

## **1. Policy Statement:**

- 1.1. The Municipality of West Perth (the Municipality) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.
- 1.2. 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.
- 1.3. This procedure outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.
- 1.4. 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.

## **2. Definitions:**

**“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 Manager.

**“Ban”** means the prohibition of an individual from entering or attending specific Municipal facilities and/or properties for a specific duration.

**“Harassment”** means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known, to be unwelcome or; Sexual Harassment.

**“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.

## The Municipality of West Perth RZone Policy – Respect & Responsibility

**“Sexual Harassment”** means engaging in a course of vexatious comment or conduct because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome.

**“Rzone”** means establishing an environment where there is respect for yourself; respect for others; and responsibility for your actions.

**“Municipality”** means the Corporation of the Municipality of West Perth.

**“Trespass Notice”** is authorized under the Trespass to Property Act R.S.O. 1990 C. T. 21, and is written notice prohibiting an individual from entering specific Municipal properties, facilities, or programs for a specific duration and is issued to an individual for the purpose of imposing a ban.

**“Vandalism”** means malicious, willful, and deliberate destruction, damage or defacing of municipal properties and or facilities.

### 3. Scope:

- 3.1. 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.
- 3.2. 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 (police) for assistance.
- 3.3. Inappropriate behaviour or actions for the purpose of this procedure includes, but is not limited to, the following behaviors:
  - 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

## **The Municipality of West Perth RZone Policy – Respect & Responsibility**

- 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.
  - l. Social Media: Any Social media posts deemed to be threatening or malicious in regards to a person, sport or event within a Municipality of West Perth owned Facility.
- 3.4. 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.
- 3.5. 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.

#### **4. Procedure:**

##### **4.1. Reporting an incident where staff has witnessed an incident.**

When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:

- a. Report acts of inappropriate behaviour to the most senior staff person present at the incident
- b. Without jeopardizing anyone’s safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave (“verbal warning”)
- c. If the individual(s) does not co-operate, inform the individual(s) that they are now trespassing, and the police will be called
- d. 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
- e. Prepare an RZone Incident Report (Appendix A) on all incidents addressed in this procedure.

##### **4.2. 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:

## **The Municipality of West Perth RZone Policy – Respect & Responsibility**

- a. Report acts of inappropriate behaviour to the most senior staff person of the appropriate department within 24 hours of inappropriate written or verbal communication
- b. Advise the individual to stop the inappropriate activity immediately or you will end the communication
- c. 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
- d. Prepare an RZone Incident Report (Appendix A) on all incidents addressed in this procedure.

### **4.3. Reporting an incident that occurred while staff were not present.**

When instances of inappropriate behaviour or actions are reported to staff, staff shall act in the following manner:

- a. 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
- b. Prepare an 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.

#### **West Perth OPP**

**Non-Emergency Contact: 519-348-9700**

**Emergency Contact: 911**

### **4.4. Reporting process and who will be notified.**

- a. Staff shall fill out an RZone Incident Report (Appendix A) and forward it to the appropriate Manager within 24 hours of the incident.
- b. The appropriate Manager should forward the Report to the CAO within 48 hours of the incident.

## **The Municipality of West Perth RZone Policy – Respect & Responsibility**

- c. The CAO or designate should provide Notice to the identified individual of Action To Be Taken, within 14 days of the incident.
- d. 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.
- e. Appropriate Minor Sports Executive Members will be notified.
- f. The original RZone Incident Report shall be retained as required by the Municipality's Retention By-law.

### **5. Consequences of Non-Compliance:**

- 5.1. 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 the inappropriate 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 Manager and will depend on the severity of the situation. Enforcement guidelines are referenced in Appendix B
- 5.2. 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, any applicable administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

### **6. Appeal Process:**

- 6.1. If an individual wishes to appeal any action taken by the Municipality, the individual must present their appeal in writing to the Municipal Clerk within 14 days of the decision.
- 6.2. The appeal will be reviewed by the Council of the Municipality of West Perth, and any decision made is final.

### **7. Responsibilities:**

- 7.1. 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.
- 7.2. The Municipality shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
- 7.3. Training and education by departments will be provided to staff (e.g. RZone orientation) to support the procedure.

**The Municipality of West Perth  
RZone Policy – Respect & Responsibility**

7.4. The CAO and department Manager are responsible for monitoring violations of this procedure and following up with appropriate staff members as necessary.

**Appendices**

Appendix A – Rzone Incident Report Form

Appendix B – RZone Letter of Warning

Appendix C – RZone Letter of Trespass/Ban

**Note:** The Municipality of West Perth acknowledges the assistance of the Town of Oakville in the development of this policy.



The Municipality of West Perth  
RZone Policy – Respect & Responsibility

RZone Incident Report  
Appendix A

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**Individual Reporting Details:**

Name of Person Reporting: \_\_\_\_\_

Department: \_\_\_\_\_

Position: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Date incident was reported: \_\_\_\_\_

**Incident Information:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Description of Incident: \_\_\_\_\_  
\_\_\_\_\_

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): \_\_\_\_\_  
\_\_\_\_\_

The Municipality of West Perth  
RZone Policy – Respect & Responsibility

RZone Incident Report  
Appendix A

Describe in detail what happened:

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Other relevant information: \_\_\_\_\_

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**Who else was made aware of the incident?**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

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): \_\_\_\_\_

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

The Municipality of West Perth  
RZone Policy – Respect & Responsibility

RZone Incident Report  
Appendix A  
For Office Use Only

**Action Taken:**

Verbal Warning  Date: \_\_\_\_\_

Letter of Warning  Date: \_\_\_\_\_

Letter of Trespass  Date: \_\_\_\_\_

**Appeal:**

No  Yes  Date: \_\_\_\_\_

Outcome: \_\_\_\_\_

**File Closed:**

No  Yes  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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**The Municipality of West Perth  
RZone Policy – Respect & Responsibility**

**R Zone Letter of Warning  
Appendix B**

Date  
Individual's Name  
Address  
Town/Postal Code

Delivered by Registered Mail/ Personal Delivery

**Re: Inappropriate Behaviour Incident at the Municipality of West Perth**

Dear \_\_\_\_\_,

The Municipality of West Perth has implemented a an RZone procedure policy 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 on \_\_\_\_\_ at \_\_\_\_\_ is in violation of our RZone Policy and in particular, your conduct in \_\_\_\_\_.

Any future incidents of this nature will not be tolerated.

For your reference, a copy of the Municipality of West Perth RZone Policy 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 West Perth  
Phone Number  
Email

cc: Appropriate Staff Member(s)



**The Municipality of West Perth  
RZone Policy – Respect & Responsibility**

**R Zone Letter of Trespass/Ban  
Appendix C**

Date  
Individual's Name  
Address  
Town/Postal Code

Delivered by Registered Mail / Personal Delivery

**Re: Inappropriate Behaviour Incident at the Municipality of West Perth**

Dear \_\_\_\_\_,

The Municipality of West Perth has implemented an RZone policy 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 particular, your conduct in \_\_\_\_\_.

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 \_\_\_\_\_ from all Municipal facilities, properties, Municipal sponsored events, 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 West Perth OPP to enforce this trespass notice.

I have attached a copy of the Municipality of West Perth RZone policy for your information. You have 14 days to appeal this suspension in writing to the Clerk of the Municipality of West Perth

Yours truly,

CAO – Department  
Municipality of West Perth  
Phone Number  
Email

cc: Appropriate Staff Member(s)

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