

REFERENCE: AP-001	TOWN OF KINDERSLEY	
ADMINISTRATION POLICIES	ZERO TOLERANCE AND UNACCEPTABLE BEHAVIOUR POLICY	Effective Date: February 24, 2020 Date of Last Review: February 10, 2020 Signature: 

POLICY STATEMENT

The Town of Kindersley (the Town) is responsible, through its employees, for provision of services as set out by Council, and for many municipally owned or managed facilities, spaces, and locations, including but not limited to: a recreational centre, swimming pool, splash pad, library, museum, fire hall, tourism booth, animal pound, and dog park, as well as numerous cultural spaces, meeting spaces, office spaces, parks, sports fields, walking trails, indoor arenas, outdoor ice rinks, indoor and outdoor change/dressing rooms, and worksites (facilities).

These facilities exist to provide residents with opportunities to enjoy physical, cultural, and recreational services, programs, activities, and events, including the provision of community activities by other people and organizations, as well as access to daily services and business in a welcoming, safe, and respectful environment.

This policy maintains an understanding that people must take primary responsibility for the behaviour of themselves and those directly associated with them. These include, but are not limited to residents, guests, adults, children, youth, students, parents, players, coaches, officials, spectators, organizers, and board members (people).

By implementing this policy, the Town, through the direction of the Chief Administrative Officer (CAO), commits to providing an atmosphere where values such as respect, inclusion, kindness, teamwork, safety, fair play, and integrity are fostered.

GUIDING PRINCIPLES

1. Violent, abusive, disorderly, aggressive, offensive, and other disruptive behaviours have no place in a municipal setting.
2. Occupying municipally owned or managed facilities is a privilege not a right. Upon access, people agree to respect the facility, and the people therein, and to conduct themselves in a socially acceptable manner.

3. Town employees and volunteers dedicate time and resources to provide community services, programs, activities, and events. They deserve the right to occupy a welcoming, safe, and inclusive environment, as do all people.
4. Disregarding socially acceptable, courteous, and safe behaviour can rapidly turn a positive experience into a negative one.
5. For the purpose of this policy, the following definitions regarding age shall apply:

 - a) Child or children shall mean people having reached two (2) years of age but not having reached seven (7) years of age;
 - b) Youth shall mean people having reached seven (7) years of age but not having reached thirteen (13) years of age;
 - c) Student shall mean people having reached thirteen (13) years of age but not having reached nineteen (19) years of age; and
 - d) Adult shall mean people having reached nineteen (19) years of age, and may mean a parent, caregiver, designated adult, or one who is responsible for children, youth, or students.
6. Adults must supervise and shall be held accountable at all times for the actions of children, youth, and students in their care.
7. Responsibility for children and youth attending scheduled programs, services, activities, and events may be transferred from a parent or designated adult to another responsible adult (i.e. a coach or team manager) until their participation is complete and responsibility is once again returned to their parent or designated adult.
8. Children and youth must be supervised at all times and shall be considered unsupervised while their parent or designated adult is elsewhere in a facility attending any program, service, activity, or event.
9. No child, youth, or student shall be left unattended in any change/dressing room by a parent, designated adult, coach, or team manager.
10. For privacy and security reasons, the use of cameras, cell phones, laptops, or any other digital imaging equipment is strictly prohibited in change/dressing rooms.
11. The Town shall not be held responsible for lost or stolen items during attendance at any facility, service, program, activity, or event.
12. The Town shall not be held responsible for personal injury during participation in or attendance at any facility, service, program, activity, or event.
13. Zero tolerance behaviour is defined as acting in a manner which causes or is likely to cause distress, harm, harassment, or alarm to another person and shall include but is not limited to:

 - a) verbal assault,
 - b) harassment,
 - c) abusive language,
 - d) profanity,
 - e) threatening,

- f) intimidation,
- g) throwing any object in a deliberate or aggressive manner,
- h) aggressive approach toward another person
- i) physically striking another person,
- j) battery upon another person,
- k) bullying,
- l) racial, ethnic, sexist, or bigoted slurs,
- m) attempts to incite violence in others,
- n) disrespect of facilities, Town employees, volunteers, or any other person,
- o) abuse of authority,
- p) conduct, comments, actions, or gestures that are humiliating, offensive, hurtful or belittling,
- q) yelling or shouting (except where intended to alert another to danger),
- r) attempts to discredit another person by spreading false information about them.

