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RZone Respectful Environments Policy

POLICY STATEMENT	The City of Hamilton is committed to fostering community and work environments where there is Respect for yourself; Respect for others; and Responsibility for your actions.
PURPOSE	<p>The purpose of this policy is to promote safe, positive, and supportive environments and interactions for all members of the public and City employees during the delivery of City services at any City facility, program, or event.</p> <p>This policy outlines the City's expectations regarding appropriate behaviour and lists the roles and responsibilities of all employees and the public when responding to incidents involving bad behaviour, harassment, and/or violence.</p> <p>This policy addresses incidents of bad behavior, harassment and/or violence: (1) directed at City employees by a member(s) of the public, or (2) directed at a member(s) of the public by another member(s) of the public.</p> <p>For all other incidents of bad behaviour, harassment, and/or violence involving City employees, please consult Human Resources and follow the existing policies and procedure (please refer to the "Related Documents" section on page 6).</p>
SCOPE	<p>This policy applies to all City employees, including but not limited to permanent, temporary and contract employees, volunteers, students and interns.</p> <p>This policy also applies to the public while at City facilities, buildings, parks and trails or while using City services or programs including, but not limited to, patrons, clients, guests, spectators, residents, community volunteers and non-City workers, collectively called the "Public".</p> <p>This Policy does not supersede or change the application of:</p> <ul style="list-style-type: none"> • other City policies or procedures including the Harassment and Discrimination Prevention Policy, the Code of Conduct for Employees, and the Violence in the Workplace Prevention Policy; or

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	<ul style="list-style-type: none"> • applicable City By-laws including the Municipal Parks By-laws, the Noise Control By-law and the Public Nuisances By-law; or • Occupiers’ Liability Act, the Ontario Human Rights Code, the Occupational Health and Safety Act, the Trespass to Property Act, the Criminal Code or other provincial or federal legislation; • reporting to a legal authority or seeking legal resolution; or • summoning the assistance of Police or security services if required.
<p>DEFINITIONS</p> <p>Inappropriate Behaviour</p>	<p>Conduct that is not in line with the City of Hamilton’s expectations for respectful behaviour. This can include, but is not limited to, the following behaviours:</p> <ul style="list-style-type: none"> 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 incite violence in others. g) Theft of property. h) Possession of weapons. i) Vandalism to building or property j) Refusal to follow the rules outlined by the City of Hamilton. k) Discriminatory comments based on the prohibited grounds set out in applicable legislation including the Ontario Human Rights Code. l) Use of illegal drugs. m) Use of alcohol on non-licensed premises. n) Harassment (Engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome) o) Contravention of City by-laws or policies

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Harassment	<p>One or a series of Vexatious comments or instances of conduct that is known or ought reasonably to be known to be unwelcome or unwanted. "Vexatious" comment or conduct is a comment or conduct that is inappropriate, unnecessary, and one that a reasonable person would consider to be offensive, upsetting, distressing, demeaning, or would make a person uncomfortable.</p> <p>This comment or conduct may be offensive, intimidating, hostile or inappropriate, based on the prohibited grounds set out in the Ontario Human Rights Code:</p> <ul style="list-style-type: none"> • Race • Sex (including pregnancy) • Colour • Disability • Ancestry • Sexual Orientation • Place of Origin (where one was born) • Age • Ethnic Origin • Marital Status (includes same sex partnership status) • Citizenship • Family Status • Creed • Gender Identity • Gender Expression • Record of Offence, for which a pardon has been granted (in employment only) • Receipt of Public Assistance (in housing/accommodation only)
Vandalism	The malicious, willful, and deliberate destruction, damage or defacing of property owned by the City
PRINCIPLES	<p>City employees and the Public are entitled to a safe, respectful and supportive environment when attending or working at events at City facilities or accessing or providing City services.</p> <p>The City is committed to fostering an environment where there is Respect for oneself; Respect for others; and Responsibility for one's actions.</p>

