

**THE CORPORATION OF THE TOWNSHIP OF WOLLASTON**

**BY-LAW No. 71-2021**

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**A BY-LAW TO ESTABLISH A PUBLIC CODE OF CONDUCT POLICY**

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**WHEREAS** the *Municipal Act, 2001, S.O. 2001*, provides that the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues.

**AND WHEREAS** Council of the Township of Wollaston deems it necessary to adopt a Public Code of Conduct policy;

**NOW THEREFORE Council of the Corporation of the Township of Wollaston hereby enacts as follows:**

1. THAT the Council of the Township of Wollaston does hereby adopt the Public Code of Conduct Policy, attached hereto as Schedule "A".
2. THAT Schedule "A" forms part of this by-law.
3. THAT this By-law shall come into force and take effect upon receiving the final passing thereof.
4. THAT this By-Law repeals all previous By-Laws and/or Motions of Council pertaining to the same.

PASSED this 20<sup>th</sup> day of December 2021.

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MAYOR: LYNN KRUGER

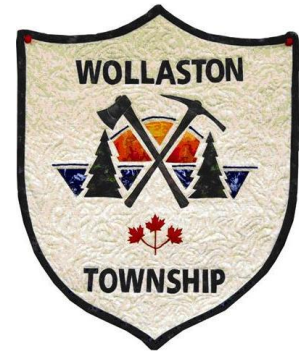
**SEAL**

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CLERK: BERNICE CROCKER

## SCHEDULE "A"

**Procedure Title:** Public Code of Conduct  
**Date Originated:**  
**Date Revised:** Not applicable  
**Review Date:** As required  
**Approval:** Council  
**Point of Contact:** Clerk/Administrator



### Purpose

The purpose of this procedure is to detail the steps to be taken by staff to implement the Public Code of Conduct Policy. This procedure promotes a safe and positive atmosphere and establishes the enforcement options for staff to deal with any incidences within the Township of Wollaston in a fair and consistent manner. 2

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### Scope

The Public Code of Conduct Procedure applies to all users of Township of Wollaston facilities, programs and properties including but not limited to residents, visitors, patrons, guests, spectators, fans, coaches, parents, volunteers, and vendors. It covers structured and unstructured activities in all of our municipal facilities, programs, and properties.

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### 1 Definitions

**1.1 Unacceptable Behaviour** may include, but is not limited to the following:

#### Level 1

- Creating a disturbance;
- Verbal assaults;
- Harassment/bullying;
- Wearing attire or displaying material intolerant of human rights;
- Racial or ethnic slurs;
- Use of an excessive noise maker e.g., air horn;

- Using profanity and/or obscene language disturbing to others; and • Engaging in horseplay and/or causing unsafe/unsanitary conditions.

#### Level 2

- Physically striking or deliberately throwing articles at another person;
- Threats and/or attempts to intimidate;
- Aggressive approaches to another individual;
- Attempts to incite violence in others; and • Vandalism.

#### Level 3

- Molesting;
- Theft;
- Assault;
- Illegal consumption of alcohol or drugs; and
- Bringing weapons to a Town facility or property.

The behaviour has been categorized for the application of potential consequences.

## **2 Responsibilities**

- 2.1** It is the responsibility of the Clerk to ensure that the Public Code of Conduct Policy and this procedure are shared with all staff, and they are aware of the steps to be taken in the situation of unacceptable behaviour.
- 2.2** It is the responsibility of all Township of Wollaston Staff to implement the steps outlined in this procedure in the case of unacceptable behaviour.
- 2.3** It is the responsibility of the Clerk to review appeals in a timely manner and make a final decision on the appeal.

## **3 Procedures**

### **3.1 Enforcement Options**

In accordance with the Occupier's Liability Act, Occupational Health and Safety Act, the Trespass to Property Act, Criminal Code, Municipal By-Laws and other Provincial Legislation, Staff are authorized to provide enforcement options at Township facilities or properties in the case of unacceptable behaviour.

