

	<p>Human Resources Policy &amp; Procedures</p>	<p>SECTION: TBD PAGE: TBD</p>
---	--	-----------------------------------

## Citizen Code of Conduct Policy

<p>Issued: June 2021</p>	<p>Revised:</p>
------------------------------	-----------------

The Township of Scugog Citizen Code of Conduct ('Code') supports and reflects the township's Core Values for the practice of public participation. The Core Values define the expectations and aspirations of the public participation process, while the Code speaks to the expectations and actions of public participants.

### 1. Purpose

- 1.01 A primary goal of the Township of Scugog is to be inclusive and accessible to the public. This Code outlines the expected behaviours that should guide citizens in their interactions with the Township. We are committed to providing a friendly, safe and welcoming environment for all, regardless of gender, sexual orientation, ability, ethnicity, socioeconomic status, religion, etc.
- 1.02 This code of conduct outlines our expectations for all those who participate in our community and interact with the Township, as well as the consequences for unacceptable behavior.
- 1.03 We invite all those who participate in the Township of Scugog to help us create safe and positive experiences for everyone.

### 2. Scope

- 2.01 This Code applies to Members of Council, staff, and the public in all interactions with the Township in any manner including attendees at all meetings and communication of any form with the Township.
- 2.02 We expect all participants to abide by this Code in all community venues--online and in-person--as well as in all one-on-one communications pertaining to community business.

2.03 A supplemental goal of this Code is to increase open dialogue by encouraging members of the community to recognize and strengthen the relationships between our actions and their effects on our community.

### **3. Definitions**

3.01 Communication – in-person, via email, over the telephone, electronic forums (social media, text messages, online/virtual meetings) etc.

3.02 Public Participation Session – a period of time during public meetings when members of the public can offer their comments and ask questions of Council

3.03 Chair – Mayor or designated Chair of a Committee of Council.

3.04 Township – The Township of Scugog, including Members of Council, staff, or representatives of the Township.

3.05 Town Property – means in or within any building, structure, field, playground, pool area, vehicle, parking lot or land contained within the Township of Scugog or owned by the Town.

### **4. Expected Behavior**

4.01 The following behaviors are expected and requested of all community members during Public Participation Sessions:

- Respect any safety protocols in place at the Township of Scugog
- Communicate in an authentic and active way. In doing so, you contribute to the health and longevity of this community.
- Exercise consideration and respect in your speech and actions.
- Attempt collaboration before conflict.
- Refrain from demeaning, discriminatory, or harassing behavior and speech.
- Be mindful of your surroundings and of your fellow participants.
- Be an active participant in protecting the privacy and security of yourself and others.
- Persons in the audience shall refrain from behaviour which, in the opinion of the chair (or organizer), will disrupt the meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct and decorum of the meeting.
- Persons in attendance shall refrain from creating, provoking or participating in any type of disturbance involving physical contact of any kind.

- Turn cell phones to silent/vibrate and leave the meeting in order to take a call or to conduct a conversation.
- Photos and/or recordings are permitted provided that the recording does not infringe upon the rights of others, interfere with the making of presentations and deliberations of Council.
- Speakers addressing the meeting must discuss topics related to business on the agenda.
- Persons in the audience and speakers may not enter the formal Council and staff area at any time, while in session or not, without prior consent from the Chair of the meeting.

4.02 The following behaviors are expected and requested of all community members in communication with Township staff:

- Be respectful and do not engage in inappropriate behavior such as, verbal or physical assault directed at staff, customers or volunteers.
- Refrain from imposing and intimidating behaviour toward staff, customers or volunteers.
- Refrain from discriminatory comments or actions toward staff, customers or volunteers.
- Treat Township resources with respect and understand that damage, misuse, theft, and vandalism is not allowed.

## **5. Unacceptable Behavior**

5.01 The following behaviors are considered harassment and are unacceptable within our community:

- Unpleasant, disrespectful, or demeaning comments made towards Town Staff or other patrons.
- Personal insults, particularly those related to gender, sexual orientation, race, religion, or disability.
- Engaging in activities on Town Property that are considered a crime under the Criminal Code of Canada.
- Violence, threats of violence or violent language directed against another person.
- Soliciting the sale of private goods or services on Town Property without permission.
- Violating other Town policies and Codes of Conduct that establish rules for expected behaviour at specific Town facilities and spaces.
- Unruly public protest that is disruptive to the common good administration of Town Services,
- Disrupting Harassing, threatening, or intimidating other users or Town Staff.
- Submitting inquiries or requests for service that are Frivolous or Vexatious in nature.
- Deliberately making false statements or submitting falsified documents when addressing a matter with the Town.

- Despite the Township's desire to obtain input from members of the public to ensure issues are fully addressed with all points of view being considered, continually refusing to accept or acknowledge the decision/interpretation of staff with respect to a matter under the Town's jurisdiction rather than perusing alternative dispute resolution mechanisms in place is not productive and can be considered frivolous and/or vexatious.
- Knowingly violating the explicit or inferred privacy of other users, Town staff, Members of Council, or the conduct of a meeting that is properly closed to the public.
- Posting or displaying sexually explicit or violent material.
- Posting or threatening to post other people's personally identifying information.
- Inappropriate photography or recording.
- Inappropriate physical contact.
- Unwelcome sexual attention. This includes sexualized comments or jokes, inappropriate touching, groping, and unwelcomed sexual advances.
- Deliberate intimidation, stalking or following (online or in person).
- Advocating for, or encouraging, any of the above behavior.
- Sustained disruption of community events, including talks and presentations.

