

Policy

Section: Administration – Public Relations

Policy: RZone Policy

Policy By-Law: 56-2025

Date: July 14, 2025

Revision:

1. Purpose:

The Municipality of Arran-Elderslie (The Municipality) is committed to fostering an environment where there is Respect for yourself, Respect for others; and Responsibility for your actions.

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.

This procedure outlines the measures and enforcement steps to be taken to address inappropriate behaviour. 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. Application and Scope

This policy 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, officials, players, parents, volunteers and staff. It covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

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. Inappropriate behaviours or actions for the purpose of this procedure include, but are not limited to, the following:

- 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
- k. Harassment

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 Ontario Provincial Police. Depending on the nature of the issue, staff may request the attendance of an officer.

This policy 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 policy as a guiding principle.

Procedure

Public Notification

The Municipality will undertake a promotional and educational campaign aimed at raising awareness among 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.

The Municipality will work to ensure that all members of the public are 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.

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, staff will not engage in an argument or physical confrontation. At this point staff are to call the police and wait for them to arrive while ensuring that they 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 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 them, 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 CAO, 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, administration fees, 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 Municipality of Arran-Elderslie Council within 14 days of the decision.
2. The appeal will be reviewed by the Municipality of Arran-Elderslie's Council, 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 shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
3. Training and education will be provided to staff (e.g. RZone orientation) to support the policy and procedure.

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 and CAO.

3. Definitions:

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

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.

Vandalism - the deliberate destruction, damage or defacing of property owned or leased through the Municipality

Appendix A

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 circle 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 Arran-Elderslie

Outcome

Personal information on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of aggregate statistical reporting, to improve programs and customer service.

Appendix B

The Municipality of Arran-Elderslie

RZone Enforcement Guidelines



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

INCIDENT	FIRST OCCURANCE	SECOND OCCURANCE	THIRD OCCURANCE
<ul style="list-style-type: none"> Aggressive or intimidating approaches to another individual(s) 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 items or articles in a deliberate or aggressive manner Physically striking another individual Illegal consumption of alcohol or drugs 	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 a building or property Theft of property 	Minimum 1-month ban plus payment of repair costs and associated administration fee.	Minimum 6-month ban plus payment of repair costs and associated administration fee	Minimum 3-year ban plus payment of repair costs and associated administration fee