

POLICIES AND PROCEDURES MANUAL	Category Municipal Governance	Policy Number MG.008
	Date September 27, 2017	Resolution Number 169/09/17

ZERO TOLERANCE POLICY

1.0 POLICY

- 1.1 The Town of Inuvik recognizes the need to implement a zero tolerance policy and standard operating guidelines for staff and facility users to follow. The Town of Inuvik takes pride in its community facilities, properties and programs and is committed to ensuring the safety of patrons using and staff who work in Town facilities. This policy is designed to ensure that all residents of our community are able to enjoy using our facilities without fear of harassment, abuse, violence or disruptive unacceptable behavior from others.
- 1.2 This policy applies to all members of the public using the Town's facilities, properties, parks, property, and programming. The list includes but is not limited to the Town Hall Offices and all areas within, the Midnight Sun Complex, the Inuvik Centennial Library and the Inuvik Fire Department.
- 1.3 All members of the public who use the Town's facilities are expected to respect the rights of others who either use or work in Town facilities, and not to engage in behavior that prevents others from enjoying them. The Town reserves the right to prohibit those who engage in certain kinds of disruptive behavior from using any of the Town's facilities.
- 1.4 Accordingly, persons who engage in such behavior will be prohibited from using any of the Town's facilities for a period of time as determined by the Town. Those who are prohibited from using the Town's facilities will be removed from the premises, advised in writing of the prohibition and have their names posted at the facilities for the duration of the prohibition. Persons who return to the Town's facilities while prohibited from using them will be subject to a further prohibition period or, if necessary, the authorities will be contacted.

2.0 TRAINING AND POLICY IMPLEMENTATION

- 2.1 The Town will ensure that all staff is trained on this policy and that this policy is posted and accessible to staff in all Town facilities.
- 2.2 It is the responsibility of managers and supervisors to ensure that:
 - 1) This policy is properly enforced and communicated to all employees.
 - 2) Employees are properly trained on the dealing with incidents.
 - 3) The policy is displayed on safety boards at all Town facilities.
 - 4) Emergency contact numbers are displayed on safety boards at all Town facilities.
 - 5) All incidents are addressed in a timely manner.

- 6) Reporting forms are fully completed by staff for all incidents and investigated as soon as possible.
- 7) Staff is made aware of the names of the individuals who have been banned and the length of the ban imposed.
- 8) Any necessary follow-up resulting from incidents is completed.

2.3 It is the responsibility of employees to:

- 1) Comply with this policy.
- 2) Complete reporting forms on all incidents and submit to their supervisors immediately after an incident.

2.4 The policy will be reviewed annually by the Town of Inuvik Health and Safety Committee. Recommendations for policy amendments or changes will be submitted to the Senior Administrative Officer or designate.

3.0 PROCEDURES TO BE FOLLOWED IN THE EVENT OF AN INCIDENT

3.1 The following is a recommended list of procedures to be followed by staff members in the event of an incident:

- 1) Introduce yourself. Be calm, courteous and assured.
- 2) At no time will an employee make physical contact with an individual.
- 3) Ask the person to identify him/herself.
- 4) Give clear direction/warning to the person to stop the unacceptable behaviour.
- 5) Ask for the person's name and address.
- 6) If unacceptable behaviour continues, ask the individual to leave the premises.
- 7) If met with resistance from individual, ask for assistance from other staff if required.
- 8) Phone the RCMP/By-law Enforcement if required.
- 9) Complete a reporting form (attached to this policy) and submit it to the immediate supervisor.
- 10) The immediate supervisor in consultation with the facility manager/SAO or designate prepares a written notice to the individual and/or parents/legal guardian outlining the incident and length of the ban, if applicable.

3.2 If a child under the age of 18 is involved, the Town will make every reasonable effort to contact the parents or legal guardian to notify and provide them with written notice documenting the incident and ban as soon as possible.

3.3 If a banned individual enters a Town facility, he or she will be asked to leave the facility and a reporting form will be completed. Staff will follow the same procedures noted in Item 3.1 to deal with the individual.

4.0 INCIDENT REPORTING PROCEDURES

- 4.1 Reporting forms must be completed and submitted to the employee's immediate supervisor immediately following an incident. Completed reporting forms will be retained on file along with a copy of all written notices to individuals who have been banned from Town facilities.
- 4.2 Supervisors will ensure that the names of banned individuals are communicated to staff and posted at Town facilities.
- 4.3 Supervisors will ensure that follow-up is completed on all incidents.
- 4.4 Copies of reporting forms will be submitted to the health and safety committee for information purposes in order to determine if the policy is effectively and successfully addressing safety issues.