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	<p>The City seeks to ensure the safety and security of all service users and employees and will not tolerate any form of inappropriate behavior at City facilities, properties or parks; within recreation programs; in written or verbal communications with City staff; or at any other location where City staff are present.</p> <p>The City places a priority on the personal safety of employees and the public. Employees and users are NOT to put themselves at risk or jeopardize anyone’s safety when dealing with contraventions of this policy. If at any time an employee or a user feels personally threatened, they are to call the Police or security immediately for assistance.</p>
<p>RESPONSIBILITIES (if applicable)</p> <p>The Public</p> <p>Organizations and User Groups</p>	<p>Individual members of the public are responsible for:</p> <ul style="list-style-type: none"> ○ behaving in a manner that respects the rights of others in order that services and facilities can be used and enjoyed by all persons ○ behaving and acting in a manner that is respectful of Municipal property ○ behaving in a manner that does not violate the conditions of this policy <p>Organizations and User Groups using City facilities are responsible for:</p> <ul style="list-style-type: none"> ○ maintaining responsibility for the behaviour of everyone associated with them including participants, officials, spectators, patrons, parents, and guests. ○ educating members and participants about the RZone Respectful Environments Policy and the expectations for appropriate, respectful behaviour

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<p>City Employees</p>	<ul style="list-style-type: none"> ○ complying with requirements of City contracts and permits including the RZone Respectful Environments Policy ○ applying the RZone Respectful Environments Policy principles to their programs, including being willing to address RZone Respectful Environments Policy violations with their attendees ○ are encouraged to develop and implement their own violence free policy to support the City RZone Respectful Environments Policy <p>City Employees are responsible for:</p> <ul style="list-style-type: none"> ○ being aware of the policy and procedures ○ implementing the RZone Respectful Environments Procedure as necessary ○ seeking guidance, clarity and support from Supervisor, as needed, when dealing with an RZone Respectful Environments Policy violation
<p>City of Hamilton Operational Departments</p>	<p>City of Hamilton Operational Departments are responsible for:</p> <ul style="list-style-type: none"> ○ enforcing the RZone Respectful Environments Policy through the enforcement procedure should an incident of inappropriate behaviour occur ○ 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 ○ working collaboratively and in consultation with organizations and user groups who use City recreational facilities or who engage in City recreation programs to foster an environment of respect and responsibility ○ posting information in the workplace to alert staff and the public about RZone Respectful Environments Policy and expectations for good behaviour

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City Manager's Office/Human Resources	<p>Conducting promotional and educational campaigns with the goals of:</p> <ul style="list-style-type: none"> ○ Raising awareness of the Policy for the public, City employees, contractors or agents ○ Provide training to staff through Learning Management System and other means ○ Outlining how the community can support the RZone Respectful Environments Policy (e.g., through setting positive examples, encouraging organizations to have internal policies consistent with RZone Respectful Environments Policy; how community members can report inappropriate behaviour.) ○ Outlining the potential consequences of non-compliance with RZone Respectful Environments Policy
COMPLIANCE	<p>Individuals who engage in any unacceptable behaviour as defined in this policy, may, depending on the severity of their behaviour, be barred immediately from the premises and if necessary, be suspended for a period of time or permanently as required. As per the RZone Respectful Environments Procedure, details will be determined on a case-by-case basis.</p> <p>In addition to any other measures taken, where any damage to City property has occurred, the individual(s) responsible will be required to reimburse the City for all costs associated with any repairs, an administration fee, as well as any lost revenues. Where appropriate, the individual(s) may be required to repair the damage.</p> <p>For City employees, failure to comply with this Policy may result in appropriate disciplinary measures, up to and including termination of employment.</p>
RELATED DOCUMENTS	<p>The following related documents are referenced in this Policy:</p> <ol style="list-style-type: none"> 1. RZone Respectful Environments Enforcement Procedure 2. RZone Respectful Environments Enforcement Guidelines

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	<ol style="list-style-type: none"> 3. RZone Decision Chart 4. Code of Conduct for Employees 5. Harassment and Discrimination Prevention Policy 6. Occupational Health, Safety and Wellness Policy 7. Violence in the Workplace Prevention Policy
HISTORY	<p>The following stakeholders were consulted in the creation or revisions made to this Policy:</p> <ul style="list-style-type: none"> • Zero Tolerance Policy Review Committee • Human Resources <p>This policy replaces the former Zero Tolerance Policy.</p>