



## REPORT

**TO:** Mayor Caul & Council  
**FROM:** Jason Kabel, Community Services Division Manager  
**DATE:** August 30, 2019  
**RE:** Patron Progressive Discipline Procedures - MSC

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In an attempt to empower Memorial Sports Centre staff in dealing with difficult patron situations that arise in the facility, it has become necessary to consider implementation of some procedures that will help direct staff with managing problematic situations.

Attached is a proposed procedural approach to patron progressive discipline.

### **Recommendation**

To endorse the attached Patron Progressive Discipline procedures as presented.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel", is written over the printed name "Jason Kabel".

Jason Kabel

<p><b>Council approval of this report will</b> agree with the recommendation of the Community Services Executive Committee to endorse the attached Patron Progressive Discipline procedures as presented.</p>
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# Patron Progressive Discipline Procedures - Memorial Sports Centre (MSC)

In order to ensure that staff and patrons are kept safe in the workplace, procedures regarding progressive discipline have been adopted.

## Policy Direction

Direction regarding patron expectations can be found in the Workplace Harassment Policy (5.34.1) as follows:

Scope - All employees and patrons have the right to be treated with dignity and respect. Protection from negative, aggressive, and inappropriate behaviours extends to management, colleagues, subordinates, clients, customers and other business contacts and expands beyond the place of work to offsite and work-related social events.

## Code of Conduct

The MSC Management have behaviour expectations when people are using the facility. Some of the expectations are listed below but are not limited to:

- Always treat MSC staff and other users with dignity and respect
- Respect the property and report any damages to MSC staff
- Never enter the MSC under the influence of alcohol or drugs
- Always use language appropriate for all ages
- Guardians must provide adequate supervision for children under the age of 14
- Never smoke within 25 meters of the doors

## Procedures

### Minor Violations – ‘try again tomorrow’

This step is taken if a person is violating the Code of Conduct in a minor way. The direction taken will be to ask a patron to leave for the day. This is used if staff merely suspect that a patron may be under the influence of drugs or alcohol or is causing a small disruption. (e.g. repeated swearing)

Common language used by staff is “It seems like today isn’t a good day, how about you go home and we try again tomorrow.”

### Medium Violations – ‘Break notice’

If staff see someone drinking or using drugs on the property, someone is visibly and considerably intoxicated, or someone is behaving aggressively, the action is to issue a break notice. This is not a trespass notice and is not given to the police. All staff members trained on these procedures are able to give these notices. It is a letter that outlines the importance of the Code of Conduct, how the person has violated the Code of Conduct, what further consequences might be if they do not change their behaviour, and the date they are able to return to the MSC, which is one month from when they

received the letter. If possible, the break notice will be presented at the time of the incident. It also lets the patron know that they can request a meeting with the Community Services Manager if they wish to argue against the letter.

Once a person is allowed back into the MSC they must meet with the Community Services Manager and sign a Code of Conduct Agreement. The Agreement outlines the Code of Conduct in more detail and explains more fully what the Code means in practice (i.e. what does respectful behaviour look like?). The Community Services Manager discusses the incident that led to the break notice with the person and what was unacceptable about the behaviour.

## Major Violations

For instances of harassment, potential or actual violence, and theft, a trespass notice is issued. These can range from 6 months to 1 year depending on the severity of the incident. A copy is faxed to the police station. In some instances, the Community Services Manager or staff may phone the police on their non-emergency line to be present when the notice is given. If 911 needed to be called, a copy of the notice is given to police as the person is being removed.

Once the trespass notice period has ended the same procedures are followed as for the medium violations regarding meeting with the Community Services Manager.

## Progressions

People can progress through the procedures for the different violations if the behaviour is repeated over time. For instance, someone has a history of being intoxicated within the Memorial Sport Centre, they would progress to receiving a trespass notice even if they consistently leave without arguing whenever they are asked and respect the terms of the break notice.

## Staff Communication

### Incident Reports

Staff members are required to report incidents whenever they occur. The definition of what is reportable is broad and includes even situations where a staff member merely feels uncomfortable. A form is found on the Staff Drive that staff can fill out and leave on the Community Services Manager's desk.

### Ongoing issues binder

A binder is kept in the office area which includes an information sheet for everyone who is either currently the subject of a break or a trespass notice or whose notice has elapsed but still has not yet met with the Community Services Manager. It includes instructions as to what staff are to do if someone enters the MSC and any documentation the person needs to receive.

### Review Date – September 2020

The Patron Progressive Discipline Procedures will be reviewed after one year to assess if modifications are appropriate.