



REPORT

TO: Mayor Lawlor and Members of Council

FROM: Aaron Matthews, Director of Facilities

DATE: October 28, 2024

REPORT NO.: CSE-2024-013

SUBJECT: Restricted Behaviour Policy

RECOMMENDATION:

THAT Report No. CSE-2024-013 dated October 28, 2024, regarding Restricted Behavior Policy, be received;

AND FURTHER THAT Council approves the Restricted Behaviour Policy, attached as Appendix A to this report;

AND FURTHER THAT staff be directed to communicate the Restricted Behaviour Policy to staff and provide training as appropriate;

AND FURTHER THAT the Restricted Behaviour Policy be posted on the Town's website.

KEY POINTS:

The following are key points for consideration with respect to this report:

- The Restricted Behaviour Policy (Appendix A) is required and being introduced to support Town staff and volunteers.
- The policy is in direct response to increasing levels of confrontation between members of the public exhibiting or being involved in behaviours that negatively impact patrons to Town facilities, and Town staff and volunteers.
- The policy has been vetted through the Town's legal counsel.

BACKGROUND AND DISCUSSION:

In addition to administrative and operational facilities, the Town provides a variety of recreation and leisure facilities for the enjoyment of the public. The Town has implemented several policies, procedures and codes of conduct to address inappropriate and/or unsafe behaviours, actions and practices by the public and facility user groups in order to maximize the enjoyment of Town facilities by all.

It is recognized that most of the public accessing Town facilities conducts themselves in a manner that does not infringe on the experience of others, nor causes health and safety concerns.

The Restricted Behaviour Policy (Appendix A) is required to address gaps in the existing policies related to managing and responding to behaviours and actions that impact on facility enjoyment, and which have been observed to be occurring more frequently. While the Town has in place existing policies (e.g. [Public Conduct Policy](#)) that address behaviour and safety concerns related to interactions between individuals, it does not have a policy in place to address inappropriate behaviour within a facility that may not be directed at any one specific individual or group, but take place within a facility and have an impact on its overall enjoyment and/or safety.

The overarching goal is to ensure that Town facilities are safe, welcoming and positive spaces for all visitors. The policy will achieve this by outlining:

- a) Examples of what may constitute unreasonable behaviour (e.g. profane language, intoxicating substances, blocking entrance or egress);
- b) Possible consequences and enforcement; and
- c) Responsibilities.

While developing this policy staff reviewed the practices of other municipalities in Halton Region. In addition, the policy has been reviewed by legal counsel and their input has been incorporated.

Upon Council's approval, this policy will be communicated to Town staff. The policy and related procedural documents will be utilized by staff in the day-to-day facility operation. The policy will be posted on the Town's website and referenced as part of the regular facility rental procedure.

STRATEGIC PLAN ALIGNMENT:

This report identifies a safe and welcoming community as one of the Town's Strategic priorities.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature. However, the policy will be communicated to the public via the Town's website.

INTERNAL CONSULTATION:

Consultation with Facility Operations, Recreation and Cultural Services, Library, By-Law and Enforcement Services staff, and legal counsel occurred in the preparation of this report.

FINANCIAL IMPLICATIONS:

This report is administrative in nature and does not have any financial implications.

Reviewed and approved by,

Damian Szybalski, Commissioner of Community Services

Chris Mills, Chief Administrative Officer