

Policy Title:	Recreation Facilities Code of Conduct
Category:	Administrative
Policy Number & Version:	2025-06-V1
Policy Owner:	Recreation Services
Posting Location:	External

1. Purpose:

The City of Vernon believes that participation in recreation is beneficial and improves quality of life. There is a collective responsibility among staff and facility users to create a safe, positive and inclusive environment that increases enjoyment for everyone.

This Code of Conduct identifies the expected standards of behaviour for public use of City Recreation Services programs, services and facilities and describes the consequences when violations of these standards occur.

The Code of Conduct is intended:

1. to emphasize the importance and shared responsibility of creating safe and welcoming programs, services and facilities that are inclusive of all;
2. to provide expectations for the use of City Recreation Services programs, services and facilities and the consequences for inappropriate behaviour;
3. to act as a resource for City staff and users to address inappropriate behaviours when they occur;
4. to provide a consistent, fair and equitable manner for addressing concerns; and
5. to outline the process for removal or denial of access to programs, services and facilities, if necessary.

2. Scope:

This Code of Conduct is applicable to users of all City Recreation Services programs, services and facilities.

Inappropriate behaviours can be intentional or unintentional. The Code of Conduct applies in both cases.

3. Definitions:

“**City**” means the Corporation of the City of Vernon.

“**Code of Conduct**” refers to the standards of behaviour contained in this Code of Conduct

“**Facility**” means a building, portion of a building and/or general premises surrounding a building operated by the City of Vernon which is intended for, but is not limited to, athletic, social or recreational use.

“Inappropriate behaviour” means conduct that is unwarranted, expressly prohibited, and/or is reasonably interpreted to be demeaning, rude, threatening, offensive, damaging, or that negatively impacts the well-being, health or safety of others.

“Manager” refers to any City of Vernon staff with the job title of Manager.

“Members” refers to any and all individuals with affiliation to a group or organization. This may include but is not exclusive to staff, volunteers, registrants, spectators, and participants.

“Program” refers to any pre-planned organized activity or event that limits general public access to a portion of the facility.

“Service” refers to any service provided by the City of Vernon, including all methods of communication.

“Staff” means any individual employed or contracted by the City of Vernon.

“Suspension” is when a user is prohibited from attending any City of Vernon Recreation Services facility or program for a period of time.

“User” means a visitor, patron, participant, renter, volunteer, or any member of the public, group, or organization using Recreation Services programs, services and facilities.

4. Process:

a. Expected Standards

The City is committed to providing a safe, welcoming and inclusive environment for the enjoyment of all. Users of all Recreation Services programs, services and facilities are expected to comply with the standards outlined below.

Specifically, users are expected to:

- a) be respectful when interacting with staff and other users;
- b) use inclusive, non-discriminatory language and behaviour;
- c) share the space with everyone, be mindful of time limits and equipment use;
- d) follow all City rules, policies and standards which are posted in facilities, on the website or communicated by staff;
- e) keep facilities tidy and only use them for their intended purpose; and
- f) be cooperative at all times, including when staff are responding to and investigating concerns or complaints.

Generally, interactions are respectful and courteous but there may be occasions when individuals demonstrate inappropriate behaviour towards staff or other users. Examples of inappropriate behaviour include, but are not limited to:

- a) physical or verbal behaviour that may be annoying, irritating or disturbing to others;
- b) sleeping or exhibiting signs of reduced consciousness or awareness;
- c) discriminatory and harassing behavior, including bullying, intimidation, hate speech or threats;

- d) vandalism;
- e) misuse of equipment;
- f) behaviour that is dangerous, threatening or is likely to cause immediate harm, injury or damage to individuals or the facility; and/or
- g) ignoring staff directions.

The City does not expect people within its facilities to tolerate inappropriate behaviour. If users have concerns about another user, they are asked to notify a staff member and not confront the individual directly. Staff are empowered to enforce safety rules and policies and will take action when violations of this Code of Conduct occur.

Groups and organizations using facilities, programs and services are primarily responsible for the behaviour and actions of all persons associated with their use. Groups and Organizations are expected to have processes in place to ensure members adhere to the expected standards.

b. Consequences

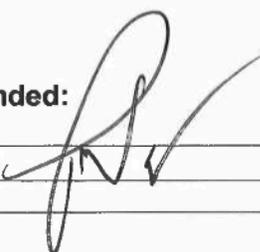
Any user who violates the Code of Conduct will be made aware of the expectations outlined in this document. If the user continues to knowingly violate the Code of Conduct, staff may ask the user to immediately leave the facility. Depending on the severity and/or frequency of the violation, a further suspension for a period of time may be imposed by a Recreation Services Manager or Director.

In the case of a violation by a group or organization, depending on the severity and/or frequency of the violation, a manager may revoke a Facility Use Agreement, shut down the activity or event, or require the group or organization to immediately vacate the facility.

c. Reporting and Record Keeping

The City of Vernon may maintain a record of Code of Conduct related incident reports, which may include details of suspensions that have been issued. The collection, disclosure and retention of this information will be consistent with the *Freedom of Information and Protection of Privacy Act* and the City's Records Management Policies.

5. **Policy History (Created / Amended / Rescinded):**

Version	Approved by (Name, Title, Signature)	Date
V1 (Original)	P. Weeber, Chief Administrative Officer / 	August 25, 2025