

**The Corporation of the
Township of Chapleau**



Policies and Procedures

**RESPECT AND RESPONSIBILITY POLICY
(R-Zone)**

PURPOSE

The Corporation of the Township of Chapleau is committed to fostering an environment where people demonstrate respect for others, and in particular for the public servants employed by the Township, and responsibility for their actions. The Township discourages any form of inappropriate behaviour at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email, social media or phone), in Township vehicles, or at any other location where Township employees are present.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour. The goal of this procedure is to promote a positive, safe and supportive environment for all members of the public and our employees. In addition, this procedure will encourage respect, commitment and considerate relationships between the Township and members of the public.

To this end, the Township of Chapleau has implemented a Respect and Responsibility policy, better known as **RZone**, to promote a positive, safe and supportive environment for all members of the public and staff. The “**R**” in **RZone** stands for **Respect** and **Responsibility** – **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The **RZone** provides a means for addressing inappropriate behaviour, violence and vandalism at all Township facilities, properties, Township sponsored events, programs, in writing or verbal communications (including electronic and telephone), or any other location where Township staff are performing work.

DEFINITIONS

RZONE: This policy, which is intended to create an environment of **Respect** for yourself and others, and **Responsibility** for one’s action

for all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email, social media or phone), in Township vehicles, or at any other location where Township employees are present and to provide a means of addressing inappropriate behaviors.

Members of the Public: May include those attending an event and/or a Township facility, and includes patrons, guests, clients, visitors, spectators, coaches, officials,

players, members, volunteers, invitees, participants and users.

Notice: Where there has been a violation of this policy, a letter will be issued to the identified individual providing details of the specific behaviour that is not tolerated and any Action To Be Taken.

SCOPE

This policy applies to all members of the public and employees at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email, social media or phone), in Township vehicles, or at any other location where Township employees are performing work.

RESPONSIBILITIES

It is the responsibility of all employees to be familiar with this policy and to adhere to this policy at all times.

Department Heads shall ensure that their respective employees are familiar with the provisions of this policy and are responsible to address any situation where staff or the public are at risk within our workplace environments.

The Chief Administrative Officer shall ensure that the public and all employees are familiar with this policy and adherence to the policy is consistent throughout the organization.

PROCEDURE

SECTION A

Employees are not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived threatening situation. If at any time employees feel threatened, they are to call the Ontario Provincial Police (OPP) for assistance.

Inappropriate behaviours or actions for the purpose of this policy includes, but is not limited to, the following behaviours. It is important to note that any one example on its own may not imply that the behaviour is considered inappropriate. Further, the Township recognizes the right of members of the public to express their thoughts, beliefs and opinions, including to complain about or express dissatisfaction with municipal services, decisions and governance or to generally express dissent. This right will be taken into account when considering whether the conduct in a specific instance constitutes "inappropriate behavior". More information about complaining about municipal services can be found in the Township's Formal Complaint Policy.

- Aggressive or intimidating actions towards an individual

(Profanity, rude or inappropriate language)

- Threats (verbal or physical)
- Attempts to goad or incite anger in others
- Throwing of articles in a deliberate or aggressive manner
- Physical striking of another individual
- Theft of property
- Illegal consumption of alcohol or drugs
- Contravention of town by-laws, policies, or procedures
- Vandalism (the deliberate destruction, damage or defacing of property owned or leased through the Township)
- Harassment (engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome)
- On-line threats, intimidation, harassment or defamation

If there is a reasonable basis for believing that a meeting or event could result in violence or inappropriate behavior, staff should alert the police prior to the event. If public or staff safety is threatened by conduct at an event, staff may request the attendance of the police to keep the peace.

The Township's primary concern is the safety of members of the public and our employees. It is **NOT** the expectation that members of the public or employees put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.

Ontario Provincial Police Chapleau Detachment
 Non-emergency contact 1-888-310-1122
 Emergency contact 911

SECTION B

Reporting – where an employee is directly involved or has witnessed an incident

When instances of inappropriate behaviour occur, employees shall act in the following manner:

1. Report acts of inappropriate behaviour to your immediate supervisor or designate.
2. Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning").
3. If the individual(s) does not co-operate, inform the individuals(s) that they must leave.
4. If the individual(s) refuses to leave, do not engage in an argument or physical confrontation, call the police, and wait for them to arrive while ensuring that you and any others in jeopardy are in a safe location.
5. Prepare an RZone Incident Report (Appendix A) and forward to the CAO within 24 hours of the incident.