## **6. Weapons Policy**

6.01 No weapons will be allowed at the Township of Scugog events, community spaces, or in other spaces covered by the scope of this Code. Weapons include but are not limited to guns, explosives (including fireworks), and large knives such as those used for hunting or display, as well as any other item used for the purpose of causing injury or harm to others. Anyone seen in possession of one of these items will be asked to leave immediately and will only be allowed to return without the weapon. Community members are further expected to comply with all state and local laws on this matter.

## **7. Consequences of Unacceptable Behavior**

7.01 Unacceptable behavior from anyone will not be tolerated. Anyone asked to stop unacceptable behavior is expected to comply immediately.

- The following restrictions may be applied to an individual with respect to any level of response described in this policy:
- Behaviour intended to disturb, disrupt or impede the orderly conduct of a meeting/event may result in removal, a temporary ban or permanent expulsion, a trespass order and other legal action as the Township deems appropriate.
- Prohibiting attendance or limiting activities, interactions, or access to services at one or more specific Town Properties;

- Limiting the number of complaints, inquiries or requests that the individual may submit to one or more Town Departments;
- Limiting the number of responses Town Staff shall provide with respect to further complaints or inquiries regarding one or more specific matters;
- Requiring any in-person interaction with Town Staff to be in the presence of another member of Town Staff, or other representatives of the Town;
- Limiting correspondence to a particular format, time, or duration;
- Closing any active complaints, inquiries or requests for service related to a specific matter; and
- Requiring correspondence to be directed only to specific Town Staff, solicitors, or third parties.

7.02 Should an individual refuse to cease the unacceptable behaviour or abide by any restrictions applied, the staff member should leave the situation and if needed should call DRPS.

7.03 Managers and Sr. Management staff have an obligation to ensure a safe working environment for all staff and are required to intervene in the event that a staff member is being harassed or a threat of danger appears imminent.

7.04 By attending any of the Township of Scugog locations or participating in communications with the Township, participants are deemed to be agreement with the guidelines outlined in this Code.

## 8. Levels of Response

8.01 The potential restrictions described in this policy may be applied in accordance with the authorities and limitations granted under each level of response in this section.

### Level 1 Response

Who May Issue:	Supervisors, Managers, Department Heads, and the CAO
Applies to:	Individuals who have engaged in unacceptable behaviour.
Method of Issuance:	Verbal warning and/or verbal application of restrictions or written warning.
Duration of Restriction:	Up to 7 days

## Level 2 Response

Who May Issue:	Department Heads and the CAO
Applies to:	Individuals who have previously received a Level 1 Response in the last twelve months and engage in further unacceptable behaviour, or in the opinion of the relevant Department Head or CAO, one instance of unacceptable behaviour that is severe enough to warrant a Level 2 Response.
Method of Issuance:	Written Letter of Warning and/or Notice of Restrictions
Duration of Restrictions:	Up to 30 days

### 9. General Enforcement Guidelines

- 9.01 Town Staff are expected to use non-physical, verbal only intervention methods to enforce this policy. Where instances of unacceptable behaviour are observed on Town Property, Town Staff may issue a verbal warning or apply restrictions immediately to the individual(s) involved (see s. 8.1. - Level 1 Response). Following resolution of the unacceptable behaviour or after the unacceptable behaviour has ceased, Town Staff shall review the incident with appropriate Managers or Directors to determine whether a warning should be issued or further restrictions should be applied (and if so, the appropriate type and duration of restrictions), issue a Letter of Warning or Notice of Restrictions to the individual if necessary, and advise other Town Staff as necessary.
- 9.02 Should an individual refuse to cease the unacceptable behaviour or abide by any restrictions applied, Durham Region Police Services (DRPS) may be requested to assist where appropriate.
- 9.03 Where a warning or restrictions are issued to a Minor, Town Staff may direct any Letter of Warning or Notice of Restrictions to the Minor's parent or guardian (where known), and provision of such shall be deemed to satisfy the notice provisions of this policy.
- 9.04 The Human Resources Manager shall be copied and shall maintain a record of all verbal or written responses issued.

## **10. Reporting Guidelines**

- 10.01 If you are subject to or witness unacceptable behavior, or have any other concerns, please notify Town Staff as soon as possible.
- 10.02 Any staff member who witnesses unacceptable behaviour is required to make note of the date, time, location, individuals involved (if known) and details about the situation.
- 10.03 A copy of all notes taken regarding an incident shall be forwarded to Human Resources where an incident file will be maintained.
- 10.04 Additionally, Sr. Management staff are available to help those experiencing unacceptable behavior feel safe. In the context of in-person events, organizers will also provide escorts as desired by the person experiencing distress.
- 10.05 Human Resources staff is available to assist employees and/or provide an independent review of the incident.

## **11. Trespass**

- 11.01 Where an individual is prohibited from entering on to one or more specific Town Properties for a period of time, the Town may issue a Notice of Trespass to Property to the individual. DRPS may be requested to assist where a Notice of Trespass to Property is contravened by an individual.

## **12. Addressing Grievances**

- 12.01 If you feel you have been falsely or unfairly accused of violating this Code, you should notify Town Staff or the program Director with a concise description of your grievance.
- 12.02 Individuals may request an in-person meeting to review the restrictions applied. Requests for in-person meetings shall be considered on a case-by-case basis by the relevant Town Staff and may be accepted or denied at their discretion.
- 12.03 Following a review of the restrictions applied, the manager, director or the CAO may uphold, amend, or rescind the restrictions applied, and shall notify the individual of the Town's decision.