



THE CORPORATION OF THE TOWNSHIP OF NORWICH

DEPARTMENT: Recreation, Parks & Facilities POLICY NO: RPF 2005 - 01

SUBJECT: Behaviour Management – Zero Tolerance Policy

APPROVED BY COUNCIL: RES. NO. 26 DATE: March 8, 2005

REVISION NO: AUTHORIZED REF: DATE:

PURPOSE: will not tolerate vandalism or violence in its facilities and will take appropriate action to deal with incidents of vandalism or violence, including recovery of costs.

POLICY: The Township of Norwich facilities exist to provide residents with opportunities to participate in sport and other recreational activities in a safe and positive environment. It is recognized that participation in recreational activities is an important element in the human development process. The Township will ensure the most supportive climate possible for all participants and especially children, so that they can enjoy their sport and develop life skills related to cooperation, competition, teamwork, sportsmanship and fair play.

The Township of Norwich recognizes that the majority of patrons use Township facilities in a responsible manner. The costs of repairing facilities that have been vandalized or damaged through violence should not be borne by these patrons or by the general public. Rather, the costs should be borne by the responsible party.

As with many Ontario communities, sport & leisure system is managed and operated by volunteers. These community-minded citizens contribute in many ways to the success of sport and leisure activities in Township of Norwich. It is the Township's responsibility that they too have the ability to work in a safe and positive environment.

It is essential and appropriate that the Township do all things necessary to ensure that deterrents are in place to ensure that incidents of violent behaviour do not occur in its facilities.

Included in this commitment is an understanding that organizations that rent Township facilities must take **PRIMARY** responsibility for the behaviour of **ALL** parties associated with their activity: these include staff, parents, players, officials, and spectators.

DEFINITIONS:

Violence: includes, but is not limited to, the following behaviours:

- Loud verbal assaults
- Threats and attempts to intimidate
- Throwing of articles in a deliberate or aggressive manner
- Aggressive approaches to another individual or group
- Physical striking of another individual
- Attempts to goad or incite violence in others
- Racial or ethnic slurs
- Damage to property
- Harassment & bullying behaviour.

Vandalism: Malicious, willful, and deliberate destruction, damage or defacing of property.

Aggressive behaviour: It is standing up for your self, in such a way that disregards the other person's feelings, position, or interests. Aggressive behaviour therefore comes across as an attempt to humiliate, control, hurt, belittles or disregards the other person. Whether the aggressive behaviour is conscious or unconscious it will encourage the recipient to be more aggressive in his/her response.

Passive aggressive behaviour: behaviour is the indirect expression of anger or frustration. On the surface the person looks passive and content, as there is no visible sign of aggression but in reality the person is quietly boiling below the surface, i.e. ignoring the person, making hurtful sarcastic comments about someone and whining, complaining behaviour.

Director: Director of Recreation, Parks & Facilities

Staff: Facility Manager or Staff person on duty

Facility: Township-owned, community halls, arena/community centre, horse barn & track, building, park, pool, sports fields and other properties.

OBJECTIVES:

1. To reduce or eliminate negative behaviours, vandalism and violence from Township-owned facilities, including outdoor sports fields.
2. To promote positive cheering behaviours among participants, spectators and fans.
3. Increase the level of understanding among spectators and fans of the importance of creating a positive and supportive environment for children's sport.

GENERAL RATIONALE:

Participation by children in sport is an important element in the human development process. By establishing a zero tolerance policy, the community will be made aware of the expectation that patrons are expected to behave with respect and responsibility while in all Township facilities.

The rules of each of the games exist to protect the players. Referees/officials are to ensure the fair and even application of the rules and to ensure safety of the players. These referees/officials as well as organizers of minor sport are for the most part, volunteers and as such, the Township must put measures in place to ensure their safety.

Violent or abusive behaviours, such as verbal threats and insults, attempts to intimidate as well as physical assault and battery have no place in the Township recreational facilities. Promotion of spectator cheering in a positive manner will assist in the reduction of violent behaviours in Township facilities.

Duty to Report Violence or Vandalism: In accordance with the Occupiers Liability Act, the Occupational Health and Safety Act, the Trespass to Property Act and the Criminal Code, all Township of Norwich staff has a duty to report acts of violence or vandalism to their immediate supervisor.

All patrons of Township of Norwich facilities have a duty to report acts of violence or vandalism to a Township of Norwich staff person.