14. Unacceptable behaviour in any facility shall include but is not limited to:

- a) horseplay or roughhousing,
- b) spitting,
- c) running through public areas, on stairs, and in seating areas,
- d) pushing or tripping,
- e) vandalism, including defacing walls or other surfaces in any facility, building or property,
- f) excess garbage or debris left in the facility,
- g) climbing on facility fixtures and stored equipment,
- h) throwing garbage or debris onto any ice surface,
- i) abusive and foul language,
- j) activating an alarm or emergency sprinkler system without cause to do so,
- k) disrespecting Town employees,
- l) purposefully annoying others,
- m) hiding in the facility,
- n) smoking, vaping, or use of chewing tobacco,
- o) consumption of illicit substances (drugs),
- p) overconsumption of beverage alcohol (alcohol).

15. Without first attaining authorization from a Town employee, it shall be strictly prohibited to bring in from outside any of the following:

- a) coolers used to contain food and beverages,
- b) outside food or beverages for sale or resale,
- c) alcohol,
- d) noise-making devices (i.e. horns, whistles, air horns, cymbals, bugles, bells, etc.),
- e) large banners or signs.

16. It shall be strictly prohibited to bring in from outside any of the following:

- a) bicycles, skateboards, scooters, and heelies,
- b) glass bottles,
- c) illicit substances,
- d) illegal substances or items,
- e) fireworks and other projectiles,
- f) weapons of any type,
- g) laser pointers,
- h) aerosol cans,
- i) stickers,

- j) pets (which does not include service or support animals).
- 17.** Town employees have the right to refuse access or entry to anyone suspected of being noticeably under the influence of drugs or alcohol.
- 18.** Blocking emergency exits or entrances, hydrants, escape doors, or any other designated emergency areas is strictly prohibited. Vehicles or any other item found to be impeding passage to, from, or through emergency areas will be immediately towed or removed without notification to the owner and at the owner's expense.
- 19.** Unacceptable behaviour specific to the West Central Events Centre (WCEC) shall include but is not limited to any behaviours as set out in this or any other duly approved policy, any posted signage, and the following:
- a) The use of alcohol outside designated areas, times, or events, and the over-use of alcohol are strictly prohibited.
 - b) Playing with sticks, pucks, balls, or any other projectile of any size or composition, on the walking track, in the dressing rooms, or in the general public areas, including the halls outside of the dressing rooms is strictly prohibited.
 - c) No person shall throw items from or to the upper mezzanine, nor shall playing on or near the mezzanine railings be allowed.
 - d) All people who are not Town employees shall promptly vacate and clear the ice surface when rental time is expired or as soon as the ice-resurfacer gate is opened.
 - e) No person shall enter the ice surface while the ice-resurfacer is in operation or before the ice-resurfacer gate is closed.
 - f) All people shall promptly vacate their assigned dressing room no more than thirty (30) minutes after the rental time is expired.
 - g) Dressing rooms shall not be left in a state of uncleanliness, disarray, damage, or disrepair.
- 20.** Unacceptable behaviour specific to any Town skating-ice surface shall include but is not limited to any behaviours as set out in this or any other duly approved policy, any posted signage, and the following rules;
- a) The use of alcohol is strictly prohibited.
 - b) Helmets are mandatory for all ages during posted times allowing shinny (i.e. any game of casually organized hockey, scrimmage, or pick-up hockey) and the use of helmets is strongly recommended for all ages for public skating.
 - c) The use of sticks and pucks (or any similar projectiles), are not permitted during posted times designated for public skating,
 - d) The center area of the ice surface shall be reserved for children and less confident skaters.
 - e) The carrying of another person, even a child, in any manner, is strictly prohibited.
 - f) Chairs shall not be used as a skating aid, but approved skating aids are allowed in the center area of the ice surface.
 - g) All participants must wear skates at all times on the ice surface, all other footwear is not permitted.
 - h) No food, and no beverage (except water in shatter-proof containers), shall be allowed.
- 21.** Unacceptable behaviour specific to the Kindersley Aquatic Centre (KAC) shall include but is not limited to any behaviours as set out in this or any other duly approved policy, any posted signage, and the following:
- a) The use of alcohol is strictly prohibited.