Township of Wollaston staff have the authority to remove any individual(s) who engage in unacceptable behaviour. Individuals may be subject to immediate removal from the facility or property. A mandatory suspension from the facility or property may also be applied. Ontario Provincial Police may also be notified of incidents. As necessary, staff may seek legal advice.

Staff should follow the steps as outlined in their work location Emergency Procedures, summarized as follows (location specific procedures may vary):

- a) Assess situation and do not engage in physical confrontation;
- b) Address individual(s) in a courteous but firm manner (in pairs if possible);
- c) Request co-operation and advise of next steps;
- d) If no co-operation, ask them to leave the facility/premises;
- e) Staff may speak to members of the user group or permit holder to obtain name and address of the person being asked to leave;
- f) Contact police if the individual refuses to leave;
- g) Advise their Supervisor immediately if the individual has been asked to leave the facility or the police have been contacted; and
- h) Complete Public Code of Conduct Report Form and Incident Report Form.

Staff are not expected to place themselves in a situation which could result in personal harm. The safety of staff is a priority.

Staff will follow up with the individual as outlined in the consequences section below.

### **3.2 Consequences**

Individuals who engage in any unacceptable behaviour, as outlined in this procedure, may be subject to immediate removal from the premises and if necessary, a suspension period. The suspension may apply to all programs, facilities, and properties, if warranted.

All incidents that result in a suspension will be followed up in writing to the individual by the Clerk, outlining the details of the suspension. Appropriate staff will be copied on the correspondence, so they are aware of the suspension.

The following list outlines the consequences for unacceptable behaviour. Depending on the incident, the consequences may start with a verbal warning, written warning, or suspension. Each incident will be reviewed based on information available and the consequences are guidelines that may be adjusted to reflect individual circumstances.

<b>Offence</b>	<b>Consequence</b>	<b>Action</b>	<b>Responsibility</b>
Level 1	Verbal warning	Complete and forward Code of Conduct Report Form to immediate Supervisor	Front line staff
Level 2	Written warning	Complete and forward Code of Conduct Report Form to immediate Supervisor	Front line staff
		Letter to be provided by Clerk (see sample)	Supervisor
Level 3	Suspension (length of suspension dependant on violation)	Complete and forward Code of Conduct Report Form to immediate Supervisor	Front line staff
		Suspension letter (see attached) to be provided by Clerk	Supervisor

Where vandalism/theft has been perpetrated, not only will the individual(s) responsible be subject to a suspension as outlined in this procedure, they may also be required to reimburse the Township for all costs associated with any repairs, replacement or lost revenues, where appropriate Ontario Provincial Police may be contacted and/or the matter may be taken to the court to seek compensation.

User groups are responsible for members and permit holders are responsible for persons within their group and therefore may be subject to suspension.

### **3.3 Appeal Process**

An individual who has been suspended may appeal the decision. The following outlines the steps to be taken in the case of an appeal.

- 1) An individual appealing the suspension must submit in writing to the Clerk a letter outlining the reason for the appeal. This must be submitted within 14 days of the suspension.
- 2) The Clerk will review the appeal in consultation with other Supervisors and a decision will be made.
- 3) The results of this decision will be communicated in writing to the individual making the appeal within 14 days of receiving the appeal letter. The decision by the Clerk is final.

## **Appendices**

- Appendix 1** Signage
- Appendix 2** Public Code of Conduct Report Form
- Appendix 3** Sample Written Warning Letter
- Appendix 4** Sample Suspension Letter
- Appendix 5** Public Code of Conduct Brochure

Original Approved and Signed.

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Township of Wollaston Council

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Date

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Procedure Title: Public Code of Conduct

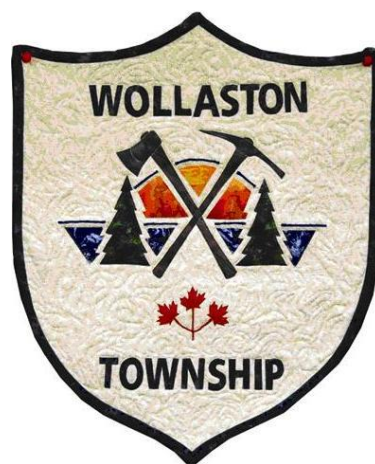
# Township of Wollaston Public Code of Conduct

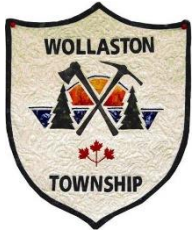
Welcome to our facility. The Corporation of the Township of Wollaston is proud to offer this facility for your use and enjoyment.

