

South Zone Recreation Board (SZRB)

Respectful Policy

1.0 Purpose

To provide a safe, non-threatening and inclusive environment for participation in SZRB Programs while striving towards zero tolerance for bullying, harassment, intimidation, disrespectful behaviour, discrimination and other situations as they arise.

2.0 Scope

Patrons who access facilities and Programs offered by the South Zone Recreation Board. This policy includes any location where Programs and Services are being delivered by the South Zone Recreation Board.

3.0 Definitions

3.1 Respectful Environment

Supports the physical, psychological and social wellbeing of all patrons and volunteer Programmers. In a respectful environment, communication is polite and courteous, people are treated as they wish to be treated, and conflict is addressed in a positive and respectful manner. Within a respectful environment, behaviour which is disrespectful is addressed and will not be tolerated.

3.2 Disrespectful Behaviour

Behaviours that are seen as inappropriate include, but are not limited to:

- degrading or humiliating humour or sarcasm
- hurtful gossip, lying
- verbal abuse (i.e. calling someone lazy, dumb, stupid)
- swearing
- loss of temper
- ignoring or hostile demeanour
- defiant and uncooperative
- speaking in a belittling, condescending, demeaning, or sassy tone
- being critical of the SZRB Program, its Programmer, Board of Directors, other Program participants, or other SZRB volunteers

3.3 Discrimination

Discrimination includes, but is not limited to, unequal treatment based on one or more of the prohibited grounds under The Saskatchewan Human Rights Code. Discrimination can be intentional or unintentional, direct or indirect. The Human Rights Commission Discrimination code includes:

religion	creed	marital status
family status	sex	sexual orientation
disability	age (18 or more)	colour
ancestry	nationality	place of origin
race or perceived race	receipt of public assistance	gender identity

3.4 Harassment

Personal Harassment is a form of discrimination. Harassment is any objectionable conduct, comment or display by a person that is directed at another person and is made on the basis of race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry, place of origin; or constitutes a threat to the health or safety of the person.

Harassment can include, but is not limited to:

- unwelcome remarks, jokes, innuendoes or taunts causing embarrassment or offence
- displaying objectionable materials, graffiti or pictures
- insulting gestures, jokes, disparaging written materials
- unwelcome sexual advances, propositions or inquiries and/or comments about a person's sex life
- unwanted contact or attention (one time only or persistent)
- inappropriate touching
- shunning and ostracizing
- bullying (physical, written or oral)
- threats (written or oral)
- coercion
- isolation
- actual or threatened physical assault
- verbal assault
- malicious gestures or actions
- vandalism of personal property
- stalking

To constitute proof of harassment for the purpose of this policy, harassment is to be considered to have occurred if any of the following conditions exist or have existed; repeated conduct, comments, displays, actions or gestures must be established; or a single occurrence of conduct, or a single serious comment, display or gesture that has a lasting, harmful effect on the person must be established.

a. Violence:

Violence means the attempted, threatened or actual conduct of a person which causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a person reasonable cause to believe that the person is at risk of injury. This includes such acts as threats, assaults, harassment, stalking and other forms of

intimidation, as well as gestures and statements that are interpreted by the individual as threatening or intimidating.

b. Threat:

A threat occurs when someone communicates intent to injure you, your property, someone else or his or her property.

c. Bullying:

Bullying can be defined as:

- Objectionable or inappropriate comments, conduct or displays by a person; directed at an individual;
- intended to intimidate, humiliate, ridicule, or isolate;
- Causes or is likely to cause physical or emotional distress.

Anyone can experience bullying. In order for bullying to occur, one individual must have “power” (real or perceived) over another individual. Power is the ability to act, get things done, and the ability to choose or influence what will happen. Abuse of power is the key factor in bullying. A power imbalance commonly results in inappropriate behaviour from one person to another. Those who bully increase their power and people who are targets of bullying lose their power.

