



Town of Prescott – Respect and Responsibility in Municipal Public Spaces Policy – RZONE



Purpose statement

1. The Corporation of the Town of Prescott (the Town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.
2. The goal of this policy is to promote a positive, safe, and supportive environment for all individuals and user groups of municipal public spaces.
3. This policy outlines the process of reporting and responding to inappropriate conduct or actions.

Policy Goals:

1. To provide and foster a positive, safe, enjoyable, and supportive environment for all at municipal public spaces.
2. To increase the level of understanding and awareness of this policy among users of municipal public spaces.
3. To provide a comfortable, respectful, and safe work environment for Town of Prescott employees, volunteers, and those authorized to act on behalf of the Town.
4. To reduce or eliminate violence, intimidation, and harassment in all municipal public spaces.
5. To ensure that inappropriate behaviours are dealt with in an equitable and consistent manner.
6. To ensure that wireless internet connections and technology at Town of Prescott facilities are used in keeping with the respectful and decent tone of public facilities used by children and families.

Scope

1. This procedure applies to all individuals and user groups of municipal public spaces.
2. Inappropriate conduct or actions for the purpose of this procedure includes, but is not limited to:
 - a. Verbal including threats, profanity, rude or inappropriate language, attempts to goad or incite anger in others, harassment, discrimination
 - b. Physical including aggressive or intimidating approaches to another individual, throwing articles in a deliberate or aggressive manner, physical striking of another individual
 - c. Illegal activity including illegal consumption of alcohol or drugs, theft, possession of weapons, vandalism
 - d. Any act that violates town permits, policies, or by-laws

- e. Any act that gives rise to concern for health and safety
3. The Town's primary concern is the safety of members of the public and staff. If at any time a person feels their safety is threatened, they are to call the police immediately. It is NOT the expectation that members of the public, staff, volunteers or those authorized to act on behalf of the municipality put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.
4. This policy will be applied in coordination with the Town's Employee Code of Conduct, Employee Concerns, Workplace Discrimination, Workplace Violence and Workplace Harassment and Unreasonable Customer Behaviour policies.
5. Town staff, volunteers, and anyone authorized to act on behalf of the Town are expected to conduct themselves in a respectful manner. For reporting staff misconduct, refer to the Municipal Complaint Policy.
6. Any complaint that is criminal in nature will be referred to the Ontario Provincial Police.
7. The Municipality recognizes that certain user groups, organizations, and partners operating within municipal facilities may be governed by their own legislation, regulatory frameworks, or internal policies related to conduct, and the management of unreasonable behaviour.

Where applicable, this policy will be administered in collaboration with those requirements to ensure a coordinated and consistent approach. The Municipality will make reasonable efforts to align responses, share relevant information (where permitted), and support appropriate enforcement actions.

Nothing in this policy limits or overrides the authority of external organizations to apply their own legislative or regulatory obligations. Likewise, the Municipality retains the right to take independent action under this policy to ensure the safety, well-being, and respectful use of its facilities, programs, and services.

Incident Reporting

Individuals, user groups, staff, volunteers, or those authorized to act on behalf of the Town are to report acts of inappropriate conduct within 24 hours of the incident.

Reporting an incident – by individuals or user groups

1. Complete the Inappropriate Behaviour Reporting form within 24 hours of the incident, which can be done online, through email, in person, or by phone.

Reporting an incident – by staff, volunteers, or those authorized to act on behalf of the Town that has witnessed an incident

1. Report acts of inappropriate conduct to the most senior staff person present at the incident.
2. Without jeopardizing anyone's safety, advise the individual or user group to stop the activity immediately or they will be asked to leave (verbal warning).
3. If the individual or user group does not cooperate, inform them they are now trespassing and the police will be called.
4. If they refuse to leave, call the police, and wait for them to arrive while ensuring that you and any others in jeopardy are in a safe location.
5. Complete the Inappropriate Behaviour Reporting form within 24 hours of the incident.

Reporting an incident – by staff that has not witnessed an incident on behalf of an individual or user group

1. Report any act(s) of inappropriate conduct to the most senior staff person of the appropriate department within 24 hours of becoming aware of the incident.
2. Complete the Inappropriate Behaviour Reporting form within 24 hours of becoming aware of the incident.

Follow-up process

Once an Inappropriate Behaviour Reporting form has been submitted:

1. A copy of the form will be forwarded to the appropriate Director or designate within 48 hours of the incident.
2. All incidents will be investigated for accuracy and confirmation of the details provided.

If the complaint is substantiated:

1. The Handling Unreasonable Customer Behaviour Policy will be used to determine what consequences and/or restrictions are appropriate to apply.
2. The department director or designate will notify the individual or user group in writing within 21 days of the incident of any consequences to be taken.
3. Staff will notify the complainant that action has been taken and that any further instances of inappropriate conduct or actions should be reported immediately.

If the complaint is not substantiated:

1. The department head or designate will notify the complainant and individual or user group that no further action will be taken.
2. If it is determined that the complaint was made in a frivolous or vexatious manner, the complainant may be subject to consequences or restrictions outlined in the Handling Unreasonable Customer Behaviour Policy.

Responsibilities

The Town will post signage to inform individuals and user groups of the RZONE policy and the incident reporting process.

Individuals and user groups are responsible for behaving and acting in a manner that respects the rights of others to promote an environment that can be enjoyed by all. User groups are responsible for:

- Advising their participants and attendees about the RZone Policy
- Complying with requirements of town contracts and permits relating to the RZone Policy
- Applying the RZone Policy to programs, including addressing concerns with their participants and attendees

Departments are responsible for monitoring violations and following up as appropriate.