



A People Place, A Change of Pace
SHELBURNE
ONTARIO, CANADA



Rzone Policy - Respect & Responsibility

PURPOSE:

The Corporation of the Town of Shelburne (the Town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Town discourages any form of inappropriate behaviour at all Town recreational programs, facilities, parks and trails, in written or verbal communications (including email or phone), or at any other location where Town staff are present.

The purpose of this policy is to promote a positive, safe and supportive environment for all members of the public and staff. In addition, this policy will encourage respect, commitment and considerate relationships between the Town and members of the public. The Town of Shelburne's recreational programs, facilities, parks and walkways exist to provide residents with opportunities to participate in sport and recreational activities.

The Town has many community-based programs that are managed and operated by volunteers. These community-minded citizens contribute greatly to the quality of life in Shelburne. The Town endeavours to ensure that they too, have the ability to volunteer in a safe and positive environment.

Included in this commitment is an understanding that organizations and the general public using Town of Shelburne property, facilities, and programs must take primary responsibility for the behaviour of all associated with them: participants, officials, spectators, patrons, parents, etc.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.

Definitions:

For the purpose of this policy, "vandalism" is defined as the malicious, willful, and deliberate destruction, damage or defacing of property. "Lewd, illegal or offensive materials" would include pornography, violent acts, indecency, hate, illegal gambling, profanity and material with text or imagery that has explicit or malicious intent.

POLICY:

This Policy applies to all Town of Shelburne property, facilities, and programs and to all



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patrons and guests as well as activities that are structured (i.e. permit issued) and unstructured (i.e. no permit issued).

No form of vandalism, violence or indecency, including viewing, producing or exhibiting lewd, illegal or offensive materials are acceptable on properties, or in facilities.

Staff is 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 behaviour or actions for the purpose of this policy includes, but is not limited to, the following behaviours:

- 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 Town by-laws, policies, or procedures
- j) Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Town
- 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 or under Bill 168.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Town staff is present) staff is to alert the police. Depending on the nature of the issue, staff may request the attendance of the police.

This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions.

PROCEDURE:

Reporting an incident – where staff has witnessed an incident

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

- 1) Report acts of inappropriate behavior 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 an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

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 behavior to the department head or designate 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 an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

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 behavior to the department head or designate within 24 hours of the incident being reported.
- 2) Prepare an Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Members of the public are to report acts of inappropriate behavior to a Town staff member within 24 hours of the incident.

The Town’s primary concern is the safety of staff and members of the public. If at any time staff or members of the public feel personally threatened, they are to call the police immediately. It is **NOT** the expectation that staff or members of the public put themselves at risk or jeopardize anyone’s safety when dealing with any perceived or real situation.



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Ontario Provincial Police Dufferin Detachment
Non-Emergency Contact: 519-519-925-3838
Emergency Contact: 911

Reporting Process and Who will be Notified

- 1) Staff shall fill out an Rzone Incident Report (Appendix A) within 24 hours of the incident.
- 2) A copy of the Rzone Incident Report should be forwarded to the department head or his/her designate within 48 hours of the incident.
- 3) The department head or his/her 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 policy as well as the action taken.
- 5) The Department will keep the original RZone Incident Report on file.

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" (Appendix C) may be sent to an individual advising them of appropriate behavior. If necessary, a "Letter of Trespass" (Appendix D) will be sent to the individual(s). Length of the ban will be determined by the department head or designate, 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 Town property has occurred, the individual(s) responsible will be required to reimburse the Town 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 Town, the individual may present their case in writing, to the CAO (or designate), within 14 days of the decision. A \$200 fee must accompany all appeals and will be refunded if the appeal is overturned. If the original decision remains in effect, the \$200 fee is not refundable to the individual.
- 2) The appeal will be reviewed by the CAO (or designate) along with the Manager of the Department involved for a discussion and final decision.



