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RZone Respectful Environments Enforcement Procedure	
PURPOSE	The City of Hamilton is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. To support a respectful environment for all, and in accordance with the Occupiers Liability Act, the Occupational Health and Safety Act, the Trespass to Property Act, the Criminal Code, municipal By-Laws and other Provincial Legislation; City of Hamilton staff are authorized to initiate enforcement options should inappropriate behaviours/incidents be observed or reported. This procedure addresses incidents of bad behavior, harassment and/or violence: (1) directed at City employees by a member(s) of the public, or (2) directed at a member(s) of the public by another member(s) of the public. For all other incidents of bad behaviour, harassment, and/or violence involving City employees, please consult Human Resources and follow the existing polices and procedure (please refer to the “Related Documents” section on page 8).
SCOPE	This policy applies to all City employees, including but not limited to permanent, temporary and contract employees, volunteers, students, and interns. This policy also applies to the public while at City facilities, buildings, parks, and trails or while using City services or programs including, but not limited to, patrons, clients, guests, spectators, residents, community volunteers and non-City workers, collectively called “Public”.
DEFINITIONS	See RZone Respectful Workplace Policy
STEPS **Education and Awareness About RZone**	The City, with community organizations and other stakeholders, will conduct promotional and educational campaigns with the goals of: • Raising awareness of the Policy for attendees, and appropriate City employees, contractors, or agents • Outlining how community members can support the Rzone Respectful Environments Policy (e.g., through setting positive examples, encouraging organizations to have internal policies

	consistent with the Rzone policy; clarifying how community members can report inappropriate behaviour). • Outlining the potential consequences of non-compliance with Rzone • Posting the RZone Respectful Environments Policy and related information on the City website and conduct public awareness campaign (CMO/HR) • Posting RZone signage at City facilities (Operations) • Making information pamphlets available at City facilities (Operations) • Promoting RZone Respectful Environments Policy awareness for City staff through training and orientation programs, and through other employee communication channels (CMO/HR).
Duty to Report	City employees are to report acts of violence, vandalism or inappropriate behaviours to their immediate supervisor and convey a report to appropriate association(s) within 24 hours, if possible. Patrons of City facilities are to report acts of violence, vandalism, or inappropriate behaviours to a City employee and/or a designated person of the appropriate organization within 24 hours, if possible. All incidents of violence and/or vandalism or threatening situations must be reported to the Police.
Addressing Inappropriate Behaviour	The City places a priority on the personal safety of employees and the public. Employees are NOT to put themselves at risk or jeopardize anyone's safety when dealing with contraventions of this policy. If at any time an employee feels personally threatened, they are to call the Police immediately for assistance. The City of Hamilton will take appropriate actions when incidents pertaining to this procedure occur in City facilities, parks, program, or properties. City staff are to act if inappropriate behaviour or violence is observed or reported in the following instances: a) Inappropriate behaviour, non-violent in nature b) Inappropriate behaviour with potential to incite violence c) Inappropriate behaviour with physical violence/assault d) Observation of illegal consumption of alcohol or drugs, smoking or littering.

