

CITY OF ORILLIA POLICY MANUAL

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PURPOSE:

The City of Orillia's recreational facilities exist to provide residents and visitors with the opportunity to participate in sport and other recreational activities in a safe and positive environment. The City of Orillia will ensure the most supportive climate possible so that people may enjoy their sports and/or recreational opportunities, and learn about sportsmanship, skills, competition, teamwork, and fair play.

It is critical that the City of Orillia has deterrents in place to ensure that incidents of harassment and violent behaviour do not occur in any City of Orillia recreation facilities. Visitors to the City of Orillia's recreational facilities are expected to behave and act in a manner that respects the rights of others; so that everyone may use and enjoy the facilities.

All users and staff have the right to be safe and to feel safe while attending a program or facility. With this right comes the responsibility to be accountable for actions that put the safety of others at risk.

Included in this commitment is the understanding that organizations that utilize City of Orillia recreational facilities must take PRIMARY responsibility for the behaviour of all individuals associated with them, including participants, officials, and spectators.

GOALS

1. To ensure that everyone utilizing the City of Orillia recreation facilities will act in a respectful and sportsmanlike manner.
2. To eliminate violence and anti-social behaviour from all City of Orillia recreation facilities.
3. To promote a positive, safe, encouraging, and enjoyable environment for ALL participants and visitors.
4. To give staff and volunteer organizations the authority to deal with unruly and violent behaviour with defined and appropriate sanctions.
5. To establish a closer and continued partnership between the City of Orillia and the organizations that use the facilities to eliminate unacceptable behaviour from the facilities and programs.
6. To empower the local sports and recreational organizations to implement procedures that will eliminate unacceptable behaviour within their individual programs.

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As the owner of the facilities, it is the City's role to assist in the management of the visiting public. We require the Sports Associations that utilize the facilities to adopt and promote rules of conduct, which when not followed, will trigger actions under the policy.

DEFINITIONS:

HARASSMENT / VIOLENCE

For the purpose of this policy the focus is on the behaviour of any participant, visitor, organization volunteer, or staff within the City of Orillia recreational facilities.

Inappropriate acts and / or violence include but are not limited to:

- loud verbal assaults, profanity, intimidation
- physical behaviour that goes beyond the rules of the game or program
- physical vandalism to the facility
- refusal to follow the rules within the specific facility
- intimidation directed towards an individual attending the facility
- throwing articles in a deliberate or aggressive manner
- attempts to incite other people, either to verbal harassment or to violence
- participation of any illegal act in the facility (i.e. drinking, smoking)

CITY OF ORILLIA RECREATIONAL FACILITY

For the purpose of this policy, "City of Orillia Recreational Facilities" shall include arenas, parks, sports fields, beaches, swimming pools, any facility utilized for NSP programming and all associated parkland.

RESPECT + AMBASSADORS

For the purpose of this policy all "block booking organizations" of the City of Orillia **MUST** designate one or more volunteers to act on the association's behalf to enforce this policy. Those individuals will be known as RESPECT + ambassadors. RESPECT + ambassadors will have the authority, along with staff, to request individuals to vacate the City of Orillia recreational facility that their organization has booked. The RESPECT + ambassadors will also be the primary contact between the organization and Parks and Recreation staff on all matters relating to the RESPECT + program. If a RESPECT + ambassador is a participant in a reportable incident, contact will be made through the organization's president. All RESPECT + ambassadors' names must be submitted to and approved by Orillia Parks and Recreation management staff.

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WITNESS

For the purpose of this policy a witness is defined as any individual who actually saw the incident and can provide details of the incident. We require witnesses to provide their statements in writing.

ASSOCIATION/ORGANIZATION MEMBER

An association member is any registered participant, coach, game official, executive member, staff, volunteer or parent of a registered participant.

STAFF

Staff is defined as on duty staff, program staff and/or all management staff of the City of Orillia, Parks and Recreation Department.

PROCEDURE

DUTY TO REPORT

The City's primary concern is the safety of the facility, program users, and its staff. If at any time users, RESPECT + ambassadors, and staff feel personally threatened, they are to call the Police immediately. It is NOT the expectation that staff or users put themselves at risk or jeopardize their safety in dealing with any perceived or real situation.

Patrons of the City of Orillia recreational facilities are to report acts of unacceptable behaviour, vandalism, or illegal activities in writing, to a staff member and/or the appropriate RESPECT + ambassador within 24 hours of any such incident. Staff are to report all such incidents to their supervisor immediately, as well as complete and submit a written report within 24 hours. All incidents of violence, vandalism, threatening situations and/or illegal activities must be reported to the police.

