

POLICY TITLE	Respectful Behaviour Policy
CATEGORY	Administration
POLICY NUMBER	ADM 041
DEPARTMENT	Community Development
POLICY AUTHOR	Recreation and Culture
POLICY TYPE	Administrative Policy
APPROVED BY	City Manager/CLT
EFFECTIVE DATE	05/01/2022
REVIEW DATE	05/01/2023

POLICY STATEMENT

The City of Cambridge (the City) is committed to promoting a safe, healthy, respectful, and positive environment for all members of the public, volunteers and staff.

This policy defines behaviour that may negatively impact the experience of others or create unsafe conditions, and how these behaviours will be addressed when it occurs within any City facility or in association with any service, program or event provided by or associated with the City.

All City Facilities exist to facilitate the delivery of municipal services, and provide residents with opportunities to participate in sport, civic and recreational activities in a safe and positive environment.

By striving to ensure the safest and most supportive climate possible, this policy reflects the City of Cambridge's core values of integrity, respect, inclusiveness, and service, and is aligned strategically with our strategic goal of:

VIBRANT NEIGHBOURHOOD - Promote, facilitate and participate in the development of safe and healthy neighbourhoods with a range of housing options

- *Encourage safe and healthy neighbourhoods*

PURPOSE

The purpose of the policy is to promote a safe, healthy, respectful and positive environment for members of the public, volunteers, and staff. The City of Cambridge strives to support both a Youth and Age Friendly environment which supports a safe place for the community.

This policy is developed with the intent of defining Conducts that may negatively impact the experience of others or creates unsafe conditions, and how these Conducts will be addressed when it occurs within any City facility or in association with any service, program or event provided by or associated with the City with the goal of:

- a) Ensuring that all persons within City Facilities act in a respectful manner,
- b) Eliminating violence and unacceptable behaviors within City Facilities,
- c) Ensuring a safe and accommodating environment,
- d) Setting out the expectations for organizations, clubs, and groups that use City facilities to manage the Conduct of all associated members, participants, volunteers, officials, spectators, patrons, parents, and guests, and
- e) Providing staff with the direction and authority to address occurrences that contravene the standards set out under this policy.

DEFINITIONS

City Facility(s): All facilities whether indoor and outdoor, owned, leased, rented, allocated, programmed, operated or managed by the City of Cambridge. This includes, but is not limited to, City Hall, Arena's, Recreation Centre's, staff offices/meeting spaces and community spaces.

Harassment: Conduct that is known or ought to be reasonably to be known to be unwelcome (Ontario Human Rights Code).

Inappropriate Conduct(s): Behaviors that obstruct or hinder the ability of others to use and enjoy city facilities, or participate in City services programs or events, or compromise the safety and health of others; Examples include: Harassment, Vandalism, Violence, failure to comply with the conditions set out in rental agreement and all other related City Policies/Procedures/By-Laws, Regional, Provincial and Federal Statutes.

Individual(s): a person or group of people that may or may not be part of an Organization.

Associated Individual(s): Individual(s) that are participating members of, linked with, affiliated with, connected to, or associated with an Organization that has a governing body.

Organization(s):an association, organizations, clubs, sport groups, recreational groups that may rent/use a City owned facility.

Vandalism: The deliberate destruction, damage or defacing of buildings, structures or property owned or leased through the City.

Violence: The exercise of physical force, or attempt to exercise physical force, by a person, against another, that causes or could cause physical injury; Examples include: verbal threats; threatening notes or emails; shaking a fist in an individual's face, wielding a weapon, hitting or trying to hit someone, throwing an object at someone, or sexual violence.

AUTHORITY

Occupational Health & Safety Act

Trespass to Property Act

Criminal Code

Ontario Human Rights Code

SCOPE

This policy applies to all patrons, guests, associations, organizations, individuals and groups participating in any activity or program within City Facilities, and all in-person interactions including all forms of verbal and written communication.

POLICY

1. The City will do its part by not tolerating or condoning discrimination, harassment or violence in city facilities. This includes making everyone aware of what behaviour is and is not appropriate and imposing suitable corrective measures.

1.1 This Respectful Behaviour Policy sets out inappropriate behaviours for the standards for individuals/organizations to conduct themselves within City Facilities, the responsibilities of Organizations to manage their associated individuals, and the responsive consequences for not adhering to the set standards.

1.2 This Policy is aligned with the Respect in the Workplace; Harassment, Discrimination, and Violence Policy (A09 HRM 001) and is in support of the 50+ Recreation Centres Code of Conduct for Members.

2. Unacceptable Behaviours

2.1 Behaviours that obstruct or hinder the ability of others to use and enjoy city facilities, or participate in City services, programs or events, or compromise the safety and health of others, including staff, are unacceptable and prohibited.

