

Section Title: MEMBERSHIP

Policy Title: BEHAVIOUR MANAGEMENT POLICY (Rzone)

POLICY STATEMENT:

The goal of this policy is to support the City's Rzone policy which is committed to fostering an environment where there is respect for others and responsibility for all actions. This ensures a positive, safe, enjoyable, supportive and inclusive environment for everyone.

PURPOSE: To determine how behavioural incidents shall be investigated.

Each report will be investigated on an individual basis and due process provided. Follow-up will consider the severity of the situation and frequency of occurrences. Consequences may include those outlined in the Rzone policy or others determined to be reasonable and appropriate. The GWSA Board may also revoke membership. The City's Rzone policy outlines an appeal process.

PROCEDURES:

<i>Responsibility</i>	<i>Action</i>
<ul style="list-style-type: none"> • GWSA Members • GWSA Volunteers • CSS Staff • CSS Volunteers • City Staff 	<ol style="list-style-type: none"> 1. All patrons of City facilities should be familiar with the City's Rzone Policy. 2. If at any time users or staff feel personally threatened, they should call the Police immediately. It is not the expectation that staff or users put themselves at risk in dealing with any perceived or real situation 3. Patrons are to report acts of violence, vandalism or inappropriate behaviours to their Activity Group leaders and/or City staff within 24 hours, using the Rzone reporting form if applicable. 4. The Program Coordinator or Volunteer Coordinator will assess completed GWSA Rzone Reporting Forms. 5. City staff are required to report acts of violence, vandalism, or inappropriate behaviour to their immediate supervisor with such reports conveyed to the GWSA within 24 hours.
Activity Group Leaders	<ol style="list-style-type: none"> 1. Establish procedures to ensure the safety of participants and smooth operation of the group's activities. 2. Use situational awareness, physical presence, and verbal cues to guide group activities and encourage healthy participation and interactions between participants. 3. Address problems promptly with fairness to all in mind. 4. Activity group leaders may ask members to leave the group's activity for the duration of a session if a participant is uncooperative

<i>Responsibility</i>	<i>Action</i>
	or inappropriate. The leader may report such incidents using an Rzone Incident form.
Program Coordinator/ Volunteer Coordinator	<ol style="list-style-type: none"> 5. Assess the validity of any complaint received and handle in accordance with the Rzone Policy. <ol style="list-style-type: none"> a. If a GWSA member is involved, include one or more GWSA representatives (activity group leaders, members of Volunteer Advisory Committee, Program Committee Chair, City Staff, or GWSA Director) in deciding how to investigate and resolve the complaint. b. Ensure due process is followed. c. Complete the disposition form and file it with related documentation. d. Communicate the disposition with individuals who should be informed which may include Activity Group Leaders, City Staff, or those who filed a complaint. Information shared must comply with City and GWSA privacy policies. 6. Report serious incidents or chronic offenders to the GWSA Board and the City Staff Manager for further action. Use discretion to protect the privacy and self-esteem of the member. 7. Monitor the effectiveness of the policy. Periodically report results and make recommendations to the Board, Program Committee and Volunteer Advisory Committee.
City Staff Manager	<ol style="list-style-type: none"> 1. If the incident occurs in a City program, the City representative will follow the City of Guelph procedure and will involve a GWSA Representative (such as activity group leaders, members of Volunteer Advisory Committee, Program Committee Chair, or GWSA Director). 2. Convey any reports received to the GWSA within 24 hours.
GWSA Board	<ol style="list-style-type: none"> 1. Receive reports of serious violations and chronic offenders to determine what, if any, additional actions to take. The Board may revoke membership in accordance with the GWSA Bylaw.

Appendix # 16 Incident Report Form

Appendix # 21 City of Guelph Rzone Policy

Original Board Approval:
Governance Committee Approved:
Board Approval:

October 15, 2008
March 9, 2020
March 25, 2020