



POLICY: RZONE – Respect & Responsibility

Department: Parks & Recreation

Subject: Violence Free Facilities and Programs

Approved By: Township Council

Approval Date: November 19th, 2007

Revision Date: May 26, 2025

Author: Community Services Department

Purpose:

The Township of Centre Wellington (hereinafter referred to as the “Township”) is committed to ensuring the safety of the general public, its service users and staff in its recreation, parks, and culture programs, facilities and properties, and fostering an environment where there is **Respect** for others, and appropriate personal **Responsibility** for all actions. The Township will not tolerate any form of violence, vandalism or inappropriate behaviour in its recreation, parks, and culture programs, facilities and properties

1. The Township’s Community Services programs, facilities and properties are places that promote learning and leisure for residents and are an important part of human development and wellness. All persons have the right to be safe and to feel safe while attending or working at a program, facility or property. With this right comes the responsibility to be accountable for actions or behaviours that jeopardize the safety of others.

2. This policy and procedure outlines the measures and enforcement steps to be taken by the Township’s Community Services Department (hereinafter called the “department”) and all persons, including staff, volunteers and users, in order to address inappropriate or violent behaviour in Community Services programs and in Township owned or leased facilities and properties.

3. The goal of this policy is to promote a positive, safe, enjoyable and supportive environment for all users and staff in Township recreation, parks, and culture programs, facilities and properties, and to increase the level of understanding and awareness of this policy. In addition, this policy will seek to establish closer and continued relationships between the Township and various community, cultural,

religious and sports associations, clubs, teams, groups and societies (hereinafter referred to as "organizations") to support this policy.

4. The Township encourages all organizations to develop and implement their own violence free policy, which can help to support this Township policy

Scope:

This policy and procedure applies to Township Community Services staff and ALL persons using Township Community Services programs, facilities and properties, including but not limited to, patrons, guests, spectators, fans, coaches, players, parents, volunteers, staff and the general public. The policy encompasses structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

Inappropriate or violent behaviour (sometimes herein referred to as "incidents") for the purpose of this policy includes, but is not limited to, the following:

- a) Verbal assaults directed at any person, including but not limited to, participants, officials, members of the public or Township staff, which are aggressive or intimidating or that have the potential of inciting violence;
- b) Threats and/or attempts to intimidate;
- c) Throwing of articles in a deliberate or aggressive manner;
- d) Aggressive approaches to another person (physical/verbal assault);
- e) Actual or attempted physical striking of another person;
- f) Attempts to goad or incite violence in other persons;
- g) Theft of property;
- h) Possession of weapons;
- i) Vandalism to buildings, structures or property owned by or leased through the Township or located thereon;
- j) Refusal to follow this policy and procedure
- k) Uttering of racial or ethnic slurs;
- l) Intoxication or being under the influence of alcohol or drugs;
- m) Harassment ("engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome" as defined by the *Ontario Human Rights Code*);
- n) Criminal behaviour of any kind whatsoever;
- o) Contravention of any Township by-laws, policies or requirements.

Procedure:

Duty to Report

1. The Township's primary concern is the safety of the service users, volunteers, and its staff. If at any time users, volunteers, or staff feel personally threatened, they are to call the Ontario Provincial Police (OPP) immediately. It is **NOT** the expectation that staff or users put themselves at risk or jeopardize personal safety in dealing with any perceived or real situation;
2. Township staff are to report acts of violence, vandalism or inappropriate behaviours to their immediate supervisor. The Supervisor will convey a report to appropriate organization(s) within 24 hours;
3. Patrons of Township facilities are to report acts of violence, vandalism or inappropriate behaviours to a Township staff member and/or a designated person of the appropriate organization immediately where possible and otherwise within 24 hours;
4. All incidents of violence and or vandalism or threatening situations must be reported to the OPP;

5. Organizations dealing directly with incidents are required to inform the department of the organization's resolution of the incident within 30 days.