ENFORCEMENT STEPS

The City will take appropriate actions when incidents pertaining to this policy occur in any City of Orillia facilities or programs. If inappropriate behavior or illegal activities are observed or reported in any City of Orillia recreation facility follow these steps:

1. Where possible, report the incident to staff or the appropriate RESPECT + ambassador.

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2. Complete a written RESPECT + incident form and send it to the Orillia Parks & Recreation office.
3. Staff and RESPECT + ambassadors are expected to act as the situation warrants.
4. Cooperate fully with any RESPECT + incident investigation.
5. Parks and Recreation management team will request written statements from any identified witnesses.
6. Support the investigation outcome.

For all Level III and/or Level IV incidents, follow these steps:

Upon witnessing, suspecting or receiving reports of any acts of physical violence, fighting, physical contact, vandalism and/or illegal activities, enact the following enforcement steps and contact the police immediately.

1. Without jeopardizing anyone's safety, advise the identified party to stop the activity and leave the facility immediately. (NOTE: when requesting individuals vacate the facility you MUST adhere to the city's eviction policy – Policy # 7.3.6.2)
2. If the individual(s) refuses to cooperate, contact the police and then notify the individual(s) that they are now trespassing and police have already been called.
3. If the individual(s) refuse to leave the facility; do not engage in arguments or physical confrontations, wait for the police to arrive.
4. After the incident has been resolved, staff must advise your supervisor immediately and ambassadors must advise their respective president and/or board.
5. Complete and submit a RESPECT + incident report form, including names and phone numbers of all witnesses within 24 hours of incident.
6. All incidents submitted in writing, will be reviewed by Parks and Recreation management staff.
7. Staff and RESPECT + ambassadors shall cooperate and support the police during any investigation and prosecution that may result from charges being laid.

For all Level I and/or Level II incidents, follow these steps:

Upon witnessing or receiving a report about any instances of harassment, verbal abuse or any types of unacceptable behaviour, enact the following enforcement steps.

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1. Assess the situation to determine if department operating policies need to be enforced.
2. Without jeopardizing anyone's safety, advise the identified party to cease the unacceptable behaviour immediately or they will be asked to leave.
3. If the individual(s) does not cooperate, inform them that they are now trespassing and the police will be called.
4. If the individual(s) refuse to leave; do not engage in arguments or physical confrontations, leave and wait for the police to arrive.
5. After the incident has been resolved, staff must advise your supervisor immediately and ambassadors must advise their respective president and/or board.
6. Complete and submit a RESPECT + incident report form, including names and phone numbers of all witnesses within 24 hours of incident.
7. All incidents submitted in writing, will be reviewed by Parks and Recreation management staff.
8. Staff and RESPECT + ambassadors shall cooperate and support the police during any investigation and prosecution that may result from charges being laid.

Requirements of users and volunteers

1. A representative from each group or team must be on site at all times.
2. Representatives are required to understand and help enforce departmental policies.
3. Representatives are required to provide a completed RESPECT + Incident form, within the required time frame, for any incidents that take place while they are on site.

Organization members

Organizations, associations, and leagues are expected to take the lead role in any incident involving their individual members (i.e. players, coaches, officials, etc.). The Parks and Recreation management team may add prohibitions in addition to any organization, association, or league imposed sanctions.

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CONSEQUENCES

Individuals who engage in any form of unacceptable behaviour will be subject to the identified prohibitions in the “Harassment Levels/Prohibition” chart. Parks and Recreation Management team will review all incidents reported in writing for additional prohibitions. All such reviews will be completed within 10 business days from when the department receives the completed RESPECT + Incident form.

Any prohibition imposed on an individual will be followed by a written report to the organization or staff involved. Subsequently, the Parks and Recreation Department of the City of Orillia will notify the individual(s) involved, of the prohibition in writing. If the individual(s) cannot be notified by the department, than the organization involved will be notified and asked to forward the written notice to the individual(s) involved. Incidents may be reported to the police and charges may follow.

Parks and Recreation management team may, if deemed necessary, suspend any individual from Orillia recreational facilities pending the completion of the incident review. The suspension would take effect from the date that the written incident report is received by the Parks and Recreation Department.

HARASSMENT LEVELS AND PROHIBITIONS

Level I

Examples of Behaviour:

1. Inappropriate verbal or non-verbal harassment not covered in any other level.
2. Refusal to follow basic rules of the facility / program.
3. Ongoing visual or verbal sign(s) of dissatisfaction with any official, coach, administrator or staff decision.

Prohibitions:

1. Request an immediate refrain from the inappropriate behaviour.
2. Failure to immediately refrain for the inappropriate behaviour may result in the immediate ejection of the individual from the facility.
3. Ejection from the facility will automatically move the incident to a level 2.
4. For anyone committing a second level 1 offense within 6 months of the date of their first offense, the second offense will automatically be treated as a level 2 incident.

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Level II

Examples of Behaviour:

1. Openly disputing or arguing with the decision of an official, coach, administrator, spectator, player or staff.
2. Ongoing obscene or vulgar language.
3. Encouraging disrespectful or unsportsmanlike behaviour in any player, coach, official, administrator or spectator.
4. Taunting or ridiculing of officials, coaches, players, administrators, or spectators.

