

PATRON CODE OF CONDUCT

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Department Responsible: Parks & Recreation	Approved by: <i>Randy Tatro</i>

STATEMENT

The City of North Battleford wishes to create and maintain a safe environment where all people can enjoy City-owned parks, trails, recreation and cultural facilities, programs, and services without interference from others. This code of conduct provides a procedural outline to address prohibited behaviour in City-owned facilities as defined below.

PURPOSE

The City's Department of Parks & Recreation enhances community well-being through the provision of services and equitable access to parks, trails, recreation, and cultural opportunities.

The Patron Code of Conduct is a statement of expectations required of all persons (patrons) accessing City-owned or operated Recreation Facilities. Patrons are responsible for maintaining a safe and respectful environment for all people, including the public and City staff and volunteers.

The Patron Code of Conduct defines prohibited behaviours in Recreation Facilities and outlines the measures of enforcement to be used to address it.

DEFINITIONS:

The following terms are defined as they pertain to the City's Patron Code of Conduct:

Abuse means to cause physical or mental harm or distress.

Alcohol Use means the consumption or possession of alcohol except as authorized by law or from a written exemption from the City.

Discrimination means making unjustified distinctions between people based on groups, classes, or other categories to which they belong or are perceived to belong.

Harassing Behaviour means any behaviour that demeans, humiliates, and intimidates a person such as inappropriate language or gestures, aggressive speech or body language, and bullying.

Inappropriate Behaviour means conduct that is unacceptable in all circumstances- regardless of how stressed, angry, or frustrated an individual is, because it unacceptably compromises the health, safety and security of others or the subject person themselves.

Substance Abuse means the observed use of drug paraphernalia or substances, and/or visual impairment or intoxication due to substance or alcohol use.

Neglect means the state of not receiving enough care or attention.

Physical Violence or Assault means inflicting physical harm or unwanted physical contact upon a person.

Facility (or Recreation Facility) means City-owned recreation spaces that include indoor or outdoor parks, trails, buildings, sites, or other facilities which are dedicated to serving the recreation needs of the community.

Intentional Indecent Exposure is a criminal offence that is committed when someone exposes their genitals in public.

Soliciting means the act of asking somebody for something, such as support, money, or information; the act of trying to get something or persuading somebody to do something.

User/User Group means any individual, organization, committee, event, membership, or other designation that has been approved to use and engages in an agreement with the City for use of City-owned Recreation Facilities.

Vandalism means the malicious, willful, and deliberate destruction, damage, or defacing of property. Vandalism may also be considered criminal mischief under the Criminal code of Canada.

PATRON CODE OF CONDUCT

The Patron Code of Conduct applies to all persons engaging in activities within City-owned or Recreation Facilities including, but not limited to:

- Recreation Facilities
- Cultural Facilities
- Community and Neighbourhood Parks
- Trails
- Sports Fields
- Municipal Campground
- Boat Launch

The Patron Code of Conduct Statement is as follows:

- I am responsible for and in control of my actions at all times or I will leave the Facility.
- I will treat all others and this Facility with respect, in accordance with the Patron Code of Conduct.
- I will interact in this Facility in a safe and courteous manner that respects the rights of others.

INAPPROPRIATE BEHAVIOUR:

Courteous behaviour is an important element of everyone's enjoyment in recreation facilities. The City is committed to providing family-oriented, enjoyable and safe experiences for everyone. Although each case must be determined in relation to its own unique circumstances, below are examples meant to help staff and patrons identify inappropriate behaviour.

The following list is considered inappropriate behaviour, including but not limited to:

- Abuse
- Alcohol Use without seeking the appropriate permits from the City
- Illegal or inappropriate behaviour and/or conduct that is prohibited under Federal and Provincial Laws, and City Bylaws or policies
- Discrimination
- Disturbing the Peace or Unruly Conduct
- Failure to comply with direction of City employees
- Harassing Behaviour
- Intentional Indecent Exposure
- Neglect
- Physical Violence or Assault
- Refusal to follow established rules
- Solicitation
- Substance Abuse &/or intoxication
- Vandalism

REPORTING PROCEDURES:***Privacy Statement***

Any collection, use or disclosure of personal information by the City of North Battleford shall be in accordance with the *Local Authority Freedom of Information and Protection of Privacy Act* (LAFOIP).

Reporting Methods

Inappropriate behaviour witnessed by Community Youth/Minor Sports Groups, User Groups, or patrons, and in accordance with the *Occupiers Liability Act*, the *Occupational Health and Safety Act*, the *Trespass to Property Act*, the Criminal Code as well as City Bylaws and Policies, the incident shall be reported to the City immediately.

Reports can be made in person or by phone at the Recreation Facility, City Hall or online on the City's website.

Reports are logged by City staff and will be dealt with by the City directly, or in some instances, directed to the appropriate user group or organization to follow up.

Addressing the Conduct or Behaviour

In the event of an incident involving inappropriate behaviour or actions by a patron(s), staff will:

1. Without jeopardizing anyone's safety, a verbal warning will be issued by staff, advising the patron(s) that their behaviour or actions are inappropriate and must stop immediately or they may be asked to leave the premises.
2. If the circumstances continue and the situation is under control, staff will ask the patron(s) to leave the premises.
3. If the circumstances continue and the situation is uncontrolled, staff will not approach the patron(s) and will immediately contact the City's CSO Department or the RCMP.
4. The incident will be recorded by employees and proper documentation will be provided to management for review and consideration of next steps.

Criminal Acts

All acts of a criminal nature must be reported to the RCMP immediately. Under no circumstances shall City staff or public attendees (patrons) at City Recreation Facilities place themselves at risk in the event they observe or are advised of a criminal event.

If at any time patrons or staff feel threatened or fear for the safety of others, they are not to intervene and are to contact the RCMP at "911" immediately.

ENFORCEMENT PROCEDURES

The following are tools used by the City to enforce the guidelines set forth in the Patron Code of Conduct. These tools are not subject to enactment in order of appearance.

Education

Where possible, City staff and stakeholders shall work to educate Facility users about this Code of Conduct and outline any behaviours in question.

Dismissal From Property

City staff, CSO or RCMP may ask the individual(s) to leave the facility or property.

Verbal/Written Notice of Warning

The City may issue a verbal/written notice of warning to patrons or user groups who exhibit behaviours contradictory to this Code of Conduct, or other City policies, Federal or Provincial laws or City Bylaws.

Escalation

Enforcement may be elevated based on the situation at the discretion of the City.

1. Verbal/Written Warning
3. One to three-month suspension of service
4. Six-month suspension of service
5. One year suspension of service
6. Lifetime ban of service

Compensation

The City may seek compensation for the cost of damages, including materials and labour, as well as an administrative charge for damage to the facility or property. The patron or user group that they represent may be billed directly or through the criminal justice system.

Assistance from Community Safety Officers (CSO) or RCMP

Where applicable, assistance from City Community Safety Officers or the RCMP may be required to address a situation or remove individual(s) from the Recreation Facility.

RESPONSIBILITIES OF STAKEHOLDERS

Organizations and User Groups making use of City-owned and operated Recreation Facilities are responsible for:

- Educating their attendees and members about the City of North Battleford's Patron Code of Conduct
- Educating their attendees and members about behaviour expectations.
- Complying with requirements of City contracts and permits regarding the Patron Code of Conduct
- Addressing Patron Code of Conduct violations with their attendees and members

TRAINING

The Department of Parks & Recreation staff will receive training respective to their roles and responsibilities set for in the Patron Code of Conduct.

User Group executives will receive a copy of this Patron Code of Conduct and are expected to share the message and principles with their membership.