



City of Yorkton

POLICY TITLE Prevention of Verbal & Physical Abuse in Recreation Facilities and Properties		ADOPTED BY City Council	POLICY NO. 10.330
ORIGIN/AUTHORITY Recreation & Community Services	JURISDICTION Recreation & Community Services	EFFECTIVE DATE March 7, 2016	PAGE # 1 of 5

1. INTRODUCTION

The City's vision states "*Working with our community, our committed and skilled Staff make Yorkton the friendliest, safest and most desirable city in which to live and grow*". Therefore, the City of Yorkton's recreation facilities exist to provide residents with opportunities to participate in sport and other recreational activities in a safe and positive environment. Yorkton's children and youth are prominent among those residents that make use of these recreation facilities and spaces. The City will ensure the most supportive climate possible for Yorkton children and youth, so that they can enjoy their sport or activity, and learn about competition, teamwork, sportsmanship, respect and fair play.

As with many Saskatchewan communities and aside from paid employees, Yorkton's recreation and sport system is managed and operated mainly by volunteers. These community-minded citizens contribute in many ways to the success of recreation and sport in Yorkton. It is the City's responsibility to ensure that their employees, as well as these volunteers, have the ability to work in a safe and positive environment. It is critical for the City, through its Department of Recreation & Community Services, to do all things necessary to ensure that preventative measures are in place so that incidents of verbal and physical abuse do not occur in its recreational facilities or properties.

2. STATEMENTS OF PRINCIPLE

- a. Participation by children in sport is an important element in the human development process.
- b. To ensure maximum enjoyment and benefits from participation in sport, the maintenance of a safe and positive environment is essential.
- c. The rules of each of the games exist to protect the players. Game officials are responsible to ensure the fair and even application of the rules and to ensure safety of the players.
- d. The City must put measures in place to ensure the safety of its staff as well as those people that use its recreation facilities such as game officials and the volunteers who work in our sport and recreation delivery system.
- e. Violent or abusive behaviours, such as verbal threats and insults, attempts to intimidate as well as physical assault have no place in the City's recreational properties and facilities.
- f. Promotion of positive spectator cheering will assist in the reduction of violent behaviours in City recreational properties and facilities.
- g. Our volunteers are charged with the education of our youth on the ideals of sportsmanship, respect, fair play and appropriate behaviour.

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3. POLICY STATEMENT

The City of Yorkton is committed to serving residents by providing a safe, secure, comfortable and enjoyable experience for all persons in and around all City of Yorkton recreation facilities and properties. Included in this commitment is an understanding that organizations using City Recreation Facilities must accept and take primary responsibility for the behaviour of all those persons associated with them. All staff, spectators, athletes, coaches, team officials and game officials are expected to exhibit the highest levels of sportsmanship and respect.

4. GENERAL GUIDELINES

City recreation properties are a public resource and a place for fun and personal development for all ages and abilities; please assist in preserving a positive environment for all by following these guidelines:

- a. Maintain a constant lookout for flying objects and report facility conditions to staff.
- b. Treat officials, athletes, coaches, spectators and staff with respect.
- c. Use respectful language.
- d. Allow everyone a vantage point from which to enjoy the game.
- e. Respect all property by properly disposing of all trash and recyclables.
- f. Be informed of and respect the rules of the game.
- g. Show concern for an injured athlete regardless of team affiliation.
- h. Encourage good sportsmanship by refraining from expressing negative or insulting statements to the officials, coaches, participants or spectators.
- i. Noise makers emitting a sound level higher than 85 decibels are not permitted.
- j. Service animals are permitted, pets are not.
- k. Tobacco products of any kind including smokeless and electronic devices are not permitted.

5. ARENA GUIDELINES

In addition to the General Guidelines outlined above, the following Arena Guidelines are provided to clarify expectations within City ice arenas.

- a. Keep food and drinks (other than water) off arena ice.
- b. Coaches must supervise and take responsibility for players at all times while in the facility.
- c. Off-Ice passing and shooting of pucks, balls, etc. is prohibited.
- d. Pre-game warm-ups are permitted in dressing rooms, outside the facility or in a designated area as may be approved by facility staff.
- e. Participants allowed on arena ice once ice resurfacer doors close.
- f. Respect the next user group by:
 - i) planning practices appropriately in order to vacate the ice promptly at the end of the allotted time;
 - ii) using all areas of playing surface during practices to ensure safe conditions for following groups.
 - iii) communicating any concerns with facility conditions or timelines to facility staff.

