

		POLICY AND PROCEDURE MANUAL	
Category: PRC	Number:	INCIDENTS OF VIOLENCE OR INAPPROPRIATE BEHAVIOUR	
Type:	Authority:	Approved By:	
<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure	<input type="checkbox"/> Council <input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Operational	<input type="checkbox"/> Council <input type="checkbox"/> Chief Administrative Officer <input checked="" type="checkbox"/> Department Head	
Office of Primary Responsibility: Parks, Recreation & Culture			
Date Adopted:		Date to be Reviewed:	
Manner Issued: Circulated to all staff via bulletin boards, email, placed on upcoming staff meeting agendas, inform security company contractor.			

1. PURPOSE

Mission Parks, Recreation & Culture Department is committed to ensuring the safety of the general public, its users and staff in its facilities, properties and programs and fostering an environment where there is respect for others. The Mission Leisure Centre Code of Conduct states:

We strive to ensure that all persons are treated with dignity, respect, honesty and fairness. It is everyone's responsibility to report witnessed misconduct. Behaviour will not be tolerated, ignored or condoned if it is:

- *Aggressive, offensive, abusive or harassing*
- *Interferes with another person's enjoyment of the recreation facilities*
- *Unsafe to the person or others around them*
- *Impedes staff's ability to conduct business*

This procedure applies to staff and all persons using Department facilities, properties and programs including but not limited to patrons, guests, spectators, coaches, parents, volunteers, staff and the general public.

Inappropriate or violent behavior for the purpose of this procedure includes but is not limited to the following:

- a. Verbal assaults directed at any person including but not limited to participants, officials, members of the public or staff which are aggressive or intimidating or have 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 or verbal assault);
- e. Actual or attempted physical striking of another person;
- f. Attempts to goad or incite violence;
- g. Theft of property;
- h. Possession of weapons;
- i. Vandalism of buildings, structures or property owned or leased by the District;
- j. Refusal to follow permit details, this procedure and other related District policies, procedures and bylaws;
- k. Racial or ethnic slurs;
- l. Intoxication or being under the influence of alcohol and drugs;

- m. 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 BC Human Rights Code);
- n. Criminal behavior of any kind.

2. PROCEDURE

2.1 Duty to Report

The primary concern is the safety of the users and staff. It is not the expectation that staff or users put themselves at risk or jeopardize one's safety.

All Incidents of physical assault, involving weapons, criminal behavior or vandalism are to be reported by staff to the RCMP. If a minor is involved, staff are to attempt to contact a parent or guardian.

Staff are to report other inappropriate behavior to their immediate supervisor. The supervisor will determine who to communicate with and the next steps if required.

Facility, property or program users are to report acts of inappropriate or violent behavior to Department staff and/or a designated person (security personnel).

2.2 Enforcement Options/Steps

2.2.1 The Department will take appropriate actions when incidents pertaining to this procedure occur in Department facilities, properties and programs.

Staff are authorized to act if incidents of physical assault, incidents involving weapons, criminal behavior or vandalism are observed or reported in the following instances:

- a. Report as specified in Section 2 - Duty to Report;
- b. Observation (or potential) of any physical violence, incidents involving weapons, criminal behaviour or vandalism; Staff are not to engage in argument or physical confrontation;
- c. Cooperate and support RCMP during any investigation and prosecution process resulting from charges being laid;
- d. Complete an incident report and submit it to the immediate supervisor within 48 hours.

2.2.2 Incidents of other inappropriate behavior staff are authorized to:

- a. Assess the situation to determine if the procedures in Section 2.2.1 should be enacted;
- b. Without jeopardizing one's safety, advise the identified party to stop the activity or they will be asked to leave. Staff need to be sensitive to any extenuating circumstances and consider each individual situation including persons with disabilities/special needs;
- c. If the party does not co-operate, inform them that they will call security to escort them off the property or call the RCMP. Do not engage in argument or physical confrontation;
- d. Cooperate and support RCMP during any investigation and prosecution process resulting from charges being laid;
- e. Complete an incident report and submit it to the immediate supervisor within 48 hours.

2.3 Consequences of Non-compliance

Individuals who engage in inappropriate behavior as defined in this procedure, may, depending on the severity, be suspended, banned or have trespass orders filed against them as per the Suspension, Ban & Trespass Policy.

3. **RELATED POLICIES AND PROCEDURES**

Parks, Recreation & Culture Suspension, Ban and Trespass Policy – PRO.35

Violence in the Workplace Policy – HEA.11