

**Rzone Policy**



Township of Springwater

## A. Policy Statement

The Corporation of the Township of Springwater, is committed to fostering an environment where there is respect for yourself, respect for others, and responsibility for your actions. The Township discourages any form of inappropriate behaviour at all municipal facilities, properties, programs, sponsored events, in any written or verbal communication, in Township vehicles, or at any location where municipal staff are present.

The Township's programs, facilities and properties are places that promote learning and leisure for residents. All users and staff have the right to be safe and to feel safe while attending a program, facility or property. With this right comes the responsibility to be accountable for actions or behaviours that put at risk the safety of others.

This policy does not affect the application of any other Township policies (including the Workplace Violence and Harassment Policy) or any other Township By-laws.

## B. Purpose

The purpose of the Rzone Policy is to establish guidelines to enforce proper steps to be taken by staff, volunteers and users in order to address inappropriate behaviour or violence in Township owned facilities and properties. The goal of this policy is to promote a positive, safe, and supportive environment for all members of the public and staff, while increasing the level of understanding and awareness of this policy.

This policy will encourage respect, commitment, and considerate relationships between the Township and the members of the public.

## C. Scope

This Policy applies to all Township of Springwater staff, elected officials, and all members of the public at all municipal facilities, properties, events, or through verbal or written communications (including email or telephone), in Township vehicles, or at any municipal location where staff are present.

## D. Definitions

**“Action to be taken”** means what actions will be used depending on the severity of the incident.

**“Ban”** means the prohibition of an individual from entering or attending specific Township facilities and/or properties for a specific duration.

**“Harassment”** means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known, to be unwelcome or; Sexual Harassment.

**“Sexual Harassment”** means engaging in a course of vexatious comment or conduct because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome.

**“Notice”** means there has been a violation of this procedure, a letter may be issued to the identified individual providing details of the specific behaviour that is not tolerated and any action to be taken.

**“Rzone”** means establishing an environment where there is respect for yourself; respect for others; and responsibility for your actions.

**“Township”** means the Corporation of the Township of Springwater.

**“Trespass Notice”** is authorized under the Trespass to Property Act R.S.O. 1990 C. T. 21, and is written notice prohibiting an individual from entering specific Township properties, facilities, or programs for a specific duration and is issued to an individual for the purpose of imposing a ban.

**“Vandalism”** means malicious, willful, and deliberate destruction, damage or defacing of municipal properties and or facilities.

## **E. General**

This Policy shall be administered by all departments.

This Policy shall be referred to as the ‘Rzone Policy’.

This Policy shall come into force on the day of passage.

This Policy shall be reviewed as needed.

## **F. Authority**

The authority for the Rzone Policy shall be by the approval of the Council for the Township of Springwater.

The actions of the Township may be taken under this Policy arise from the Township’s authority as owner or occupier of its property pursuant to the Trespass to Property Act, and the Occupiers’ Liability Act.

Approved: May 2, 2018  
Approved by: Council Resolution C158-2018  
Effective: May 2, 2018  
Review: May 1, 2018

## **Attachment A General**

### **What is Rzone?**

Rzone is a program requiring all persons wishing to visit or use any Township of Springwater facilities, parks, properties, services or programs to respect others and take responsibility for helping the Township maintain a positive environment.

The “R” in Rzone stands for respect and responsibility. Respect for yourself, respect for others, and responsibility for your actions. The logo will serve as a reminder to staff and the public that the program is in effect and applies to everyone.

Rzone is first and foremost, a proactive education and awareness strategy to promote respectful and responsible behaviour at all facilities, events and on municipal properties. The R-Zone program applies to all community organizations and community members using municipal resources.

### **Why do we need Rzone in Springwater?**

Incidents of bullying, violence, intimidation, vandalism, threats, and discriminatory behaviour have unfortunately risen over the years. Prior to Rzone, no Township by-law or policy existed that provided staff with clear direction and authority to deal with issues that were not clearly criminal behaviours requiring police involvement.

