



Hamilton

# RZONE RESPECTFUL ENVIRONMENTS POLICY

September 7, 2023

CITY MANAGER'S OFFICE  
HUMAN RESOURCES

**you**  
are  
THE REASON...

# Why a New Policy?

- Need to create positive environments and interactions for staff and public
- Our People Surveys indicate 20% of staff experience external harassment daily or weekly
- Users of City services and facilities expect an environment free from harassment, violence and incivility.
- Need consistency for expectations of good behaviour at any City facility, program, or event

# What is the RZone?

The Rzone Policy is a proactive approach to preventing violence, abuse and other inappropriate behaviours at City facilities and properties.

It is a focus on respect for others, and responsibility to oneself, in an effort to create safe and welcoming spaces for everyone.

The 'R' stands for

- Respectful behaviours
- personal Responsibility.

# What behaviour does the RZone address?

Conduct that is not in line with the City of Hamilton's expectations for respectful behaviour. Examples:

- Loud verbal assaults
- Threats and/or attempts to intimidate.
- Throwing of articles in a deliberate or aggressive manner.
- Physical striking of another individual.
- Attempts to incite violence in others.
- Theft of property.
- Vandalism to building or property
- Refusal to follow the rules
- Discriminatory comments
- Personal harassment

# Enforcement of RZone and Tracking Incidents

- Staff will respond to incidents using RZone procedures
- Substantiated findings may result in
  - Warnings (verbal or written)
  - Limitations on accessing facilities or services
  - Changes in how services are accessed
  - Expulsion from property
  - Suspension of access
  - Banning from City properties
  - Revoking permits
  - Contacting police
- Incidents will be recorded and tracked

## Other Policies

- The RZone policy complements but does not replace other policies, procedures and laws related to individual action and behaviours.
- These policy instruments work together to create and maintain safe environments for staff and the public.

# Rollout

Council  
Approval

AF&A

September  
2023

Staff  
Comms

FAQs  
Intranet  
updates

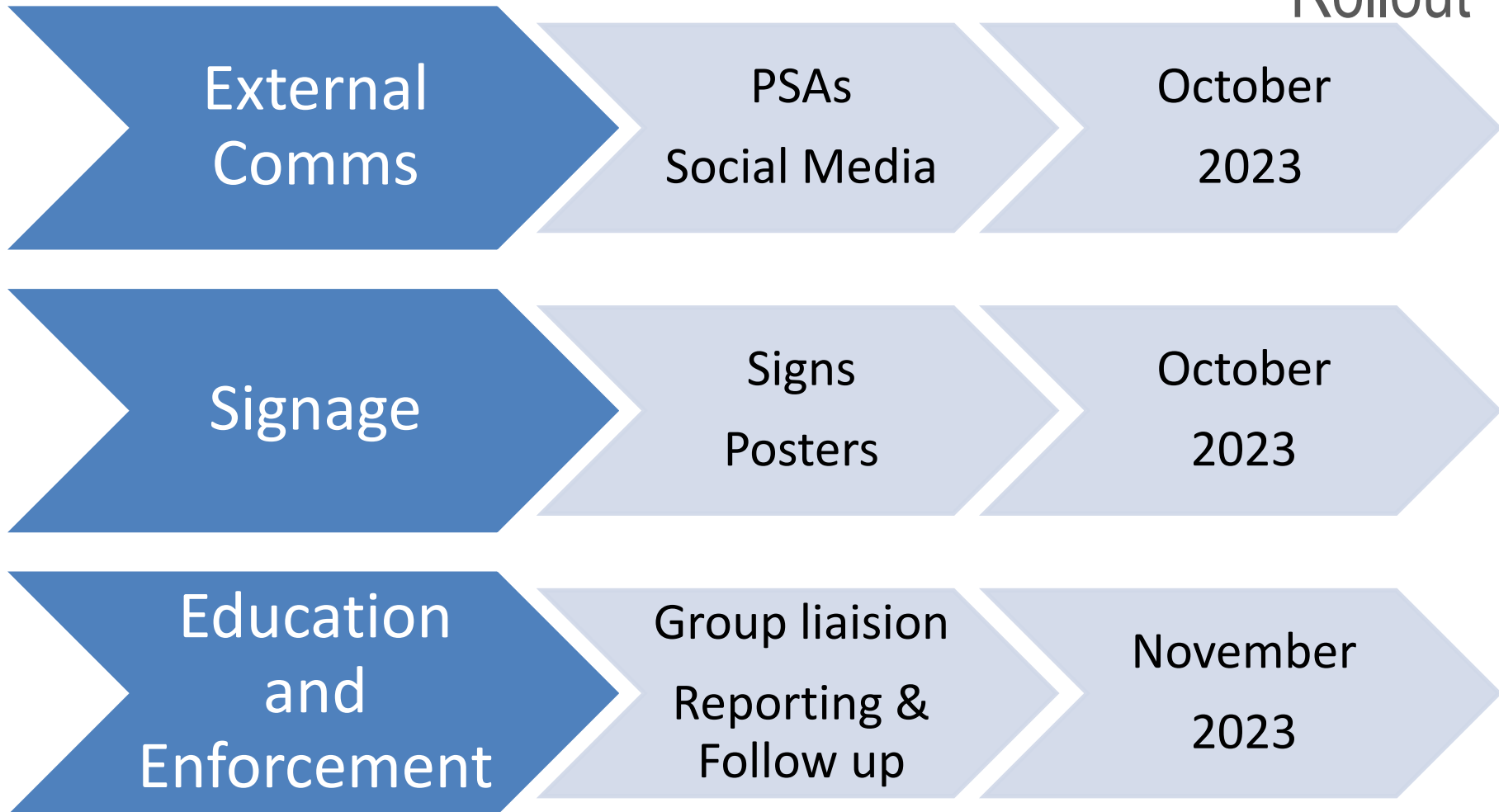
September  
2023

Staff  
Training

Online  
Team  
Meetings

October  
2023

# Rollout







Hamilton

QUESTIONS?