



## The Corporation of Town of New Tecumseth

---

# Public Respect and Responsibility

---

**Policy Type:** Corporate

**Policy No.:** HR-POL-004-2023

**Name of Dept:** Human Resources

**Status:** Current

**Resolution No.:** 2023-263

---

### 1. **Policy Statement**

The Corporation of the Town of New Tecumseth (the Town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Town does not condone any form of inappropriate behaviour by the public, including but not limited to inappropriate physical interaction and/or inappropriate verbal or written communication, at all Town facilities, property, programs, services and rights-of-way.

### 2. **Purpose**

The purpose of this policy is to promote a positive, respectful, safe and supportive environment for all members of the public and employees.

Organizations and the general public interacting with employees, using Town facilities, property, programs, services and rights-of-way, must take primary responsibility for the behaviour of themselves, all associated with them, whether it involves sporting/community programs, recreational events, public meetings, visiting any Town office to pay bills, or request services, or interacting with Town employees while public services are in progress such as roads maintenance, water/wastewater monitoring and compliance activities, park maintenance, arena and recreational centre services, etc. This includes, but is not limited to, residents, business representatives, committee representatives, visitors, participants, officials, spectators, patrons, parents, etc. This policy outlines the responsibility, measures and enforcement steps to be taken by employees to address inappropriate behaviour when they witness and/or experience and/or become aware of inappropriate behaviour by the public.

All individuals, organizations and user groups who rent Town-owned facilities will receive an electronic or hard copy of this policy and they will be required to acknowledge receipt and agree to comply with this policy and related expectations. This policy and appropriate signage will be posted at service desks and/or entrances of Town facilities accessed by the public as well as the Town's website.

### 3. **Scope**

This policy applies to all incidents involving inappropriate behaviour by the public within any Town of New Tecumseth facilities, property, programs, rights-of-way and to all members of the public attending structured (i.e. permit issued) and unstructured (i.e. no permit issued) activities/events, public meetings, participating in recreational programs, interacting with Town employees on any Town property, facility or rights-of-way as well as conducting any business at Town offices such as paying bills and/or requesting services. Incidents occurring on private property will be addressed through this policy; however, action steps may be different than the [Enforcement Guidelines](#) (Appendix B). It also includes interactions between the public and those contracted to the Town. Contact of this nature will be treated as interactions with the Town.

This policy is not intended to address incidents of workplace harassment, discrimination or violence between employees. Such incidents are to be addressed through the corporate [Respect in the Workplace Policy](#).

### 4. **Definitions**

#### **Inappropriate behaviour includes:**

- Disrespect: - behaviour that is rude, unpleasant, inappropriate and unprofessional. Behaviour that disturbs and/or offends others and/or causes hurt feelings and distress
- 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/or the *Occupational Health and Safety Act*
- Lewd, illegal or offensive actions/materials:- including pornography, violent acts, indecency, hate, illegal gambling, profanity and material with text or imagery that has explicit or malicious intent
- Verbal and written communication involving the above

#### **Inappropriate behaviour of a non-violent nature includes:**

- Refusal to abide by specific program or facility rules or the terms of rental contract
- Interacting in a disrespectful/harassing manner – either verbally, in writing or non-verbal signs
- Illegal acts such as use of tobacco products or related products, e-cigarettes, alcohol and drugs
- Inappropriate use of technology
- Contravention of Town by-laws, policies, or procedures

**Inappropriate behaviour with the potential to incite violence includes:**

- Threats and attempts to intimidate
- Verbal assaults
- Throwing of articles
- Physical intimidation
- Attempts to provoke or incite anger in others

**Inappropriate behaviour with physical violence includes:**

- Physical contact
- Fighting (excluding on-ice, arena and sport field activities)
- Physical striking of another individual
- Possession of weapons

**Notice:**

For the purpose of this policy, “notice” is defined as a letter issued to the identified individual(s) providing details of the specific behaviour that is not tolerated and any action to be taken, where there has been a violation of this policy. See [Enforcement Guidelines](#) (Appendix B) for further details.

**Rights-of-Way:**

The surface of, and the space above or below, any public street, road, place, public way or place, sidewalk, alley, boulevard, parkway, drive held by the Town as an easement or in ownership.

**Supervisor:**

An employee's direct Supervisor - this could be a Supervisor, Manager, Director, General Manager or CAO.