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

- a) Refusal to follow terms as outlined on rental agreement/contract and all other related City Policies/Procedures/By-Laws: Regional, Provincial or Federal Statutes
- b) Blocking thoroughfares/corridors/stairwells/exits;
- c) Engaging in horseplay, including running in thoroughfares, corridors, stairwells and exits;
- d) Causing unsanitary conditions (i.e. chewing tobacco, expulsion of bodily fluids etc.)
- e) Use of profanity or obscene language;
- f) Engaging in sexual activity;
- g) Theft of property;
- h) Vandalism of any kind;
- i) Illegal consumption of alcohol, drugs or other substances;
- j) The use of all cell phones, cameras, video recording devices, personal digital devices, or any other equipment with video or photographic abilities in change rooms and public washrooms;
- k) Display of lewd, illegal or offensive material including pornography or material that includes violent acts, indecency, hate, illegal gambling or profanity, as well as material with text or imagery that has explicit or malicious intent;
- l) Violence of any kind including:
 - Aggressive or intimidating verbal assaults;
 - Threats and/or attempts to intimidate;
 - Deliberate throwing of articles in an aggressive or disruptive manner;
 - Actual or attempted physical assaults of another person;
 - Sexual violence;
 - Attempts to goad or incite violence in others;
 - Possession of weapons;
 - Any criminal behaviour
- m) Harassing comments or conduct which may include sexual harassment, the displaying of material or the use of language that is intolerant of human rights, making it a hostile or uncomfortable environment for others.

2.3 Police should be called to respond to all occurrences of behaviour identified in section 2.2 (g through m)

3. Individuals (not associated with an organization using city facilities)

3.1 All individuals in City facilities are required to conduct themselves in a manner that does not negatively affect the ability of others to use and enjoy City facilities, or in a manner that could be deemed as Inappropriate Conduct.

3.2 Individuals who engage in any Inappropriate Conduct will be subject to the **Response to Occurrences** outlined within this policy or more if deemed appropriate by the Director of Recreation & Culture. Any appeals to the policy can go to the applicable Deputy City Manager for consideration.

4. Organizations

4.1 Nothing in this policy shall amend or supersede the rental agreement of Organizations using City facilities. Pursuant to the terms and conditions of the City's rental agreements, Organizations using City facilities are required to take primary responsibility for managing the conduct of their Associated Individuals.

4.2 The City encourages all Organizations using City facilities to develop and implement their own policies to manage their Associated Individuals, however all incidents observed or reported to the City that involves any Inappropriate Conduct within City facilities will be subject to this policy.

4.3 Organizations will be sent a written letter following a first occurrence of an Associated Individual engaging in an Inappropriate Conduct within seven (7) days of the occurrence.

4.4 If the individual involved in the inappropriate behaviour is associated with an organization accessing a City facility, the organization will be notified of the incident and noted on file. In the event the consequence of a suspension is applied and an individual(s) can't be identified, the contact holder will be held responsible.

4.5 All subsequent occurrences will be subject to a review by the City's Director of Recreation and Culture and will result in additional sanctions that range from the suspension or cancellation of preferred time-slots up to the termination of all of the Organization's rental agreements with the City.

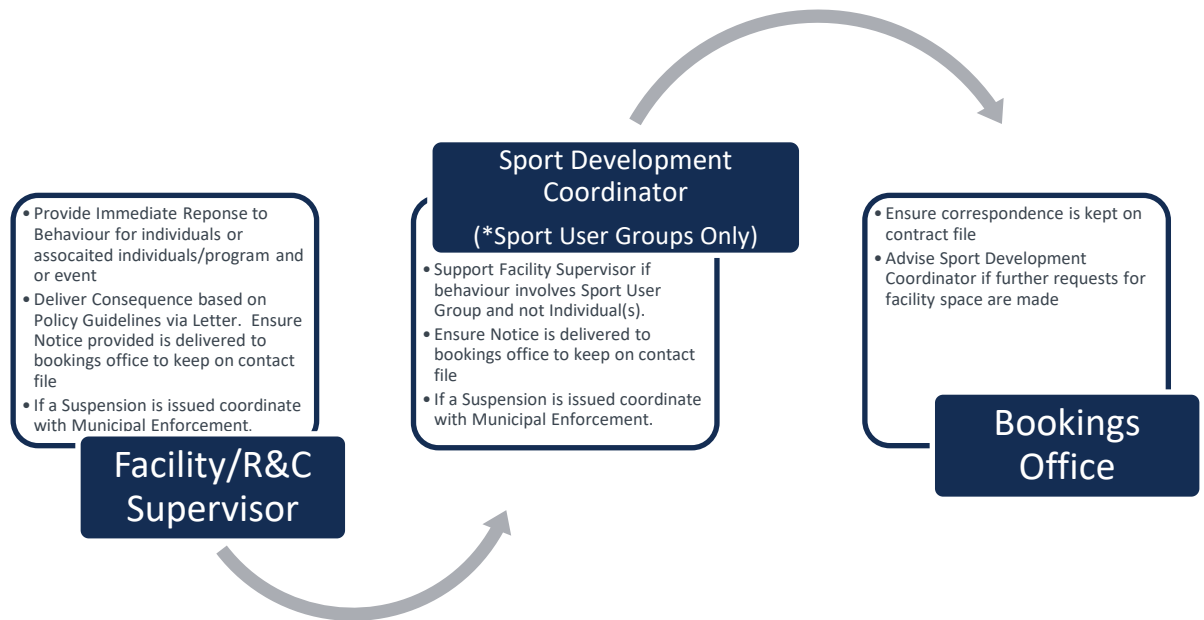
5. Staff Responsibilities

5.1 City Staff are authorized to enforce this policy in circumstances where Inappropriate Conduct has been observed or reported, using the enforcement guidelines within this policy.