5.0 CONSEQUENCES

- 5.1 Individuals who engage in any unacceptable behavior as outlined in this policy may be subject to immediate ejection from the premises and if necessary, a suspension for a period of time, as is determined by the Town's Senior Administrative Officer or designate in consultation with the appropriate department. The suspension may apply to all programs, facilities and properties if warranted. Minimum periods have been established as guidelines (see Appendix A) and may be reduced or extended by the Town's Senior Administrative Officer or designate.
- 5.2 All incidents that result in a suspension or banning from programs, facilities and programs will be followed up in writing by the appropriate department on the reporting form outlining the details of the suspension. The final decision related to the details of the suspension or banning will be made by the Senior Administrative Officer or designate.
- 5.3 Appropriate staff in facility sections will be notified of individuals who receive a ban from Town properties and facilities.
- 5.4 Staff will bring an incident to the attention of a community group if the individual(s) who is identified and suspended in accordance with this policy holds a position within a community group.
- 5.5 Incidents may be reported to the RCMP or other authorities. Criminal charges may follow.
- 5.6 Where vandalism/theft has been perpetrated, not only will the individual(s) responsible be subject to suspension as outlined in this policy, they may also be required to reimburse the Town for all costs associated with any repairs as well as any lost revenues.

4.0 UNACCEPTABLE BEHAVIOUR

4.1 Types of behaviour that will result in a person being prohibited from using Town facilities include, but are not limited to:

- Loud verbal assaults directed at participants, referees, members of the public and Town staff that are deemed to be aggressive or intimidating or having the objective of inciting violence
- Threats and attempts to intimidate
- Throwing of articles in a deliberate or aggressive manner
- Aggressive approaches to another individual
- Physical striking of another individual
- Attempts to goad or incite violence in others
- Vandalism to building or property owned or permitted by the Town of Inuvik
- Racial or ethnic slurs
- Intoxication or illegal consumption of alcohol or drugs in building or property owned or permitted by the Town of Inuvik
- Harassment
- Viewing, producing or exhibiting lewd, illegal or offensive materials, either hard copy or using a wireless internet connection
- Sending or receiving documents, websites or pages that contain lewd, illegal or offensive materials via internet
- Using technology devices to photograph images of patrons, volunteers or staff without their express written consent or knowledge or without the permission of Town facility staff
- Hacking or other unauthorized access or attempts thereof
- Sending or creating viruses, worms or other invasive computer programs
- Invading or attempting to invade another person's property
- Illegal downloading or copying of software or data
- Vandalism to property not owned by the Town of Inuvik but located on Town of Inuvik property
- Committing a criminal act in a building or on property owned or permitted by the Town of Inuvik

6.0 EXCEPTIONS

6.1 There may be exceptions to the above if:

- The individual does not have the ability to control his or her behavior.
- The individual cannot understand his or her actions.
- The individual has special needs and cannot appreciate his or her actions and the impact they have on others.
- In the case of wireless internet connection, computer or other electronic device, it can be shown that the person inadvertently allowed or mistakenly opened an inappropriate site, page or file in error.

6.2 In any of the above cases, medical proof may be required.

7.0 APPEALS PROCESS

- 7.1 An individual who has been suspended or banned from Town programs, facilities and properties may appeal the decision. Appeals must be submitted in writing to the Senior Administrative Officer or designate within fourteen (14) days of the decision. If the fee is not received, the appeal will not be considered. The Senior Administrative Officer or designate, in consultation with the appropriate department, will review appeals. The decision made by the Senior Administrative Officer is final.

8.0 PUBLIC EDUCATION AND AWARENESS

- 8.1 The Town's Community Services department and community partners will undertake a promotional and educational campaign aimed at raising awareness of the Zero Tolerance Policy among parents, volunteers, spectators and patrons.
- 8.2 This component will include posters to be displayed in Town facilities and properties and circulation of the policy to stakeholders along with the inclusion of reference to the policy in community organizations' newsletters/handbooks. This policy will be displayed in Town facilities and referenced in the Terms and Conditions stated on all permits.
- 8.3 On an ongoing basis, staff will follow up with representatives of organizations that have had a participant/parent, volunteer or staff impacted by this policy to review the process and resulting consequences to ensure the policy is addressing inappropriate behavior in an effective manner.

APPENDIX A

The following chart represents guidelines and outlines the consequences for acts of unacceptable behaviour within Town of Inuvik programs, facilities and properties. It is understood this does not include all types of behaviour, that each incident will be reviewed based on information available, and that consequences outlined below are guidelines that may be adjusted to reflect any aggravating or mitigating circumstances. Consequences may be harsher if criminal convictions are involved.

Time banned is from all Town of Inuvik facilities and properties.