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 policy.
- b) For incidents where behavior 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 Manager.

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 Town 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 the Town of Shelburne will be provided to staff to support the procedure.
- 4) Each Town department is responsible for monitoring violations of this policy and following up with appropriate staff as necessary.



APPENDIX A

Town of Shelburne
Rzone / Incident Report Form



Respect and Responsibility

Individual Reporting Details:

Note - all parts of this form must be completed or report will not be received.

Name:	Department:
Position:	Date incident was reported:

Incident Information:

Date:	Time:
Location of incident:	
Incident information:	

Participant(s) Involved: If there are more participants involved, please attach extra pages.

(a) Complainant

Name:	Phone:
Address:	
Town:	Postal Code:

(b) Respondent

Name:	Phone:
Address:	
Town:	Postal Code:

Category (please check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> verbal assault | <input type="checkbox"/> possession of weapons | <input type="checkbox"/> threats |
| <input type="checkbox"/> use of alcohol or drugs | <input type="checkbox"/> physical assault/harm | <input type="checkbox"/> harassment |
| <input type="checkbox"/> vandalism | <input type="checkbox"/> other (please specify in detail) | <input type="checkbox"/> theft of property |

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:	
Town:	Postal Code:

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

<input type="checkbox"/> In-person	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> Other (please specify in detail):		
Date the individual was informed:		

Please identify if another individual witnessed the incident.

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

Name:	Phone:
Address:	
Town:	Postal Code:

For Office Use Only:

Action Taken (please check):

Verbal Warning - Date: _____ Letter of Warning - Date: _____
 Letter of Trespass - Date: _____ Appeal: No Yes Date: _____

Outcome: _____

Date File Closed: _____ Name: _____

Position: _____ Signature: _____

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 program registration and administration only. Questions about this collection should be directed to the Town of Shelburne, Office Of The Clerk, 203 Main Street East Shelburne, Ontario L9V3K7.



Appendix B

Rzone - Enforcement Guidelines

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Town facilities, properties, Town sponsored events, programs, in written or verbal communication (including email or phone), in Town vehicles, or any other location where Town 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 Town facilities, properties, Town sponsored events, programs, in Town vehicles, or any other location where Town staff are present.

Inappropriate written or verbal communication will not be tolerated. Action will be taken as necessary.

INCIDENT	FIRST OCCURENCE	SECOND OCCURENCE	ANY SUBSEQUENT OCCURENCES
<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/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.



Appendix C

Date

Individual's Name

Address

Town/Postal Code

Delivered by Registered Mail

Re: Inappropriate Behaviour Incident at Town of Shelburne

Dear ,

The Town of Shelburne has implemented an 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 Town facilities, properties, Town sponsored events, programs, in written or verbal communications (including email or phone), in Town vehicles, or any other location where Town staff are present.

This is to advise you that your behaviour on _____ at
Date

_____ is in violation of our Rzone procedure and in particular, your
Property

conduct in _____.
Description of incident

Any future incidents of this nature will not be tolerated.

For your reference, a copy of the Town of Shelburne 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/Clerk
Town of Shelburne



Appendix D

Date

Individual's Name

Address

Town/Postal Code

Delivered by Registered Mail

Re: Inappropriate Behaviour Incident at Town of Shelburne

Dear ,

The Town of Shelburne has implemented an 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 Town facilities, properties, Town sponsored events, programs, in written or verbal communications (including email or phone), in Town vehicles, or any other location where Town 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 _____
#of Months
this _____ from _____ all Town facilities, properties, Town
Date
sponsored events, programs, in Town vehicles, or any other location where Town 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 Ontario Provincial Police to enforce this trespass notice.

I have attached a copy of the Town of Shelburne Rzone Policy for your information. You have 14 days to appeal this suspension in writing to the Town of Shelburne. Your appeal will be reviewed and the decision will be final.

Yours truly,

CAO/Clerk
Town of Shelburne