



# Rzone Policy



Review Annually  
Revised July 2024

## Rzone Policy - Respect & Responsibility

### **PURPOSE:**

The Corporation of the Municipality of Strathroy-Caradoc (the Municipality) is committed to fostering an environment where there is **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The Municipality discourages any form of inappropriate behaviour at all municipal facilities/property, program and/or event, in written or verbal communications (including email or phone).

The purpose of this policy is to promote a positive, safe, and supportive environment for all members of the public and staff. In addition, this policy will encourage respect, commitment, and considerate relationships between the Municipality and members of the public.

The Municipality has many community-based programs that are managed and operated by volunteers. These community-minded citizens contribute greatly to the quality of life in Strathroy-Caradoc. The Municipality endeavours to ensure that they too have the ability to volunteer in a safe and positive environment.

Included in this commitment is an understanding that organizations and the general public using the Municipality's facilities/property, programs, and/or events must take primary responsibility for the behaviour of all associated with them: participants, officials, spectators, patrons, parents, etc.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.

### **DEFINITIONS:**

For the purpose of this policy, "vandalism" is defined as the malicious, willful, and deliberate destruction, damage or defacing of property. "Lewd, illegal or offensive materials" would include pornography, violent acts, indecency, hate, illegal gambling, profanity and material with text or imagery that has explicit or malicious intent.

### **POLICY:**

This policy applies to all Municipality of Strathroy-Caradoc facilities, property, programs, and/or events, covering both residents and visitors who attend or participate in any of these.

No form of vandalism, violence or indecency, including viewing, producing or exhibiting lewd, illegal or offensive materials is acceptable on properties, or in facilities. Staff is not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived situation. If at any time staff feels threatened, they are to call the Strathroy-Caradoc Police Service (SCPS) for assistance. Inappropriate behaviour or actions for the purpose of this policy includes, but is not limited to, the following behaviours:

- a) Aggressive or intimidating approaches to another individual (verbal assault)
- b) Threats
- c) Attempts to goad or incite anger in others
- d) Throwing of articles in a deliberate or aggressive manner

- e) Physical striking of another individual
- f) Theft of property
- g) Possession of weapons
- h) Illegal consumption of alcohol or drugs
- i) Contravention of Municipal by-laws, policies, or procedures
- j) Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Town
- k) Harassment: “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code or under Bill 168.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Municipal staff is present) staff is to alert the police. Depending on the nature of the issue, staff may request the attendance of the police.

This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions.

#### **PROCEDURE:**

##### ***Reporting an incident – where staff has witnessed an incident***

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

- 1) Report acts of inappropriate behavior 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 cooperate, 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 policy.
- 6) Rzone Incident Report to be reviewed by a committee of 3 Senior Managers with one alternate as required.

***Reporting an incident – where staff is receiving inappropriate written or verbal communication. When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:***

- 1) Report acts of inappropriate behavior to the department head or designate within 24 hours of inappropriate written or verbal communication.
- 2) Advise the individual to stop the inappropriate activity immediately or you will end the communication.
- 3) If the individual does not cooperate, 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 a Rzone Incident Report (Appendix A) on all incidents addressed in this policy.
- 5) Rzone Incident Report to be reviewed by a committee of three Senior Managers with one alternate as required.

***Reporting an incident – 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 behavior to the department head or designate within 24 hours of the incident being reported.
- 2) Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

**Members of the public are to report acts of inappropriate behavior to a Municipal staff member within 24 hours of the incident.**

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

SCPS (519)245-1250 – Non-Emergency  
Emergency Contact: 911

***Reporting Process and Who will be Notified***

- 1) Staff shall fill out a Rzone Incident Report (Appendix A) within 24 hours of the incident.
- 2) A copy of the Rzone Incident Report should be forwarded to the department head or his/her designate within 48 hours of the incident.
- 3) Rzone Incident Report to be reviewed by a committee of three Senior Managers with one alternate as required.
- 4) The department head or his/her designate should provide notice to the identified individual of action to be taken, within 14 days of the incident.
- 5) Appropriate staff will be notified of any individual(s) who has been subject to remedial action under this policy as well as the action taken.
- 6) The Department will keep the original RZone Incident Report on file.