Enforcement Options/Steps

1. The Township will take appropriate actions when incidents pertaining to this procedure occur in Township Community Services facilities, programs or properties. Township staff are authorized to act if inappropriate behavior or violence are observed or reported in the following instances:
 - a) Observation of any physical violence or vandalism or potential incident;
 - b) Observation of verbal abuse or (potential) threat;
 - c) The request of an organization's representative (i.e. coaches), who acting reasonably is unable to get co-operation from parents, participants, coaches, officials, or spectators;
 - d) The request of an organization or individual who, as part of their operations, are threatened, intimidated, or persistently disrupted for the purposes of inciting negative activity or incidents.

Ontario Provincial Police Contact Information

Non- Emergency Event: 1-888-310-1122

Emergency 911

2. Upon witnessing or suspecting physical violence; enact the following departmental operating procedures and contact the OPP immediately:
 - a) Without jeopardizing one's personal safety, advise the identified party to stop the activity immediately or they will be asked to leave;
 - b) If party does not co-operate, inform them that they are now trespassing (as the OPP have already been called);
 - c) If individual refuses to leave, do not engage in argument or physical confrontation but wait for the OPP to arrive;
 - d) Advise authorized staff or on call personnel immediately;
 - e) Prepare Rzone Incident Report (see attached);
 - f) Incident to be reviewed by staff within 48 hours;
 - g) All staff shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.
3. Upon witnessing verbal abuse or inappropriate behaviour; enact the following departmental operating procedures:
 - a) Assess the situation to determine if departmental operating procedures should be implemented;
 - b) Advise identified party, without jeopardizing one's personal safety, that they stop the activity immediately or they will be asked to leave;
 - c) If party does not co-operate, inform them that they are now trespassing and call OPP;
 - d) If notified party refuses to leave, do not engage in argument or physical confrontation, leave and wait for OPP to arrive;
 - e) Advise authorized staff or on call personnel;
 - f) Prepare Rzone Incident Report (see attached);
 - g) Incident to be reviewed by staff within 48 hours;
 - h) All staff shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.
4. Upon reported actions of physical violence by community group/representative or volunteer; enact the following departmental operating procedures and contact OPP immediately:
 - a) Without jeopardizing one's personal safety, advise the identified party to stop the activity immediately or they will be asked to leave;
 - b) If party does not co-operate, inform them that they are now trespassing (as OPP have already been called);
 - c) If notified party refuses to leave, do not engage in argument or physical confrontation, leave and wait for OPP to arrive;

- d) Advise authorized staff or on call personnel
 - e) Request full written report from community group/representative
 - f) Prepare Rzone Incident Report (see attached);
 - g) Incident to be reviewed by staff within 48 hours
 - h) All staff shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.
5. Upon reported actions of verbal abuse or inappropriate behaviour by community group/representative or Volunteer; enact the following departmental operating procedures:
- a) Assess the situation to determine if procedures should be enacted;
 - b) Without jeopardizing one's personal safety, advise the identified party to stop the activity immediately or they will be asked to leave;
 - c) If notified party does not co-operate, inform them that they are now trespassing and OPP will be called;
 - d) If individual refuses to leave, do not engage in argument or physical confrontation; leave and call the OPP;
 - e) Advise authorized staff supervisor or on call supervisory personnel;
 - f) Prepare Rzone incident report;
 - g) Request full written report from community group/representative;
 - h) Incident to be reviewed by staff within 48 hours
 - i) All staff shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.

Township of Centre Wellington
Community Services Department Contact Information
Centre Wellington Community Sportsplex **519-846-9691 ext. 903**
After Hours Emergency Contact #: **519-846-9691, option #2**