**Vandalism:**

- Glass breakage
- Graffiti
- Theft
- Arson
- Property damage
- Malicious, willful, and deliberate destruction, damage or defacing of property

**5. Policy**

Inappropriate behaviour by any member of the public will not be tolerated at any time, at any Town facilities, property, programs, services, rights-of-way, during visits to private property or in verbal or written communication. Employees are not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived situation. **If at any time, an employee feels threatened, they are to call the Ontario Provincial Police (OPP) (9-1-1) for assistance.**

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where a Town employee is present) employees are to alert the police non-emergency phone line (1-888-310-1122). When the non-emergency line is contacted, the caller must record the occurrence number provided by the police on the [Public Respect and Responsibility Policy Incident Report](#) (Appendix A). Depending on the nature of the issue, employees may request the attendance of the police.

When any act of public inappropriate behaviour is experienced (or witnessed) by any employee, they are required to report the incident in accordance with the procedures below.

## 6. Implementation

### 6.1 Addressing and Reporting incidents

#### Scenario 1:

**Where an employee has experienced / witnessed an incident involving inappropriate behaviour in person, they shall address it (if comfortable) and report the incident as follows:**

- a. Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning").
- b. If the individual(s) does not co-operate, inform the individual(s) that the police (9-1-1) will be called if they do not leave.
- c. If the individual(s) refuses to leave, do not engage in an argument or physical confrontation, call the police (9-1-1) and wait for them to arrive, while ensuring that you and any others in jeopardy are in a safe location.
- d. Verbally report acts of inappropriate behaviour immediately to the Supervisor (leave a voice message or send an email if the Supervisor is not available). Then complete a [Public Respect and Responsibility Policy Incident Report](#) (Appendix A) the same day it occurred or by the next business day, and submit to the Supervisor (or their designate). The Supervisor will act in accordance with the follow up actions outlined in section 6.2 – 6.4 below.

#### Scenario 2:

**Where an employee is receiving inappropriate written or verbal communication, they shall report the incident as follows:**

- a. Advise the individual to stop the inappropriate activity immediately or you will end the communication. 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 (this applies to both written or verbal inappropriate activity).
- b. If an employee feels unsafe or threatened in any way, they may leave the area at once and report the incident to their Supervisor immediately when in a safe location. In the event that the employee is followed by the individual, the employee should contact the police (9-1-1) immediately. The employee will only return to the area once the threat is no longer present.
  - c. Verbally report acts of inappropriate behaviour immediately to the Supervisor (leave a voice message or send an email if the Supervisor is not available). Then complete a [Public Respect and Responsibility Policy Incident Report](#) (Appendix A) the same day it occurred or by the next business day, and submit to the Supervisor (or their designate). The Supervisor will act in accordance with the follow up actions outlined in section 6.2 – 6.4 below.

### **Scenario 3:**

**Where an employee is informed of inappropriate behaviour by a third party (did not witness the incident), the employee shall report the incident as follows:**

- a. Verbally report acts of inappropriate behaviour to the Supervisor immediately (leave a voice message or email if the Supervisor is not available). Then complete a [Public Respect and Responsibility Policy Incident Report](#) (Appendix A) the same day or by the next business day the employee was informed by the third party and send to the Supervisor (or their designate). The Supervisor will act in accordance with the follow up actions outlined in section 6.2 – 6.4 below.

### **Scenario 4:**

**Where a member of the public witnesses inappropriate behaviour by a third party towards a Town employee, the member of the public is encouraged to:**

- a. Report acts of inappropriate behaviour against Town employees using the online form located at [www.newtecumseth.ca](http://www.newtecumseth.ca) under Town Hall - Report a Concern, or by calling 705-435-3900 no later than the next business day after the incident. The Town's primary concern is the safety of employees and members of the public. If at any time employees or members of the public feel personally threatened, they are to call the police (9-1-1) immediately. It is **not** the expectation that employees or members of the public put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real unsafe situation.

## 6.2 Supervisor Steps to Address Behaviour

**Step 1:** Ensure the incident has been documented fully on the [Public Respect and Responsibility Policy Incident Report](#) (Appendix A).

**Step 2:** Discuss the incident with the Manager and/or Director of the Department by the next business day. Review the [Enforcement Guidelines](#) (Appendix B) for guidance for appropriate action.

**Step 3:** The Manager or Director of the Department will take appropriate action within 5 business days in accordance with the [Enforcement Guidelines](#) (Appendix B). Serious incidents will require immediate action. Any communication with the offender must be documented by email or letter by registered mail and a copy shall be included with the [Public Respect and Responsibility Policy Incident Report](#) (Appendix A).