**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" (Appendix C) may be sent to an individual advising them of appropriate behavior. If necessary, a "Letter of Trespass" (Appendix D) will be sent to the individual(s). The length of the ban will be determined by the department head or designate, and will depend on the severity of the situation. Enforcement guidelines are referenced in Appendix B.

- 2) 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 Municipality for all costs associated with any repairs, an administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

## Appeal Process

- 1) If an individual wishes to appeal any action taken by the Municipality, the individual may present their case in writing, to the Director of Community Services, within 14 days of the decision. A \$25.00 fee must accompany all appeals (refundable upon successful appeal).
- 2) The appeal will be reviewed by the CAO, Director of Community Services along with the appointed Members of the Committee, and any decision made is final.

## Definitions

*Notice* – where 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.

### **Action To Be Taken – depending on the severity of the incident**

- 1) A “Letter of Warning” (Appendix C) may be issued to the identified individual for any behaviour that is in violation of this policy.
- 2) For incidents where behaviour is grossly inappropriate or threatening to another member of the public or staff or for repeated incidents, a “Letter of Trespass” (Appendix D) may be issued to the identified individual indicating that further participation is no longer welcome. A temporary or permanent ban is to be determined by the Department Head in conjunction with the CAO.

## Responsibilities

- 1) Staff and participants 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 Municipality 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 the Municipality of Strathroy-Caradoc will be provided to staff to support the procedure.
- 4) Each Municipal Department is responsible for monitoring violations of this policy and following up with appropriate staff as necessary.

## Reviewing Committee

- 1) Will consist of three Senior Managers with one alternate in case of a complaint involving one of the Senior Managers.



APPENDIX A

Municipality of Strathroy-Caradoc  
Rzone / Incident Report Form



Respect and Responsibility

**Individual Reporting Details:**

Note - all parts of this form must be completed or report will not be received.

Name:	Department:
Position:	Date incident was reported:

**Incident Information:**

Date:	Time:
Location of incident:	
Incident information:	

**Participant(s) Involved:** If there are more participants involved, please attach extra pages.

**(a) Complainant**

Name:	Phone:
Address:	
Town:	Postal Code:

**(b) Respondent**

Name:	Phone:
Address:	
Town:	Postal Code:

**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 |

Other: \_\_\_\_\_

**Describe in detail what happened:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Other relevant information:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Who else was made aware of the incident?**

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

Name:	Phone:
Address:	
Town:	Postal Code:

**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 (please specify in detail):		
Date the individual was informed:		

**Please identify if another individual witnessed the incident.**

If there are more individuals who witnessed the incident, please attach extra pages.

Name:	Phone:
Address:	
Town:	Postal Code:

**For Office Use Only:**

Action Taken (please check):

Verbal Warning - Date: \_\_\_\_\_  Letter of Warning - Date: \_\_\_\_\_  
 Letter of Trespass - Date: \_\_\_\_\_ Appeal: No  Yes  Date: \_\_\_\_\_

Outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date File Closed: \_\_\_\_\_ Name: \_\_\_\_\_

Position: \_\_\_\_\_ Signature: \_\_\_\_\_

*Personal information on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of program registration and administration only. Questions about this collection should be directed to the Municipality of Strathroy-Caradoc, Office Of The Clerk, 52 Frank St., Strathroy, Ontario N7G 4B9.*



## Appendix B

### Rzone - Enforcement Guidelines

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Municipal facilities, properties, Municipal sponsored events, programs, in written or verbal communication (including email or phone), in Municipal vehicles, or any other location where Municipal 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 Municipal facilities, properties, Municipal sponsored events, programs, in Municipal vehicles, or any other location where Municipal staff are present.

Inappropriate written or verbal communication will not be tolerated. Action will be taken as necessary.

INCIDENT	FIRST OCCURENCE	SECOND OCCURENCE	ANY SUBSEQUENT OCCURENCES
<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 of 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.