

**COUNCIL POLICY RESOLUTION**

**POLICY NUMBER:** I-345

**DATE:** JUNE 21, 1999  
**amended:** JULY 2, 2002  
**amended:** FEBRUARY 10, 2003  
**amended:** OCTOBER 25, 2004

**POLICY TYPE:** FACILITY

**SUBJECT:** BEHAVIOUR - UNACCEPTABLE CONDUCT IN  
COMMUNITY SERVICES FACILITIES

**POLICY CONTENT:**

A Policy respecting inappropriate behaviour and activities in City of Kitchener Community Services Department facilities such as arenas, recreation centres, swimming pools, parks, sports fields and associated parking lots.

1. **Policy Statement**

The City's Community Services Department facilities exist to provide residents with opportunities to participate in recreational and leisure activities in a safe and positive atmosphere. The City will endeavor to encourage the most supportive climate possible so that all people may enjoy these facilities. Each visitor to Community Services Department facilities is expected to behave or act in a manner that respects the rights of others so that they may use and enjoy them.

It is understood that organizations that rent City facilities must take primary responsibility for the behaviour and actions of all persons associated with their program or event.

2. **Goals of the Policy**

To encourage appropriate behaviour and activities in all Community Services Department facilities.

3. **Inappropriate Behaviour and Activities**

a) For the purposes of this Policy, the focus is on positive behaviour of any person present at or using Community Services Department facilities. Behaviour and activities that obstruct or hinder the rights of others to use and enjoy Community Services Department facilities is unacceptable and prohibited.

b) Activities that are unacceptable and prohibited, include:

POLICY NUMBER: I-345

SUBJECT: BEHAVIOUR – UNACCEPTABLE CONDUCT IN COMMUNITY SERVICES FACILITIES

3. Inappropriate Behaviour and Activities, cont'd

- i) Creating a disturbance
  - ii) Fighting/molesting/haressing
  - iii) Using profanity/obscene language directed at/or disturbing to others
  - iv) Vandalizing property
  - v) Intimidating/threatening others
  - vi) Disrupting a program or event
  - vii) Engaging in horseplay, causing unsafe conditions
  - viii) Wearing attire or displaying material intolerant of human rights
  - ix) In-line skating/skateboarding/bicycling, except where permitted at Community Services facilities
  - x) Littering
  - xi) Blocking corridors/thoroughfares/stairways/exits
  - xii) Causing unsanitary conditions
- c) Activity contrary to Canadian Criminal Code, other federal statutes, provincial statutes and municipal by-laws and policies.
- d) Other activity as may be prohibited from time to time by further resolutions of City Council.
- e) The use of all cell phones, cameras, personal digital assistants (PDA's), and electronic equipment with photographic abilities be prohibited in city facility change rooms and public washrooms

Signage which identifies this policy will be posted at all Community Services facilities in a prominent location. Copies of this policy will be available upon request at the facility where staff are on duty.

4. Enforcement Options

- a) The Community Services staff are authorized to provide enforcement options at a Community Services facility if inappropriate behaviour or activities are observed or reported.
- b) Enforcement Steps
- i) Witness or receive a report on an inappropriate behaviour or activity
  - ii) Assess situation
  - iii) Verbal requests to refrain from a prohibited activity
  - iv) Verbal warnings to refrain from a prohibited activity

POLICY NUMBER: I-345

SUBJECT: BEHAVIOUR – UNACCEPTABLE CONDUCT IN COMMUNITY SERVICES FACILITIES

4. Enforcement Options, cont'd

b) Enforcement Steps, cont'd

- v) Verbal directions to leave the property, citing as the reason the failure to refrain from a named prohibited activity
- vi) Upon refusal, call City Security or Police
- vii) Advise Supervisor/On Call personnel
- viii) Prepare a report including: activity, action taken, identification of offender including name, phone number, address.

5. The Consequences

- a) Anyone who commits inappropriate and prohibited behaviour or activity under Section 3 b), c) and d) may be ejected from the facility immediately and prohibited from returning to a program or event for a period of time.

6. Implementation

- a) The policy will take effect in June 1999.