**Step 4:** The Manager or Director of the Department or their designate will notify (by email) the CAO, General Managers, Directors, and other appropriate employees (who may have been involved or have knowledge of the incident, or may be at risk of future incidents) of any individual(s) who has been subject to remedial action under this policy. The email shall describe what happened, the date it occurred, and what remedial action has been taken by the Town. Management will ensure all employees who may interact with the person are notified in a timely manner. Individuals identified may pose a risk to employees; therefore, new and current employees must be kept informed if they may encounter the individual in the course of conducting business.

**Step 5:** The Department will keep the original [Public Respect and Responsibility Incident Report](#) (Appendix A) on file. A copy must be emailed to the Human Resources Department immediately. A copy of the report shall be kept on file with the Human Resources Department and Human Resources will maintain a shared database of all inappropriate behaviour incidents involving members of the public that have been reported through the [Public Respect and Responsibility Incident Report](#) (Appendix A). Human Resources will report on all such incidents as part of the Health and Safety bi-annual reporting to Senior Management.

## 6.3 Consequences of Non-Compliance by Members of the Public

Consequences will be actioned by management as per Enforcement Guidelines (Appendix B).

## 6.4 Appeal Process

- a. If an individual wishes to appeal any action taken by the Town, the individual

- may present their case, in writing, to the Director of the Department within 14 days of the date of the Letter of Warning or the Letter of Trespass.
- b. The appeal will be reviewed by the Director and/or the General Manager of the Department involved.
  - c. Any decision made by the Director or General Manager of the Department is final.
  - d. A copy of the appeal decision shall be sent to the CAO, General Managers, all Directors and all appropriate staff.

## 6.5 Responsibilities

### a. Public Responsibilities

- The public is 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.

### b. Employee Responsibilities

- Report inappropriate behavior in accordance with the above procedures.
- Be aware of their responsibilities as it relates to this policy and comply with this policy.
- Maintain confidentiality of information related to incidents reported and shared under the responsibilities of this policy.
- Review database regularly for information related to interactions they have had or may encounter. The database cannot be copied or shared outside of the workplace.

### c. Management Responsibilities

- Ensure that employees are informed and understand the purpose and responsibilities of this policy and procedure.
- This policy and appropriate signage ([Public Respect Poster](#) - Appendix E) will be posted at all Town Facilities and on the Town website to educate employees and the public on expectations of respectful behaviour and taking responsibility for actions. Such signage shall include a phone number and link to this policy and reporting form where concerns can be reported. The Manager of Facilities and Property will be responsible for the posting requirements in accordance with the Town's Signage Policy and Procedures.
- Ensure all individuals, organizations and user groups who rent Town-owned facilities, register for programs or fitness memberships receive an electronic or hard copy of this policy. Obtain the user's acknowledgement receipt and agreement to comply with this policy and related expectations prior to use of Town facilities or participation in programs or activities.
- Each town department is responsible for monitoring violations of this policy and following up with appropriate employees as necessary, e.g. employees not reporting incidents.
- Provide information, including personal information, to employees related



to the risk of workplace violence from an individual with a history of violent behaviour if the employee can be expected to encounter them in the course of their work and the risk is likely to expose them to injury. Share information with employees from the database of reported incidents (maintained by Human Resources in a shared folder) with employees, as appropriate, to provide awareness to employees to safeguard against exposure to inappropriate behaviour by members of the public.

- Maintain confidentiality of information related to incidents reported and shared under the responsibilities of this policy.
- Review database regularly for information related to interactions they or their staff have had or may encounter. The database cannot be copied or shared outside of the workplace.
- When an incident occurs, the Manager or Director of the Department or their designate will notify (by email) the CAO, General Managers, Directors, and other appropriate employees (who may have been involved or have knowledge of the incident, or may be at risk of future incidents) of any individual(s) who has been subject to remedial action under this policy. See "Step 4" under "6.2 Supervisor Steps to Address Behaviour" above.

**d. Human Resources Responsibilities**

- Maintain a shared database of all reported incidents.
- Notify management when a new record has been added to the database.
- Report on all incidents as part of the bi-annual Health and Safety reporting to Senior Management.

**6.6 Database**

The shared database can be found on the common drive X:\Human Resources\Public Respect and Responsibility Reporting Database and is available to all employees with access to the Town Network Drives. It is important to ensure confidentiality of all information within the report and may not be distributed or printed.

