



Administrative Policies & Procedures

Policy No. CORP-12 – Community Code of Conduct

Topic:	Community Code of Conduct	Affects:	All staff, Members of the public utilizing or visiting Town facilities and/or properties.
Section:	CORP	Replaces:	Not applicable
Original Policy Date:	Not applicable	Revision Date:	February 13, 2018
Effective Date:	February 13, 2018	Proposed Revision Date:	February 13, 2020
Prepared By:	Community Services	Approval Authority:	Council

1.0 Policy Statement

The Town of Aurora (“The Town”) strives to engage members of the community to work, live, and play together in a positive manner. The Town recognizes that the majority of patrons use Town programs, facilities and properties in a responsible manner and conduct themselves appropriately when visiting Town facilities and properties, and that all deserve an environment free of harassment and violence. Occasionally, however, there may be instances where individuals engage in activities while using Town facilities and properties or interacting with staff in person, online or on the phone that the Town may deem to be inappropriate. In cases of inappropriate behaviour that jeopardize the peaceful enjoyment of Town programs, facilities and properties, and in such instances where intervention strategies and de-escalating tactics are not effective, the Town will take steps to maintain/restore order, and to ensure the safety of the public and staff.

2.0 Purpose

The purpose of this policy is to clearly define a Community Code of Conduct that promotes safety and respect through quality customer service; and outlines options available to Town staff to curtail or prevent inappropriate conduct from occurring in all Town facilities and properties, and the possible action and consequences that will result. As a corporation, the Town strives to provide quality service to all of the Aurora residents and visitors to Aurora, supporting inclusivity,

Policy No. CORP-12 – Community Code of Conduct

diversity, and respect in all of its Town facilities and properties.

3.0 Scope

This policy applies to all Town facilities and properties owned by the Town of Aurora, including but not limited to Town Hall, recreation centres, sports fields and parks; and/or any person participating in an activity or event at those facilities. This policy also applies to all Town staff in a working capacity outside of Town facilities (e.g. Bylaw staff, Parks staff, Operations staff).

4.0 Definitions

Ban means the prohibition of an individual (or group of individuals) from entering specific Town properties or facilities for a specific duration.

Inappropriate behaviour may be demonstrated in person, while the individual is in or around Town facilities, but may also occur over the telephone, through email or other messaging directed towards staff or patrons. The following behaviour is considered to be inappropriate: violent behaviour (or threats of violent behaviour) that may affect an individual or group; harassment, abusive or disrespectful language; disrespect for public property and the damage of property of others; bullying (including cyber-bullying); deliberate misuse of cellular phones, personal digital assistants or recording devices in the change rooms, washrooms and dressing rooms; smoking in non-designated areas; display non-inclusionary behaviour towards others; display of “hate behaviour”; contravention of any Town policies, bylaws, and/or regulations.

Incident means any occurrence involving inappropriate conduct on behalf of an individual, which includes, but is not limited to any of the following: damage to property; harm to individual(s) (workplace violence, workplace harassment, inappropriate behaviour); disturbance to peace; contravention of Town by-laws related to property, facility and/or posted rules; any illegal activity that warrants a formal report to or request for assistance from York Regional Police, by a Town staff, patron or visitor.

Staff means all full time and part time employees with the Town of Aurora; and volunteers, students, and co-op placement staff with the Town.

Town property means all Town-owned assets, including real property, buildings, structures, facilities and equipment.

Trespass Notice as authorized under the Trespass to Property Act, R.S.O. 1990,

Policy No. CORP-12 – Community Code of Conduct

c.T.21, is a written notice prohibiting an individual from entering specific Town properties or facilities for a specific duration and is issued to an individual by the Town with a copy to York Regional Police for the purpose of imposing a Ban.

Workplace Violence as defined under the Occupational Health and Safety Act, R.S.O. 1990, c.O.1; the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker (e.g. physical attacks – hitting, shoving, pushing, or kicking). An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker (e.g. threatening behavior – such as shaking fists, destroying property or throwing objects). A statement or behavior that is reasonable for worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker (e.g. verbal or written threats – any expression of intent to inflict harm).

Workplace Harassment as defined under the Occupational Health and Safety Act, R.S.O. 1990, c.O.1; engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

5.0 Responsibilities

Members of the public:

- Conduct themselves in a manner consistent with the policy
- Contact and/or report inappropriate behaviour to Town staff

Town of Aurora staff:

- Uphold the purpose and intent of the policy
- Ensure that the safety of the public and staff is of paramount priority, including calling the police (e.g. dial 911) where appropriate
- Report and document all incidents to their immediate Supervisor
- Report any inappropriate behaviours on social medial to the Manager of Corporate Communications
- Notify the police depending on the severity of the situation (e.g. involving a weapon)

Management/ Department Heads:

