

How you can help

- ♦ Clean up after your group activities such as picnics and sports tournaments in Town parks.
- ♦ Remember to respect property, materials and equipment when using services or participating in programs at our facilities, parks and trails.
- ♦ Report such items as graffiti, broken glass or burnt out lights in any Town facility or park.
- ♦ Report vandalism such as a park bench in need of repair or playground equipment that has been tampered with.
- ♦ Report activities such as verbal assaults, threats/aggression, physical harm, alcohol consumption, theft and harassment.



For more information
Visit www.orangeville.ca/rzone



Respect and Responsibility

Town of Orangeville
www.orangeville.ca

The Rzone has been adapted with
permission from the Town of Oakville.



Respect and Responsibility



Town of Orangeville



Rzone - Respect and Responsibility

What is the Rzone?

The Rzone is an operating procedure that identifies a code of conduct which applies to all Town of Orangeville recreation programs, facilities, parks and trails. The Rzone procedure enforces a set of expectations around violence, vandalism and inappropriate behaviour for participants and the general public.

What does the Rzone mean?

The "R" in the Rzone logo 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 operating procedure is in effect and applies to everyone: participants, officials, spectators, visitors, parents etc.

Goal

The goal of the Rzone operating procedure is to promote a positive, safe and supportive environment in all Town of Orangeville recreation programs, facilities, parks and trails for all members of the public and staff.



Q Does the Rzone only apply to sports organizations?

A No. The Rzone operating procedure applies to all community organizations and individuals using Town of Orangeville recreation programs, facilities, parks and trails.

Q What type of incidents should or can be reported?

A All forms of violence, vandalism or inappropriate behaviour are unacceptable on Town properties, in facilities or programs. Incidents involving the following should be reported. For a complete description, please refer to the procedural document on the Town's website at www.orangeville.ca/Rzone.

- ♦ Verbal assault
- ♦ Physical assault/harm
- ♦ Use of alcohol/drugs
- ♦ Harassment
- ♦ Threats/aggression
- ♦ Vandalism
- ♦ Theft

Q If a situation occurs, how quickly should it be reported?

A For best and timely resolutions, incidents should be reported within 24 hours.

Q How and to whom should an incident be reported?

A If you are involved in or witness a situation at a Town "indoor" facility, you can report it to a staff member. He/she, with your assistance, will complete the report. If the situation occurs at an "outdoor" facility where staff is not available and involves a community organization, that organization should be informed directly and an incident report should be completed on-line at www.orangeville.ca/Rzone.

Q If I report an incident, will it be kept confidential?

A Yes, in accordance with the Town's privacy information policy.



Q What happens once a report has been made?

A Whether reported in person, through an organization or on-line, the report will be logged by Town staff and will either be dealt with directly by the Town or forwarded on to the appropriate group/organization for follow up.

Q Will the Town follow up on every incident?

A The intent of the Rzone procedure is that each organization takes responsibility for situations created by; or that affect their participants in cooperation with the Town. In some cases, it will be the community group or organization.

Q What are some of the consequences that may occur?

A Each report will be reviewed on an individual basis. The nature and degree of discipline will be determined by the severity of the situation.

Questions?

If you have additional questions, you can review the Rzone operating procedure document on-line at www.orangeville.ca/Rzone or write to us at Rzone@orangeville.ca.

THE CORPORATION OF THE TOWN OF ORANGEVILLE

Department: Facilities & Parks	Policy Number: By-Law 111-2008
Reference Documents: Appendix A, B, C & D	Effective Date: December 15th, 2008
Approval:	Revision Date:

Rzone Policy - Respect & Responsibility

The Rzone has been adapted with permission from the Town of Oakville



PURPOSE:

The Corporation of the Town of Orangeville (the Town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Town discourages any form of inappropriate behavior at all Town recreational programs, facilities, parks and trails, in written or verbal communications (including email or phone), or at any other location where Town staff are present.

