

# Community Code of Conduct



## Policy

The Town of Newmarket ("the Town") strives to provide experiences that are welcoming, safe, inclusive and respectful of all. The Town recognizes that the majority of individuals use Town facilities and properties in a responsible manner and conduct themselves appropriately. There are, however, certain instances where unwelcomed behaviours do take place in Town facilities and properties where Town Staff need to take action in order to de-escalate and restore order to ensure the safety and wellbeing of the public and staff.

## Purpose

The purpose of this policy is to clearly define a Community Code of Conduct that identifies unwelcomed behaviors, outlines options available to staff to handle such incidents and promote an environment that is safe and welcoming to all individuals using the Town's facilities and properties.

## Scope

This policy applies to all Town facilities and properties owned by the Town of Newmarket, including but not limited to Municipal Offices, recreation and community centres, sports fields and parks; and/or any person participating in an activity or event at those facilities. This policy also applies to all Town staff in a working capacity outside of Town facilities (e.g. Schools, Vendor Locations, Event Spaces, etc.).

## Unwelcomed Behaviours

- Property damage, vandalism or theft
- Disrespect of public property
- Violent behaviours, harassment or threats
- Non-inclusionary behaviours toward others
- Invading or attempting to invade another person's privacy
- Use of technology in an inappropriate way
- Violation of Town by-laws related to property, facility and/or posted rules
- Any illegal activity

---

## Responsibilities of Staff and Public

- Conduct themselves in a manner consistent with the policy
- Report unwelcomed behaviours to Town Staff

---

## Responsibilities of Town of Newmarket Staff & Volunteers

- Uphold the purpose of the policy
- Report and document all incidents to immediate their Supervisor
- Notify the police, depending on the severity of the incident

---

## Responsibilities of User Groups:

- Have a representative for each group or team on site that understands and enforces the Community Code of Conduct Policy
- Notify staff if unwelcomed behaviour is observed
- Provide full written report related to incident

---

## Procedure

### Staff will respond:

- Upon observation of an unwelcomed behaviour
- At the request of an individually who observes an unwelcomed behaviour or complains about experiencing an unwelcomed behaviour.
- At the request of another Town staff member, who is seeking support in dealing with an unwelcomed behaviour

## **Response to an Unwelcomed Behaviour:**

- Without jeopardizing one's safety, staff will attempt to use de-escalation techniques to resolve the situation.
- If the individual refuses to stop the behaviour or not co-operate with staff, staff will ask the individual to leave the facility. If at any point, staff feel threatened or that their safety or the public's safety is compromised, call 911.
- Report the incident to direct Supervisor.

---

## **Consequences of Unwelcomed Behaviours:**

- Violations of the Community Code of Conduct will be reviewed by the Director of Recreation & Culture and Director of Parks & Facilities Services, or designate.
- Consequences will vary depending on the degree of severity of the offence, but may include or be a combination of: a written warning; temporary or permanent ban from a program, facility or amenity; costs associated with repairs; or criminal charges.

---

## **Appeal Process**

An individual who has been suspended or banned from Town programs, facilities and properties may appeal the decision. Appeals must be submitted, in writing, to the Director of Recreation & Culture and Director of Parks & Facilities Services, or designate, within 14 days of the decision. The Director of Recreation & Culture and Director of Parks & Facilities Services or designate, in consultation with the section Manager, will review appeals. Suspensions and bans will remain in effect pending the outcome of the appeal. The decision by the Director of Recreation & Culture and Director of Parks & Facilities Services, or designate is final.