



Facilities & Recreation Services

PROCEDURES AND GUIDELINES

Division:	Community Services
Title:	Respectful Behaviour Procedures and Guidelines
Date Approved/Revised:	April 2025

STATEMENT:

The Township of Wilmot (the Township) is committed to promoting a safe, healthy, respectful, and positive environment for all members of the public, volunteers, and staff. To this end, the goal of this guideline is to define behaviour that may negatively impact the experience of others or creates unsafe conditions, and how these behaviours will be addressed when it occurs within any Township facility or in association with any service, program or event provided by or associated with the Township.

PURPOSE:

The purpose of these guidelines is to promote a safe, healthy, respectful, and positive environment for members of the public, volunteers, and staff.

Included in this commitment is an understanding that organizations using Township facilities must take primary responsibility for managing the behaviour of all associated participants, volunteers, officials, spectators, patrons, parents, guests and the general public. The Township encourages all organizations using Township facilities to develop and implement their own behaviour management policies which will help support the Township.

DEFINITIONS:

Harassment: Engaging in a course of vexatious comment or conduct that is known or ought to be reasonably to be known to be unwelcome (Ontario Human Rights Code).

Township Facility: includes both indoor and outdoor facilities, owned, leased, rented, allocated, programmed, operated or managed by the Township, intended for public or staff use. This includes, but is not limited to; sport facilities and fields, staff offices and meeting rooms, community meeting spaces, trails, and parks.

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

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 including racial slurs/language; 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.

SCOPE:

The Procedures and Guidelines applies to all persons (residents, non-residents, volunteers, tenants, and staff) within Township facilities, and at any other location where Township staff are present.

Inappropriate behaviour that happens within the context of an organized sport activity will only be addressed using this policy at the request of a delegate in charge of the activity.

The Procedures and Guidelines only applies to interactions and occurrences that involve a member of the public.

COMMUNICATION:

A copy of the Procedures and Guidelines will be posted on the Township's website.

Signage will be posted at major recreation facilities (Wilmot Recreation Complex) near the main entry doors. Signage may also be posted at other locations as needed.

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

Staff will receive training on the policy as part of the new hire orientation. Managers will review the policy with staff on an annual basis and additional training will be provided as needed.

PROCEDURES AND GUIDELINES:

Inappropriate Behaviours

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

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

- Discriminatory acts, language, gestures or other intentional racial, cultural, gender or any other discriminatory action
- Refusal to follow rental agreement and all other related Township Policies/Procedures/Posted Facility Rules/By-Laws; Regional, Provincial or Federal

Statutes;

- Blocking thoroughfares/corridors/stairways/exits;
- Engaging in horseplay, including running in throughways, corridors and stairwells;
- Causing unsanitary conditions (i.e. chewing tobacco, expulsion of bodily fluids etc.);
- Use of profanity or obscene language;
- Engaging in sexual activity;
- Theft of property;
- Vandalism of any kind;
- Illegal consumption of alcohol, drugs or other substances;
- 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;
- 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;
- Violence of any kind including:
 - Aggressive or intimidating verbal assaults;
 - Threats and/or attempts to intimidate;
 - Harassment which may include the wearing of attire, the displaying of material or the use of language that is intolerant of human rights;
 - 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.

Police should be called to respond to all occurrences of illegal or acts of violent activity. Other types of inappropriate behaviour may also be reported to the Waterloo Regional Police Services. Charges may follow.

Responding to Inappropriate Behaviours

The Township's primary concern is the safety of members of the public, volunteers, and staff. If at any time patrons, volunteers, or staff feel threatened, they are to call the Police immediately. Staff or patrons or any other member of the public are **NOT** expected to put themselves at risk or jeopardize their safety or that of others, when dealing with any perceived or real threatening situation.

Members of the public are encouraged to report acts of inappropriate behaviour they experience or witness to Township staff.

Township staff will follow the Township of Wilmot's Enforcement Guidelines when responding to an occurrence of inappropriate behaviour.

Township staff will complete the Township of Wilmot Respectful Behaviour Incident Report when responding to an occurrence of inappropriate behaviour or in response to a complaint from a member of the public, volunteer, other individuals.

The completed Incident Report, along with all other written documentation, including letters of warning, trespass notices, any other required documentation, and any follow up or action taken, will be provided to the appropriate manager/director at the Township of Wilmot.

In accordance with the Occupiers Liability Act, the Occupational Health and Safety Act, the Trespass to Property Act, the Criminal Code and any other relevant Provincial Legislation, Township of Wilmot management and employees are authorized to respond at a Township facility if inappropriate behaviours or activities are observed or reported. Management and employees have the right to ask the individuals to leave the premises. Staff are NOT expected to respond to occurrences of inappropriate behaviour if they feel unsafe, threatened, or otherwise unable to respond for any reason.