### **Behaviours Considered Inappropriate Under Rzone**

- Threats/ attempts to intimidate
- Aggression
- Use of alcohol / drugs
- Harassment
- Sexual Harassment
- Verbal assault / use of profane or abusive language
- Physical assault / harm
- Vandalism
- Theft
- Attempts to goad or incite violence
- Bullying, mistreatment which intimidates, humiliates, or demeans another person
- Possession of weapons or firearms prohibited under the Criminal Code
- Any contravention of other federal or provincial laws, regulations, Township by-laws or policies deemed to be inappropriate behaviour
- Refusal to follow the rules established by the Township for use of facilities, properties, sponsored events, written and verbal communications
- Throwing of articles in deliberate or aggressive manner
- Racial or ethnic slurs

- Use of alcohol on non-licensed premises

If any of the prohibited behaviours occurs during an event organized or administered by the licensee, the license shall make all reasonable efforts to stop the prohibited behaviour prior to seeking the assistance of municipal staff. What is responsible will depend on the degree of sophistication of the licensee.

## **Attachment B**

### **Procedures for the Rzone Policy**

#### **Reporting an Incident**

**Note:** Any collection, use or disclosure of personal information by the Township of Springwater shall be in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56.

#### **A. Where Staff Witnessed an Incident**

When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:

1. Report act(s) of inappropriate behaviour to the most senior staff person present at the incident.
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 individual(s) that they are now trespassing and the police will be called.
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 a Rzone Incident Report (Appendix A) on all incidents addressed in this procedure.

#### **B. Where Staff Experience Behaviours Considered Inappropriate Under Rzone via Email and Phone**

1. Report act(s) of inappropriate behaviour to the most senior staff person present at the incident.
2. Record the call if possible if the method of harassment is a telephone call.
3. Advise the identified individual(s) to stop the activity immediately or they will be reported ("verbal warning").
4. If the individual(s) does not co-operate, terminate the conversation politely and report it to the most senior person present.
5. Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this procedure.

#### **C. Where Staff Has Not Witnessed an Incident Being Reported**

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

1. Report any act(s) of inappropriate behaviour to the most senior staff person of the appropriate department within twenty-four (24) hours of the incident being reported.
2. Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this procedure.

Members of the public are to report acts of inappropriate behaviour to a Township staff member within twenty-four (24) hours of the incident.

The Township's primary concern is the safety of members of the public and staff. If at any time members of the public or staff feel personally threatened, they are to call the police immediately. It is **not** the expectation that the members of the public or staff put themselves at risk to jeopardize anyone's safety when dealing with any perceived or real situation.

#### **D. Reporting Process and Who Will Be Notified**

1. Staff shall fill out a Rzone Incident Report within twenty-four (24) hours of the incident.
2. A copy of the report should be forwarded to the appropriate director or their designate within forty-eight (48) hours of the incident.
3. The appropriate director or their designate should provide notice to the identified individual of action to be taken, within fourteen (14) days of the incident.
4. A copy of the notice is to be provided to the appropriate director and the Manager of Human Resources, upon notice to the identified individual.
5. Appropriate staff will be notified of any individual(s) who has been subjected to remedial action under this procedure as well as the action taken.
6. The affected department will keep the original R-zone Incident Report.

#### **Consequences of Non-Compliance**

1. Individuals who engage in any inappropriate behaviour, as defined in this procedure may, depending on the severity, be removed immediately from the premises. A letter of warning may be sent to an individual advising them of appropriate behaviour (Appendix B). If necessary, an individual may be banned from municipal premises for a period of time or incur any other such penalty, as determined by the CAO. Length of the ban will be determined by the appropriate director and will depend on the severity of the situation (Appendix C).
2. Similarly, in the case of inappropriate behaviour through written or verbal communication, the individual may be banned from communicating directly with the municipality and communication must be made through an agent or solicitor. Length of the ban will be determined by the appropriate director and will depend on the severity of the situation (Appendix C).
3. In addition to any other measures taken, where any damage to municipal property has occurred, the individual(s) responsible will be required to reimburse

- the Township for all costs associated with any repairs, an admission fee, as well as any lost revenues or where appropriate, be required to repair the damage.
4. 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 Township properties and facilities. Appropriate organizations may be notified of the situation if warranted.
  5. Incidents may be reported to Huronia West Detachment of the Ontario Provincial Police, and charges may follow.

