
	Title:	Respectful Public Behaviour		
	Number:	SER-008-0009		
	Revision Date:	N/A	Approved by:	CLT
	Revision Number:	N/A	Area:	
	Document Type:	Policy	Department:	Community Services

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1.0 Purpose

The City of Welland (hereinafter referred to as The City) is dedicated to providing safe spaces where people are treated with dignity and respect. In order to ensure dignity and respect are maintained at all times, people must take responsibility for their actions, within our programs, buildings, properties and operations. Any kind of violence, vandalism, or improper behaviour will not be tolerated.

The City offers amenities, activities, and sites that encourage residents to engage, seek assistance, and promote learning and leisure. Everyone who visits a City facility, program, or property has the right to feel safe. This includes employees as well as visitors. With this right comes the responsibility to be accountable for any actions or behaviours that put the safety of others at risk.

This procedure outlines the expectations, processes and responsibilities of staff, volunteers, bystanders, and visitors to address inappropriate behaviour or violence in City programs, and City-owned or leased facilities and properties.

This procedure aims to promote a positive, safe, enjoyable, and supportive environment for all visitors, staff and user groups, and to increase the level of understanding and awareness of this policy.


2.0 Policy Statement

This policy is public-focused, as related to public-to-public and public-to-staff/council/volunteer interactions on all city property inclusive of parks, trails, playfields, and all facilities. This includes but is not limited to city hall, market square, and all recreation facilities including the Welland Community Centre, Welland International Flatwater Centre, arenas, docks, etc.

NOTE: Youngs Sportsplex, the Welland libraries, and the Welland Historical Museum are not included in this policy as they are operated by 3rd party organizations and adhere to their own code of conduct relating to respectful behaviour.

This policy and its outcomes can be applied to an individual(s) and/or a Team / Organization / Group that uses City-owned or leased facilities and properties.

Unacceptable behaviour and conduct identified under this policy includes, but is not limited to:

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- Harassment
- Loud verbal assaults directed at participants, officials, members of the public, or City staff deemed to be aggressive or intimidating or having the potential of inciting violence
- Excessive hostile voicemails, emails
- Threats and/or attempts to intimidate
- Aggressive approaches to another individual (physical/verbal assault)
- Theft of property
- Possession of weapons
- Vandalism to buildings, property owned or leased, or the property of City staff
- Racial or ethnic slurs
- Use of illegal drugs
- Use of alcohol on non-licensed premises
- Contravention of City by-laws or policies

NOTE: Sport-related altercations/matters may additionally be managed through the sport organization and their applicable sport governing bodies under the Provincial Sport Organizations (PSO) and Multi-Sport Organizations (MSO), rules and regulations.


3.0 Definitions

Ban: The prohibition of an individual from entering or attending specific City facilities for a specific duration.

Harassment: Engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome, as defined by the Ontario Human Rights Code. Harassment is often based on factors such as race, gender, or other personal characteristics.

User Groups: Permitted, formally organized, regularly scheduled, associations, groups, or organizations. This includes but is not limited to, all sport, recreation, and culture groups.

Respectful Public Behaviour Panel: Staff representation from several City departments, including Community Services, Finance, Planning & Development, Fire and Emergency Services, Infrastructure Services, and the office of the CAO.

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Vandalism: The malicious, willful, and deliberate destruction, damage or defacing of property.

Verbal abuse: The use of harsh, demeaning, or threatening language to control, intimidate, or harm someone emotionally.

Visitors: People attending public meetings, departmental counters, recreational programs, recreational facilities, and properties, which includes patrons, guests, clients, visitors, spectators, coaches, officials, players, members, parents, volunteers, invitees, participants, and users.

4.0 General Provisions

To foster a positive and inclusive environment for everyone, all individuals must adhere to standards for respectful and inclusive behaviour. This policy outlines the core principles and expectations for public conduct, emphasizing the importance of mutual respect, inclusivity, and effective communication. By adhering to these provisions, we ensure a safe and welcoming space for all.


Respect and Dignity: All individuals must interact with others in a manner that respects their dignity and promotes mutual respect. Disparaging remarks, insults, or any behaviour that undermines another's self-worth are strictly prohibited.

Non-Discrimination: The city of Welland is committed to fostering an inclusive environment free from discrimination. All individuals are entitled to fair and equitable treatment regardless of race, gender, age, religion, disability, sexual orientation, or any other personal characteristic.

Harassment and Bullying: Harassment and bullying, in any form - whether verbal, physical, or psychological - are unacceptable. This includes unwanted comments, threats, intimidation, or other behaviour that creates a hostile or intimidating environment.

Appropriate Communication: Communication should be constructive and respectful. Abusive, offensive, or threatening language is prohibited. Individuals are encouraged to express their views in a manner that is considerate and supportive of others.

Compliance and Enforcement: All members are expected to adhere to this policy. Violations should be reported to the designated authorities. A thorough investigation will

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be conducted, and appropriate actions will be taken, which may include corrective measures or disciplinary actions.

