



# POLICY MANUAL

<b>Subject Area:</b>	<b>Parks &amp; Recreation</b>	<b>Policy #</b>	<b>11.29</b>
<b>Policy Title:</b>	<b>Inappropriate User Conduct</b>		
<b>Authority:</b>	<b>Legislative</b>	<b>X</b>	<b>Effective Date:</b> 2004-11-23
	<b>Administrative</b>		<b>Review Date:</b> 2005-11
<b>Issued By:</b>	<b>Barry Becker, Director of Parks &amp; Recreation</b>	<b>Issue Date:</b>	<b>2004-11-23</b>
		<b>Manner Issued:</b>	<b>All Recreation Staff</b>

## **Purpose:**

The City of Port Coquitlam Parks and Recreation Department endeavours to create positive and enjoyable opportunities for all persons participating in our recreation program, services and at our facilities. In the context of the financial and personnel resources allocated to the Department, we wish to ensure that recreational opportunities are provided in a non-threatening environment and we will strive to provide our services and facilities in a safe manner so that the public can participate in rewarding experiences.

## **Policy:**

### **1. General**

The intent of this policy is to set a consistent, fair and objective procedure for staff to effect corrective action for users of our facilities who fail to comply with existing Bylaws, regulations or policies about use of indoor or outdoor recreation park spaces.

### **2. Code of Conduct**

The Parks and Recreation Department expects all user groups and participants at City operated facilities to treat users and City staff with respect and to conduct themselves in such a way as to promote safe and positive experiences.

Without limiting the above, users of and person in our facilities must not:

- a) Be intoxicated or under the influence of alcohol;
- b) Possess or consume alcohol (except in cases where a special event permit has been issued) or other intoxicating substances
- c) Possess weapons

- d) Engage in violent or aggressive behaviour
- e) Engage in criminal behavior of any kind
- f) Engage in behavior that promotes discrimination, hatred, racism or provides a threatening environment to the participants or the public
- g) Engage in any activity or conduct detrimental to the site's natural environment or that negatively impacts adjacent properties
- h) Damage, deface, foul or pollute any park or facility

Conduct that violates this Code of Conduct will result in appropriate actions against individual(s), user groups (leagues), and/or other persons responsible.

### **3. Management Procedures**

- a) Staff will use a proactive and preventative approach when dealing with unacceptable or improper conduct or behavior – including displaying the Code of Conduct at applicable facilities, in printed materials and distributed with all rental agreements.
- b) In addition, staff to the best of their ability, will use common sense and unbiased judgment and where applicable, follow set policies/procedures when dealing with unacceptable and/or improper conduct of individuals/groups as outlined in the Code of Conduct.
- c) An Incident Report and related documented materials are to be completed and forwarded to the applicable supervisory staff before the end of the shift. This information should be forwarded to the exempt manager by the end of the next working day as is feasible.
- d) In more serious situations, at the discretion of the staff and in consultation with a supervisor if available, the R.C.M.P. should be contacted to provide further assistance. At no time should staff put themselves in harms way or be involved in any verbal/physical confrontations with an individual/group etc.
- e) As is appropriate, individual/group who are involved in an incident of improper and/or unacceptable behaviour will be notified of any verbal warnings, suspensions or loss of rental privileges etc. in writing.

## **Responsibility:**

### **1. Authority/Responsibility To Administer Policy**

The Director of Parks and Recreation or designates(s) as assigned shall have the authority to administer this Policy.

### **2. Penalties/Ticketable Offences**

- a) General
  - i. Penalties and corrective action/measures may range from, but not limited to; verbal warnings, written warnings, and loss of privileges (priority of booking, booked rental times, services or programs, etc.) along with imposing ticketable offences

fine(s). It is understood a number of corrective measures can be used in combination with each other and will generally be progressive in nature.

ii. Consideration of an appropriate corrective measures may require:

- The circumstance and severity of the infraction, the damage to the facility, and the effect to the other users of the facility, services area or program;
- The general previous conduct and cooperation of the group/individual as documented in City files;
- Previous infractions by the individual/group, as documented in City files
- The level of cooperation and understanding by the group/individual resolving the issues around the infraction(s).

b) Established Leagues/User Groups & Occasional User Bookings

Step I: First Offence – Verbal warning/discussion with individual(s)/group to be followed up with a letter of warning that a subsequent breach of this Code will result in being placed on probation.

