

Department: ALL	Policy number:
Area: Facilities	Effective Date: 10/02/2014
Subject: RZone Policy	Resolution No: 93.02/14

RZone Policy- Respect & Responsibility

Note: The Municipality of North Perth acknowledges the assistance of the Town of Oakville Recreation & Culture Department in the development of this policy.



Purpose Statement

1. The Municipality of North Perth (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, 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.
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

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.
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 anytime staff feels threatened, they are to call the Ontario Provincial Police (police) for assistance.
3. Inappropriate behaviour or actions for the purpose of this procedure includes, but is not limited to, the following behaviours:



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- (a) Aggressive or intimidating approaches to another individual (verbal assault Threats
 - (b) Attempts to goad or incite anger in others
 - (c) Throwing of articles in a deliberate or aggressive manner
 - (d) Physical striking of another individual
 - (e) Theft of property
 - (f) Possession of weapons
 - (g) Illegal consumption of alcohol or drugs
 - (h) Contravention of Municipal by-laws, policies, or procedures
 - (i) Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Municipality
 - (j) 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 of North Perth Respectful Conduct Policy and Conflict Resolution Policy.
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 is present) staff is 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

Reporting an incident – where staff has 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 is 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, and do not reply to any further attempts made by the individual to contact you
4. Prepare a RZone Incident Report (Appendix A) on all incidents addressed in this procedure.

Reporting an incident – where staff has 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 (Appendix A) 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.

North Perth OPP
Non-Emergency Contact: 519-291-1414
Emergency Contact: 911



Reporting process and who will be notified

1. Staff shall fill out a RZone Incident Report (Appendix A) and forward it to the appropriate Director within 24 hours of the incident.
2. The appropriate Director 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 kept in the Central Filing Room and retained as required by the Municipality's 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 (Appendix C). If necessary, an individual may be banned from Municipal premises for a period of time. Length of the ban will be determined by the appropriate Director and will depend on the severity of the situation (Appendix D). 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 North Perth, within 14 days of the decision.
2. The appeal will be reviewed by the Council of the Municipality of North Perth, and any decision made is final.

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” (Appendix C) 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 (Appendix D) 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 Director.

Responsibilities

1. Staff and participants are responsible 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.
2. The Municipality 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 departments will be provided to staff (e.g. RZone orientation) to support the procedure. Training will be provided to staff as part of Customer Relationship Management and Service Delivery.
4. The Human Resources Department is responsible for monitoring violations of this procedure and following up with appropriate staff members as necessary.





RZONE INCIDENT REPORT

Appendix A

Individual Reporting Details:

Name of Person Reporting _____
Department _____
Position _____ Phone No. _____
Date incident was reported _____

Incident Information:

Date _____ Time _____
Incident Information _____
Location of Incident _____

Participant(s) Involved:

(a) Complainant Name _____
Address _____ Postal Code _____
Phone _____
(b) Respondent Name _____
Address _____ Postal Code _____
Phone _____

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

Category (please check all that apply)

- | | |
|----------------------------------|-------------------------|
| Verbal assault | Theft of property |
| Threats | Possession of Weapons |
| Physical assault/harm | Use of alcohol or drugs |
| Vandalism | Harassment |
| Other (please specify in detail) | |
| Other _____ | |

Describe in detail what happened:

Other relevant information:





RZONE INCIDENT REPORT

Appendix A

Who else was made aware of the incident?

Name _____

Address _____ Postal Code _____

Phone _____

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

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

In-person Phone Email

Other (please specify in detail)

Other _____

Date the individual was informed: _____

Please identify if another individual witnessed the incident.

Name _____

Address _____ Postal Code _____

Phone _____

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

For Office Use Only:

Action Taken (please check):

Verbal Warning Date: _____

Letter of Warning Date: _____

Letter of Trespass Date: _____

Appeal: No Yes Date: _____

Outcome: _____

File Closed: _____ Date: _____

Name: _____ Position: _____

Signature: _____

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 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 good customer service.



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Appendix B

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Municipal facilities, properties, Municipal sponsored events, programs, in written or verbal communication (including email or phone), in Municipal 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, and that consequences outlined below are guidelines that may be adjusted to reflect conduct/actions. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.

Time banned is from all Municipal facilities, properties, Municipal sponsored events, programs, in Municipal vehicles, or any other location where Municipal staff are present. Inappropriate written or verbal communication will not be tolerated. Action will be taken as necessary.

INCIDENT	1 st Occurrence	2 nd Occurrence	Any Subsequent Occurrence
<ul style="list-style-type: none"> Aggressive or intimidating approaches to another individual (verbal assault) Attempts to goad or incite anger in others 	Letter of warning	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.



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Date

Individual's Name
Address
Town/Postal Code

Appendix C

Delivered by Registered Mail

Re: Inappropriate Behaviour Incident at the Municipality of North Perth

Dear ,

The Municipality of North Perth has implemented a RZone procedure to promote a positive, safe, and supportive environment for all members of the public and staff. The "R" in RZone stands for Respect and Responsibility - **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The RZone enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all Municipal facilities, properties, Municipal sponsored events, programs, in written or verbal communications (including email or phone), in Municipal vehicles, or any other location where Municipal staff are present.

This is to advise you that your behaviour of _____ at _____
Date
_____ is in violation of our RZone procedure
Property
and in particular, your conduct in _____
Description of incident

Any future incidents of this nature will not be tolerated.

For your reference, a copy of the Municipality of North Perth RZone brochure is enclosed. If you have any questions or require any additional information, please feel free to contact me at the phone number or email listed below.

Yours truly,

CAO – Department
Municipality of North Perth
Phone number
Email

cc: Appropriate Staff Member(s)



Date
Individual's Name
Address
Town/Postal Code

Appendix D

Delivered by Registered Mail

Re: Inappropriate Behaviour Incident at the Municipality of North Perth

Dear ,

The Municipality of North Perth has implemented a RZone procedure to promote a positive, safe, and supportive environment for all members of the public and staff. The "R" in RZone stands for Respect and Responsibility - **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The RZone enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all Municipal facilities, properties, Municipal sponsored events, programs, in written or verbal communications (including email or phone), in Municipal vehicles, or any other location where Municipal staff are present.

This letter is to inform you that we have reviewed the incident which you were involved in on _____ at _____ and in _____
Date Property
particular, your conduct in _____
Description of incident

Based on our review of the incident, you are hereby given notice pursuant to the Trespass to Property Act, R.S.O. 1990, C. T.21, that we are issuing you a _____ month ban, effective this _____
#of Months
_____ from all Municipal facilities, properties, Municipal sponsored events, _____
Date
programs, in Municipal vehicles, or any other location where Municipal staff are present.

If you do enter onto any of these premises it will be considered trespassing and we will request you leave the premises. If required, we will involve the North Perth OPP to enforce this trespass notice.

I have attached a copy of the Municipality of North Perth RZone brochure for your information. You have 14 days to appeal this suspension in writing to the Committee of Council for Appeals. Your appeal will be reviewed and the decision will be final.

Yours truly,

CAO – Department
Municipality of North Perth
Phone number
Email

cc: Appropriate Staff Member(s)



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