Policy No. CORP-12 – Community Code of Conduct

- Uphold the purpose and intent of the policy
- Work with members of the public in identifying inappropriate behaviour in Town programs, facilities, or properties
- Work with the Communications Department to communicate key information to Town staff (where applicable)
- Enforce the policy with public education and awareness
- Provide training, guidance, and mentorship to staff regarding the policy
- Follow-up on complaints and issues raised in accordance to the policy

6.0 Procedure

1. When staff will act:

- Upon observation or being informed of any behaviours that contravene the Community Code of Conduct
- Upon observation of verbal abuse or threat
- At the request of a Town staff member, who acting reasonably, is unable to get cooperation from program participants, parents, or spectators
- At the request of a patron and/or participant who formally complains about experiencing behaviours listed above

2. Response to inappropriate behaviour:

- Upon witnessing the inappropriate behaviour, staff will attempt to use intervention strategies (e.g. ask the individual to leave the facility) and de-escalating tactics to resolve the situation. For staff who work outside of a facility, they are asked to disengage with the individual and leave the scene.
- Upon the individual's persistence to not comply with the Community Code of Conduct or upon staff observing physical violence or threat of violence; contact York Region Police (dial 9-1-1 or push the panic button where available) immediately, respond accordingly to ensure the safety of the patrons and/or participants, advise your supervisor immediately, and utilize or mobilize your peers and other staff to provide support.
- Where a staff has received inappropriate email, phone calls, or

Policy No. CORP-12 – Community Code of Conduct

voicemail messages; they are to notify their Supervisor immediately. The messages will be documented, and there will be a discussion about an appropriate response. In some circumstances, it may be appropriate for the Town to have said messages blocked from the sender.

3. Consequences to inappropriate behaviour:

- For Level 1 offences (e.g. minor acts or first offences), contravention may result in but is not limited to the following: verbal warning by staff; written warning for social media offences; staff may ask the individual to leave where the incident is taking place on Town property; a letter of reprimand may be issued at the discretion of the Manager, and ban from facilities and/or denial of non-essential services for a period of time through a Trespass Notice.
- For Level 2 offences (e.g. serious offences and/or repeated offences), contravention is at the discretion of the Manager and may result in but is not limited to the following: a letter of reprimand will be issued; invoice for full cost of repairs will be issued where property damage has incurred; ban from facilities and/or denial of non-essential services for a period of time through a Trespass Notice, and/or other actions as may be deemed appropriate (e.g. notify the authorities).
- For Level 3 offences (e.g. serious offences and/or repeated offences), contravention is at the discretion of the Manager and may result in but is not limited to the following: invoice for full cost of repairs will be issued where property damage has incurred; ban from facilities and/or denial of non-essential services for an extended period of time through a Trespass Notice, and/or other actions as may be deemed appropriate (e.g. notify the authorities).

4. Incident report and decision making:

- An Accident/Incident Report will be filled out when there is an incident of inappropriate behaviour. The Accident/Incident Report is to be completed immediately following the incident and provided to the staff person's immediate full time supervisor, who will provide the report to Human Resources promptly and Legal when necessary.
- The Incident is to be reported through to the respective Supervisor who will consult with the respective Manager regarding the level of

Policy No. CORP-12 – Community Code of Conduct

offence and the degree of discipline.

- In situations when a Manager is considering a comprehensive ban (i.e. ban for an extended period of time, or ban from multiple services), they are asked to consult with their respective Director for further direction.
- Incidents related to social media will be reported to the Manager, Corporate Communications.

5. Communication between Departments:

- When an individual or a group is banned from facilities, a memorandum must be sent to community centre staff and Bylaw staff.
- When an individual or a group is banned from Town Hall, the Communications department will send a memorandum to all Town of Aurora full time staff (including Access Aurora staff, Bylaw staff, and Department Managers).
- When an individual or a group is denied of non-essential services from community centres, a memorandum must be sent to community centre staff and Access Aurora staff.
- When an individual or a group is denied interaction with Town staff, the Communications department will send a memorandum to all Town of Aurora full time staff (including Access Aurora staff, Bylaw staff, and Department Managers) and community centre staff..
- When an individual or a group is denied communication (e.g. email) with Town staff, the Communications department will send a memorandum to all Town of Aurora full time staff (including Access Aurora staff, Bylaw staff, and Department Managers) and community centre staff.

6. Appeal process:

- For facility ban/ denial of non-essential services, a banned individual may request reconsideration when new factual information is available. Such requests must be addressed to the respective Manager responsible, who will consider the new information and make his or her decision. Bans will remain in effect pending the outcome of the appeal.

Policy No. CORP-12 – Community Code of Conduct

- For social media and other mode of communication ban, a banned individual may request reconsideration when new factual information is available. Such request must be address to the respective Manager responsible, who will consider the new information and make his or her decision. Bans will remain in effect pending the outcome of the appeal.
- In the event where the individual is not satisfied with the response from the appeal process, they may escalate and appeal to the Director level.

7.0 Regulatory/References/Codes/Standards

HS-03 – Harassment Free Workplace, HS-02 – Violence Free Workplace.