

## THE PUBLIC ANTI HARASSMENT POLICY

### Purpose Statement

1. The City of Côte Saint-Luc (hereinafter referred to as the City) is committed to ensuring the safety of service users and staff in its recreational programs, facilities or properties, and fostering an environment where there is **respect** for others, and **responsibility** for all actions. The City will exercise zero tolerance to any form of violence, vandalism or inappropriate behaviour in its recreational programs, facilities or properties.
2. The City recreational programs, facilities and properties are places that promote learning and leisure for residents. The City wants to ensure that all users and staff should feel safe while attending a program or when present at a City facility or property. All who use City facilities or recreational programs or are present on City property are accountable for actions or behaviours that put at risk the safety of others.
3. This procedure outlines the measures and enforcement steps to be taken by staff, volunteers and users in order to address inappropriate behaviour or violence in City programs, or at City facilities and properties;
4. The goal of this procedure is to promote a positive, safe, enjoyable and supportive environment for all users and staff in City recreational programs and facilities, and to increase the level of understanding and awareness of this procedure. In addition, this procedure will establish closer and continued relationships between the City and organizations to support this procedure.

### Scope

1. This procedure applies to all staff and users of City programs, facilities and properties including but not limited to patrons, guests, spectators, fans, coaches, players, parents, volunteers and staff. It covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.
2. Inappropriate behaviour and violence for the purpose of this procedure includes, but not limited to, the following behaviours:

- a) Loud verbal assaults directed at participants, officials, members of the public or City staff deemed to be aggressive or intimidating or having 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 individual (physical / verbal assault);
- e) Physical striking of another individual;
- f) Attempts to goad or incite violence in others;
- g) Theft of property;
- h) Possession of weapons;
- i) Vandalism to building or property owned or leased through the City;
- j) Refusal to follow the rules outlined by the City;
- k) Racial or ethnic or religious or linguistic or sexual orientation slurs;
- l) Illegal consumption of alcohol or drugs;
- m) Harassment (defined as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”);
- n) Contravention of City by-laws or policies.

## **Procedure**

### **Education**

1. The City with its community partners, will undertake a promotional and educational campaign aimed at raising awareness among parents, participants, volunteers, officials, spectators and patrons of the importance of their role in creating a positive atmosphere;

2. In addition, necessary and required ongoing training and education will be provided to staff and volunteers to support the implementation of this policy.

### Duty to Report

1. The City's primary concern is the safety of the service users and its staff. If at any time users or staff feels personally threatened, they are to call the Police and Public Security immediately. It is **NOT** the expectation that staff or users put themselves at risk or jeopardize one's safety in dealing with any perceived or real situation;
2. City staff are to report acts of violence, vandalism or inappropriate behaviours to their immediate supervisor and convey a report to appropriate association(s) within 24 hours;
3. Patrons of City facilities are to report acts of violence, vandalism or inappropriate behaviours to a City staff member and/or a designated person of the appropriate organization within 24 hours;
4. All incidents of violence and or vandalism or threatening situations must be reported to the Police and Public Security;
5. Organizations dealing directly with incidents are required to inform the department of a resolution within thirty days.

### Enforcement Options / Steps

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

2. Upon witnessing or suspecting physical violence; enact the following departmental operating procedures and contact the Police and Public Security immediately:
  - a) Without jeopardizing one's 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 identified party they are now trespassing (as Police and Public Security have already been called);
  - c) If individual refuses to leave, do not engage in argument or physical confrontation but wait for Police and Public Security to arrive;
  - d) Advise authorized staff supervisor or on call supervisory personnel immediately;
  - e) Prepare incident report;
  - f) Incident to be reviewed by staff;
  - g) All staff shall cooperate and support the Police and Public Security during any investigation and prosecution process resulting from any charges laid.
  
