



POLICY MANUAL

Policy No. 407

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| Section: | Operations |
| Title | Orderly Conduct |

REASON FOR POLICY

To ensure that all those who work and play in North Vancouver Recreation and Culture Commission (NVRC) activities, facilities and programs are able to enjoy their experience in a safe and respectful environment.

POLICY

The NVRC will not tolerate disrespect, violence or vandalism in its programs, activities or facilities and will take appropriate action where necessary to deal with these incidents.

1. NVRC activities, facilities and programs are intended to promote positive lifestyles in a safe and respectful environment.
2. All patrons, staff, volunteers and spectators have the right to be safe and feel respected while attending a program or facility. With this right comes the responsibility to be accountable for actions/behaviour that impact the experience of others.
3. Staff are responsible and empowered to create a safe and enjoyable atmosphere for all. In accordance with the Occupiers' Liability Act, the Occupational Health and Safety Act, the Trespass to Property Act, the Criminal Code Municipal By-Laws and other provincial legislation, NVRC staff are authorized to provide enforcement options at activities, facilities and programs if inappropriate behaviour or conduct is observed or reported.
4. Management staff have the delegated authority to suspend the privileges of an individual in circumstances where their behaviour or conduct is deemed to risk the safety and experience of others or where inappropriate behaviour continues after intervention by staff.
5. The Conduct Review Committee will recommend the length of suspensions to Management.
6. The authority to determine suspensions resides with the Manager of Recreation and Culture.

7. Supervisory staff have the delegated authority to direct a member of the public to leave the facility immediately and return at a later time to meet with the Coordinator and Facility Program Supervisor or other staff as determined by Management.
8. The suspended individual may choose to appeal the decision. A suspension appeal must be made to the Director of Recreation and Culture in writing within 30 days of the date appearing on the suspension documentation. The Director of Recreation and Culture has delegated authority to decide the result of any appeal.

DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

Suspension of privileges - A suspension of privileges means an individual is expressly forbidden from participating in NVRC activities, facilities and programs. Memberships and passes are revoked during the suspension term. Participation in scheduled classes or any other activity within any of the Centres is not permitted.

Conduct Review Committee - the Committee is established by Management and comprised of exempt staff. Its purpose is to ensure a standardized and coordinated Commission-wide approach to participant suspensions and will meet as needed. The Committee will, in a timely manner, review all recommended suspensions, decide if a suspension is warranted and recommend the appropriate term to the Manager of Recreation and Culture.

Suspension Appeal - the suspended individual may choose to appeal the suspension decision. A suspension appeal may result in any of the following: withdrawal of the suspension; a shortening of the suspension term; or upholding the original suspension.

AUTHORITY TO ACT

Authority to act is delegated to the Director of Recreation and Culture.

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| Original Approval Date: | March 9, 1992 | Approved by: | Commission |
| Amended: | September 10, 2008 | Approved by: | Commission |
| Amended | March 26, 2015 | Approved by | Commission |