Bullying is not: Conflict between people of equal power. It is not accidental or something people grow out of. Bullying should never be condoned as a part of growing up or friendly teasing.

d. Assault:

An assault occurs when a person, by act or gesture, attempts to apply force to another person, whether or not an injury occurs.

3.5 On-Site SZRB Volunteer: The highest ranking SZRB Volunteer on-site. This may include but is not limited to: Program Leader, Program Co-ordinator, SZRB Board Member.

3.6 Patron: Also referred to as registrant or participant is any individual who is accessing, one of the SZRB Programs and Services. They do not have to be a paying registrant/participant to be considered a patron.

4.0 Policy

The South Zone Recreation Board is committed to maintaining a safe and positive atmosphere in each of the Programs offered by the SZRB where everyone feels welcome and where every Program Co-ordinator and patron is accountable for his/her own behaviour and attitude. Discrimination, harassment, and/or disrespectful behaviour will not be tolerated by the Program Co-ordinator or the patron. Allegations of such things will be taken seriously and, if substantiated, will result in restriction or

removal of privileges for the patron and restriction or removal as Program Co-ordinator or board member.

5.0 Roles & Responsibilities

The SZRB Board of Directors and Program Co-ordinators will act responsibly and respectfully.

6.0 Expectations of our Patrons

All patrons of SZRB Programs are expected to treat our Program Co-ordinators with the utmost respect and dignity while participating in SZRB Programs. The SZRB strictly prohibits discrimination, harassment, or disrespectful behavior of any kind.

Behaviours outlined in section 3.0 will not be tolerated. Other behaviours that will not be tolerated include, but are not limited to, the following:

- Possession of dangerous or unauthorized material (i.e. guns, knives, alcohol)
- Solicitation, purchase, or selling of illegal substances
- Attending Programming, spectating, or participating in activity while under the influence of alcohol or illegal drugs
- Loitering

7.0 General Process for Restricting/Removing Participation Privileges

- 7.1 Prevention and Intervention: SZRB Program Co-ordinators and SZRB patrons will act in such a manner as to avoid any altercations that may arise thus preventing an issue or incident. Interventions between the SZRB Programmer and the patron will be handled swiftly and without prejudice.
- 7.2 Investigation: May include interviewing SZRB Program Co-ordinators, patrons, obtaining witness statements and/or reviewing surveillance video if applicable
- 7.3 Document and Report: Program Co-ordinators must document any occurrence that is in violation of this SZRB Respectful Policy. An oral report may be made to the President, but a written report of the incident must be completed and sent to the President (See Appendices for procedures). If the incident is regarding the President's conduct/behaviour, then contact should be made with the City of Regina's liaison for the SZRB.
- 7.4 Determination of Restricting/Removing Participation Privileges: Length of Restriction/Removal Decision may be recommended by the Program Co-ordinator involved in the incident. The SZRB Executive will review the incident and make a recommendation to the SZRB Board. The decision may be temporary removal from the program (lasting only a limited period of time, eg. the

remainder of the season) or permanent removal of the program (indefinitely – no exact limits; lasting for a very long time or forever). The SZRB Board’s decision is final.

8. Accept or Deny membership in subsequent sessions

If a participant from a SZRB program has been permanently removed from the program in one session, their membership application will be flagged for review if they apply again to join the program in the future. The Program Co-ordinator will make the President aware that the individual has attempted to register. The President will discuss the situation with the Program Co-ordinator. If the Program Co-ordinator has no problem accepting the application, then it will be processed. If the Program Co-ordinator does not want to accept the application, then the President will call an Executive meeting. If the Executive agree that the applicant should not be allowed to return, the President will call a special meeting of the voting members of the Board of Directors as voted in or acclaimed at the most recent Annual General Meeting to discuss the Executive’s recommendation and decide on a plan of action. If the Executive does not agree with the Program Co-ordinator’s recommendation, the Program Co-ordinator may meet with the Executive to discuss. The SZRB Board of Directors recommendation/decision is final.