6. Upon witnessing any verbal abuse or inappropriate behaviour, on any properties where Township staff may not be present during the activity (i.e. parks, Belwood Hall, Victoria Parks Seniors Centre, Fergus Grand Theatre, etc.) the person shall:
- a) Without jeopardizing one's personal safety, advise the identified party to stop the activity immediately or they will be asked to leave;
 - b) If notified party does not co-operate, inform them that the OPP will be called;
 - c) If individual refuses to leave, do not engage in argument or physical confrontation; leave and call the OPP;
 - d) Call the Township Community Services Department at the above noted numbers and report the incident to Township staff;
 - e) Prepare Rzone incident report – can be accessed on Township website
 - f) Incident to be reviewed by staff within 48 hours
 - g) All persons shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.
7. Upon witnessing or suspecting physical violence; on any properties where Township staff may not be present during the activity (i.e. parks, Belwood Hall, Victoria Parks Seniors Centre, Fergus Grand Theatre, etc.) the person shall contact the OPP immediately:
- a) Call the Township Community Services Department at the above noted numbers and report the incident to Township staff;
 - b) Without jeopardizing one's personal safety, advise the identified party to stop the activity immediately or they will be asked to leave;
 - c) If party does not co-operate, inform them that the OPP have already been called;
 - d) If individual refuses to leave, do not engage in argument or physical confrontation but wait for the OPP to arrive;
 - e) Call the Township Community Services Department After Hours Emergency Call # at 519-846-9691, option #2 and report the incident to Township staff;
 - f) Prepare Rzone Incident Report (see attached);

- g) Incident to be reviewed by staff within 48 hours;
 - h) All staff shall cooperate and support OPP during any investigation and prosecution process resulting from any charges laid.
8. Requirements of users and volunteers:
- a) A representative for each organization must be on site at all times;
 - b) Representatives are required to understand the departmental operating procedures;
 - c) Without jeopardizing personal safety, advise the identified party that they are contravening the departmental operating procedures and contact the OPP if necessary;
 - d) Provide full written report related to incident within the required time frame and notify Township personnel immediately.

Consequences of Non- Compliance

1. The Township encourages organizations/groups to take proactive steps in addressing the actions of individual(s) and teams/groups who take part in unacceptable behaviour. In the case where an individual organization is aware of or has been made aware of an infraction of this policy and is taking steps to address the individual(s) or team(s)/group(s) behaviour, the Township will allow the organization a period of time (up to 30 days) to address consequences or corrective action for the individual(s) or team(s)/group(s). The Township will require the organization to keep the Department abreast of the situation and corrective actions being proposed on a daily basis.
If the Township does not support the organization's corrective action with the individual(s) team(s)/group(s), a suspension from Township programs, facilities, and properties may still be enacted by the Township.
If a second incident occurs with the same individual(s) or team(s)/group(s) while the organization is working on the first incident the Township will immediately enforce the procedures of the policy.
2. Individuals who engage in any inappropriate behaviour, as identified in this procedure, may, depending on the severity, be asked to leave the premises immediately and if necessary, a ban for a period of time. The ban may apply to all programs, facilities and Department properties, if warranted. This may include the cancellation of the facility rental to an individual(s), or applicable team(s), organization(s). Length of the ban will be determined by the Managing Director of Community Services and will depend on the severity of the situation. A guideline for bans is attached as Appendix "B" and a draft letter of ban is attached as Appendix "C".
3. All incidents that result in a ban from programs, facilities and Department properties will be followed up in writing by the Department, outlining the details of the suspension. The final decision related to the details of the ban, will be made by the Managing Director of Community Services or their designate. All correspondence related to discipline will be written under the signature of the Managing Director of Community Services, or designate;
4. Appropriate staff in facility sections and or geographic areas will be notified of individuals who are banned or individuals who received a letter of trespass from Department properties, facilities, and programs. Applicable organizations may be notified of the situation where appropriate;
5. Incidents will be reported to the Ontario Provincial Police, and charges may follow;
6. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s), team(s)/group(s) responsible will be required to reimburse the Township or applicable property owner for all costs associated with any repairs as well as any lost

revenues, together with an additional administration charge of 20% of such costs, or where appropriate be asked to repair the damage. In the case where an individual identified offender is 17 years of age or under, the Township will make every attempt to recover expenses and administration fees from such individual(s), or applicable legal guardian or applicable organization.

Appeal Process

1. Individual(s) or organizations wishing to appeal any disciplinary measure may present their case in writing to the Managing Director of Community Services accompanied with a mandatory fee of \$200.00 payable to the Township of Centre Wellington within 14 days of the decision. The fee will be refunded if the appeal is successful.