All incidents of violence and/or vandalism will be reported to the Director of Recreation, Parks & Facilities as soon as possible after the incident and, depending on the severity, may be reported to the police and criminal charges laid.

Action Taken: The Township of Norwich will take appropriate disciplinary action when incidents of vandalism or violence occur in Township facilities. Such action may include the banning of the patron from the facility. In addition, the individual or group responsible for any damages to Township property will be invoiced for the costs of repairing the property, and will be subject to an additional financial penalty.

The nature and degree of disciplinary action to be taken by the Township is to be determined by the Director of Recreation, Parks & Facilities.

Disciplinary Procedures: Discipline will generally take the following stages:

Stage 1: for minor acts and /or first offences

- Letter of reprimand
- If damages are involved, invoice perpetrator for full cost recovery of repair of damages (materials, labour, 40% overhead charge)
- Payment must be received within 15 days of invoice or a ban will implemented until invoice is paid in full.

Stage 2: for more serious offences and/or repeat offences

- Ban from all facilities for up to 30 days
- If damages are involved - invoice perpetrator for double the full cost recovery of repair of damages (materials, labour, 40% overhead charge) x 2
- Payment must be received within designated ban. If payment is not received the ban will be extended until invoice is paid in full.

Stage 3: for serious offences and/or repeat offences

- Ban from all facilities for one year or more
- If damages are involved - invoice perpetrator for double the full cost recovery of repair of damages (materials, labour, 40% overhead charge) x 2
- If payment is not received the suspension will be extended until the invoice is paid in full.

Users of facilities are ultimately responsible for the behaviour of participants. Participants include parents, patrons and visitors, coaches, volunteers, players and spectators. In this regard, where the user is in attendance as part of an organized group, the applicable organization will be copied on all correspondence related to discipline. In addition to any disciplinary action taken by the Township, the organization is expected to discipline the individual in accordance with its discipline procedures.

The Education Component:

The Recreation, Parks & Facilities Department, with its local community partners, will undertake a promotional and educational campaign aimed at raising awareness among parents, volunteers and spectators of the Behaviour Management - Zero Tolerance Policy, in particular the importance of the role of all stakeholders in creating a positive playing atmosphere in municipal recreation facilities. This component will include signage to be hung in all Township facilities, circulation of the policy to all user groups, and to be forwarded to their membership and to all stakeholders as well as posting of the policy in all Township facilities.

GENERAL GUIDELINES FOR THE CODE OF CONDUCT:

The Township of Norwich Recreation Parks & Facilities Department is committed to a fair and equal access policy with all of its facilities. Equal access and opportunity means that everyone can use our facilities regardless of gender, religion, race, and place of origin, sexual orientation, disability, age or family status. Enjoy your use of this facility, but respect the rights of others – staff, other user groups and patrons, participants in your activity and volunteers. A representative from users groups and/or renters on behalf of the organization signs the Code of Conduct. - *Appendix One.*

GENERAL GUIDELINES FOR THE PARENT CONTRACT:

The Parent Contract will be utilized when a parent, guardian or adult has become abusive, violent or aggressive in manner in the public facility. By signing the PLAYsafe contract, the person agrees to be respectful and responsible for their behaviour at public events. Appendix Two The Parent Contract outlines the rules of acceptable behaviour of a parent in relationship to their child's participation in community sports or recreation activities. By agreeing to this code of conduct, parents are acknowledging their positive commitment to their child's enjoyment of sport and recreation activities. *Appendix Two.*

**Township of Norwich
Recreation, Parks & Facilities Department
CODE OF CONDUCT
For Facility Rental**

The Township of Norwich Recreation Parks & Facilities Department is committed to a fair and equal access policy with all of its facilities.

Equal access and opportunity means that everyone can use our facilities regardless of gender, religion, race, and place of origin, sexual orientation, disability, age or family status.

Enjoy your use of this facility, but respect the rights of others – staff, other user groups and patrons, participants in your activity and volunteers.

CODE OF CONDUCT

- As a shared use facility, we ask everyone to respect their rental agreements by scheduling visits as arrange through the Facility Manager or designate staff.
- Please restrict your activities to your designated program/activity area(s).
- Safety is a priority on this site and as such everyone will be expected follow parking lot marking(s) and follow signs, when moving vehicles, horse trailers and sulkies.
- Alcohol and other illegal substances are not permitted in this facility.
- No smoking is permitted.
- Please do not abuse or misuse our facilities. We will not tolerate vandalism.
- Please refrain from rough play, fighting and/or abusive language.
- Please wear appropriate clothing and footwear in the program/activity area(s).
- The use of photographic devices, including cameras, video cameras, camera phones and PDA's will not be permitted on-site or during programs/activities. Use of these items requires prior staff approval.

