

The Corporation of the
City of Timmins



Policies and Procedures

RESPECT AND RESPONSIBILITY POLICY
(RZone)

Health and Safety

Policy No: COT-HS-047-v03

PURPOSE

The Corporation of the City of Timmins is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The City discourages any form of inappropriate behaviour at all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are present.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour. The goal of this procedure is to promote a positive, safe, and supportive environment for all members of the public and our employees. In addition, this procedure will encourage respect, commitment and considerate relationships between the City and members of the public.

To this end, the City of Timmins has implemented a Respect and Responsibility policy, better known as **RZone**, to promote a positive, safe and supportive environment for all members of the public and staff. The "R" in **RZone** stands for **Respect** and **Responsibility** – **Respect** for yourself; **Respect** for others; and **Responsibility** for your actions. The **RZone** enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all City facilities, properties, City sponsored events, programs, in writing or verbal communications (including electronic and telephone), or any other location where City staff are performing work.

DEFINITIONS

RZONE: An environment of **Respect** for yourself and others, and **Responsibility** for one's action for all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are present.

Members of the Public: May include those attending an event and/or a City facility, and includes patrons, guests, clients, visitors, spectators, coaches, officials, players, members, parents, volunteers, invitees, participants and users

Notice: Where there has been a violation of this procedure, a letter will be issued to the identified individual providing details of the specific behaviour that is not tolerated and any Action To Be Taken.

SCOPE

This policy applies to all members of the public and employees at all City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are performing work.

RESPONSIBILITIES

It is the responsibility of all employees to be familiar with this policy and to adhere to this policy at all times.

Supervisors/ Managers / **Department Heads** shall ensure that their respective employees are familiar with the provisions of this policy and are responsible to address any situation where staff or the public are at risk within our workplace environments.

The Chief Administrative Officer shall ensure that all employees are familiar with the provisions of this policy **and adherence to the policy is consistent throughout the organization.**

PROCEDURE

SECTION A

Employees are not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived **threatening** situation. If at any time, employees feel threatened, they are to call the Timmins Police Services (police) for assistance.

Inappropriate behaviours or actions for the purpose of this policy includes, but is not limited to, the following behaviours. **It is important to note that any one example on its own may not imply that the behaviour is considered inappropriate.**

- Aggressive or intimidating **actions towards** an individual (**Profanity, rude or inappropriate language**)
- Threats (**verbal and physical**)
- Attempts to goad or incite anger in others
- Throwing of articles in a deliberate or aggressive manner
- Physical striking of another individual
- Theft of property
- Possession of weapons
- Illegal consumption of alcohol or drugs
- Contravention of town by-laws, policies, or procedures
- Vandalism (the deliberate destruction, damage or defacing of property owned or leased through the City)
- Harassment (engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome)

Unreasonable behaviours for the purpose of this policy includes, but is not limited to, the following. It is important to note that any one example on its own may not imply that the behaviour is considered unreasonable.

- Refusing to specify the grounds of the complaint despite offers of assistance;
- Unsubstantially changing the basis of the complaint/request as the matter proceeds;
- Denying or changing statements made at an earlier stage of the process;
- Covertly recording meetings or conversations without authorization/or approval;
- Submitting falsified documentation;
- Making excessive demands on the time and resources of staff with lengthy phone calls, e-mails, etc... to numerous staff and expecting immediate action;
- Refusing to accept a decision, repeatedly arguing points with no new evidence;
- Persistently approaching the Corporation through different routes about the same issue;
- Causing distress to staff. This could include hostile, abusive or offensive language, or an unreasonable fixation on an individual member of staff.
- Making unjustifiable complaints about staff who are trying to deal with the issues, and/or seeking to have them replaced.

Vexatious or frivolous requests for the purpose of this policy includes, but is not limited to, the following. It is important to note that any one example on its own may not imply that the request is of a vexatious or frivolous nature.

- Submission of obsessive requests with very high volume and frequency of contact;
- Requests for information the requester has already seen, or clear intention to reopen issues that have already been considered;
- Where complying with the request would impose significant burden on the Corporation in terms of expense, and negatively impact our ability to provide services to others;
- Where the requester states that the request is actually meant to cause maximum inconvenience, disruption or annoyance;
- Where the request lacks any serious purpose or value. An apparent lack of value would not usually be enough on its own to make a request vexatious, but may when considered with other examples.
- Harassing the Corporation. This could include very high volume and frequency of correspondence, or mingling requests with accusations and complaints.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where City staff is present) staff is to alert the police. Depending on the nature of the issue, employees may request the attendance of the police.

