does not co-operate, inform the identified party that they are now trespassing and Police will be called;
- d) If individual refuses to leave, do not engage in argument or physical confrontation, leave and call the Police;
- e) Advise authorized staff supervisor or on call supervisory personnel;
- f) Prepare Rzone incident report;
- g) Incident to be reviewed by staff within 48 hours
- h) All staff shall cooperate and support Police during any investigation and prosecution process resulting from any charges laid

6. Requirements of users and volunteers:

- a) A representative for each group or team must be on site at all times;
- b) Representatives are required to understand departmental operating procedure and Rzone.
- c) Without jeopardizing one's safety, advise the identified party that they are contravening the departmental operating procedures and contact the Police if necessary;
- d) Provide full written report related to incident within the required time frame and notify City personnel.

Consequences of Non- Compliance

1. Individuals who engage in any unacceptable behaviour, as defined in this procedure, may, depending on the severity, be barred immediately from the premises and if necessary, a

suspension for a period of time. The suspension may apply to all programs, facilities and properties, if warranted. This may include the cancellation of the facility rental to an individual(s), teams/groups. Length of suspension will be determined by a Committee and will depend on the severity of the situation;

2. All incidents that result in a suspension or barring from programs, facilities and properties will be followed up in writing by the Recreation and Operations Departments, outlining the details of the suspension. The final decision related to the details of the suspension or barring will be made by the Director of Recreation, Director of Operations or their designate. All correspondence related to discipline will be written under the signature of the Director of Recreation and Director of Operations, or designate;

3. Appropriate staff in facility sections and or geographic areas will be notified of individuals who are barred or individuals who received a letter of trespass from City properties and facilities and programs. Organizations may be notified of the situation where appropriate;

4. Incidents may be reported to the City of Guelph Regional Police Service, and charges may follow;

5. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s), teams/groups responsible will be required to reimburse the City for all costs associated with any repairs as well as any lost revenues or where appropriate be asked to repair the damage.

Appeal Process

1. Individual(s) wishing to appeal any disciplinary measure may present their case in writing, accompanied with a mandatory \$200 fee to the Appeals Committee within 14 days of the decision. The fee will be refunded if the appeal is successful;

2. The Appeals Committee (as established by the director) in consultation with the appropriate staff or organization, will review the appeal and any decision made is final.

Implementation

1. The Department of Recreation, with its community partners, will undertake a promotional and educational campaign aimed at raising awareness among parents, participants, volunteers, officials, spectators and patrons of the **Rzone** operating procedures and, in particular, the importance of their role in creating a positive atmosphere;
2. In addition, necessary and required ongoing training and education will be provided to staff and volunteers (i.e. Rzone orientation, non-violence crisis intervention training), to support the implementation of this procedure.

Definitions

Vandalism: is defined as the malicious, wilful, and deliberate destruction, damage or defacing of property owned or permitted through the Operations and Recreation and Culture Departments.

Responsibilities

1. **The Operations Staff and Recreation Staff** are the key personnel responsible for the implementation of this procedure;
2. Recreation and Operation **Departments** are responsible 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;
3. **Visitors** to the City of Guelph's recreation, parks and culture 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;
4. **Organizations and Users or Recipients** of Recreation programs, facilities and properties are primarily responsible for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, guests, etc;
5. **Major User Groups** by virtue of their signed agreements for use of City facilities, programs and properties are expected to promote, support and endorse the departmental operating procedures within

their organizations. In addition, it is the responsibility of the permit signator to ensure all those involved with the group (including out of City groups) are aware of the departmental operating procedures and Rzone.

6. **Casual users** (non-permitted) are expected to abide by, support and endorse the departmental operating procedure;

7. **The City** shall work in partnership with community organization groups to ensure that their members have the opportunity to volunteer in a safe and positive environment.

Appendices

Appendix A – Rzone Incident Report form



RZONE/ INCIDENT REPORT FORM

Individual Reporting Details:

Note: All parts of this form must be completed or report will not be received.

*Name of Person Reporting _____

*Mailing Address _____

*Phone Number (day) _____ (evening) _____ Postal Code _____

*Email Address _____

Incident Information:

Date: _____ Time: _____

(Note: incidents have a better chance of resolution if notification has been received within 24 hours)

Location of Incident: _____

Participant(s)/Patron(s) Involved:

Name: _____

Address _____ Postal Code _____

Phone _____

If there are more participants involved please attach extra pages.

Organization/Association Contact Information (if applicable):

Organization/Association Name: _____

Contact Name: _____

Phone Number: _____

E-mail Address: _____

Category (please check all that apply)

Verbal assault

Vandalism

Threats/aggression

Theft

Physical assault/harm

Harassment

Use of alcohol/drugs

other please specify in detail)

Describe In Detail What Happened:



RZONE/ INCIDENT REPORT FORM

Other Relevant Information:

This could include such information as sporting/group association name (i.e. / soccer, hockey), team name, team number/colour, location of event etc.

Was Anyone Else Made Aware Of The Incident? Yes No

If yes, who else was contacted?

Police *Name of Officer* _____ *Occurrence Number* _____
 Ambulance Fire Department Parents
 Town Staff *Name:* _____ *Position:* _____
 Organization/Association *Name of person contacted:* _____
 Other _____

For Office Use Only:

Action Taken (please check):

Letter of Warning	_____	Date:	_____
Letter of Trespass	_____	Date:	_____
Probation	_____	Date:	_____
Suspension	_____	Date:	_____
Ban	_____	Date:	_____

Appeal: Yes No Date: _____

Outcome: _____

File Closed: _____ **Date:** _____

Name: _____ **Position:** _____

Signature: _____

Completed forms should be mailed to Rzone, Recreation and Culture Department, 59 Carden St. Guelph N1H 3A1 or Faxed 519-763-9240 or forwarded to individual Facility Managers.

Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c. 25 and will be used for the purpose of program registration, payment, aggregate statistical reporting, and allocation of staff and resources. This information will also be used for the promotion of programs or activities so that we can provide you with exceptional customer service. Questions about this collection may be directed to: Manager of Recreation and Culture at 519-837-5618.