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6. USER GROUP RESPONSIBILITY

Organizations and individuals using City recreation facilities must accept and take primary responsibility for the behaviour of all those persons associated with them. This includes staff, board members, athletes, participants, coaches, officials, parents and spectators. *Therefore, by accepting the terms and conditions of rental upon booking, adhering to and enforcing this policy is a condition of renting or using City of Yorkton Recreation Facilities and Property.*

- a. The group or individual using the building is responsible to take action to prevent escalation of any issues during the course of their rental as per this policy.
- b. City staff do not act as security for events and activities but will act in a support role for the user group as a witness and/or to call the R.C.M.P.
- c. If either the renter or the City believes security is needed, it is the responsibility of the renting organization to provide and pay for City approved security for their event.
- d. As the owner of the property, the City requires any event providing liquor, to submit a security plan for approval by the City of Yorkton prior to authorization of rental.
- e. Any event serving liquor may be required to provide Saskatchewan Liquor and Gaming Association trained servers.
- f. If the City requires security for any other reason, it is the sole responsibility of the renter to provide and pay for security as approved by the City.
- g. It is the responsibility of the user to vacate the premises at the end of their allocated time.
- h. Groups and their membership are required to:
 - i) communicate respectfully with facility staff when informing them of discrepancies, conflicts or other requirements;
 - ii) abide by all facility safety regulations and follow facility evacuation processes in times of emergency.

7. INDIVIDUAL RESPONSIBILITIES

The following actions are considered to be abuse of another individual and will not be tolerated. Any person engaged in any of these behaviours will be subject to immediate ejection from the property, forfeit their admission, entrance or rental fees and may be subject to prosecution.

- a. Loud verbal assaults.
- b. Threats and attempts to intimidate.
- c. Throwing of articles in a deliberate or aggressive manner.
- d. Aggressive approaches to another individual.
- e. Attempts to goad or incite violence in others.
- f. Racial or ethnic slurs.

8. STAFF RESPONSIBILITY

City staff responsibilities vary from facility to facility and position to position however every City staff member has a role in ensuring the safety of the facility in which they work, as well as the people who use it. The following details the role of staff on duty as it relates to this policy.

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- a. Staff do not act as security for events or programs offered by community organizations or other renters.
- b. As per section 6, User Group Responsibilities, City Staff support organizers of events or activities held in City facilities or on City property. As such City staff shall act as a witness as required by the renter or event organizer if the renter/organizer is required to deal with their patrons who violate this policy.
- c. In the absence of a manager on duty, a City staff person shall act as the City's representative when on duty at their respective facility and shall have the authority to remove person's violating this policy, from their respective facility:
 - i) in the Gallagher Centre Water Park, the most senior staff person shall be the Lifeguard responsible for that shift;
 - ii) aside from the Gallagher Centre Water Park, the most senior Arena Maintenance staff person shall act as the City's representative.
- d. If, at any time, a violator becomes aggressive or otherwise does not vacate the premises when requested, the City staff person shall immediately remove themselves from the situation and proceed directly to call the R.C.M.P. to have the person removed from the premises.
- e. For any infractions to this policy, and subsequent results, City staff shall fully complete an Incident Report Form with appropriate witness contact information and submit it to their supervisor for further action.
- f. It is the responsibility of every staff person to communicate respectfully with all user groups and the public.

9. VANDALISM AND PROPERTY DAMAGE

Any costs incurred by the City of Yorkton to repair damage as a result of vandalism or other willful property damage shall be the sole responsibility of the organization and/or individual who caused the damage. Further, any person or organization responsible for vandalism will be subject to the consequences below as well as being reported to the R.C.M.P. and may be subject to prosecution.

10. CONSEQUENCES

Failure to follow either set of Guidelines will result in the following progressive discipline process against the offending organization and/or individual and will be applied proportionate to the severity of the infraction. Therefore, depending on the severity of the infraction, steps may be skipped.

Step 1 - Verbal Warning

Step 2 - Written warning

Step 3 - Suspension of facility privileges

Step 4 - Termination of facility privileges

The R.C.M.P. will be called immediately for the following actions:

- a. physical striking of another individual;
- b. vandalism to building or property;

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- c. possession and/or consumption of illegal or controlled substances (alcohol is permitted in licensed areas only);
- d. refusing to vacate premises when requested.

Process:

- a. Any person who is verbally or physically threatened or feels unsafe in or at a City of Yorkton recreation facility should call the R.C.M.P.
- b. Any person who wants to file a formal complaint, must do so in writing within 48 hours of the incident. The written documentation must include the name and contact information of the complainant, the date, time and location of the infraction along with details of the actions that took place and any witnesses.
- c. Infractions of Individual Responsibilities shall be subject to a suspension from all City recreational properties and facilities for a period of time not less than one month as will be determined by the Director of Recreation & Community Services pending an investigation.

The expectation is that each section of the policy applies to City staff at times when they are both on duty and when off duty as a public citizen. Any infractions of this policy by City staff while on duty will be governed by City of Yorkton Human Resource policies. When staff are off duty they will be treated the same as any other public person and are subject to the same discipline process outlined in this policy.

11. RESPONSIBILITY

The Director of Recreation & Community Services is responsible for the ongoing review and update of this policy.

Amendments to the policy must be approved by City Council.