Incident	Consequences of 1st occurrence	Consequences of 2nd occurrence	Consequences of 3rd occurrence	Any subsequent occurrences
Loud verbal assaults	Minimum 1 month ban	Minimum 3 month ban	Minimum 1 year ban	Minimum 3 year ban and review to determine if further consequences are warranted.
Threats and attempts to intimidate Aggressive approach to another individual Attempts to goad or incite violence in others	Minimum 3 month ban	Minimum 6 month ban	Minimum 2 year ban	Minimum 3 year ban and review to determine if further consequences are warranted.
Throwing of articles in a deliberate/aggressive manner Physical striking of another individual Vandalism to building or property/theft Racial or ethnic slurs Illegal consumption of alcohol or drugs Harassment	Minimum 6 month ban	Minimum 1 year ban	Minimum 3 year ban	Minimum 3 year ban and review to determine if further consequences are warranted
Use of wireless internet connectivity to view, produce or exhibit lewd or offensive materials Use of wireless internet connectivity to view, produce or exhibit illegal materials such as child pornography or hate propaganda Use of technology devices to photograph images without consent	Minimum 1 month ban Minimum 6 month ban Minimum 1 month ban	Minimum 3 month ban Minimum 1 year ban Minimum 3 month ban	Minimum 1 year ban Minimum 3 year ban Minimum 1 year ban	Minimum 3 year ban and determine if further consequences warranted. Lifetime ban. Minimum 3 year ban and determine if further consequences warranted.



Town of Inuvik Zero Tolerance Incident Reporting Form

Date: _____

Name of Facility:

- ☐ Town Office
- ☐ Fire Hall
- ☐ Library
- ☐ Arena

☐ Curling Rink

☐ Pool

☐ Community Hall

☐ Other (please specify) _____

Location of Incident: _____

Name of Staff Member: _____
(Print Name) (Staff Member Signature)

Staff Member Position: _____

Name of Incident Witness: _____
(Print Name) (Witness Signature)

Witness Address: _____
(Street Address) (PO Box)

Type of Incident *(please check all applicable categories):*

- | | |
|--|--|
| ☐ Loud Verbal Assault | ☐ Using technology devices to photograph images of patrons, volunteers or staff without their express written consent or knowledge or without the permission of Town facility staff |
| ☐ Threats and attempts to intimidate | ☐ Hacking or other unauthorized access or attempts thereof |
| ☐ Throwing of articles in a deliberate or aggressive manner | ☐ Sending or creating viruses, worms or other invasive computer programs |
| ☐ Aggressive approaches to another individual | ☐ Invading or attempting to invade another person's property |
| ☐ Physical striking of another individual | ☐ Illegal downloading or copying of software or data |
| ☐ Attempts to goad or incite violence in others | ☐ Vandalism to property not owned by the Town of Inuvik but located on Town of Inuvik property |
| ☐ Vandalism to building or property owned or permitted by the Town of Inuvik | ☐ Committing a criminal act in a building or on a property owned or permitted by the Town of Inuvik |
| ☐ Racial or ethnic slurs or use of other inappropriate language | ☐ Other (please specify): _____ |
| ☐ Intoxication or illegal consumption of alcohol or drugs in building or property owned or permitted by the Town of Inuvik | |
| ☐ Harassment | |
| ☐ Viewing, producing or exhibiting lewd, illegal or offensive materials, either hard copy or using a wireless internet connection | |
| ☐ Sending or receiving documents, websites or pages that contain lewd, illegal or offensive materials via internet | |

Name of Individual: _____
(Print Name)

Address of Individual: _____
(Street Address) (PO Box)

Contact Number(s): _____
(Home) (Cell) (Other)

Name of Parent(s) or Legal Guardian(s): _____
(Print Name)

Address of Parent(s) or Legal Guardian(s): _____
(Street Address) (PO Box)



Town of Inuvik Zero Tolerance Incident Reporting Form

Have Parent(s) or Legal Guardian(s) been advised in writing of the incident? *(Please attach a copy of the letter sent to parents/guardians to this form.)*

- ☐ Yes
☐ No

Did the incident occur during an association, group or organization activity being held at a Town facility?

- ☐ Yes
☐ No

Was the association, group or organization notified about the incident?

- ☐ Yes
☐ No

Name of association and member contacted: _____
(Association Name) (Member Name)

Association Member Contact Number(s): _____
(Home) (Cell) (Other)

Was the RCMP called?

- ☐ Yes
☐ No

Other Comments:

FOR OFFICE USE ONLY

Check one: ☐ 1 st offence ☐ 2 nd offence ☐ 3 rd or subsequent offence Comments: _____ _____ _____	Is a facility ban recommended? ☐ Yes ☐ No ☐ All facilities, or ☐ Specific Facility (please specify) _____	Length of ban being recommended: ☐ 1 month ☐ 2 months ☐ 3 months ☐ 6 months ☐ 1 year Other (please specify): _____
Reviewed and Approved by:	_____ Manager/Supervisor/Director _____ Senior Administrative Officer	_____ Date _____ Date