
POLICY TITLE:	Restricted Behaviors
POLICY #:	PLCY-2024-00X
CATEGORY:	Community Services-Facility Division
AUTHORITY:	N/A
POLICY APPROVED BY:	CSE-2024-013
EFFECTIVE DATE:	December 9, 2024
APPLICABLE TO:	Facility Staff

Policy Statement

The Town of Halton Hills aims to provide exemplary Recreation, Leisure and Administrative Facilities to all members of the public. All facilities are available for easy access and enjoyment for any person attending.

It is the Town's objective to ensure the experience of all patrons and visitors is positive. As well as to ensure that the negative behaviour or actions of others does not infringe on this experience.

To achieve this objective, unreasonable, or unacceptable behaviours, or actions deemed inappropriate will not be tolerated and such actions may result in a Town response intended to eliminate such actions. Up to and including limiting the offending patrons access to Town facilities.

Purpose

The purpose of this policy is to help provide safe and welcoming Town facilities, and to advise on what behaviours or actions that impact on this experience may be restricted.

The decision to classify a behaviour as inappropriate or restricted, could have serious consequences for the individual(s) participating in these actions, including restricting their access to Town facilities.

As such, this policy provides clear examples of behaviours and actions. Any restrictions made under this policy are dependent on circumstances, and there is an opportunity for the affected individual(s) to have any restrictions reviewed and/or appealed as outlined in the associated procedures.

Scope

The Restricted Behaviour Policy serves to provide notice of what constitutes unacceptable behaviour or an inappropriate action that impacts on the facility experience of other patrons.

This policy applies to inappropriate behaviour or actions by members of the public deemed to negatively impact the enjoyment of others or that is contrary to expected facility decorum.

The location covered by this policy includes all Town owned or Town leased municipal facilities.

This policy is meant to compliment other policies and codes of conduct and will often be used simultaneously with such documents.

Definitions

Member of the Public, Customer: Includes but is not limited to, residents, individuals, businesses, not-for-profit organizations, stakeholders, and community or corporate organizations that interact with the Town and its employees and utilize Town facilities.

Restricted Behaviour: A behaviour or action that by its nature or frequency negatively impacts the facility enjoyment of other members of the public and, at times, may constitute a health and safety concern.

Procedure

For the purposes of the procedure, inappropriate behaviour is any action by a member of the public, which because of its nature or frequency, has a negative and unreasonable impact on facility or amenity enjoyment by Town staff, other customers, and/or user groups.

Examples of Unwanted Activities

Examples of what might be considered a restricted or inappropriate behaviour or action that may impact negatively upon other facility users are listed below. The list is not exhaustive:

- Profane language, inappropriate comments or loud and unacceptable communications, regardless of if this not directed at any one person, that may impact the enjoyment of other patrons or the decorum of the facility or specific event.

- Open, visible or exposure to others, particularly children and youth, of intoxicating substances or associated paraphernalia (for example cannabis) in areas that are not licensed or permitted for such activities.
- Sleeping or congregating in main thoroughfares not designed for such activities that may cause accessibility restrictions for others or a health and safety risk in the form of blocking entrance or egress to certain areas.
- Repeated behaviours intended to cause disruption or irritation to other patrons.
- Activities that are not suitable for the area being used as they may cause injury to the participant or others or may cause damage to the facility. Such as, riding bicycles or playing sports in an unpermitted and unsuitable area.

Responsibilities

Manager/Supervisor/Coordinator

It is the responsibility of the manager/supervisor/coordinator of a facility to:

- a) Become familiar with the policy and any associated procedures.
- b) Train and educate staff on the policy and any associated procedures.
- c) Document, react and respond to any reported violation of the policy.

Facility Operators/Facility Maintenance Technicians/Customer Service Representatives/PT Staff/Other Front-Line staff

It is the responsibility of front-line staff of a facility to:

- a) Become familiar with the policy and any associated procedures.
- b) Document, react and respond to any encountered violation of the policy using the associated procedures.

Response

If a staff person encounters a patron or member of the public exhibiting a restricted behaviour or such an incident is reported to staff, a response may include asking the patron or member of the public to cease that behaviour. Or, up to and including, asking the patron or member of the public to exit the facility.

References

Public Conduct Policy 2022-0002
Hillsview Code of Conduct
Youth Code of Conduct

Review and Revision



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CORPORATE POLICY

This is a new policy that will be reviewed in five (5) years, or earlier if warranted.

DRAFT