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 Town and members of the public. The Town of Orangeville’s recreational programs, facilities, parks and trails exist to provide residents with opportunities to participate in sport and recreational activities.

The Parks and Recreation Department promotes active living through their *in motion* program, it is aimed at increasing physical activity for the sake of your health. In promoting this program the Town operates programs, facilities, parks and trails that encourage such participation and is committed to ensuring the safety of patrons as well as staff.

The Town has many community-based programs that are managed and operated by volunteers. These community-minded citizens contribute greatly to the quality of life in Orangeville. The Town endeavours to ensure that they too, have the ability to volunteer in a safe and positive environment. Therefore, the Town through Parks and Recreation ensures that measures are in place so that incidents of violence or inappropriate behavior do not occur in its programs, facilities, parks and trails.

Included in this commitment is an understanding that organizations and the general public using Parks and Recreation programs, facilities, parks and trails 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 behavior.

Definitions:

For the purpose of this policy, “vandalism” is defined as the malicious, willful, and deliberate destruction, damage or defacing of property owned or permitted through the Parks & Recreation Department. “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 Parks and Recreation programs, facilities, parks and trails and to all patrons and guests as well as activities that are structured (ie. permit issued) and unstructured (ie. no permit issued).

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 Orangeville Police Services (police) for assistance. Inappropriate behavior 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 Town 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

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Town 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 behavior 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 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 policy.

Reporting an incident – where staff is receiving inappropriate written or verbal communication. 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 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 co-operate, 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.

Reporting an incident – where staff has not witnessed an incident being reported. When instances of inappropriate behavior or actions are reported to staff, staff shall act in the following manner:

1. Report any act(s) of inappropriate behavior to the most senior staff person 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 Town staff member within 24 hours of the incident.

The Town's 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.

Orangeville Police Services
Non-Emergency Contact: 519-941-2522
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 Facilities Manager of Parks and Recreation or his/her designate within 48 hours of the incident.
3. The Facilities Manager or his/her designate should provide Notice to the identified individual of Action To Be Taken, within 14 days of the incident.
4. 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.

5. The Parks and Recreation Department will keep the original RZone Incident Report on file.

Consequences of Non-Compliance

1. Individuals who engage in any inappropriate behavior, 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). Length of the ban will be determined by the Facilities Manager, 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 Town property has occurred, the individual(s) responsible will be required to reimburse the Town 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 Town, the individual may present their case in writing, to the Director of Parks and Recreation, within 14 days of the decision. A \$200 non-refundable fee must accompany all appeals.
2. The appeal will be reviewed by the Director of Parks and Recreation along with the Facilities Manager, 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 behavior that is not tolerated and any Action To Be Taken.

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

- a. A “Letter of Warning” (Appendix C) may be issued to the identified individual for any behavior that is in violation of this policy.
- b. For incidents where behavior is grossly in-appropriate, 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 Facilities Manager.

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 Town 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 Parks and Recreation Department will be provided to staff (e.g. Rzone orientation) to support the procedure.
4. The Parks and Recreation Department is responsible for monitoring violations of this policy and following up with appropriate staff as necessary.



APPENDIX A

Town of Orangeville
Parks & Recreation Department
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.

Form with fields: Name, Department, Position, Date incident was reported.

Incident Information:

Form with fields: Date, Time, Location of incident, Incident information.

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

(a) Complainant

Form with fields: Name, Phone, Address, Town, Postal Code.

(b) Respondent

Form with fields: Name, Phone, Address, Town, Postal Code.

Category (please check all that apply)

- Verbal assault, use of alcohol or drugs, vandalism, possession of weapons, physical assault/harm, other, threats, harassment, theft of property.

Other: _____

Describe in detail what happened: _____

Multiple horizontal lines for describing the incident.

Other relevant information: _____

Multiple horizontal lines for 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 Town of Orangeville, Parks and Recreation Department, 275 Alder Street, Orangeville, Ontario L9W 5A9.