

The Corporation of the
City of Timmins



Policies and Procedures

RESPECT AND RESPONSIBILITY POLICY
(RZONE)

Health and Safety

Policy No: COT-HS-047-v01

PURPOSE

The Corporation of the City of Timmins is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The City discourages any form of inappropriate behaviour at all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are present.

This policy 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 our employees. In addition, this procedure will encourage respect, commitment and considerate relationships between the City and members of the public.

To this end, the City of Timmins has implemented a Respect and Responsibility policy, better known as **Rzone**, 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 City facilities, properties, City sponsored events, programs, in writing or verbal communications (including electronic and telephone), or any other location where City staff are performing work.

DEFINITIONS

RZONE: An environment of **Respect** for yourself and others, and **Responsibility** for one’s action for all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are present.

Members of the Public: May include those attending an event and/or a City facility, and includes patrons, guests, clients, visitors, spectators, coaches, officials, players, members, parents, volunteers, invitees, participants and users

Notice: Where there has been a violation of this procedure, a letter will 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 will be issued to the identified individual or a person responsible for an identified individual (e.g.; case worker, personal support worker, etc...) 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 will be issued to the identified individual indicating that further participation is no longer welcome. A temporary, with or without conditions or permanent ban is to be determined by the appropriate Director.

SCOPE

This policy applies to all members of the public and employees at all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are performing work.

RESPONSIBILITIES

It is the responsibility of all employees to be familiar with this policy and to adhere to this policy at all times.

Supervisors/Managers shall ensure that their respective employees are familiar with the provisions of this policy and are responsible to address any situation where staff or the public are at risk within our workplace environments.

The Chief Administrative Officer shall ensure that all employees are familiar with the provisions of this policy.

PROCEDURE

Section A

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, employees feel threatened, they are to call the Timmins Police Services (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 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.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where City staff is present) staff is to alert the police. Depending on the nature of the issue, employees may request the attendance of the police.

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

Timmins Police Services
Non-emergency contact 705-264-1201
Emergency contact 911

Section B

Reporting – where an employee is directly involved or has witnessed an incident

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

1. Report acts of inappropriate behaviour to your immediate supervisor/manager or designate.
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 an Rzone Incident Report (Appendix A) and forward to the HR Department within 24 hours of the incident.

Reporting – where an employee is receiving inappropriate written or verbal communication

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

1. Report acts of inappropriate behaviour to your direct Supervisor/Manager immediately 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 an Rzone Incident Report (Appendix A) and forward to the HR Department within 24 hours of the incident.

Reporting – where an employee has not witnessed an incident being reported

When instances of inappropriate behaviour or actions are reported to employees, employees shall act in the following manner:

1. Report any act(s) of inappropriate behaviour to your direct Supervisor/Manager immediately of the incident being reported.
2. Prepare an Rzone Incident Report (Appendix A) forward to the HR Department within 24 hours of the incident.

Reporting – General

Members of the public are to report acts of inappropriate behaviour to a City employee within 24 hours of the incident.

Section C

Reporting process and who will be notified

1. Employees will complete an Rzone Incident Report and will forward it to the appropriate Supervisor/Manager and to the Director of Corporate Services within 24 hours of the incident.
2. The identified individual will be temporarily banned from City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are performing work until such time as an investigation into the incident has been completed.
3. The Director of Corporate Services will provide “Notice” to the identified individual of the Action To Be Taken, within five (5) business days of the investigation being completed.
4. Appropriate employees will be notified of any individual(s) who has been subject to remedial action under this procedure as well as the action taken.

Section D

Consequences of Non-Compliance

1. Individuals who engage in any inappropriate behaviour, as defined in this policy may, depending on the severity, be removed immediately from the premises. All incidents reported via the Rzone Incident Reporting Form will be subject to the Rzone – Respect and Responsibility Enforcement Guidelines attached to this policy.

The consequences of the inappropriate behaviour will range from a letter of warning to a ban from City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are present.

2. In addition to any other measures taken, where any damage to City Property has occurred, the individual(s) responsible will be required to reimburse the City 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.

Section E

Appeal Process

1. If an individual wishes to appeal any action taken by the City, the individual may present their case in writing to the Director of Corporate Services within 14 days of the decision.
2. The appeal will be reviewed by the Director of Corporate Services and any decision made is final.

DOCUMENTS

References

Criminal Code of Canada

Related Procedures

Visitors and General Public Policy	COT-HS-045
Harassment Policy	COT-HR-013
Code of Conduct Policy	COT-HR-002
Violence in the Workplace	COT-HR-044

FORMS

Appendix A – Rzone Incident Report
Appendix B – Enforcement Guidelines

SUMMARY INFORMATION

Policy Name:	Respect and Responsibility (Rzone) Policy
Issue Date:	March 15, 2017
Last Revision Date:	April 26, 2018
Next Review Date:	January 2019

Approved by:



Chief Administrative Officer

Approval Date:

May 4, 2018



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/City:
Postal Code:	Email:

If another individual was made aware of the incident, how were they informed?

- In-person Telephone Email
 Other (explain)

Date the individual was informed (day/month/year): _____

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/City:
Postal Code:	Email:

Date File Closed: _____ Position: _____

Name: _____ Signature: _____

For Internal Use Only:

Action Taken

Investigation Date: _____ Verbal Warning Date: _____

Written Warning Date: _____ Letter of Trespass Date: _____

Appeal: NO YES Date: _____

Outcome: _____



RZONE – Respect & Responsibility

Enforcement Guidelines: The following chart represents guidelines and outlines the consequences for acts of inappropriate behaviour at all City facilities, properties, City sponsored events, programs in written and verbal communication (including electronic and telephone) or any other location where City staff are present. It is understood that these guidelines do not include all types of behaviour, that each incident will be reviewed based on the investigation and that consequences outlined below are guidelines that may be adjusted to reflect conduct/actions. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.

The City will determine which facility(s) the person will be banned from based on the outcome of the investigation.

Incident	1st Occurrence	2nd Occurrence	Any Subsequent Occurrences
<ul style="list-style-type: none"> Aggressive or intimidating approaches to another individual (verbal assaults) Attempts to goad or incite anger in others A breach of policy, procedure, bylaw 	Letter of Warning	Minimum of 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"> Threats Harassment / bullying 	Minimum of 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"> Throwing of articles in a deliberate / aggressive manner Physically striking of another individual Illegal consumption of alcohol or drugs Possession of weapons 	Minimum of 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"> Vandalism to building or property Theft 	Minimum of 1 month ban plus payment of repair costs and 20% administration fee to a maximum of \$500 Ban will remain until restitution is complete	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