

Policy Title: Zero Tolerance of Abusive Behaviour

Policy Objective	To ensure a safe and respectful environment
Authority	Resolution # 138/20
Supporting Bylaw	
Related Policy	

LEGISLATIVE AUTHORITY

The Municipalities Act

OBJECTIVE

To ensure a safe and respectful environment at all town-owned facilities.

SCOPE

This policy applies to all persons within any town-owned facilities.

POLICY

1. Any type of violent behaviour or harassment will not be tolerated. This includes physical assault, brandishing or using a weapon, damaging or destroying property, or intimidating others.
2. Any type of abusive language will not be tolerated. This includes offensive, profane, and vulgar language, or threats to another person, whether made in person or through letters, texts, phone or email.
3. Anyone experiencing or witnessing any type of abusive language or behaviour should immediately report it to the on-duty staff.
4. The staff must immediately investigate the situation and perform a threat assessment.
5. If, in the opinion of the staff, the complaint is valid, the staff member will ask the offender to leave the building and grounds.
6. If the offender does not follow the staff member's request, the police will be called to escort the offender off the premises.

7. The staff member must complete a written incident report of the situation, detailing date and time, the details of the event, and what corrective action was taken.
8. If the offender repeats the offence, Town Management is hereby authorized to ban the offender from the premises for the duration of the season, or for a specified length of time, as deemed appropriate.