## The Township of Wollaston expects everyone to:

1. Abide by the Township of Wollaston Public Code of Conduct
2. Be respectful of others using and or working in/at this facility
3. Be respectful of this facility

Conduct that violates the Public Code of Conduct Policy will result in appropriate action against the person(s) responsible, user group and/or the permit holder. This includes, without limitation, immediate suspension, or termination of privileges to use Township facilities and appropriate disciplinary or legal action. **See staff for a copy of the Code of Conduct or contact our office via phone at (613) 337-5731 to request a copy.**





Corporation of the Township of Wollaston  
**PUBLIC CODE OF CONDUCT REPORT FORM**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Building: \_\_\_\_\_ Location: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Offender: \_\_\_\_\_

Program/Activity: \_\_\_\_\_ Level of Offense:      1      2      3

Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. Witness: \_\_\_\_\_ Witness Phone: \_\_\_\_\_

2. Witness: \_\_\_\_\_ Witness Phone: \_\_\_\_\_

Staff Involved: \_\_\_\_\_

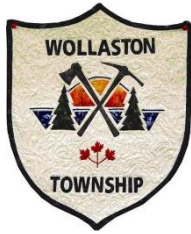
Referred to Supervisor:    Yes / No    Ref. Date: \_\_\_\_\_    Ref. Time: \_\_\_\_\_

Supervisor Investigation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Consequences: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Appendix 3 – Sample Written Warning Letter



### Corporation of the Township of Wollaston

Bernice Crocker, Clerk  
90 Wollaston Lake Road, PO Box 99  
Coe Hill ON, K0L 1P0

Name and Address of Individual

RE: Warning Letter

Dear

Your conduct at the [Facility name] on [Date], was unacceptable and does not comply with the Township of Wollaston's Public Code of Conduct Policy.

The Township of Wollaston endeavours to create a safe and positive environment in all of our programs, services, and facilities. All individuals have the right to enjoy a positive environment while attending a program, facility or park and are accountable for actions and behaviours that put the safety and enjoyment of others at risk.

On [date of incident], you [describe incident and outline unacceptable and/or sections of the Public Code of Conduct Policy that were violated]. Your actions contravened the Township of Wollaston's Public Code of Conduct Policy, and any further unacceptable conduct may result in a suspension from Township of Wollaston properties and facilities.

It is expected that in the future, your behaviour will comply with the Township of Wollaston Public Code of Conduct Policy as outlined in the attached brochure.

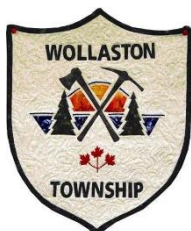
Sincerely,

Name

Position

Phone and Email Contact Information

## Appendix 4 – Sample Suspension Letter



### Corporation of the Township of Wollaston

Bernice Crocker, Clerk  
90 Wollaston Lake Road, PO Box 99  
Coe Hill ON, K0L 1P0

Date

Name and Address of Individual

Letter of Suspension

Dear XX

Due to your conduct at the [Facility name] on [Date], you have been suspended from all Township of Wollaston properties and facilities for a period of [length of suspension] by The Corporation of the Township of Wollaston. The suspension begins upon the issue date of this letter and ends on [end date].

The Township of Wollaston endeavours to create a safe and positive environment in all of our programs, services, and facilities. All individuals have the right to enjoy a positive environment while attending a program, facility or park and are accountable for actions and behaviours that put the safety and enjoyment of others at risk.