The City's primary concern is the safety of members of the public and our employees. If at any time members of the public or employees feel personally threatened, they are to call the police immediately. It is **NOT** the expectation that members of the public or employees put themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.

SECTION B

Reporting – where an employee is directly involved or has witnessed an incident

When instances of inappropriate behaviour or actions occur, employees shall act in the following manner:

1. Report acts of inappropriate behaviour to your immediate supervisor/manager or designate.
2. Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning").
3. If the individual(s) does not co-operate, inform the individual(s) that they are now trespassing and the police will be called.
4. If the individual(s) refuses to leave, do not engage in an argument or physical confrontation, call the police, and wait for them to arrive while ensuring that you and any others in jeopardy, are in a safe location.
5. Prepare an RZone Incident Report (Appendix A) and forward to the HR Department within 24 hours of the incident.

Reporting – where an employee is receiving inappropriate written or verbal communication

When instances of inappropriate behaviour or actions occur, employees shall act in the following manner:

1. Report acts of inappropriate behaviour to your direct Supervisor/Manager immediately of inappropriate written or verbal communication.
2. Advise the individual to stop the inappropriate activity immediately or you will end the communication.
3. If the individual does not co-operate, inform the individual that you are ending the communication, and do not reply to any further attempts made by the individual to contact you.
4. Prepare an RZone Incident Report (Appendix A) and forward to the HR Department within 24 hours of the incident.

Reporting – where an employee has not witnessed an incident being reported

When instances of inappropriate behaviour or actions are reported to employees, employees shall act in the following manner:

1. Report any act(s) of inappropriate behaviour to your direct Supervisor/Manager immediately of the incident being reported.
2. Prepare an RZone Incident Report (Appendix A) forward to the HR Department within 24 hours of the incident.

Reporting – General

Members of the public are to report acts of inappropriate behaviour to a City employee within 24 hours of the incident.

SECTION C

Reporting process and who will be notified

1. Employees will complete an RZone Incident Report and will forward it to the appropriate Supervisor/Manager and to the Health and Safety Manager within 24 hours of the incident.
2. The identified individual will be temporarily banned from City facilities, properties, City sponsored events, programs, in written or verbal communications (including email or phone), in City vehicles, or at any other location where City employees are performing work until such time as an investigation into the incident has been completed.
3. The Health and Safety Department will draft the RZone letter on behalf of the respective Department Head to ensure the policy is applied consistently.
4. The Department Head will provide “Notice” to the identified individual of the Action To Be Taken, within five (5) business days of the investigation being completed.
5. Appropriate employees will be notified of any individual(s) who has been subject to remedial action under this procedure as well as the action taken.

SECTION D

Consequences of Non-Compliance

1. All incidents reported via the RZone Incident Reporting Form will be subject to the RZone – Respect and Responsibility Enforcement Guidelines attached to this policy.

The consequences of the inappropriate behaviour will range from a letter of warning to a ban from City facilities, properties, City sponsored events, programs, etc.... Individuals who engage in any inappropriate **action(s)** may be removed immediately from the premises depending on the severity of the inappropriate action(s).

2. In addition to any other measures taken, where any damage to City Property has occurred, the individual(s) responsible will be required to reimburse the City for all costs associated with any repairs, an administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

SECTION E

Appeal Process

1. If an individual wishes to appeal any action taken by the City, the individual may present their case in writing to the Director of Corporate Services within 14 days of the decision.
2. The appeal will be reviewed by the Director of Corporate Services and any decision made is final.