Once the Incident Report and all other related documentation are received by the appropriate manager/director, the manager/director will determine if additional action should be taken in accordance with the Respectful Behaviour Policy – Enforcement Guidelines.

If it is recommended that an individual should be banned from ALL Township facilities, the CAO will be required to make the final decision.

Any follow up with an individual about an occurrence, such as a meeting, phone call, or other communications, must be noted in the file.

If additional action is warranted, such as a warning or trespass notice, the appropriate director will send a letter to the identified individual within 14 days of the incident. The letter will describe the occurrence of inappropriate behaviour and the remedial action to be taken. A copy of the Respectful Behaviour Procedures and Guidelines should be included with the letter. If the Police issue a ticket for trespassing at the request of a Township staff member, the Township must follow up with a letter of trespass to the individual charged, noting the length and terms of ban from Township facilities, programs, services or events.

Information about incidents of inappropriate behaviour and individuals who have been issued trespass notices will be shared, on a confidential basis, with appropriate staff to help support a safe and healthy environment for patrons, volunteers, and staff.

If the individual involved in inappropriate behavior is associated with an organization using a Township facility, the organization will be notified of the incident within seven (7) days.

In addition to any other measures taken, where damage to Township property has occurred, the individual(s) responsible will be required to reimburse the Township for all costs associated with repairs, including labour, materials and lost revenues and will be subject to an administration fee as set out in the Fees and Charges Bylaw. Legal action may be taken to recover related costs if required.

Occurrences of inappropriate behaviour involving minors must include parent or guardian contact as soon as possible if a claim for costs will/may be made, and/or where a trespass notice is implemented.

Staff will be provided with appropriate training to support safe implementation of this policy.

APPEALS:

If an individual wishes to appeal any action taken by the Township in response to inappropriate behaviour, the individual may present their case in writing to the Director of the responding Department, or should the occurrence involve the Director, to the CAO or designate, within 14 days of the decision. The appeal will be reviewed by the Director or CAO, whose decision shall be final.

EVALUATION:

On an annual basis, an analysis of occurrences will be completed by the Community Services Management team. The Procedures and Guidelines will be evaluated and revised as needed.

COMPLIANCE:

In cases of Procedures and Guidelines violation, the Township may investigate and determine appropriate corrective action.

The following chart represents guidelines and outlines the consequences for acts of inappropriate behaviour at all municipally owned facilities, properties, municipally sponsored events or programs, municipal workplaces, or in written and verbal communication (including electronic and telephone).

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, municipally sponsored events, programs or any other municipal workplace.

Enforcement Guidelines:

Incident	1 st Occurrence	2 nd Occurrence	Subsequent Occurrences
Aggressive or intimidating approaches to another individual (verbal assaults) Attempts to goad or incite anger in others Refusal to follow Township rules or a breach of policy, procedure, by- law, etc.	Letter of Warning	Minimum of 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
Threats Harassment/ bullying	Minimum of 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
Throwing of articles in a deliberate aggressive manner Physically striking of another individual Illegal consumption of alcohol or drugs Possession of weapons	Minimum of 6-month ban Minimum of 1- year ban and police notified	Minimum 1-year ban and review to determine if further consequences are warranted Lifetime ban	Minimum 3-year ban and review to determine if further consequences are warranted
Vandalism to building or property Theft	Minimum of 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

TOWNSHIP OF WILMOT RESPECTFUL BEHAVIOUR INCIDENT REPORT

Individual Reporting Details

Name : _____

Department: _____

Position: _____

Date Reported: _____

Incident Information

Date: _____ Time: _____

Information: _____

Location: _____

Participants Involved

Complainant: _____

Address: _____

Phone: _____ Email: _____

Respondent: _____

Address: _____

Phone: _____ Email: _____

If more participants were involved, please attach extra pages.

☐ Verbal Assault

☐ Threats

☐ Physical Assault / Harm

☐ Vandalism

Other (please specify): _____

☐ Theft of Property

☐ Possession of Weapons

☐ Use of Alcohol or Drugs

☐ Harassment

Details of Occurrence:

Relevant Information:

Witnesses of Event:

Name: _____ Phone: _____

Address: _____

Name: _____ Phone: _____

Address: _____

Who else was made aware of the event?

Name: _____ Phone: _____

Position: _____ Email: _____

How were they notified?

☐ In Person ☐ Phone ☐ Email ☐ Other _____

FOR OFFICE USE ONLY

Action Taken (please check)

☐ Verbal Warning Date: _____

☐ Letter of Warning Date: _____

☐ Letter of Trespass Date: _____

File Closed?

☐ Yes ☐ No Date: _____

Name: _____ Position: _____

Signature: _____