

Municipality of Middlesex Centre
Policy Manual

SUBJECT: RZONE POLICY & PROCEDURE	SECTION: GENERAL GOVERNMENT
	SUBSECTION: N/A
POLICY NO.:	DATE APPROVED BY COUNCIL: APRIL 16, 2014

Purpose Statement

1. The Municipality of Middlesex Centre (hereinafter referred to as the Municipality) is committed to ensuring the safety of users and staff in its Municipal buildings, facilities, programs, parks and trails, and fostering an environment where there is **Respect** for others, and **Responsibility** for all actions. The Municipality will exercise zero tolerance to any form of violence, vandalism or inappropriate behaviour in its Municipal buildings, facilities, programs, parks and trails.
2. The Municipality's buildings, facilities, programs, parks and trails are places that provide administration, promote learning and leisure for residents. All users and staff have the right to be safe and to feel safe while attending buildings, facilities, programs, parks and trails. With this right comes the responsibility to be accountable for one's actions or behaviour's that may put at risk the safety of others.
3. This procedure outlines the measures and enforcement steps to be taken by staff, volunteers and users in order to address inappropriate behaviour or violence in Municipal buildings, facilities, programs, parks and trails along with Municipally owned or leased facilities and properties;
4. The goal of this procedure is to promote a positive, safe, enjoyable and supportive environment for all users and to increase the level of understanding and awareness of this procedure. In addition, this procedure will establish closer and continued relationships between the Municipality and organizations to support this procedure.

Scope

1. This procedure applies to all staff and users of Municipal buildings, facilities, programs, parks and trails including but not limited to patrons, guests, spectators, fans, coaches, players, parents, volunteers and staff. It covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

Date	Version	Comments	Approval
March 25, 2014	001	Original	Council

Municipality of Middlesex Centre
Policy Manual

2. Inappropriate behaviour and violence for the purpose of this procedure includes, but not limited to, the following behaviours:
 - a) Loud verbal assaults directed at participants, officials, members of the public or Municipal staff deemed to be aggressive or intimidating or having 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) Physical striking of another individual;
 - f) Attempts to goad or incite violence in others;
 - g) Theft of property;
 - h) Possession of weapons;
 - i) Vandalism to a municipal building or property owned or leased;
 - j) Refusal to follow the rules outlined by the Municipality of Middlesex Centre;
 - k) Racial or ethnic slurs;
 - l) Illegal consumption 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 Municipal by-laws or policies.

Procedure

Education

1. The Municipality of Middlesex Centre, with its community partners, will undertake a promotional and educational campaign aimed at raising awareness among parents, visitors, participants, volunteers, officials, spectators and patrons of the **R zone** 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 to support the implementation of this procedure.

Duty to Report

1. The Municipality’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. Municipal staff are to report acts of violence, vandalism or inappropriate behaviours to their immediate supervisor and convey a report to appropriate association(s) within 24 hours;

Date	Version	Comments	Approval
March 25, 2014	001	Original	Council

Municipality of Middlesex Centre
Policy Manual

3. Patrons of Municipal facilities are to report acts of violence, vandalism or inappropriate behaviours to a Municipal 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 Municipality of a resolution within 30 days.

Enforcement Options/Steps

1. The Municipality will take appropriate actions when incidents pertaining to this procedure occur in Municipal buildings, facilities, programs, parks and trails. Municipal staff are authorized to act if inappropriate behavior 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, visitors, 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);
 - 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;
 - f) Incident to be reviewed by staff;
 - g) All staff shall cooperate and support the Ontario Provincial Police during any investigation and prosecution process resulting from any charges laid.
3. Upon witnessing continued verbal abuse or activity:
 - 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;

Date	Version	Comments	Approval
March 25, 2014	001	Original	Council

Municipality of Middlesex Centre
Policy Manual

- 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) Request full written report from community group/representative;
 - g) Incident to be reviewed by staff.
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
 - e) Request full written report from community group/representative
 - f) Incident to be reviewed by staff.
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) Request full written report from community group/representative;
 - h) Incident to be reviewed by staff
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 the departmental operating procedures;
 - 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 Municipal personnel.

Date	Version	Comments	Approval
March 25, 2014	001	Original	Council

Municipality of Middlesex Centre
Policy Manual

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 Municipal buildings, facilities, programs, parks and trails, if warranted. Length of suspension will be determined by a Committee and will depend on the severity of the situation. Please see attached Enforcement Guidelines Chart for further details.
2. All incidents that result in a suspension or barring from programs, facilities and properties will be followed up in writing by the Chief Administrative Officer, outlining the details of the suspension. The final decision related to the details of the suspension or barring will be made by the Chief Administrative Officer or their designate. All correspondence related to discipline will be written under the signature of the Chief Administrative Officer 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 Municipal properties and facilities. Appropriate organizations may be notified of the situation where appropriate.
4. Incidents may be reported to the Ontario Provincial Police, and charges may follow.
5. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s) responsible will be required to reimburse the Municipality 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 CAO) in consultation with the appropriate staff or organization, will review the appeal and any decision made is final.

Definitions

Vandalism: is defined as the malicious, willful, and deliberate destruction, damage or defacing of property owned or permitted through the Municipality of Middlesex Centre.

Date	Version	Comments	Approval
March 25, 2014	001	Original	Council

Responsibilities

1. **Municipal Staff** are the key personnel responsible for the implementation of this procedure;
2. **Municipal Department Directors** 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 Municipality of Middlesex Centre's Municipal buildings, facilities, programs, parks and trails 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 Municipal buildings, facilities, programs, parks and trails are primarily responsible for the behaviour of everyone associated with them including participants, visitors, officials, spectators, patrons, parents, guests, etc;
5. **Major User Groups** by virtue of their signed agreements for use of Municipal 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 signatory to sign a code of conduct and to ensure all those involved with the group (including out of town groups) are aware of the departmental operating procedures;
6. **Casual users** (non-permitted) are expected to abide by, support and endorse the departmental operating procedure;
7. **The Municipality** 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
Appendix B – Rzone Enforcement Guidelines
Appendix C - Terms of Use, Town of Oakville

Date	Version	Comments	Approval
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