### **Appeal Process**

1. If an individual wishes to appeal any action taken by the Township, the individual may present their case in writing to the appropriate director or should the incident involve a director to the CAO or designate, within fourteen (14) days of the decision.
2. The appeal will be reviewed by the appropriate director or CAO, and any decision is made final.

### **Responsibilities**

1. Staff and community members are responsible for behaving and acting in a manner that respects the rights of others in order to promote an environment that can be enjoyed by all.
2. The Township shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
3. Training and education by departments will be provided to staff.
4. The Manager of Human Resources is responsible for monitoring violations of this procedure and the following up with appropriate staff members as necessary.

### **Appendices**

Appendix A – Rzone Incident Report Form

Appendix B – Rzone Letter of Warning

Appendix C – Rzone Letter of Trespass / Ban

Appendix D – Rzone Letter of Workplace Violence and Harassment

Appendix E – Rzone Enforcement Guidelines



## RZONE INCIDENT REPORT

### Appendix A

Section A: Individual Reporting Details			
Name of Person Reporting :			
Department:			
Position:		Extension:	
Date Incident was Reported:			

Section B: Incident Information			
Date:		Time:	
Incident Information:			
Location of Incident:			

Section C: Participant(s) Involved (a) Complainant			
Name:			
Address:		Postal Code:	
Phone:			
Cell Phone:			
Work Phone:			

Section C: Participant(s) Involved (b) Respondent			
Name:			
Address:		Postal Code:	
Phone:			

Section C: Participant(s) Involved (b) Respondent	
Cell Phone:	
Work Phone:	

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

Section D: Category	
Please Check All That Apply	
<input type="checkbox"/> Verbal assault	<input type="checkbox"/> Possession of weapons
<input type="checkbox"/> Threats	<input type="checkbox"/> Use of alcohol or drugs
<input type="checkbox"/> Physical assault / harm	<input type="checkbox"/> Harassment
<input type="checkbox"/> Vandalism	<input type="checkbox"/> Other (please specify in detail)
<input type="checkbox"/> Theft of property	
<input type="checkbox"/> Other	

Section E: Describe in Detail What Happened

Section F: Other Relevant Information

Section F: Other Relevant Information	

Section G: Who Else Was Made Aware Of The Incident?			
Name:			
Address:		Postal Code:	
Phone:			
Cell Phone:			
Work Phone:			
If another individual was made aware of the incident, how were they informed?			
<input type="checkbox"/> In-person			
<input type="checkbox"/> Phone			
<input type="checkbox"/> Email			
<input type="checkbox"/> Other			
Date the Individual Was Informed:			

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

Section H: Other Witnesses			
Please identify if another individual witnessed the incident.			
Name:			
Address:		Postal Code:	
Phone:			
Cell Phone:			
Work Phone:			

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

Section I: For Office Use Only:			
Action Taken (please check):			
<input type="checkbox"/> Verbal Warning	Date:		
<input type="checkbox"/> Letter of Warning	Date:		
<input type="checkbox"/> Letter of Trespass	Date:		
Appeal:			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Outcome:			

<b>Section I: For Office Use Only:</b>			
<b>Date:</b>			
<input type="checkbox"/> <b>File Closed</b>		<b>Date:</b>	
<b>Name:</b>			
<b>Position:</b>			
<b>Signature:</b>			

**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 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 good customer service.**

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## Appendix B

Date

Individual's Name

Address

Town / Postal Code



### Delivered by Registered Mail

Dear

### Re: Inappropriate Behaviour Incident at the Township of Springwater

The Township of Springwater has implemented an Rzone procedure 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 enforces zero tolerance of inappropriate behaviour, actions, violence, and vandalism at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email or phone), in Township vehicles, or any other location where Township employees are present.

This is to advise you that your behaviour on **(insert date)** at **(insert property)** is in violation of our Rzone procedure and in particular, your conduct in **(insert description of incident)**.

Any future incidents of this nature will not be tolerated.

For your reference, a copy of the Township of Springwater Rzone brochure is enclosed. If you have any questions or require any additional information, please feel free to contact me at the phone number or email listed below.