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Inappropriate Behaviour that is Non-Violent in Nature	Upon witnessing or suspecting inappropriate behaviour, non-violent in nature, enact the following operating procedures and contact Police if one's safety is jeopardized: a) Without jeopardizing one's safety, advise the identified party to stop the activity immediately and inform them about the RZone policy b) If the identified party does not co-operate, inform them of the consequences of their actions under the RZone Policy, e.g., they will be asked to leave c) Immediately eject the identified party from the property. Do not engage in argument or confrontation (verbal or physical) d) Advise the People Leader of the incident e) Prepare RZone incident report (in development) f) Forward the RZone incident report to the direct supervisor, ensuring that the Manager and Director are copied on the email. The People Leader will: a) Review the RZone incident report within 48 hours, and follow up with appropriate authority b) Determine level of occurrence c) Follow up appropriately, as outlined by the RZone Enforcement Guideline d) Follow the RZone Decision chart to ensure the correct parties are informed and steps followed.
Inappropriate Behavior with Potential to Incite Violence	Upon witnessing inappropriate behaviour with potential to incite violence, an employee will: a) Assess the situation to determine if the Police need to be contacted immediately. b) Without jeopardizing one's safety, advise the identified party to stop the activity immediately, and/or direct them to leave the property. c) If the identified party does not co-operate, call the Police or Security d) Inform the identified party that they are now trespassing e) If the identified party refuses to leave, do not engage in argument or physical confrontation. Wait for Police to arrive. f) Advise the People Leader of the incident as soon as is possible g) Prepare RZone incident report (Appendix A) h) Forward the RZone incident report to the direct supervisor, ensuring that the Manager and Director are copied on the email

	The People Leader will: a) Review the RZone incident report within 48 hours of receipt b) Determine level of occurrence c) Follow up appropriately, as outlined by the RZone Enforcement Guideline.
Inappropriate Behaviour with physical violence/ assault	Upon witnessing inappropriate behaviour with physical violence and or assault, an employee will: a) Without jeopardizing one's safety, advise the identified party to stop the activity immediately, and/or eject them from the property b) If the identified party does not co-operate, call the Police c) Inform the identified party that they are now trespassing d) If the identified party refuses to leave, wait for the police to arrive. Do not engage in argument or physical confrontation. e) Advise the People Leader or on call Supervisor of the incident. The People Leader will: a) Review the RZone incident report within 48 hours of receipt b) Determine level of occurrence c) Follow up appropriately, as outlined by the RZone Enforcement Guideline (Appendix B [To be developed])
Observation of Illegal Consumption of Alcohol or Drugs, Smoking or Littering	Upon observing of illegal consumption of alcohol or drugs, smoking or littering: The employee will: a) Assess the situation to determine if procedure should be enacted b) If the identified individual is still in the premises, follow same steps as if witnessed directly (steps above) c) If the identified individual is no longer on the premises, document the occurrence based on the witness(es) account f) Prepare RZone incident report g) Forward the RZone incident report to the direct People Leader, ensuring that the Manager and Director are CC'd on the email The People Leader will: a) Review the RZone incident report within 48 hours of receipt b) Determine level of occurrence

	c) Follow up appropriately, as outlined by the RZone Enforcement Guideline (Appendix B)
COMPLIANCE	1. Individuals who violate this policy may, depending on the severity, be barred immediately from the premises and if necessary, a suspension for a period of time or permanently if required. The suspension may apply to a particular location or all facilities, programs, parks, and trails, if warranted. Length of suspension depend on the severity of the situation. 2. All incidents that result in a suspension or barring from programs, facilities and or properties will be followed up in writing, outlining the details of the suspension. The final decision related to the details of the suspension or barring will be made by the Department Head or their designate. All correspondence related to discipline will be written under the signature of the Department Head or designate. 3. 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 Municipal properties and facilities. Appropriate organizations will be notified of the situation where appropriate. 4. Incidents may be reported to the Police, and charges may follow. 5. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s) responsible will be required to reimburse the Municipality for all costs associated with any repairs as well as any lost revenues or where appropriate be asked to repair the damage.
RELATED	The following related documents are referenced in this Procedure: 1. *RZone Respectful Environments Policy* 2. RZone Respectful Environments Enforcement Guidelines 3. RZone Decision Chart 4. Code of Conduct for Employees 5. Harassment and Discrimination Prevention Policy 6. Occupational Health, Safety and Wellness Policy 7. Violence in the Workplace Prevention Policy
CONTENT	2023-07-04

HISTORY	The following stakeholders were consulted in the creation or revisions made to this Procedure: • Zero Tolerance Policy Review Committee • Human Resources
APPROVAL	2023-09-13