DOCUMENTS

References

Criminal Code of Canada
Enforcement Guidelines (attached)

Related Procedures

Visitors and General Public Policy	COT-HS-045
Harassment Policy	COT-HR-013
Code of Conduct Policy	COT-HR-002
Violence in the Workplace	COT-HR-044

FORMS

RZone Incident Report Form COT-HS-047(F1)

SUMMARY INFORMATION

Policy Name: Respect and Responsibility (RZone) Policy

Issue Date: March 15, 2017

Last Revision Date: June 1, 2020

Next Review Date: Annually in January of every year

Approved by:



Chief Administrative Officer

Approval Date:

JUN 0 1 2020



RESPECT AND RESPONSIBILITY POLICY RZone Incident Report Form



INDIVIDUAL REPORTING DETAILS	
NAME:	
DEPARTMENT:	POSITION:
PHONE:	EMAIL:
SIGNATURE:	

INCIDENT INFORMATION	
COMPLAINANT NAME (if other than the individual who is reporting):	
STREET ADDRESS:	CITY:
POSTAL CODE:	PHONE: EMAIL:
DATE INCIDENT OCCURED:	DATE INCIDENT REPORTED:
SIGNATURE:	
PARTICIPANT NAME:	
STREET ADDRESS:	CITY:
POSTAL CODE:	PHONE: EMAIL:

INCIDENT TYPE	
Please check all that apply:	
<input type="checkbox"/> Verbal assault	<input type="checkbox"/> Possession of a weapon
<input type="checkbox"/> Threats	<input type="checkbox"/> Use of alcohol or drugs
<input type="checkbox"/> Physical assault/harm	<input type="checkbox"/> Harassment
<input type="checkbox"/> Vandalism	<input type="checkbox"/> Frivolous and/or unreasonably persistent
<input type="checkbox"/> Theft of property	<input type="checkbox"/> Other (please specify): _____

INCIDENT DESCRIPTION
Describe in detail what happened:

MISCELLANEOUS

Who else was made aware of the incident? (Department Head, CAO, Police, etc.)

If there are more individuals who were made aware of the incident, please attach extra pages.

NAME:

DEPARTMENT:

POSITION:

PHONE:

EMAIL:

How were they informed?

Date they were informed:

Please identify if another individual witnessed the incident.

If there are more individuals who witnessed the incident, please attach extra pages.

WITNESS NAME:

STREET ADDRESS:

CITY:

POSTAL CODE:

PHONE:

EMAIL:

Forward completed form to the Health and Safety Department.

For Health and Safety Department use only

Investigation Date:

Verbal Warning Date:

Written Warning Date:

Letter Trespass Date:

Appeal Date (if applicable):

Outcome:

SIGNATURE:

DATE:



RZONE – Respect & Responsibility

Enforcement Guidelines: The following chart represents guidelines and outlines the consequences for acts of inappropriate behaviour at all City facilities, properties, City sponsored events, programs in written and verbal communication (including electronic and telephone) or any other location where City staff are present. It is understood that these guidelines do not include all types of behaviour; that each incident will be reviewed based on the investigation and that consequences outlined below are guidelines that may be adjusted to reflect conduct/actions. Consequences may be more severe or escalated depending on the circumstances of the inappropriate conduct.

The City will determine which facility(s) the person will be banned from based on the outcome of the investigation.

Incident	1st Occurrence	2nd Occurrence	Any Subsequent Occurrences
<ul style="list-style-type: none"> Aggressive or intimidating approaches to another individual (verbal assaults) Attempts to goad or incite anger in others A breach of policy, procedure, bylaw Frivolous and/or unreasonably persistent phone calls / correspondence / or visits to the City 	Letter of Warning	Minimum of 3 month ban and review to determine if further consequences are warranted	Minimum 1-year ban and review to determine if further consequences are warranted
<ul style="list-style-type: none"> Threats Harassment / bullying 	Minimum of 3 month ban	Minimum 6 month ban and review to determine if further consequences are warranted	Minimum 3-year ban and review to determine if further consequences are warranted
<ul style="list-style-type: none"> Throwing of articles in a deliberate / aggressive manner Physically striking of another individual Illegal consumption of alcohol or drugs Possession of weapons 	Minimum of 6 month ban	Minimum 1-year ban and review to determine if further consequences are warranted	Minimum 3-year ban and review to determine if further consequences are warranted
<ul style="list-style-type: none"> Vandalism to building or property Theft 	Minimum of 1 month ban plus payment of repair costs and 20% administration fee to a maximum of \$500 Ban will remain until restitution is complete	Minimum 6 month ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted.	Minimum 3-year ban plus payment of repair costs and 20% administration fee and review to determine if further consequences are warranted