5.2 City Staff are not expected to respond to occurrences of inappropriate behaviour if they feel unsafe, threatened, or otherwise unable to respond for any reason.

5.3 The Waterloo Regional Police Services must be notified by staff of any inappropriate behaviour that involves an unlawful act, and any inappropriate behaviour that may put the safety of any person(s) or property(s) at risk.

5.4 Administration of the policy is as follows:



6. Enforcement Guidelines

6.1 The **Response to Occurrences** chart outlines guidelines to support a consistent response to those not in compliance with the Respectful Behaviour Policy. These guidelines do not include all types of behaviour. Each incident will be reviewed based on the information available. The response to occurrences as outlined in the **Response to Occurrences** chart are guidelines only and may be adjusted in response to each incident. The appropriate Director and/or Deputy City Manager are responsible for making decisions on consequences that deviate from the guidelines below as well as considerations on all re-instatement requests. In the incidence of a suspension is being issued, the length of the suspension will be indicated in a letter of trespass issued by the City. The suspension may be from one facility, multiple facilities, from all City facilities (indoor and outdoor) and City sponsored events and programs. If the recommended suspension is from all City facilities and City sponsored events and programs, the City Manager will make the final decision.

6.2 Length of suspension will be determined in response to occurrence. In regards to sports or activities with game officials it is up to them to make recommendations to the applicable Supervisor if this policy is applicable.

7. Record Keeping

Documentation in response to an occurrence will be kept on file with the appropriate Division. In the situation of an organization information will be kept as part of the organizational file with the Facility Bookings Office.

8. Appeal

8.1 Where new information is available, a suspended Individual or sanctioned Organization may request reconsideration of the facts on which the suspension or sanction is based. Such request must be submitted in writing to the attention of the applicable Deputy City Manager within 14 days of the decision.

8.2 The appeal will be reviewed by the applicable Deputy City Manager and their decision shall be final.

POLICY COMMUNICATION

A copy of this policy will be posted on the City of Cambridge website.

Signage will be posted at all recreation facilities and other civic locations as needed.

Facility users who sign contracts or acquire permits from the City will, at minimum, be notified of the policy and its location on the City's website.

Managers/Supervisors will review the policy with staff on an annual basis and additional training will be provided as needed.

RELATED PROCEDURES

Code of Conduct A09 HRM 002

RELATED DOCUMENTS/LEGISLATION

- a) Occupiers Liability Act
- b) Roles & Responsibility of Corporate Security Officers

- c) Occupational Health and Safety Act
- d) Trespass to Property Act
- e) Criminal Code
- f) Ontario Human Rights Code
- g) Employee Code of Conduct
- h) Inclusiveness Standard for Public Meetings
- i) Code of Conduct for Employees A09 HRM 002
- j) 50+ Recreation Centres Code of Conduct/Responsibilities of Membership
- k) A09 Inclusiveness Standards for Public Meetings
- l) Respect in the Workplace; Harassment, Discrimination and Violence policy A09 HRM 001

Response to Occurrences

Behaviour (Examples)	Response to 1st Occurrence	Response to 2nd Occurrence	Response to Subsequent Occurrences
Inappropriate Behaviour: Non-Violent Nature *Not adhering to contract terms	Verbal Warning	Letter of Warning	*Facility Suspension
Inappropriate Behaviour: Violent in Nature	Immediate Ejection Contact Police	*Facility suspension and review to determine if further consequences are warranted.	*Facility suspension and review to determine if further consequences are warranted.
Inappropriate Behaviour: Vandalism	Automatic Call to Waterloo Regional Police	*Facility suspension plus payment of time and material costs associated with replace or	*Facility suspension plus payment of time and material costs associated with replace or replacement and an

Property Damage Theft	*Facility suspension plus, payment of time and material costs associated with replace or replacement and an administration fee. The suspension will not be lifted until payment is received in full.	replacement and an administration fee. The suspension will not be lifted if payment is not received in full.	administration fee. The suspension will not be lifted if payment is not received in full.
------------------------------	--	---	--

- * Facility suspension will be a minimum 3 months with a maximum of up to 12 months based on the circumstances surrounding the occurrence and at the discretion of the applicable Supervisor and/or Manager.
- * Suspension from additional facilities (other than in which the occurrence took place) will be determined based on occurrence and will be at the direction of the applicable Supervisor/and or Manager.
- * Please refer to the applicable Terms & Conditions as per the type of rental contract