

# THE TOWN OF MORDEN

## POLICY & PROCEDURES MANUAL

<i>Reference</i> Community Services	<i>Classification</i> Policy
<i>Subject</i> Patron Discipline	<i>Pages</i> 2
<i>Authority</i> Council	<i>Effective Date</i> October 11, 2005
<i>Approved</i> October 22, 2005 – 6.3	<i>Index</i> C/S - 006

### PROCEDURE STATEMENT

Incidents of inappropriate behaviour by a number of patrons at the various recreation facilities repeatedly cause concern for the staff, and negatively impact on the enjoyment by other patrons. On-duty staff are responsible for ensuring that the facilities are used as intended, and that patron behaviour is acceptable. Further, the on-duty staff are responsible for ensuring that patrons and staff are protected from situations which may result in injury.

### OBJECTIVES:

The Community Services Department will establish, and enforce, a reasonable discipline procedure for dealing with repeat offenders at the various recreation facilities. Establishment of this policy will allow consistency in dealing with disciplinary problems.

### PROCEDURES:

1. First infractions of any of the facility regulations will result in a verbal warning being issued to the offender. The on-duty employee issuing the verbal warning will complete a detailed incident report, outlining the circumstances of this infraction, and this report will be forwarded to the immediate supervisor for filing. This verbal warning will not necessarily result in a suspension of patron privileges. The severity of this first infraction may necessitate the bypassing of step one or step two of this regulation.
2. Second infractions of any of the facility regulations will result in the immediate ejection of the offender from the recreation facility for the remainder of the current day. The offender will be directed to speak with the Director of Community Services prior to re-entering the facility. In instances where the individual being asked to leave is not co-operative, the Morden Police Service is to be contacted to effect the removal. The on-duty employee issuing the ejection will complete a detailed incident report, outlining the circumstances of this infraction, and this report will be forwarded to the Director of Community Services for filing. This second infraction need not be related to the first infraction, other than the same individual commits the infraction. Staff is clearly instructed not to use physical force under any circumstances, but rather they are instructed to contact the Morden Police Service. The

severity of this second infraction may necessitate the bypassing of step two of this regulation.

3. Third infractions of any of the facility regulations will result in the immediate ejection of the offender from the recreation facility for the remainder of the current day, with a specific directive that they are not allowed to return until they have obtained the permission of the Director of Community Services. The Director of Community Services will make a decision on the appropriateness and duration of an extended suspension from that facility, up to a maximum of two weeks. All reasonable efforts will be made to contact the individual being suspended, and a copy of the suspension letter will be forwarded to the Morden Police Service for their records. This third infraction need not be related to the previous infractions, other than the same individual commits the infraction.
4. Further infractions by the same individual will be handled in the same manner as step three, with a detailed report being forwarded to the Chief Administrative Officer of the Town of Morden by the Director of Community Services. The Director of Community Services will provide the Chief Administrative Officer with a recommendation on further actions to be taken against the individual concerned.
5. The Director of Community Services is authorized to impose an extended suspension to patrons of up to six-month duration in those instances where an extended suspension has been requested by the Morden Police Service, and where the Director of Community Services agrees that an extended suspension is warranted. In the event the Morden Police Service recommends that a longer suspension should be imposed, or should the Director of Community Services determine that a longer suspension is warranted, a recommendation will be made to the Chief Administrative Officer to request this lengthier suspension.
6. The Town of Morden Council will be informed in all instances where a six-month or longer suspension has been authorized. Patrons who are suspended for a period not exceeding six-months will be permitted to appeal this decision by submitting a letter of appeal to the Chief Administrative Officer of the Town of Morden within fourteen (14) days of receiving notice of the suspension. Patrons who are suspended for a period longer than six-months will be permitted to appeal this decision by submitting a letter of appeal to the Council of the Town of Morden within fourteen (14) days of receiving notice of the suspension.