- b) No person shall enter the facility with prior knowledge of communicable or potentially infectious diseases, conditions or transmittable illnesses.
 - c) No person shall use any diving board, slide, ladder, equipment, or toy in a manner that could be considered unsafe.
 - d) No person shall dive into any water outside designated diving areas,
- 22.** Proper clothing and equipment must be utilized at all times during participation or attendance at any facility, service, program, activity, or event.
- 23.** During any event, competition, or game which is officiated by a sanctioned and regulated governing body within the province of Saskatchewan and by an officiant who follows and enforces the official rules of play (i.e. referee), the officiant may use this policy to assist in the enforcement of any such rules and regulations. Regardless of a sanctioned officiant enforcing rules and regulations of a governing body or this policy upon competitors, coaching staff, volunteers, or spectators, the Town reserves the right to enforce the consequences of this policy if, in the opinion of the CAO, and after a thorough review, it is warranted based on evidence observed first-hand or provided by a credible source.
- 24.** Anyone witnessing contravention of this or any other duly approved policy, or of any posted signage, should report immediately to any Town employee.
- 25.** With prior approval from a supervisor or the CAO, Town employees may temporarily adjust facility rules, regulations, or policies as required, at any time, to ensure overall safety or orderly conduct.
- 26.** Town employees reserve the right to limit the number of participants at any program, service, activity, or event at any given time to ensure the overall safety or orderly conduct of the participants.
- 27.** In maintaining an attitude of zero tolerance for unacceptable behaviour of any kind, the Town shall be proactive in the prevention of such behaviour by taking steps which may include but are not limited to:
- a) ensuring that people are aware of, and understand that acts of said behaviour are considered a serious offence by the Town for which necessary action shall be taken,
 - b) ensuring that Town employees receive training on this policy,
 - c) establishing procedures and providing environments to eliminate or drastically reduce unacceptable behaviour,
 - d) encouraging people to report incidents of unacceptable behaviour by providing protection from punitive reprisal,
 - e) ensuring that all security systems including but not limited to surveillance cameras and lighting receive regularly scheduled maintenance and testing,
 - f) thoroughly investigating reported incidents in an objective and timely manner,
 - g) regularly reviewing this policy, any corresponding procedures, and all incident reporting to determine necessary changes and improvements,
 - h) taking action to assist in locating appropriate support for victims of unacceptable acts

PENALTIES

- 28.** Any person in violation of this policy, regardless of location or circumstance, may be subject to immediate action as set out in Schedule A, being an Offence and Penalty Table, as attached to and forming part of this policy.
- 29.** Penalties as set out in this policy, and in any attachments thereto, are to be considered as a minimum only and may be expanded upon at the discretion of the CAO.
- 30.** All people who are suspended in accordance with this policy shall also be prohibited from holding a position on any board or committee as appointed by the Town or Council of the Town for a period equal to that of the suspension.
- 31.** Any fees, fines, or costs related to a violation of this policy and payable to the Town shall be considered due within thirty days. Balances remaining shall be sent to collections unless prior approval for other arrangements is granted, in writing, by the CAO.
- 32.** There shall be no reconsideration by the CAO with respect to the length of a suspension or prohibition unless new information becomes available, in which case any suspended person may request reconsideration of the facts on which the suspension is based. Such information must be forwarded in writing to the CAO who, in consultation with Council and any relevant Town employee(s), will review the new information and provide a decision.