To ensure this policy is well understood, the City will educate all users of programs, facilities and properties through a number of methods:

- The City will provide training to staff on the Respectful Public Behaviour policy to support the implementation of this policy. This training will include an overview of the policy, processes and report forms.
- The City, and its user groups, will promote an educational campaign aimed at raising awareness of the Respectful Public Behaviour (RPB) policy, in particular, the importance of the role of every citizen, athlete, coach and leader in creating a positive environment free of discrimination and harassment. This information will be available on the City’s website and promoted through various social media channels.


As outlined under Responsibilities, anyone who witnesses non-compliance behaviours with this policy has a duty to report them as follows:

- If at any time staff, visitors or user groups feel personally threatened, they are to call the police immediately. It is NOT the expectation that staff or users put themselves at risk or jeopardize one’s safety in dealing with any threat.
- Staff & visitors are required to report acts of violence, vandalism, or inappropriate behaviours to their immediate supervisor and complete the RPB report before the end of their shift.
- User groups are to report acts of violence, vandalism, or inappropriate behaviours to a City staff member and/or a designated person of their user group / organization within 24 hours of the occurrence.
- All incidents of violence, vandalism or threatening situations must be reported to the police.

5.0 Process and Procedure

Enforcement Options/Steps

The City will take appropriate actions when incidents of non-compliance with this policy occur in City facilities, programs, or properties. City staff are expected to act when inappropriate behaviour or violence is observed or reported in the following instances:


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- a) Observation (or potential) of any physical violence or vandalism
- b) Observation of verbal abuse or (potential) threat
- c) The request of a community group representative (i.e. coaches), who acting reasonably is unable to get cooperation from parents, participants, coaches, officials, or spectators
- d) The request of a community group or individual who, as part of their operations, are threatened, intimidated, or persistently disrupted to incite negative activity

Upon witnessing or suspecting physical violence or continued verbal abuse, enact the following procedures:

1. Without jeopardizing one’s safety, advise the identified party to stop immediately or they will be asked to leave
2. If the party does not cooperate, inform the identified party you are calling the police
3. Call the Police (9-1-1)
4. If an individual refuses to stop and does not leave, do not engage in an argument or physical confrontation but wait for the police to arrive. Calmly inform the individual that they are trespassing, if appropriate.
5. If the individual does leave, write down a description of the person, including clothing and direction of travel to share with the police.
6. Advise supervisor or on-call supervisory personnel immediately.
7. Prepare RPB reports found on www.welland.ca. Staff, visitors and user groups will be responsible to submit the RPB report to respect@welland.ca.
8. Incident to be reviewed by the RPB panel
9. All staff shall cooperate and support police during any investigation and prosecution resulting from any charges laid.

NOTE: Should the violation of the RPB policy occur in a virtual environment, either by phone or e-mail, staff are encouraged to share the RPB policy with the individual and require that non-compliant behaviour ends before any further communication. Should it be required, any written communication may be reviewed as evidence during the review by the RPB panel.

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Consequence of Non-Compliance


1. Individuals who engage in any unacceptable behaviour, as defined in this policy, may, depending on the severity, be barred from the premises immediately and if necessary, a suspension for an appropriate period of time. The suspension may apply to all programs, facilities, and properties if warranted. The length of suspension will be proposed to the Corporate Leadership Team by the panel and will depend on the severity of the situation, and any previous incidents of non-compliance with the policy. The intention is for any consequences to be progressive, however, egregious, violent or criminal behaviours may not be subject to this progression.
2. All incidents that result in a suspension or barring from programs, facilities, and properties will be communicated in writing by the Manager of Business and Community Services, outlining the details of the suspension. The final decision related to the details of the suspension or barring will be made by the Corporate Leadership Team. All decisions made by the Corporate Leadership Team are final with no option for an appeal.
3. Appropriate staff in facility sections and or geographic areas will be notified of individuals who are barred or individuals who received a letter of trespass from City properties and facilities. Appropriate user groups and / or organizations may be notified of the results, if warranted. At all times, staff will consider the privacy of barred individuals before sharing information beyond staff. If information is required to be shared beyond staff, this will be done confidentially.
4. Incidents of non-compliance may be reported to the police, and charges may follow as prescribed under law.
5. In addition to any other measures taken, where vandalism or theft has occurred, the individual(s) responsible will be required to reimburse the City for all costs associated with repairs, as well as any lost revenues. Where appropriate, the individual may be asked to repair damages.

6.0 Responsibilities

Corporate Leadership Team (CLT)

Corporate Leadership Team is responsible for:

- Reviewing the investigation and recommendations of each report issued by the Respectful Public Behaviour Panel and providing feedback and final decisions, and

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- Ensuring all staff are aware of this policy and any subsequent revisions.