Step II: Second Offence – The individual(s)/group formally advised in writing that they are being placed on probation notice and if there are any further infractions may result in the cancellation of bookings. Being placed on probation notice may also affect their “priority” in bookings for subsequent season(s), require a damage deposit and/or additional security requirement (if appropriate) which may be imposed before another booking can be accepted.

Step III: Third Offence – The individual(s)/group’s booking is cancelled for a minimum of one week and/or minimum of one booking and the cancellation could be extended given the nature of the infraction along with applicable ticketable offences. Subsequent or more serious infraction(s) may include cancellation of bookings for up to one full season of bookings and fine(s) imposed if staff’s recommendation is endorsed by the Parks and Recreation Committee.

c) Individual Services, Activities and Programs

Step I: First Offence – Verbal warning/discussion with individual(s) to be followed up with a letter of warning that subsequent infractions may result in a suspension of participation in a program, services, or access to a facility.

Step II: Second Offence – The individual(s) formally advised in writing that they are being placed on probation notice and if there are any further infractions they will be suspended from participation in a program, service access to a facility and/or tickets may be imposed as applicable.

Step III: Third Offence – The individual(s) will be advised in writing they are being suspended from accessing the applicable program, service or facility for a minimum of one week and/or of a minimum of one use along with applicable ticketable offences. However, the length of suspension may vary given the nature of the infraction(s) and program service or facility involved. Subsequent or more serious infractions may include suspension of access/participation for up to one full season of activity and applicable

fine(s) imposed if staff’s recommendation is endorsed by the Parks and Recreation Committee.

Related:

- In the event that it is a minor who has been suspended in order to limit access/participation, staff will make every effort to contact the parent/legal guardian by the end of the next business day to make them aware/explain the occurrence and to invite them to participate in the solution.

d) Ticketable Offences

- i. In accordance with City Bylaw #3421 – (Park/Facility) allows for ticketable offences with may be imposed for the following offences:

**SCHEDULE 17**

**Park/Facility Regulation Bylaw No. 2743**

	<b>SECTION</b>	<b>FINE</b>
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>
Obstructing police officer or employee	4.2	\$150.00
Entering after hours	7.2	\$150.00
Entering restricted area	8.1	\$150.00
Unauthorized liquor	8.2	\$150.00
Damage or vandalism	8.6	\$150.00
Unauthorized advertising	8.17(a)	\$150.00
Unauthorized business	8.17(b)	\$150.00

e) Refunds

Refunds for programs, services or facility bookings may be considered if the suspension of access/participation is over a period longer than seven days. However, further consideration of a refund may be given on a case by case situation with an appeal process approved by the Director of Parks and Recreation.

**3. Appeal Process**

- a) Any individual(s) and/or group(s) wishing to appeal any disciplinary measure may refer the matter for resolution process as outlined below:

Step I – May present their case to the Director of Parks and Recreation; and failing suitable resolution of the issue;

Step II – May present their case to the Parks and Recreation Committee and failing suitable resolution of the issue;

Step III – May present their case to Council, which will provide a final ruling on the matter.

**POLICY REVIEW**

Parks and Recreation staff will review this Policy after the first year of operation and thereafter, at least every five years making recommendations for amendments via the Parks and Recreation Committee to City Council. Staff, in consultation with the Parks and Recreation Committee may make minor changes (from time to time) to the policy, which will not alter the intent.

**END OF POLICY**

**Record of Amendments:**

<b>Policy</b>	<b>Issue date</b>	<b>Reviewed</b>	<b>Replaced</b>	<b>Re-issue Date</b>
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