Prohibitions:

1. All examples of behaviour in level II will result in the individual's immediate ejection from the facility.
 - a. A **first violation** will result in a minimum suspension of 1 week from that facility.
 - b. A **second violation** within one (1) year of the date of the first incident will result in a minimum suspension of 1 month from that facility.
 - c. A **third violation** within one (1) year of the date of the first incident will result in a minimum suspension of 3 months from **ALL** City of Orillia recreation facilities.
2. All minimum prohibitions are specified; however the Parks and Recreation management team, depending on the violation, will make the final determination.
3. Failure to cease the unacceptable behaviour and voluntarily leave the facility or park once requested will automatically increase the incident to a level 3.

Level III (NEW)

Examples of Behaviour:

1. The use of any physical act, which is vulgar or obscene.
2. Ongoing taunting or ridiculing of officials, coaches, players, administrators, staff, or spectators.
3. Throwing of any object(s) towards the spectator's viewing area, the playing field (ice, pitch, and field), or at a person, as to create the potential of a safety hazard.

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4. Physical contact by players, using the body or sport equipment (glove, stick, bat, etc.) that would not be considered part of normal game action.
5. Not voluntarily leaving the facility or park once advised to do so by an official, administrator, staff or security personnel.
6. Physical contact of any type.
7. Threats of any nature.
8. Intimidation of any kind.

Prohibitions:

1. All examples of behaviour in level III will result in the individual's immediate ejection from the facility.
 - A **first violation** will result in a minimum suspension of 1 month from that facility.
 - A **second violation** within one (1) year of the date of the first incident will result in a minimum suspension of 3 months from **ALL** City of Orillia recreation facilities.
 - A **third violation** within one (1) year of the date of the first incident will result in a minimum suspension of 12 months from **ALL** City of Orillia recreation facilities.
2. All minimum prohibitions are specified; however the Parks and Recreation management team, depending on the violation, will make the final determination.
3. Failure to cease the unacceptable behaviour and voluntarily leave the facility or park once requested will automatically increase the incident to a level 4.
4. Any actions resulting in third party control or police involvement, automatically moves to a Level IV and a three-month minimum suspension.

Level IV (NEW)

Examples of Behaviour:

1. Participation in any illegal act in/at any City of Orillia recreation facility. (i.e. drinking, smoking, drugs)
2. Any vandalism to the facility/park, either inside or outside.
3. Physical violence or fighting.
4. Any type of physical abuse.
5. Returning to the facility after being ejected.

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6. Any action that requires the use of a third party to control the conduct or situation.

Prohibitions:

1. A minimum three (3) month suspension from ALL the City of Orillia's recreation facilities.
2. A second violation of this type within three (3) years of the date of the first incident will result in an automatic minimum twelve (12) month suspension from ALL City of Orillia recreation facilities.
3. Any individuals identified as perpetrating vandalism to the property shall be subject to a minimum suspension of one month, as well as assigned a bill for the repair of facility.

Police will be involved in all Level IV actions

NON ORILLIA BASED TEAMS

All non Orillia based teams (including players, coaches, parents, etc...) will also be subject to the "Acceptable Behavior Policy", policy # 7.3.6.1. However, we recognize the difficulty in enforcing any prohibitions on non Orillia individuals. As such, the following additional process will be followed in any incident involving non Orillia teams.

1. The home association / organization of the offending individual(s) will be notified, in writing of the incident involving their members, as well as any prohibitions imposed on the individual(s) in Orillia.
2. The home association / organization will be requested to recognize and support any prohibitions imposed on the individual(s) by the City of Orillia.
3. The home association / organization will be requested to assist the City of Orillia in re-educating the individual(s) involved.
4. Three incidents in the same calendar year, involving members from the same association / organization will result in all teams from that same association / organization being suspended from all Orillia recreational facilities for a period of time.
5. If the association / organization involved informs the Orillia Parks and Recreation Department, in writing, that they have enforced the prohibition and attempted to re-educate the offending individual(s) then that incident will not count against the association / organization three incidents.

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THERE WILL BE NO RECONSIDERATION TO THE SUSPENSION TIME GIVEN

APPEALS

An appeal process may be convened at the written request of the suspended individual only with new information relating to the said behaviour. All appeals must be submitted within 14 days of the decision and they must be accompanied with a mandatory \$100 appeal fee. The fee will be refunded if the appeal is successful. The Director of Parks and Recreation or their designate, at his/her discretion will determine whether the new information will be satisfactory to proceed with the appeal hearing.

There will be no appeal process with respect to the length of suspension for the behaviour sanction. There is no appeal process for individuals attempting to decrease the length of the suspension based on their unacceptable behaviour.

All decisions of the Appeal Board will be deemed final.

Appeal Board

The appeal board shall include three individuals appointed by the Director of Parks and Recreation or their designate, one of which must represent the organization involved in the incident.

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