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SCHEDULE A
 Being an Offence and Penalty Table,
 as attached to and forming part of Policy AP-001,
 Being the Town of Kindersley Zero Tolerance and Unacceptable Behaviour Policy

Minor incidents as may be determined by any Town employee, and as may or may not be the same or similar in nature:		
A.	1 st Offence	<ol style="list-style-type: none"> At the time of the incident, a Town employee shall officially verbally inform the person and/or the responsible adult of the offence, and shall further warn that the behaviour must immediately cease; The person and/or the responsible adult may be subject to immediate expulsion from any Town owned or managed facility; The Town employee shall note the official verbal warning with a supervisor and further it shall be reported to the CAO; An official written communication to the person and/or the responsible adult from the CAO may be issued regarding suspension from select or all Town owned or managed facilities for a defined period to last not less than two (2) and not more than thirty (30) consecutive days; The person and/or the responsible adult shall pay actual cost plus an administration fee of 25% of the actual cost before taxes for any cleaning or damage repair as required.
B.	2 nd Offence	<ol style="list-style-type: none"> At the time of the incident, a Town employee shall officially verbally inform the person and/or the responsible adult of the offence, and shall further warn that the behaviour must immediately cease; The person and/or the responsible adult shall be subject to immediate expulsion from any Town owned or managed facility; The Town employee shall note the official verbal warning and expulsion with a supervisor and further it shall be reported to the CAO; An official written communication to the person and/or the responsible adult from the CAO shall be issued regarding suspension from select or all Town owned or managed facilities for a defined period to last not less than thirty (30) and not more than three hundred and sixty-five (365) consecutive days; The person and/or the responsible adult shall pay actual cost plus an administration fee of 50% of the actual cost before taxes for any cleaning or damage repair as required.
C.	3 rd Offence	<ol style="list-style-type: none"> At the time of the incident, a Town employee shall officially verbally inform the person and/or the responsible adult of the offence, and shall further warn that the behaviour must immediately cease; The person and/or the responsible adult shall be subject to immediate expulsion from any Town owned or managed facility; The Town employee shall note the official verbal warning and expulsion with a supervisor and further it shall be reported to the CAO; An official written communication from the CAO shall be issued to the person and/or the responsible adult regarding immediate, temporary suspension from select or all Town of Kindersley owned, or managed facilities while the matter is under review, and that such consequences as shall be determined at the discretion of the CAO in consultation with the Town Council shall follow; The person and/or the responsible adult shall pay actual cost plus an administration fee of 75% of the actual cost before taxes for any cleaning or damage repair as required.
Serious incidents as may be determined by any Town employee, and as may or may not be the same or similar in nature:		
D.		<ol style="list-style-type: none"> At the time of the incident, a Town employee shall officially verbally inform the person and/or the responsible adult of the offence, and shall further warn that the behaviour must immediately cease; The person and/or the responsible adult shall be subject to immediate expulsion from any Town owned or managed facility; The Town employee shall note the official verbal warning and expulsion with a supervisor and further it shall be reported to the CAO; An official written communication from the CAO shall be issued regarding immediate, temporary suspension from select or all Town of Kindersley owned, or managed facilities while the matter is under review, and that such consequences as shall be determined at the discretion of the CAO in consultation with the Town Council shall follow; The person and/or the responsible adult shall pay actual cost plus an administration fee of 75% of the actual cost before taxes for any cleaning or damage repair as required; The incident may be reported by the CAO to the RCMP, or to any other authority, and corresponding charges may follow.