Responsibilities

1. **The Community Services Staff** are the key personnel responsible for the implementation of this procedure;
2. **The Community Services Department** is responsible for ensuring that preventative measures are in place so that incidents of violence, vandalism and inappropriate behaviour do not occur in its programs, properties or facilities;
3. **Visitors** to the Township of Centre Wellington Community Services programs, facilities or properties are responsible for behaving and acting in a manner that respects the rights of others in order for the services to be used and enjoyed by all;
4. **Organizations and Users or Recipients** of Community Services programs, facilities and properties are responsible for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, guests, etc.
5. **Major User Organizations** by virtue of their signed agreements for use of Township Community Services facilities, programs and properties, are expected to promote, support and endorse the departmental operating procedures within their organizations. In addition, it is the responsibility of the signatory to sign a code of conduct and to ensure all those involved with the organization (including out of town organizations) are aware of the departmental operating procedures;
6. **Casual users** (non-permitted) are expected to abide by, support and endorse the departmental operating procedure;
7. **The Township** shall work in partnership with community organization groups to ensure that their members have the opportunity to volunteer in a safe and positive environment.

Implementation:

1. The Department with its community partners, will undertake a promotional and educational campaign aimed at raising awareness among the general public and users of the Township's programs, facilities and properties (including parents, participants, volunteers, officials, spectators and patrons) of this policy and, in particular, the importance of their role in creating a positive atmosphere. The promotional material will include posters to display, circulation of the policy to stakeholders along with the inclusion of reference to the policy in the community organizations newsletters and handbooks.

2. In addition, necessary training and education will be provided to staff and volunteers (i.e. Rzone orientation, non-violence crisis intervention training), to support the implementation of this policy.
3. The Policy will be posted on the Township website and will be made available to the public through the Centre Wellington Community Sportsplex.

Definitions

Vandalism: is defined as the malicious, willful, and deliberate destruction, damage or defacing of property.

Appendices

Appendix A – Rzone Incident Report Form
Appendix B – Enforcement Guidelines
Appendix C – Draft Suspension Letter

APPENDIX A



TOWNSHIP OF CENTRE WELLINGTON
COMMUNITY SERVICES
DEPARTMENT
RZONE/ INCIDENT REPORT FORM

Is this a zero tolerance incident? _____ Yes ____ No

Individual Reporting Details:

Note: All parts of this form must be completed or report will not be received.

*Name of Person Reporting _____

*Mailing Address _____ Postal Code _____

*Phone Number (day) _____ (evening) _____

*Email Address _____

===== **Incident**

Information:

Date: _____ Time: _____

(note: incidents have a better chance of resolution if notification has been received within 24 hours)

Location of Incident: _____

===== **Participant**

(s)/Patron(s) Involved:

Name: _____

Address _____ Postal Code _____

Phone _____

If there are more participants involved please attach extra pages.

=====

Organization/Association Contact Information (if applicable):

Organization/Association Name: _____

Contact Name: _____

Phone Number: _____

E-mail Address: _____

=====

Category (please check all that apply)

- ☐ Verbal assault
- ☐ Threats/aggression
- ☐ Physical assault/harm
- ☐ Use of alcohol/drugs
- ☐ Vandalism
- ☐ Theft
- ☐ Harassment
- ☐ Other (please specify in detail)

Describe In Detail What Happened:

Other Relevant Information:

This could include such information as sporting/group association name (i.e. soccer, hockey), team name, team number/colour, location of event etc.

Was Anyone Else Made Aware Of The Incident? ☐ Yes ☐ No

If yes, who else was contacted?