Attachments:

- [Appendix A Public Respect and Responsibility Incident Report](#)
- [Appendix B Enforcement Guidelines](#)
- [Appendix C Letter of Warning Example](#)
- [Appendix D Letter of Trespass Example](#)
- [Appendix E Public Respect Poster](#)

**Approved By:**

Pavlina Thompson, Director,  
Human Resources

Lori Bedford, GM of Corporate  
Services/CFO

**Department:**

Human Resources

Corporate Services Division

**Status:**

Approved - 28 Jun 2023

Approved - 28 Jun 2023



Policy HR-POL-004-2023

Blaine Parkin, P. Eng., CAO      CAO

Approved - 13 Jul 2023



## Appendix A: Public Respect and Responsibility Incident Report

<b>Individual Reporting Details</b>	
Name of Person Reporting:	
Position:	Phone Number:
Email:	Date Incident was reported:
<b>Incident Information</b>	
Date:	Time:
Location:	
Occurrence Number if Police were Contacted:	
<b>Participants Involved and Witnesses</b>	
Name:	
(Check One) <input type="radio"/> Complainant <input type="radio"/> Respondent <input type="radio"/> Witness <input type="radio"/> Other:	
Address:	
Phone Number:	Email:
Name:	
(Check One) <input type="radio"/> Complainant <input type="radio"/> Respondent <input type="radio"/> Witness <input type="radio"/> Other:	
Address:	
Phone Number:	Email:
Name:	
(Check One) <input type="radio"/> Complainant <input type="radio"/> Respondent <input type="radio"/> Witness <input type="radio"/> Other:	
Address:	
Phone Number:	Email:
If there are more participants or witnesses involved, please attach extra pages.	
<b>Category of Incident (check all that apply)</b>	
<input type="radio"/> Verbal Assault <input type="radio"/> Threats <input type="radio"/> Vandalism <input type="radio"/> Physical Assault or Harm <input type="radio"/> Possession of Weapons	<input type="radio"/> Use of drugs or alcohol <input type="radio"/> Harassment <input type="radio"/> Other Please specify in detail:

**Details of Incident**

Describe in detail what happened (add additional pages if needed):

Other Relevant Information:

**Reporting**

Person Incident was Reported to:

Date of Report:

Time of Report:

Method:  In Person  Telephone  Email / Text

If another individual was made aware of the incident, provide their details below:

Person Incident was Reported to:

Date of Report:

Time of Report:

Method:  In Person  Telephone  Email / Text

**Signature**

Signature of Person Completing this Report:

Date:

For Office Use Only		
Action Taken: <ul style="list-style-type: none"> <li><input type="radio"/> Verbal Warning Issued</li> <li><input type="radio"/> Letter of Warning Issued</li> <li><input type="radio"/> Letter of Trespass Issued</li> <li><input type="radio"/> Other</li> </ul> Please specify in detail:	Date Action Taken:	By Whom:
Outcome (include appeal number if applicable):		
File Closed: <input type="radio"/> Yes <input type="radio"/> No	Date Closed:	
Name:	Position:	
Signature:		

## Appendix B: Enforcement Guidelines

These are guidelines only. In cases of imminent danger or serious incident, contact the police (9-1-1) immediately. Depending on the situation, the OPP may undertake enforcement.

Behaviour	Description	Consequence of 1 <sup>st</sup> Occurrence	Consequence of 2 <sup>nd</sup> Occurrence	Consequence of 3 <sup>rd</sup> Occurrence
<b>Inappropriate behaviour non-violent nature:</b>	<ul style="list-style-type: none"> <li>• Refusal to abide by specific program or facility rules or the terms of rental contract</li> <li>• Inappropriate written language, verbal language and non-verbal signs</li> <li>• Illegal acts such as use of tobacco products or related products, e-cigarettes, alcohol and drugs</li> <li>• Inappropriate use of technology</li> <li>• Contravention of Town by-laws, policies, or procedures</li> </ul>	<p><b>Verbal warning</b> (documented in writing). Then depending on severity of occurrence, immediate removal from the area, followed by <b>written warning</b> at discretion of the appropriate Manager/Director</p>	<p>Depending on severity of occurrence- Immediate removal from the area and a 6 month suspension from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>	<p>Depending on severity of occurrence- Immediate removal from the area and suspended indefinitely from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>
<b>Inappropriate behaviour with the potential to incite violence:</b>	<ul style="list-style-type: none"> <li>• Threats and attempts to intimidate</li> <li>• Verbal assaults</li> <li>• Throwing of articles</li> <li>• Physical intimidation</li> <li>• Attempts to provoke or incite anger in others</li> </ul>	<p>Immediate removal from area and 6 month suspension from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>	<p>Immediate removal from area and indefinite suspension from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>	
<b>Inappropriate behaviour with physical violence:</b>	<ul style="list-style-type: none"> <li>• Physical contact</li> <li>• Fighting (excluding on-ice, arena and sport field activities)</li> <li>• Physical striking of another individual</li> <li>• Possession of weapons</li> </ul>	<p>Immediate removal from area, <b>police contacted</b> and 1 year suspension. <b>Letter of Trespass issued.</b></p>	<p>Immediate removal from area and indefinite suspension from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>	

