

Municipality of *Bluewater*

Policy and Procedure

Policy: RZone
Effective Date: April 2, 2024
Approved By: By-law 28-2024
Supersedes: N/A

Purpose:

1. The Municipality of Bluewater (The Municipality) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.
2. The Municipality discourages any form of inappropriate behaviour at all municipal facilities, properties, sponsored events, programs, in written or verbal communications (including email or phone), in municipal vehicles, or at any other location where municipal staff are present.
3. This procedure outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.
4. 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 the Municipality and members of the public.



Scope and Applicability:

1. This procedure applies to all members of the public and staff at all municipal facilities, properties, municipal sponsored events, programs, in written or verbal communications (including email or phone), in municipal vehicles, or at any other location where municipal staff are present 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.
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 behaviours or actions for the purpose of this procedure include, but are 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 and covered by the Municipality’s Workplace Harassment and Violence Policies
4. If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where municipal staff are present) staff are to alert the 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. Municipal departments may use this procedure as a guiding principle.

Procedure:

Public Notification

1. The Municipality will undertake a promotional and educational campaign aimed at raising awareness among parents, visitors, 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. The Municipality of Bluewater may ensure that the public is notified by signage that they are entering an RZone property; however, it is assumed by the individual that any municipal facility entered is under the RZone policy.
3. In addition, necessary and required ongoing training and education will be provided to staff and volunteers to support the implementation of this procedure.

Reporting an incident—where staff have 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 a RZone Incident Report (Appendix A) on all incidents addressed in this procedure.

Reporting an incident – where staff have 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 behaviour to the most senior staff person of the appropriate department within 24 hours of the incident being reported.
2. Prepare a RZone Incident Report on all incidents addressed in this procedure.

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 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.

Non-Emergency Contact: (888) 310-1122

Emergency Contact: 911

Reporting an incident – where staff are 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 the most senior staff person of the appropriate department 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 with, and do not reply to any further attempts made by the individual to contact you.
4. Prepare a RZone Incident Report on all incidents addressed in this procedure.

Reporting Process

1. Staff shall fill out a RZone Incident Report and forward it to the appropriate manager within 24 hours of the incident.
2. The appropriate manager should forward the report to the CAO within 48 hours of the incident.
3. The CAO or 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 procedure as well as the action taken.
5. The original RZone Incident Report shall be filed at the municipal office and retained according to the retention by-law.

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 appropriate behaviour. If necessary, an individual may be banned from municipal premises for a period of time. The length of the ban will be determined by the appropriate manager 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 Council of the Municipality of Bluewater within 14 days of the decision.
2. The appeal will be reviewed by the Council of the Municipality of Bluewater, and any decision made is final.

Responsibilities

1. Staff and participants are responsible for behaving and acting in a manner that respects the rights of others to promote an environment that can be enjoyed by all.
2. The Municipality of Bluewater 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 Facilities department will be provided to staff (e.g. RZone orientation) to support the procedure. Training will be provided to staff as part of their onboarding process.

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” 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 or staff, or for repeated incidents, a “Letter of Trespass” 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 appropriate manager.

Appendix A—RZone Incident Form

RZone Incident Report Form

Staff Individual Reporting Details

Name: _____ Department: _____

Date incident occurred: _____

Incident Information

Date: _____ Time: _____

Incident location: _____

Incident information: _____

Participants Involved

Complainant Name: _____ Phone: _____

Street Address: _____ City: _____

Postal Code: _____ Email: _____

Respondent Name: _____ Phone: _____

Street Address: _____ City: _____

Postal Code: _____ Email: _____

Category *Please check all that apply

- Verbal assault
- Use of drugs or alcohol
- Vandalism
- Possession of a weapon
- Physical assault
- Theft of property
- Harm
- Threats
- Harassment or bullying
- Other _____

Describe in detail what happened: _____

Other relevant information: _____

Who else was made aware of the incident

If there are more individuals involved, please attach extra pages.

Name: _____ Phone: _____

Address: _____ City: _____

Postal Code: _____ Email: _____

If another individual was made aware of the incident, how were they informed?

- In-person
- Telephone
- Email
- Other _____

Date the individual was informed (day/month/year): _____

Please identify if another individual witnessed the incident

If there are more individuals who witnessed the incident, please attach extra pages.

Name: _____ Phone: _____

Address: _____ City: _____

Postal Code: _____ Email: _____

Staff Use Only

Action taken by the Municipality of Bluewater

Outcome



Municipality of Bluewater
R-Zone Enforcement Guidelines

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Municipal facilities, properties, sponsored events, programs, in written or verbal communication (including email or phone), in vehicles, or any other location where Municipal staff are present. **It is understood that these guidelines do not include all types of behaviour, that each incident will be reviewed based on information available. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.**

INCIDENT	1 ST OCCURRENCE	2 ND OCCURRENCE	3 RD OCCURRENCE
<ul style="list-style-type: none"> - Aggressive or intimidating approaches to another individual (verbal assault) - Attempts to goad or incite anger in others 	Warning letter	Minimum 3-month ban and review to determine if further consequences are warranted.	Minimum 1-year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> - Threats - Harassment 	Minimum 3-month ban	Minimum 6-month ban and review to determine if further consequences are warranted.	Minimum 3-year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> - Throwing of articles in a deliberate or aggressive manner - Physical striking of another individual - Illegal consumption of alcohol or drugs - Possession of weapons 	Minimum 6-month ban	Minimum 1-year ban and review to determine if further consequences are warranted.	Minimum 3-year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> - Vandalism to building or property/theft 	Minimum 1-month ban plus payment of repair costs and 20% administration fee.	Minimum 6-month ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted.	Minimum 3-year ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted.