
CUSTOMER CONDUCT

Date Issued: August 20, 2018

Mandated by: City Manager

Current Revision: August 13, 2019

Cross Reference:

- Customer Conduct Procedure GEN-030-A

Next Review: January 1, 2022

Responsibility: Director, Recreation & Director,
Protective Services

1. PURPOSE

- 1.1 The City has an obligation to ensure that Municipal Facilities are welcoming and safe for Customers and Staff.

2. POLICY

- 2.1 City Staff shall take prudent and appropriate action to ensure that Municipal Facilities remain welcoming and safe for the Customers and Staff. City Staff shall have the authority to suspend access to Municipal Facilities or services when appropriate.

3. DEFINITIONS

- 3.1 *City* – means the City of Fort Saskatchewan.
- 3.2 *Customer* – means any individual other than staff at a Municipal Facility.
- 3.3 *Essential Services* - means services that the interruption of which would create a financial hardship for a customer or endanger the life, health, or personal safety of a customer. Services guaranteed to a customer under another piece of legislation are also deemed essential services.
- 3.4 *Municipal Facilities* – means those buildings, grounds, and transit buses, which are owned and/or operated by the City.
- 3.5 *RCMP* – means the Royal Canadian Mounted Police.
- 3.6 *Staff* – means the City's employees.

4. GUIDING PRINCIPLES

- 4.1 Customers and Staff shall communicate with one another in a respectful manner.
- 4.2 Staff shall remove themselves from situations where personal danger is a real possibility.
- 4.3 Customers are responsible for their own actions.
- 4.4 Inappropriate, abusive, undesirable, dangerous, or criminal behavior will not be tolerated.
- 4.5 Customers who fail to observe the spirit of this Policy or the associated procedure may be asked to leave Municipal Facilities and/or have facility access and services suspended or terminated.
- 4.6 Customers shall have an opportunity to appeal a suspension that exceeds one day.
- 4.7 Where deemed appropriate, City Staff shall provide access to essential services to individuals who have had their access or services suspended.
- 4.8 If deemed necessary, Customer behavior will be reported to the RCMP.
- 4.9 No refunds or credits shall be given to violators of this Policy.

5. AUTHORITY / RESPONSIBILITY TO IMPLEMENT

- 5.1 The Director, Recreation and the Director, Protective Services are authorized to establish procedures that ensure the application of this Policy across Municipal Facilities and properties.

City Manager

CUSTOMER CONDUCT

Date Issued: August 20, 2018

Responsibility: Director, Recreation &
Director, Protective Services

Current Revision: August 13, 2019

Cross Reference:

- Customer Conduct Policy GEN-030-A
 - Video Surveillance Policy GOV-005-C
 - Video Surveillance Procedure GOV-005-A
 - Incident Reporting and Investigation Policy SAF-024-A
-

1. PURPOSE

This Procedure outlines the actions and associated processes when addressing Customers who fail to meet the expectations outlined within this Procedure, and thus negatively impact operations, Customers, or Staff in Municipal Facilities.

2. DEFINITIONS

- 2.1 *City* – means the City of Fort Saskatchewan.
- 2.2 *City Manager* – means the Chief Administrative Officer for the City.
- 2.3 *Customer* – means any individual other than staff at a Municipal Facility.
- 2.4 *Essential Services* - means services that, if interrupted, could reasonably endanger the life, health, or personal safety of a Customer.
- 2.5 *Municipal Facilities* – means those buildings, grounds, and transit buses, which are owned and/or operated by the City.
- 2.6 *RCMP* – means the Royal Canadian Mounted Police.
- 2.7 *Security Advisory* – means a notice which is made available to affected Staff in order to provide relevant information surrounding a violation, corrective measures taken, and any other information deemed appropriate.
- 2.8 *Staff* – means the City's employees.
- 2.9 *Transit Operator* – means the Staff member appointed to that position by the City Manager.
- 2.10 *Transit Supervisor* – means the individual appointed to that position.

3. EXPECTATIONS OF CUSTOMERS

- 3.1 A Customer is expected and required to conduct themselves in a manner which:
 - 3.1.1 Respects others and their property;
 - 3.1.2 Demonstrates a responsibility and accountability for their actions;
 - 3.1.3 Is in no way inappropriate, abusive, undesirable, or dangerous; and
 - 3.1.4 Is in compliance with municipal, provincial, and federal laws and regulations.

4. MISCONDUCT OR VIOLATION

- 4.1 Any Customer that fails to adhere to the expectations set out within this Procedure or corresponding Policy are in contravention, and may be subject to being banned from Municipal Facilities, corrective actions, or the suspension or termination of services.
- 4.2 Those in contravention of this Procedure or corresponding Policy may receive a suspension of access and services, as outlined in Appendix "A" of this Procedure.
- 4.3 Suspensions shall only be authorized by the Director or Acting Director responsible for the Municipal Facility, a General Manager, or the City Manager.
- 4.4 For serious and/or repeated violations of this Procedure or corresponding Policy, Staff may at any time extend or elevate a suspension, as deemed appropriate.
- 4.5 For any violation of this Procedure or corresponding Policy exceeding a verbal warning, Staff shall request the presence of Municipal Enforcement Services or the RCMP.

5. CORRECTIVE ACTIONS

5.1 Verbal Warning:

- 5.1.1 No fewer than 2 Staff (at least 1 must be a supervisor) will meet the violator (or guardian) to discuss the violation.
- 5.1.2 An Incident Report Form (available on My Fort) will be completed and tracked at each Municipal Facility. Incident Report Forms are to be stored in a secure area and retained in accordance with the City's Records Management and Retention Bylaw.

5.2 Suspensions Up To 3 Days in Length:

- 5.2.1 A suspension or termination of access and services may result when deemed appropriate by the Director or Acting Director responsible for the facility, a General Manager, or the City Manager.
- 5.2.2 A "Notice Not to Trespass" (Appendix "C") shall be served to the violator based on the nature of the suspension. This notice shall be served by the RCMP, Municipal Enforcement Services, or appropriate Staff members, as required.

- 5.2.3 A "Notice Not to Trespass" must be approved by the Director or Acting Director responsible for the facility, Municipal Enforcement Services Officer, a General Manager, or the City Manager.
- 5.2.4 When issuing a "Notice Not to Trespass" to a Customer which is, or appears to be, under the age of 18, a formal notice shall be prepared in order to inform the parent or guardian of the suspension.
- 5.2.5 No fewer than 2 Staff (at least 1 must be a supervisor), along with a member of the RCMP if available, will meet the violator (or guardian) and discuss the nature of the suspension.
- 5.2.6 In the event a Director is not reasonably available for the approval and issuance of a suspension, and Staff believe that it is in the interest of the City and its Customers to expediently issue the suspension, Staff shall be empowered to do so. A suspension that is issued without the approval of a Director, a General Manager, or the City Manager shall never exceed 3 days in length.
- 5.2.7 Following the service of the "Notice Not to Trespass, the violator shall be asked to leave the Municipal Facility.
- 5.2.8 An Incident Report Form will be completed and tracked at each Municipal Facility. Incident Report Forms are to be stored in a secure area and retained in accordance with the City's Records Management and Retention Bylaw.
- 5.2.9 A suspension may be extended to a longer period of time pending a meeting with the violator (or guardian), and upon further investigation.
- 5.2.10 Transit Operators shall have the authority to immediately expel a violator from public transportation at a safe location if they deem the safety of themselves, a Customer, or the property is in danger. The Transit Operator shall notify their supervisor of the expulsion as soon as reasonably possible after a violator is expelled. A report of any such expulsion, including all relevant information, shall be provided to the City's Transit Supervisor.

5.3 Suspensions Exceeding 3 Days in Length:

- 5.3.1 A suspension or termination of access and services may extend beyond 3 days when deemed appropriate by the Director or Acting Director responsible for the facility, a General Manager, or the City Manager.
- 5.3.2 A "Notice Not to Trespass" (Appendix "C") shall be served to the violator based on the nature of the violation. This notice shall be served by the RCMP or Municipal Enforcement Services.
- 5.3.3 A "Notice Not to Trespass" must be approved by the Director or Acting Director responsible for the Municipal Facility, Municipal Enforcement Services Officer, a General Manager, or the City Manager.
- 5.3.4 When issuing a "Notice Not to Trespass" to a Customer who is, or appears to be, under the age of 18, a formal notice shall be prepared in order to inform the parent or guardian of the suspension.
- 5.3.5 No fewer than 2 Staff (at least 1 must be a supervisor), along with a member of the RCMP when available, will meet the violator (or guardian) and discuss the nature of the suspension violation.

- 5.3.6 A suspension may extend to more than 1 Municipal Facility if deemed appropriate by the Director or Acting Director responsible for approving the suspension, a General Manager, or the City Manager.
- 5.3.7 A "Security Advisory" (Appendix "B") shall be issued at the Municipal Facility (and at other Municipal Facilities when the suspension spans more than 1 location) and circulated to the RCMP advising of the actions taken.
- 5.3.8 Following the issuance of a "Security Advisory", it shall be circulated by the issuing Director to any other Directors with Staff in the affected Municipal Facilities, who are then responsible for the communication to their Staff.
- 5.3.9 An Incident Report Form shall be completed and tracked at each Municipal Facility. Incident Report Forms are to be stored in a secure area and retained in accordance with the City's Records Management and Retention Bylaw.
- 5.3.10 Facility suspensions may be extended, or reduced, based on any new information obtained.
- 5.3.11 In the event a Customer has had access suspended, the Director or Acting Director responsible for the facility, Municipal Enforcement Services Officer, a General Manager, or the City Manager who authorized the suspension shall provide access to Essential Services in a method deemed appropriate to the situation. Essential Services shall not be denied to a violator.
- 5.3.12 Customers who receive a suspension exceeding 3 days under this Procedure shall have an opportunity to appeal their suspension. A violator or guardian shall contact the Director or Acting Director responsible for the Facility, Municipal Enforcement Services Officer, General Manager, or City Manager that has suspended their access with an explanation for their behavior and confirm that the behavior will not be repeated. The Director or Acting Director responsible for the Facility, General Manager, or City Manager who issued the suspension shall have the authority to reinstate access should they deem it appropriate.

6. Recording Procedure for Violations

- 6.1 All violations shall be documented on an Incident Report Form (with witness statements when required) and given to the respective Director. A copy shall be kept in a secure area.
- 6.2 A copy of the Incident Report Form shall be distributed as deemed appropriate by the Director or Acting Director responsible for the facility, Municipal Enforcement Services, a General Manager, or the City Manager.
- 6.3 Where video surveillance cameras are installed, authorized Staff may review Municipal Facility security video footage and provide pictures and/or video copies of that footage, following a request from the RCMP. The release of any records shall be in accordance with the Video Surveillance Policy GOV-005-C, Procedure GOV-005-A, and the Freedom of Information and Protection of Privacy Act.
- 6.4 A binder, or similar method, with any available security images of customers who have been suspended or terminated from accessing the Municipal Facility shall be kept in a secure area, but made available to Staff.

- 6.5 Notice for all current suspensions or terminations shall be kept in a binder, or a similar method, at each location.
- 6.6 In order to ensure that Staff are aware of current suspensions, all information included within a "Notice Not to Trespass" shall be made available through electronic means, whenever possible.

7. Reintegration Procedure for Violators

- 7.1 A re-integration meeting with the Director (or designate) and a supervisor will take place prior to having access into the Municipal Facility reinstated. This meeting will outline the expectations of acceptable conduct as they relate to Customer Conduct Policy GEN-030-A and this Procedure. The RCMP shall be requested to attend if deemed necessary by Staff.
- 7.2 An agreement letter will be created that outlines what behaviors are acceptable and the consequences in the event that there is a relapse in conduct.
- 7.3 The agreement letter will be signed by the violator (or guardian), and the Director or Acting Director responsible for the facility, a General Manager, or the City Manager. The agreement letter shall be kept on file for future reference, in accordance with the City's Records Management and Retention Bylaw.
- 7.4 If there is a relapse in the violator's conduct, additional suspension or termination of access and services may be required. The Director or Acting Director responsible for the facility, a General Manager, or the City Manager must approve any additional suspension. Appropriate Staff may be required to participate in a meeting.

APPENDIX “A”

Violation	Recommended Suspension Length
Foul, abusive, offensive or insulting language directed towards any Staff or Customer at the Municipal Facility.	Up to 3 days
Lewd, offensive or aggressive hand gestures directed towards any Staff or Customer at the Municipal Facility.	Up to 3 days
Not following the guidelines for safe use of Municipal Facility	Up to 3 days
Not following directions from Municipal Facility Staff.	Up to 3 days
Unsafe action and/or behaviours that place any individual at risk of injury.	Up to 3 days
Individuals being found in designated “Staff only” areas.	Up to 3 days
Individuals smoking, using a vaporizer (or similar), or consuming cannabis in non-designated areas.	Up to 3 days
Using designated pay areas without proof of payment or wearing a wristband.	Up to 3 days
Refusal to show proper identification.	Up to 3 days
Incidents following repeated verbal warnings or suspensions of no more than 3 days.	3 months
Any abusive and/or offensive gestures directed towards any individual (i.e. sexual references, sexual gestures, threat of property damage, etc.).	3 months
Refusal to pay admission costs to access the Municipal Facility.	3 months
Willfully using used wristbands for access to recreation Municipal Facilities (i.e. taking one from the garbage, swiping membership card for a friend).	3 months
Deliberate or implied physical or verbal abuse and/or aggressive actions (i.e. bullying or intimidating).	3 Months
Violent conduct, assault or aggression (i.e. punching, kicking, inappropriate touching, etc.).	6 months or more
Threatening the personal safety of any individual.	6 months or more
Illegal or illicit activities (i.e. use or sale of drugs or alcohol) in a Municipal Facility.	6 months or more
Blatant disrespect for municipal property resulting in potential facility and/or property damage.	6 months or more

APPENDIX "B"

SECURITY ADVISORY

ISSUED BY: _____
(Name) (Position)

(Phone Number) (Email)

DATE: _____
(Date)

ADVISORY #: _____
Year – 01- Facility (I.e. 2018-01-DCC. Increase number by 1 for every new advisory)

DETAILS: **Attention: Facilities Staff**

*(Details in advisory to be information supplied by RCMP, etc.)
(Include photo if relevant)*

APPENDIX "C"

NOTICE NOT TO TRESPASS

(Pursuant to Section 2 of the *Trespass to Premises Act*)

To: _____
Full Name Date of Birth

Address

YOU ARE HEREBY GIVEN NOTICE NOT TO ENTER ANY BUILDING OR BE ON ANY PORTION OF THE
SURROUNDING PROPERTY OF _____, CITY OF FORT SASKATCHEWAN,
ALBERTA, KNOWN AS " _____ "

THIS BAN SHALL BE IN EFFECT FROM:

Date TO: Time

Date Time

SERVICE OF NOTICE

THIS NOTICE WAS SERVED PERSONALLY TO THE ABOVE NAMED PERSON ON:

Date Time

Authorized Representative of the City of Fort Saskatchewan:

Name & Title Signature

**FAILURE TO COMPLY WITH THIS NOTICE MAY RESULT IN ARREST AND/OR
CHARGES BEING LAID UNDER THE TRESPASS TO PREMISES ACT**

The personal information requested on this form is being collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act (Act) and will be used for the security purposes. The information will be protected in accordance with the Act. If you have questions about the collection of information, please contact the FOIP Coordinator for the City of Fort Saskatchewan at 780 992 6200.