<b>Vandalism</b>	<ul style="list-style-type: none"> <li>• Glass breakage</li> <li>• Graffiti</li> <li>• Theft</li> <li>• Arson</li> <li>• Property damage</li> <li>• Malicious, willful, and deliberate destruction, damage or defacing of property</li> </ul>	<p>Immediate removal from area, <b>police contacted</b> and 1 year suspension shall be actioned. <b>Letter of Trespass issued.</b></p>	<p>Immediate removal from area and indefinite suspension from Town Facility, Building, Program/Services or Property. <b>Letter of Trespass issued.</b></p>	<p><b>NOTE: Those identified as perpetrating vandalism will be required to pay 100% cost of repairs (including but limited to materials, equipment, labour and administrative costs). In the event that the individual(s) can't be identified, the contract holder will be held responsible and invoiced accordingly.</b></p>
------------------	---	--	--	---

## Appendix C: Letter of Warning Example

Date

**Delivered by Registered Mail or Email (with Read Receipt)**

Individual's Name

Address

Town/ Postal Code

Dear \_\_\_\_\_,

**Re: Letter of Warning of Inappropriate Behaviour Incident at The Town of New Tecumseth**

The Town of New Tecumseth has implemented a Public Respect and Responsibility Policy to promote a positive, safe, and supportive environment for all members of the public and staff. This policy encourages Respect and Responsibility. **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions.

This policy enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all Town facilities, programs, properties and right-of-way.

This is to advise you that your behaviour on \_\_\_\_\_ (date) at \_\_\_\_\_ (property) is in violation of our Public Respect and Responsibility Policy and in particular, your conduct in \_\_\_\_\_ (description of incident)

Any future incidents of this nature will not be tolerated. Any future occurrences will be subject to the enforcement guidelines as outlined in Appendix "B" (attached).

If you have any questions or require any additional information, please contact the undersigned.

Sincerely,

Name, Position Title

Town of New Tecumseth

Phone Number

Email



## Appendix D: Letter of Trespass Example

Date

**Delivered by Registered Mail or Email (with Read Receipt)**

Individual's Name

Address

Town/ Postal Code

Dear \_\_\_\_\_,

### **Re: Letter of Trespass**

As a result of the incident that occurred on \_\_\_\_\_ you are hereby issued a Letter of Trespass effective \_\_\_\_\_(insert date)\_\_\_\_\_.

As of the date of this letter, you are no long permitted in or around the premises of \_\_\_\_\_, located at \_\_\_\_\_, for any reason whatsoever, for a period of \_\_\_x months, pursuant to the Trespass to Property Act (R.S.O. 1990), Chapter T.21.

Should you again enter any of the aforementioned premises or property, within \_\_\_x months from the date of this letter, you may be charged with trespassing. A second notice of trespass letter will result in a \_\_\_\_\_ month ban and any subsequent notices will result in a permanent ban.

Should you wish to appeal this notice, a written letter outlining the reason for appeal should be forwarded to the undersigned below within 14 days of the date of this letter.

Sincerely,

Name, Position Title

Town of New Tecumseth

Phone Number

Email

c.c. O.P.P. – Nottawasaga Detachment, Alliston, Ontario

Appendix E: Public Respect Poster



The Town of New Tecumseth is committed to providing a respectful environment for employees and members of the public. Inappropriate behaviour including harassment and violence will not be tolerated.

Thank you for being respectful!

Violations can be reported using the online form or by calling at 705-435-3900

For further information on our Public Respect and Responsibility Policy and to access the form, scan below



Policy



Reporting Form