

Procedure Title: Behaviour in Municipal Facilities

Procedure #: D-109

Related Council Policy: D-109 Behaviour in Municipal Facilities

Date Approved by CAO: March 13, 2024



1. PURPOSE

This procedure is intended to provide clear guidance to staff by defining the desired conduct within municipal facilities, specifying prohibited behaviors, outlining potential consequences for unacceptable actions, and identifying the responsible parties who will intervene when necessary. Through consistent application of the procedure, we aim to maintain a safe, respectful, and harmonious environment within our municipal facilities for the benefit of all stakeholders.

All Organizers that rent or otherwise book a municipal facility shall be made aware of these procedures and their associated responsibilities. All users will find relevant information from staff and it will be available throughout the facilities.

2. STANDARDS

All standards discussed below apply equally to both indoor facilities and outdoor spaces under the control of the Municipality of Jasper.

2.1 Behaviour

Examples of unacceptable behaviours include but are not limited to:

- a) Yelling or swearing at, or threatening another person or people.
- b) Making hateful or offensive comments towards another person or people.
- c) Hitting, punching, shoving, or showing physical aggression towards another person.
- d) Being physically aggressive beyond the rules of a sport while participating in that sport.
- e) Stealing, marking, damaging, or destroying anything within the facility or space, or the facility/space itself.
- f) Consuming alcohol, unless attending a licensed event within the licensed area.
- g) Smoking or vaping tobacco, marijuana, or other products inside our facilities, or within 5 metres of any facility entrance.

2.2 Responding to Unacceptable Behaviour:

When municipal staff observe unacceptable behaviour, or have it brought to their attention, they are empowered to act according to this procedure.

Other than in cases of current or imminent physical harm, staff will first respond through education.

Here is what will happen in response to unacceptable behaviour:

- a) An Individual exhibiting unacceptable behaviour may be:
 - i. asked to leave the facility or space for the remainder of the day
 - ii. asked to leave the facility or space and not return for a length of time
 - iii. banned from all facilities for a length of time
 - iv. charged under Bylaw #070 Conduct in Public Spaces Bylaw
 - v. charged under criminal law as applicable
- b) If a person refuses to leave a facility once asked, facility activities (such as a sports game, special event or program) will be paused and the police will be called.
- c) If a scheduled sports game is required to pause, the game may also be shortened or ended completely. In these cases, the "organizer" (team, league, tournament organizer, etc.) may also face consequences due to the behaviour of their member.

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- d) How long a person is banned for, and to which facilities the ban applies, depends on the severity of the behaviour.

2.3 Authorities

These people will step in and apply the consequences outlined above:

2.3.1 **Municipal Staff** - can ask someone to leave and can ban them from municipal facilities.

- i) Staff respond to minor unacceptable behaviours with education.
- ii) When a person repeats minor unacceptable behaviour Staff will enforce a short term ban.
- iii) When the unacceptable behaviour is severe, Staff will respond with appropriate increased consequences including multi-day and/or multi-facility bans.
- iv) Any ban of more than one week must be approved by the appropriate facility manager.
- v) Any group (team, league, tournament organization, etc.) ban must be approved by the department director.
- vi) Any multi-facility ban, or ban of more than 1 week, must be approved by the department director.

2.3.2 **Peace Officers** (Bylaw Officers, or Municipal Compliance Officers) - can ask someone to leave. They can ban them from a facility or all facilities for a length of time. They can also issue tickets if someone is breaking Bylaw #070 Conduct in Public Spaces.

2.3.3 **Police** (RCMP) - Can ask someone to leave and can issue a ticket or apply a criminal charge.

2.3.4 **Group Organizers** - the 'contact' of a group (organizer, coach, manager, etc.) who has rented or otherwise booked a space has the authority and the responsibility to follow this policy and make sure their group follows it.

2.3.5 **Sports Officials** - in a sports game, the assigned game officials can also ask someone to leave.

3. RESPONSIBILITIES

GROUP ORGANIZERS

- Read, understand, and acknowledge this procedure.
- Ensure your group and/or teams understands this procedure.
- Step in and apply consequences in response to unacceptable behaviour from any member of your group.

DIRECTORS/MANAGERS

- Ensure that front line staff understand the policy and this procedure, and feel comfortable with it.
- Ensure staff have the training, resources and support needed to implement this procedure.
- Review incidents with staff and identify opportunities for training or policy changes as needed.

CAO

- Regularly review this procedure.
- Support Directors to implement this policy and procedure with their teams.