☐ Police *Name of Officer* _____ *Occurrence Number* _____
☐ Ambulance ☐ Fire Department ☐ Parents
☐ Township Staff *Name:* _____ *Position:* _____
☐ Organization/Association *Name of person contacted:* _____
☐ Other _____

For Office Use Only:**Action Taken (please check):**

Letter of Warning	_____	Date: _____
Letter of Trespass	_____	Date: _____
Probation	_____	Date: _____
Suspension	_____	Date: _____
Ban	_____	Date: _____

Appeal: ☐ Yes ☐ No Date: _____

Outcome: _____

File Closed: _____ **Date:** _____
Name: _____ **Position:** _____
Signature: _____

**Completed forms should be mailed to the Managing Director of Community Services,
Community Services Department, 1 MacDonald Square, Elora, ON N0B 1S0.**

Personal information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2001, c. 25 and will be used for the purpose of program registration, payment, aggregate statistical reporting, and allocation of staff and resources. This information will also be used for the promotion of programs or activities so that we can provide you with good customer service. Questions about this collection may be directed to: The Managing Director of Community Services, Community Services Department at 519-846-9691 ext. 319, or 1 MacDonald Square, Elora, ON N0B 1S0.

Appendix B – Enforcement Guidelines

The following chart represents guidelines and outlines the consequences for acts of inappropriate behavior in Community Services programs, facilities and properties. It is understood this does not include all types of behavior, that each incident will be reviewed based on information available, and that consequences outlined below are guidelines may be adjusted to reflect conduct/ actions.

Consequences may be harsher if criminal convictions are involved.

Time banned is from all Community Services programs, facilities and properties of The Township of Centre Wellington.

INCIDENT	1st OCCURRENCE	2nd OCCURRENCE	3rd OCCURRENCE	ANY SUBSEQUENT OCCURRENCES
<ul style="list-style-type: none"> • Loud verbal assaults. 	Minimum 1 month ban	Minimum 3 month ban	Minimum 1 year ban	Minimum 3 year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> • Threats and attempts to intimidate. • Aggressive approach to another individual. • Attempts to goad or incite violence in others. 	Minimum 3 month ban	Minimum 6 month ban	Minimum 2 year ban	Minimum 3-year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> • Throwing of articles in a deliberate/ aggressive manner. • Physical striking of another individual. • Racial or ethnic slurs. • Illegal consumption of alcohol or drugs. • Harassment. 	Minimum 6 month ban	Minimum 1 year ban	Minimum 3 year ban	Minimum 3-year ban and review to determine if further consequences are warranted.
<ul style="list-style-type: none"> • Vandalism to building or property/ theft. 	Minimum 1 month ban plus payment of repair costs and 20% administration fee	Minimum 6 month ban plus payment of repair costs and 20% administration fee	Minimum 3 year ban plus payment of repair costs and 20% administration fee	Minimum 3 year ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted.



Date:

Delivered by Registered Mail

Attention:

RE: Inappropriate Behaviour Incident at Township of Centre Wellington Community Services Facility / Property

Dear ,

The Township of Centre Wellington has approved a **Rzone – Respect and Responsibility Policy** which its goal is *“to promote a positive, safe, enjoyable and supportive environment for users and staff in Township recreation, parks and culture program, facilities and properties.”* The Township and its community users groups worked together to develop this policy to foster an environment where there is **Respect** for others, and **Responsibility** for all actions. The policy states the Township will not tolerate any form of violence, vandalism or inappropriate behaviour in its Community Services facilities and properties.

This letter is to inform you that we have reviewed the incident which you were involved in on _____ at the _____. Based on our review of the incident you are
Date Property
hereby given notice pursuant to the **Trespass to Property Act, R.S.O. 1980, Chapter. 511** that we are issuing you a ____ day ban, effective this _____ from all Township Community Services
of Days Date
facilities. If you do enter onto any of these premises it will be considered trespassing and we will request you to leave the premises. If required we will involve the Ontario Provincial Police to enforce this Trespass notice.

I have attached a copy of the Township Rzone – Respect and Responsibility Policy for your information. As part of the Policy you do have 14 days to appeal this suspension in writing to myself, upon which your appeal will be reviewed.

Yours truly

Pat Newson, (or Designate)
Managing Director of Community Services

cc. Ontario Provincial Police – Centre Wellington Operations Centre (Fergus) Detachment
Dan Wilson, CAO