Yours truly,

Name

Title

Email

c: Manager of HR

## Appendix C

Date

Individual's Name

Address

Town / Postal Code



Delivered by Registered Mail

Dear

### Re: Inappropriate Behaviour Incident at the Township of Springwater

The Township of Springwater has implemented a Rzone procedure 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 enforces zero tolerance of inappropriate behaviour, actions, violence, and vandalism at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email or phone), in Township vehicles, or any other location where Township employees are present.

This letter is to inform you that we have reviewed the incident which you were involved in on **(insert date)** at **(insert property)** and in particular, your conduct in **(insert description of incident)**.

Based on our review of the incident, you are hereby given notice pursuant to the Trespass to Property Act, R.S.O. 1990, C.T.21, that we are issuing a **(insert number of months)** month ban, effective this **(insert date)** from all Township facilities, properties, Township sponsored events, services, programs, in Township vehicles, or any other location where Township staff are present.

If you do enter onto any of these premises it will be considered trespassing and we will request you leave the premises. If required, we will involve the Huronia West Detachment Ontario Provincial Police to enforce this trespass notice.

I have attached a copy of the Township of Springwater brochure for your information. You have 14 days to appeal this suspension in writing to the Chief Administrative Officer. Your appeal will be reviewed and the decision will be final.

Yours truly,

Director – Department  
Township of Springwater  
Email

c: Manager of HR

## Appendix D

Date

Individual's Name

Address

Town / Postal Code



Delivered by Registered Mail

Dear

### Re: Inappropriate Behaviour Incident at the Township of Springwater

The Township of Springwater has implemented an Rzone procedure 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 enforces zero tolerance of inappropriate behaviour, actions, violence, and vandalism at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email or phone), in Township vehicles, or any other location where Township employees are present.

In addition, the Township has implemented a Workplace Violence and Harassment Policy under the Occupational Health and Safety Act, R.S.O. 1990, c.O.1, and will not tolerate, ignore or condone workplace harassment, discrimination or any pattern of inappropriate and disrespectful behaviour against its workers.

This letter is to inform you that we have reviewed the incident which you were involved in on **(insert date)** at **(insert property)** and in particular, your conduct in **(insert description of incident)**.

In accordance to the Township of Springwater's Rzone Policy Enforcement Guideline (Appendix E), we are issuing a **(insert number of months)** month ban, effective this **(insert date)** all Township facilities, properties, Township sponsored events, programs, in Township vehicles, or any other location where Township staff are present.

If you do enter onto any of these premises it will be considered trespassing, in accordance to the Trespass to Property Act, R.S.O. 1990, c.T.21, and we will request you leave the premises. If required, we will involve the Huronia West Detachment



Ontario Provincial Police to enforce this trespass notice. Failure to abide can have further consequences, such as a 3 (three) year minimum ban from all Township facilities, properties, Township sponsored events, programs, in Township vehicles, or any other location where Township staff are present.

I have attached a copy of the Township of Springwater brochure for your information. You have 14 days to appeal this suspension in writing to the Chief Administrative Officer. Your appeal will be reviewed and the decision will be final.

Yours truly,

Director – Department  
Township of Springwater  
Email

c: Manager of HR

## Appendix E

### Rzone – Enforcement Guidelines

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Township facilities, properties, Township sponsored events, programs, in written or verbal communication (including email or phone), in Township vehicles, 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 information available, 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.

Time banned is from all Township facilities, properties, Township sponsored events, programs, in Township vehicles, or any other location where Township staff are present. Inappropriate written or verbal communication will not be tolerated. Action will be taken as necessary.

Incident	1 <sup>st</sup> Occurrence	2 <sup>nd</sup> Occurrence	Any Subsequent Occurrences
<ul style="list-style-type: none"> <li>Aggressive or intimidating approaches to another individual (verbal assault)</li> <li>Attempts to goad or incite anger in others</li> </ul>	Letter of warning	Minimum 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"> <li>Threats</li> <li>Harassment</li> </ul>	Minimum 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"> <li>Throwing of articles in a deliberate/aggressive manner</li> <li>Physical striking of another individual</li> <li>Illegal consumption of alcohol or drugs</li> <li>Possession weapons</li> </ul>	Minimum 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"> <li>Vandalism to building or property / theft</li> </ul>	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 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.