**It is important that you read, understand and comply with the above Code of Conduct.
Thank you for your cooperation.**

By signing this Code of Conduct, I hereby accept responsibility for my actions and I understand that it is my duty to report any and all incidents of harassment, violence and vandalism on Township Property. I, the undersigned have read, understand and agree to comply with this Code of Conduct.

Renter's Name: _____ **Staff's Name:** _____

Signature: _____ **Signature:** _____

Date: _____ **Date:** _____

Appendix One – Behaviour Management – Zero Tolerance Policy Revised January 31, 2005

PARENTS – A POSITIVE INFLUENCE

Protecting our children the sports and recreation environment

As parents, part of enjoying your children's participation in leisure activities is watching them have fun, learn new skills, make friends and improve their performance. Some parents get caught up in the excitement of the activity and can forget about the real reasons that they are there is for the child's benefit, not for their parent's entertainment.

This *PLAYsafe Parent Contract* provides you with information on what to watch for in your child's performance as a parent, so your children can have fun and learn through play.

Dealing with violence and anti-social behaviours

These days, most everyone has experienced seeing a loud obnoxious parent on the sidelines at a children's sport or recreation activity. Whether the incident takes place in a gym, the community centre, ice rink or on the sports field is irrelevant. Whether the parent dislikes the coach, referee or even other parents is also irrelevant. When the parent shows no respect for others, this behaviour has an impact on everyone around them during these incidents. Young children do not always understand what's happening when their parent is acting inappropriate in a public setting. However, it is truly distressing for children when their parent is out of control.

Most parents are not like this, but when one or a few parents do misbehave in a public setting, it can have a negative affect on the ability of everyone in the area to do their jobs, whether it's volunteers, parents, visitors, coaches, officials or staff. Misbehaving parents embarrass children, steal their fun and without realizing it, may be teaching children to act aggressively. In short, a misbehaving parent does not set a positive example for children. It can also affect their relationships with other adults, officials, event organizers and staff; misbehaving impacts on everyone.

We all know that children do learn by example. Peers, team members & other participants and parents, can all have a tremendous positive impact on children. That's why we believe it is important for parents and other adults to act appropriately in the public recreation setting.

Many communities and sporting organizations are developing measures to ensure that the sport and recreation environment remains a healthy and respectful one. Some communities have well defined Behaviour Management Policies & Procedures.

One of these measures is a Parent Contract. This agreement is very popular in the sport and recreation setting and in municipal recreation.

The *PLAYsafe Parent Contract* outlines the rules of acceptable behaviour of a parent in relationship to their child's participation in community sports or recreation activities. By agreeing to this code of conduct, parents are acknowledging their positive commitment to their child's enjoyment of sport and recreation activities.

PLAYsafe Parent Contract

The following code of conduct was developed and modelled after those developed by the BC Ministry of Small Business, Tourism and Culture, BC Sports and the Canadian Centre for Ethics in Sport:

- I will remember that my child plays sport and joins in recreation activities for his or her enjoyment, not mine.
- I will encourage my child to play by the rules and to resolve conflict without resorting to passive aggressive behaviour, hostility or violence.
- I will make my child feel like a winner every time he/she participates in an activity by offering praise for effort and playing fair.
- I will never ridicule or yell at my child or other children, for making a mistake or losing.
- I will remember that children learn best by example, I will be respectful of others; offering positive comments to other parents, participants and volunteers for their efforts.
- I will not force my child to participate in a leisure activity.
- I will never question the event organizer, volunteers or staff judgement or honesty in public.
- I will support all efforts to remove all forms of abuse from children's leisure activities i.e. verbal & physical abuse.
- I will show respect for event organizers, staff and other parents while attending the activity.
- I will respect and show appreciation for trained volunteer coaches who give freely of their time to provide leisure activities for my child, understanding that I have my responsibility to be a part of my child's development. I will be a positive role model at community events and activities involving my child.
- I will respect and show appreciation for other parents who share these beliefs.

I agree to PLAYsafe. _____
(Signature of parent/guardian)