



## Township of East Zorra-Tavistock

### Health and Safety Manual

<b>Title: R Zone Policy</b>	
Section: Health and Safety Policies	Number: 50.18
Version: 1.0	Review Frequency: As required
Approved by: Council	Approval Date: 2023-05-17
Application: For all members of the Public, Council, Township staff, Volunteers and Contractors.	
Notes:	

#### **PURPOSE:**

The Township of East Zorra-Tavistock (the Township) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.

The Township discourages any form of inappropriate behaviour at all Township facilities, properties, sponsored events, programs, in written or verbal communications (including email or phone), in Township vehicles, or at any other location where Township staff are present.

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

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

**SCOPE:**

This procedure applies to all members of the public and staff at all Township facilities, properties, Township sponsored events, programs, in written or verbal communications (including email or phone), in Township vehicles, or at any other location where Township staff are present including but not limited to patrons, guests, spectators, fans, coaches, players, parents, volunteers and staff. It covers structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities.

Staff are not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived situation. If at anytime staff feels threatened, they are to call the Ontario Provincial Police for assistance.

Inappropriate behaviour or actions for the purpose of this procedure 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 Municipality
- 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 and covered by the Township's Respect in the Workplace Policy.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Township 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. Township departments may use this procedure as a guiding principle.

## **PROCEDURE**

### **Public Notification:**

The Township will undertake a promotional and educational campaign aimed at raising awareness among parents, visitors, participants, volunteers, officials, spectators and patrons of the R zone operating procedures and, in particular, the importance of their role in creating a positive atmosphere;

The Township of East Zorra-Tavistock may ensure that the public is notified by signage that they are entering an R-Zone property, however it is assumed by the individual that any Township facility entered is under the R-Zone policy.

In addition, necessary and required ongoing training and education will be provided to staff and volunteers to support the implementation of this procedure.

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

When instances of inappropriate behaviour or actions occur, staff shall act in the following manner

1. Report acts of inappropriate behaviour 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 procedure

### **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 behaviour to the most senior staff person of the appropriate department within 24 hours of the incident being reported
2. Prepare a RZone Incident Report (Appendix A) on all incidents addressed in this procedure

Members of the public are to report acts of inappropriate behaviour to a Township staff member within 24 hours of the incident.

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

Ontario Provincial Police  
Emergency Contact: 911  
Non-Emergency Contact: 1-888-310-1122

### **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 behaviour to the most senior staff person of the appropriate department 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 procedure

### **Reporting Process**

1. Staff shall fill out a RZone Incident Report (Appendix A) and forward it to the appropriate Manager within 24 hours of the incident.
2. The appropriate Manager should forward the Report to the CAO within 48 hours of the incident
3. The CAO or 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 procedure as well as the action taken
5. The original RZone Incident Report shall be kept in the Human Resources office.

### **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 may be sent to an individual advising them of appropriate behaviour (Appendix C). If necessary, an individual may be banned from Township premises for a period of time. Length of the ban will be determined by the appropriate Manager and will depend on the severity of the situation (Appendix D). Enforcement guidelines are referenced in Appendix B
2. In addition to any other measures taken, where any damage to Township 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.

### **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:

- (a) A “Letter of Warning” (Appendix C) may be issued to the identified individual for any behaviour that is in violation of this procedure.
- (b) 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 appropriate Manager.

### **Appeal Process**

1. If an individual wishes to appeal any action taken by the Township, the individual may present their case in writing to the CAO of the Township of East Zorra-Tavistock within 14 days of the decision.
2. The appeal will be reviewed by the CAO of the Township of East Zorra-Tavistock, and any decision made is final.

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**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 Township 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 departments will be provided to staff (e.g. RZone orientation) to support the procedure.
4. The Human Resources Department is responsible for monitoring violations of this procedure and following up with appropriate staff members as necessary.



APPENDIX A

Township of East Zorra-Tavistock  
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 Township of East Zorra-Tavistock, Clerk's Office, 90 Loveys Street Hickson, Ontario N0J 1L0.*





## Township of East Zorra-Tavistock

### RZone Enforcement Guidelines

The following chart represents guidelines, and outlines the consequences for acts of inappropriate behaviour at all Township facilities, properties, sponsored events, programs, in written or verbal communication (including email or phone), in vehicles, or any other location where Township 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. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.**

INCIDENT	1 <sup>ST</sup> OCCURANCE	2 <sup>ND</sup> OCCURANCE	3 <sup>RD</sup> OCCURANCE
<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>	Warning letter	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 or 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.



# TOWNSHIP OF EAST ZORRA-TAVISTOCK

90 LOVEY'S STREET, PO BOX 100 HICKSON, ONTARIO, N0L 1J0  
519-462-2697 . WWW.EZT.CA . EZT@EZT.CA

## Appendix C

Date

Individual's Name  
Address  
Town/Postal Code

*Delivered by Registered Mail*

### **Re: Inappropriate Behaviour Incident at the Township of East Zorra-Tavistock**

Dear

The Municipality of East Zorra-Tavistock has implemented an RZone procedure to promote a positive, safe, and supportive environment for all members of the public and staff. The "R" in RZone stands for Respect and Responsibility - **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The RZone enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all Municipal facilities, properties, Municipal sponsored events, programs, in written or verbal communications (including email or phone), in Municipal vehicles, or any other location where Municipal staff are present.

This is to advise you that your behaviour on \_\_\_\_\_ at  
Date  
\_\_\_\_\_ is in violation of our RZone procedure and in particular, your  
Property  
conduct in \_\_\_\_\_.  
Description of incident

Any future incidents of this nature will not be tolerated.

For your reference, a copy of the Municipal RZone policy is enclosed. If you have any questions or require any additional information, feel free to contact me at the phone number listed above.

Yours truly,

Manager  
Department  
Township of East Zorra-Tavistock



# TOWNSHIP OF EAST ZORRA-TAVISTOCK

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## Appendix D

Date

Individual's Name

Address

Town/Postal Code

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**Re: Inappropriate Behaviour Incident at the Township of East Zorra-Tavistock**

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This letter is to inform you that we have reviewed the incident which you were involved in on

\_\_\_\_\_ at \_\_\_\_\_ and in particular, your  
Date Property

conduct in \_\_\_\_\_  
Description of incident

Based on our review of the incident, you are hereby given notice pursuant to the Trespass to Property Act, R.S.O. 1990, C. T.21, that we are issuing you a \_\_\_\_\_ month ban, effective \_\_\_\_\_ from all Municipal facilities, properties, Municipal sponsored events, programs, in Municipal vehicles, or any other location where Municipal staff are present.

If you do enter onto any of these premises it will be considered trespassing and we will request you leave the premises. If required, we will involve the Oxford County OPP to enforce this trespass notice.

I have attached a copy of the Township of East Zorra-Tavistock RZone policy for your information. You have 14 days to appeal this suspension in writing to the Township of East Zorra-Tavistock, at the municipal office in Hickson. Your appeal will be reviewed and the decision will be final.

Yours truly,

Manager  
Department  
Township of East Zorra-Tavistock