Reporting – where an employee is receiving inappropriate written or verbal communication

When instances of inappropriate behaviour occur, employees shall act in the following manner:

1. Report acts of inappropriate behaviour to your Department Head immediately

2. Advise the individual to stop the inappropriate activity immediately or you will end the communication.
3. If the individual does not co-operate, inform the individual that you are ending the communication, and do not reply to any further attempts made by the individual to contact you.
4. Prepare an RZone Incident Report (Appendix A) and forward to the CAO within 24 hours of the incident.

Reporting – where an employee has not witnessed an incident being reported

When instances of inappropriate behaviour are reported to employees, employees shall act in the following manner:

1. Report any act(s) of inappropriate behaviour to your Department Head immediately
2. Prepare an RZone Incident Report (Appendix A) forward to the CAO within 24 hours of the incident.

Reporting – General

Members of the public are to report acts of inappropriate behaviour to a Township employee within 24 hours of the incident.

SECTION C

Response to RZone Incident Report

1. The CAO or designate will review each RZone Incident Report and determine whether inappropriate behavior or other conduct prohibited by the RZone policy has occurred.
2. If appropriate, the identified individual may be temporarily banned from attending at a Township facility or facilities until such time as an investigation into the incident has been completed.
3. The CAO or designate will draft the RZone letter to the individual indicating whether there has been a breach of the RZone Policy and what the consequences will be.
4. The identified individual will be informed within five (5) business days of the investigation being completed.
5. Appropriate employees will be notified of any individual(s) who has been subject to remedial action under this procedure as well as the action taken.

SECTION D

Consequences of Non-Compliance

1. All incidents reported under the RZone policy will be reviewed with a view to determining whether the policy has been breached and, if so, to determine what appropriate and proportionate penalty should be imposed. The CAO or designate considering the appropriate penalty should take into consideration the attached enforcement guidelines.
2. In addition to any other measures taken, where any damage to Township property has occurred, the individual(s) responsible may be required to reimburse the Township for all

costs associated with any repairs, an administration fee, as well as any lost revenues or where appropriate, be require to repair the damage.

3. Nothing in this RZone policy will prevent the Township or an individual from pursuing a court action, including an application for an injunction to constrain unlawful behavior or a civil action for damages for injury, harassment or defamation.

SECTION E

Appeal Process

1. If an individual wishes to appeal any action taken by the Township, the individual may file a request for an opportunity to present their case in writing to the Council or a committee of Council within 14 days of the decision, and such request will state the reasons for the request.
2. Council will decide whether it will provide the appellant with an opportunity to be heard. Council's decision in this regard shall be final.
3. If Council grants an appellant the opportunity to be heard, the appeal will be reviewed by Council and any decision made will be final.



RESPECT AND RESPONSIBILITY POLICY (RZONE)



Enforcement Guidelines: The following chart represents guidelines and outlines the suggested consequences for acts of inappropriate behaviour at all Township facilities, properties, Township sponsored events, programs in written and verbal communication (including electronic and telephone) or any other location where Township staff are present. It is understood that these guidelines do not include all types of behaviour, that each incident will be reviewed based on the investigation and that consequences outlined below are guidelines that may be adjusted to reflect conduct/actions. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.

The Township will determine which facility(ies) the person will be banned from based on the outcome of the investigation.

Incident	1 st Occurrence	2 nd Occurrence	Any Subsequent Occurrences
<ul style="list-style-type: none"> • Aggressive or intimidating actions towards an individual and causing distress to staff (profanity, rude or inappropriate language, fixation on an individual staff member) • Attempts to goad or incite anger in others • Make unjustifiable complaints about staff or attempting to have them replaced • A breach of policy, procedure, by-law • Frivolous and / or unreasonable persistent phone calls / correspondence / or visits to the Township (obsessive requests with high volume and frequency, requests lacking serious purpose or value, recording meetings or conversations without authorization) • Illegal consumption of alcohol or drugs 	Letter of Warning	Minimum of 3 month ban and review to determine if further consequences are warranted	Minimum 1-year ban and review to determine if further consequences are warranted
<ul style="list-style-type: none"> • Threats (verbal and physical) • Harassment / bullying (including very high volume and frequency of correspondence, accusations or complaints) 	Minimum of 3 month ban	Minimum 6 month ban and review to determine if further consequences are warranted	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 • Physically striking of another individual • Possession of weapons 	Minimum of 6 month ban	Minimum 1-year ban and review to determine if further consequences are warranted	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 of 1 month ban plus payment of repair costs and 20% administrative fee to a maximum of \$500 Ban will remain at least until restitution is complete	Minimum 6 month ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted	Minimum 3-year ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted