

RESPECTFUL BEHAVIOUR POLICY - FREQUENTLY ASKED QUESTIONS

1. Why has the City of Waterloo developed a Respectful Behaviour Policy?

The City of Waterloo has developed this policy to promote a safe, healthy, respectful and positive environment for all members of the public, volunteers, and staff. The policy supports the ability of all to enjoy and safely use city facilities. It outlines the steps city staff can take when responding to inappropriate behaviour involving community members.

2. Do other cities have a similar policy?

Yes! We have modeled this policy after those implemented by the Cities of Oakville, Oshawa and Guelph, among others. These cities have seen positive results from having a policy of this type in place.

3. How can this policy help your organization and your membership?

The policy will help you and others such as coaches, players, and parents, understand what behaviours are not acceptable within City of Waterloo facilities, and what the consequence might be for those found in violation of the policy.

We hope the policy will help you support the development of good sportsmanship among your members, and we encourage you to work with City of Waterloo staff promote a safe and respectful environment for all.

4. Who does the policy apply to? Where does the policy apply?

The policy applies to all members of the public, volunteers and staff within a city facility. It applies to all city facilities, both indoor and outdoor, including City Hall, sports facilities and fields, community meeting spaces, trails, parks, and the Waterloo Public Square.

5. What kinds of behaviour are considered inappropriate?

Behaviours that obstruct or hinder the ability of others to use and enjoy city facilities or participate in city services, programs and events, or compromise the safety and health of others, including staff, are unacceptable and prohibited. These inappropriate behaviours include:

- Refusal to follow rental agreement and all other city policies/procedures/by-law; regional, provincial or federal statutes;
- Blocking thoroughfares/corridors/stairways/exits;
- Engaging in horseplay, including running in thoroughfares/corridors/stairwells;
- Causing unsanitary conditions (i.e. chewing tobacco, expulsion of bodily fluids, etc.);
- Use of profanity or obscene language;
- Engaging in sexual activity;
- Theft of property;
- Vandalism of any kind;
- Illegal consumption of alcohol, drugs or other substances;

- The use of cell phones, cameras, video recording devices, personal digital devices or any other equipment with video or photographic functionality in change rooms and public washrooms;
- Display of lewd, illegal or offensive material including pornography or material that includes violent acts, indecency, hate, illegal gambling or profanity, as well as material with text or imagery that has explicit or malicious intent;
- Violence of any kind. This would include behaviours considered to be bullying.
- Any criminal behaviour.

6. What actions will city staff take if they witness or experience inappropriate behaviour, or if a member of the public reports an incident to staff?

Depending on the type of inappropriate behaviour, staff may first issue a verbal warning in an attempt to stop the behaviour. If a situation of inappropriate behaviour involving your organization arises, you are encouraged to work with staff to resolve the situation. If a verbal warning is not effective, or the inappropriate behaviour threatens safety, staff may call the police and/or ask the person(s) involved to leave the facility immediately.

Following an incident of inappropriate behaviour, staff will complete a security incident report and submit it, along with other written documentation, to the appropriate manager/director. The manager/director will determine if additional action should be taken in accordance with the respectful behaviour policy. A letter may be sent to any member of the public (player, volunteer, parent, coach or team) that is in violation of the policy, either as a warning, or to provide notice that they have been banned from a city facility.

Please note that no member of the community or staff in a City of Waterloo facility is expected to put themselves in any situation where they do not feel safe. If you do not feel safe please call the police immediately.

7. What is the best way for me to share this information with my membership?

There are several ways you can share this information with your membership. Some things to consider include:

- Post the respectful behaviour policy and these FAQs directly on your website
- Include a copy of the respectful behaviour policy and these FAQs with every coaches package
- Include a copy of the respectful behaviour policy and these FAQs with every registration confirmation package
- Ensure tournament organizers have a copy of the policy on hand at all times
- Require that coaches provide a copy of the policy and FAQs to all parents at the beginning of the season
- Encourage coaches to discuss the policy with their players throughout the season
- Remind your membership of the policy throughout the year
- Ask coaches to ensure players remain respectful of city facilities, staff and patrons at all times



8. Whom do I contact if I have any questions regarding this policy?

If you are a player, coach, parent or other volunteer with a sports organizations, please contact your organizations board should you have questions about this policy. Board members will contact city staff if additional information is required.