Respectful Public Behaviour Panel

Respectful Public Behaviour Panel is responsible for:

- Receiving all incident reports,
- Reviewing all incidents as reported and investigating when necessary, and
- Recommending consequences, if any, to the Corporate Leadership Team (CLT).

Manager of Business & Community Services

Manager of Business & Community Services is accountable for:

- Administration of the Respectful Public Behaviour Policy including regular updates / maintenance to the policy, the forms and processes required,
- Promotion of the Respectful Public Behaviour Policy,
- Establishing an appropriate panel of staff from various backgrounds and departments to review Respectful Public Behaviour reports,
- Gather and share information as required by the Respectful Public Behaviour panel to appropriately review and assess incidents,
- Gather feedback from user groups and stakeholders on the Respectful Public Behaviour Policy and how it can be improved,
- Ensure criminal matters are referred to police if not done so by the individual(s) reporting non-compliance with the RPB policy,
- Ensuring that incidents of non-compliance are reviewed and responded to as quickly as possible by the RPB panel, and
- Process final decisions from the Corporate Leadership Team.

People Leaders


People leaders are accountable for:

- Ensuring staff complete RPB training,
- Ensure that preventative measures are in place so that incidents of violence, vandalism, and inappropriate behaviour do not occur at its counters, in its programs, properties, or facilities, and
- Ensure that staff complete RPB incident reports before the end of their shift.

Staff & Visitors

Staff & visitors are accountable for:

- Fostering a positive and inclusive environment for everyone,

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- Reporting any incidents of non-compliance with the RPB policy on the same day,
- Adhere to the City’s RPB policy at all times, and
- Engage with staff for support as needed.

User Groups

User Groups are accountable for:


- Reading and understanding the Respectful Public Behaviour policy,
- Fostering a positive and inclusive environment for everyone,
- Reporting any incidents of non-compliance with the RPB policy, within 24 hours, with staff liaison and/or any staff on-site,
- Identifying and addressing any non-compliant RPB by anyone associated with their organization or group, including participants, officials, spectators, patrons, parents, guests, etc. if it is safe to do so. If it is not safe to do so, calling the police and advising City staff,
- Educating members of their user group on the RPB policy,
- Ensuring that a minimum of one representative of the user group is on-site at all times. This can include a coach, convenor, board member, designated member, etc.
- Completing and submitting RPB reports to respect@welland.ca,
- Adhere to the City’s RPB policy at all times, and
- Engage city staff for support as needed.

7.0 Attachments

1. Public Skating Policy
2. Consumption of Alcohol in the Arenas Policy

Revision History

Date	Description of Change	Initials

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Policy Title: Public Skating	
Date of Approval: October 24, 2000	
Lead Role: Comm. Serv. Dir.	Support Role: Arena Manager

Policy Statement:

In order to improve the safety of the users of the Arenas, and to provide a quality recreational experience for all, it is necessary to emphasize certain rules and regulations.

The rules for public skating which are posted in the Jack Ballantyne Memorial Arena are:

- 1) Abide by all Patrollers Directions
- 2) Be Considerate of Others
- 3) Keep Moving at All Times
- 4) Helmets are Recommended for all Skaters

As well a series of actions are prohibited:


- 1) Skating at Excessive Speeds
- 2) Cutting In and Out or Playing Tag
- 3) Carrying Children while Skating
- 4) Sitting on the Boards
- 5) No Food or drinks on the Ice Surface.

Any person causing a disturbance during Public Skating sessions by not adhering to the rules of the safe skating or not obeying patrollers or by jeopardizing the safety of others shall be:

First Infraction: warned of their inappropriate behaviour and the consequences of any further infractions.

Second Infraction: the person shall be denied access to public skating sessions for a 1 week period and the child's parents or guardian must contact the Community Services Department prior to any re-admittance.

Third Infraction: a six month suspension of all privileges in the arena will follow a third Suspension. A letter of notification will be sent by registered mail to inform the person of this action.

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Policy Title: Consumption of Alcohol in the Arenas	
Date of Approval: October 24, 2000	
Lead Role: Comm. Ser. Dir.	Support Role: Arena Manager

Policy Statement:

The consumption of alcohol in any area of the arena not authorized under a special occasion permit is illegal. Use of the Dressing room will be limited to 30 minutes after the conclusion of the ice rental period.

Individuals and/or groups who fail to comply with this alcohol policy will be subject to the following consequences:

Should a group be found to be consuming or be suspected of consuming alcohol in any arena dressing/change room, the Niagara Regional Police may be called and/or the following action taken:

First Infraction:

A registered letter of warning indicating that this action is not appropriate and will not be tolerated will be sent to the contract contact person.

Second Infraction:

Cancellation of Rental Privileges for the next scheduled rental.

Third Infraction:

Cancellation of rental privileges for next scheduled rental and a review by the Community Service Department with contract contact person.

Fourth Infraction:

Cancellation of groups/team rental privileges for up to six months.