On [date of incident], you [describe incident and outline unacceptable and/or sections of the Public Code of Conduct Policy that were violated]. Your actions contravened the Township of Wollaston Public Code of Conduct Policy and as a result you have been suspended for the time period outlined above.

An individual who has been suspended may appeal the decision. Appeals must be submitted, in writing, to [Clerk, email], within 14 days of the suspension. The Clerk will review the appeal in consultation with other Managers. The decision by the Clerk is final.

At the conclusion of this suspension, you will be welcomed back onto/into Township of Wollaston properties and facilities. However, upon your return, your behaviour is expected to comply with the Township of Wollaston Public Code of Conduct Policy as outlined in the attached brochure.

Sincerely,

Name

Position

Contact Phone and Email

# Public Code of Conduct

Welcome to our facility. The Corporation of the Township of Wollaston is proud to offer this facility for your use and enjoyment. Please be courteous and ensure your conduct and activities do not impede enjoyment and/or use of another visitor.

## The Township of Wollaston expects everyone to:

1. Abide by the Township of Wollaston Public Code of Conduct.
2. Be respectful of others using and or working in Township of Wollaston facilities and properties.
3. Be respectful of Township of Wollaston facilities and properties.

The Township of Wollaston will not tolerate violence, bullying or vandalism in its programs, facilities or properties and will take appropriate action where necessary to deal with these incidents.

Conduct that violates the Public Code of Conduct will result in appropriate action against the person(s) responsible, user group and/or the permit holder. This includes, without limitation, immediate suspension, or termination of privileges to use Township facilities and properties. Appropriate disciplinary or legal action may occur.

The Public Code of Conduct applies to all users of Township of Wollaston facilities programs and properties including but not limited to residents, visitors, guests, spectators, coaches, parents, volunteers, and vendors. It covers structured and unstructured activities.

Unacceptable behaviour may include, but is not limited to the following:

### Level 1

# Unacceptable Behaviour

- Creating a disturbance;
- Verbal assaults;
- Harassment/bullying;
- Wearing attire or displaying material intolerant of human rights;
- Racial or ethnic slurs;
- Use of an excessive noise maker e.g., air horn;
- Using profanity and/or obscene language disturbing to others; and
- Engaging in horseplay and/or causing unsafe/unsanitary conditions.

### Level 2

- Physically striking or deliberately throwing articles at another person;
- Threats and/or attempts to intimidate;
- Aggressive approaches to another individual;
- Attempts to incite violence in others; and
- Vandalism.

### Level 3

- Molesting;
- Theft;
- Assault;
- Illegal consumption of alcohol or drugs; and
- Bringing weapons to a Town facility or property.

The behaviour has been categorized for the application of potential consequences.

Appendix 5 - Public Code of Conduct Brochure

# Consequences

Individuals who engage in any unacceptable behaviour, as outlined in this brochure, may be subject to immediate removal from the

premises and if necessary, a suspension period. The suspension may apply to all programs, facilities, and properties, if warranted.

All incidents that result in a suspension will be followed up in writing by Supervisory staff, outlining the details of the suspension. Appropriate staff will be copied on the correspondence, so they are aware of the suspension.

Depending on the incident, the consequences for unacceptable behaviour may include a verbal warning, written warning, or suspension. Ontario Provincial Police may be called, as required. Each incident will be reviewed based on information available and the consequences are guidelines that may be adjusted to reflect individual circumstances.

## Appeal Process

An individual who has been suspended may appeal the decision. The following outlines the steps to be taken in the case of an appeal.

1. Individual(s) who appeal the suspension must submit in writing to the Clerk a letter outlining the reason for the appeal. This must be submitted within 14 days of the suspension.
2. The Clerk will review the appeal in consultation with other Supervisors and a decision will be made.
3. The results of this decision will be communicated in writing to the individual making the appeal within 14 days of receiving the appeal letter. The decision by the Department Head or designate is final.

The Township of Wollaston strives to promote a safe and positive atmosphere.

# Public Code of Conduct

This Public Code of Conduct aims to reduce or eliminate unacceptable behaviour in the Town's programs and facilities including indoor and outdoor venues.