3. Upon witnessing continued verbal abuse or activity:
  - a) Assess the situation to determine if departmental operating procedures should be enacted;
  - b) Advise identified party, without jeopardizing one's safety, that they stop the activity immediately or they will be asked to leave;
  - c) If party does not co-operate, inform identified party they are now trespassing and Police will be called;
  - d) If individual refuses to leave, do not engage in argument or physical confrontation, leave and wait for Police to arrive;
  - e) Advise authorized staff supervisor or on call supervisory personnel;

- f) Request full written report from community group / representative;
  - g) Incident to be reviewed by staff
4. Upon reported actions of physical violence by community group / representative or volunteer; enact departmental operating procedures and contact Police immediately:
- a) Without jeopardizing one's 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 the identified party that they are now trespassing (as Police and Public Security have already been called);
  - c) If individual refuses to leave, do not engage in argument or physical confrontation, leave and wait for Police to arrive;
  - d) Advise authorized staff supervisor or on call supervisory personnel
  - e) Request full written report from community group / representative
  - f) Incident to be reviewed by staff.
5. Upon reported actions of verbal abuse or activity by community group / representative or volunteer:
- a) Assess the situation to determine if procedures should be enacted;
  - b) Without jeopardizing one's 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 the identified party that they are now trespassing and Police will be called;
  - d) If individual refuses to leave, do not engage in argument or physical confrontation, leave and call the Police;
  - e) Advise authorized staff supervisor or on call supervisory personnel;

- f) Prepare incident report;
- g) Request full written report from community group / representative;
- h) Incident to be reviewed by staff

6. Requirements of users and volunteers:

- a) A representative for each group or team must be on site at all times;
- b) Representatives are required to understand the departmental operating procedures;
- c) Without jeopardizing one's safety, advise the identified party that they are contravening the departmental operating procedures and contact the Police if necessary;
- d) Provide full written report related to incident within the required time frame and notify the City personnel.

Consequences of Non-Compliance

1. Individuals who engage in any unacceptable behaviour, as defined in this procedure, may, depending on the severity, be barred immediately from the premises and if necessary, a suspension for a period of time. The suspension may apply to all programs, facilities and properties, if warranted;
2. All incidents that result in a suspension or barring from programs, facilities and properties will be followed up in writing by the Department directly concerned, outlining the details of the suspension. The final decision related to the details of the suspension or barring will be made by the City Manager or Director of said Department or their designate. All correspondence related to discipline will be written under the signature of the City Manager or Director of said Department or designate;
3. Appropriate staff in facility sections and or geographic areas will be notified of individuals who are barred or individuals who received a letter of trespass from City properties and facilities. Appropriate organizations may be notified of the situation where appropriate;
4. Incidents may be reported to the Police, and charges may follow;

5. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s) responsible will be required to reimburse the City for all costs associated with any repairs as well as any lost revenues or where appropriate be asked to repair the damage.

### Appeal Process

1. Individual(s) wishing to appeal any disciplinary measure may present their case in writing, accompanied with a mandatory \$50 fee to the Appeals Committee (defined as three individuals who are member of the City Council or appointed by the City Council) within 14 days of the decision. The fee will be refunded if the appeal is successful;
2. The Appeals Committee in consultation with the appropriate staff or organization, will review the appeal and any decision made is final.

### Definitions:

**Vandalism:** is defined as the malicious, wilful, and deliberate destruction, damage or defacing of property owned or permitted through the City.

### Responsibilities

1. The City Staff are the key personnel responsible for the implementation of this procedure;
2. **Departments** are 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 City's 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 City programs, facilities and properties are primarily responsible for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, guests, etc;
5. **Major User Groups** by virtue of their signed agreements for use of City 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 group (including out of town groups) 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 City** shall work in partnership with community organization groups to ensure that their members have the opportunity to volunteer in a safe and positive environment.

#### Appendices

Appendix A – Incident Report form

## 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 \_\_\_\_\_

Telephone Number: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Email Address: \_\_\_\_\_

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### Incident Information:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

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

Location of Incident: \_\_\_\_\_

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\_\_\_\_\_

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### Participant(s) / Patron(s) Involved:

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone Number: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Email Address: \_\_\_\_\_

If there are more participants involved, please attach extra pages.

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### Organization / Association Contact Information (if applicable):

Organization / Association Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone Number: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Email Address: \_\_\_\_\_

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**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)

# Incident Report Form

Describe In Detail What Happened:

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**Other Relevant Information:**

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

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Was anyone else made aware of the incident? Yes  No   
 If yes, who else was contacted?

- Police / Public Security Name of Officer \_\_\_\_\_ Occurrence Number
- Ambulance
- Fire Department
- Parents
- City 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 Parks and Recreation Department, 7500 Mackle Road, Côte Saint-Luc, Quebec, H4W 1A6, or faxed to (514) 485-8629.