Appendix A

Procedures for Resolving Incidents Between

SZRB Program Co-ordinators and Patrons - Or - Between Patrons

1. Identify Incident: SZRB Program Co-ordinator will identify that there is contravention to the SZRB Respectful Policy and if possible, ask another SZRB volunteer to corroborate the incident. This SZRB volunteer might be another Program Co-ordinator or patron who can act as a witness.
2. Determine Who's Involved: Determine which patrons are directly involved in the contravention, which patrons are bystanders and which patrons are witnesses.
3. Determine Root Cause: Determine what the root cause of the conflict is:
 - a. In the case of two patrons: Listen with respect and empathy to what each patron has to say. Determine what the issue is and use one sentence to repeat it back to the patron(s) to ensure you have understood what they have told you. Take notes if possible.
 - b. In the case of a SZRB Program Co-ordinator and a patron: SZRB Program Co-ordinator tries to calm the situation by outlining the issue and reminds the patron of the SZRB Respectful Policy. SZRB Program Co-ordinator will inform the patron that the SZRB Board of Directors will be contacted. The SZRB Program Co-ordinator will not put himself/herself in harms way.
4. Resolution:
 - a. Allow heated SZRB Program Co-ordinators and/or patrons a cool off period if needed.
 - b. Ask the person(s) involved to comply and cooperate with the rules
 - Reference the SZRB Respectful Policy and provide them a copy if needed.
 - When possible, provide the resolution options to the patrons.
 - Discuss any concerns that they may have, again listening and repeating things back to them. If needed, make adjustments.
 - c. Make a decision:
 - Come to a mutual agreement whenever possible.
 - If not possible, assertively instruct the patrons to follow the decision you have made for them. Attempt to choose a decision that is the best compromise.
 - If you do not get immediate compliance, ask a SZRB Volunteer for support and assistance. Repeat to the participant that they are expected to comply with our request to follow the rules or leave the facility/Program. Keep your tone of voice calm and professional. Ask for their name and contact information.

- SZRB Program Co-ordinator may ask the patron to leave the program immediately and not to return until he/she has been contacted that it is okay to do so.
- If the participant does not cooperate and if the problem continues terminate the conversation. Call the Police. Do not put yourself or others in harms way.
- There may be situations that warrant calling the police immediately; in this case get the police file number. If police are called also call the SZRB President or Vice President.
- Insure you have kept your distance from the participant and there is no physical touching or pushing. If you feel physically threatened at any time remove yourself from the situation. NOTE: If at any point a patron becomes violent they will be asked to leave immediately. Do not put yourself or others in harms way.

5. Document and Report: Document the incident immediately and inform the SZRB President by email.

Appendix B

Procedures for Resolving Conflicts Between SZRB Program Co-ordinators and Patrons

From the SZRB Program Co-ordinator's Perspective

A patron may be asked to temporarily or permanently leave the SZRB Program because of behaviour identified in this SZRB Respectful Policy.

Temporary Removal from the Program

- If the incident is viewed as a 'one off or isolated' by the Program Co-ordinator then temporary removal from the Program for a brief time (eg., remainder of the session or season), as determined by the SZRB Executive.

Permanent Removal from the Program

- If the incident requires more severe restrictions the participant may be removed from the Program permanently as determined by the SZRB Executive and the SZRB Board of Directors.

Procedures:

1. SZRB Programmer identifies that an incident has occurred and contacts the SZRB President.
2. SZRB Programmer and SZRB President meet in-person (telephone call or zoom call is acceptable) to discuss the situation and to determine if the incident requires further address. The Programmer will prepare a written report of the incident
3. The Registrant/Participant may be contacted by the SZRB President to obtain his/her written account of the incident(s), depending on the circumstances.
4. The SZRB President will inform the SZRB Executive of the situation. The Program Co-ordinator may or may not be present for this meeting. Based on the incident account, the Executive may recommend temporary removal of the participant from the program and will determine the length of removal and any other stipulations as recommended. When the Executive Committee meets, 3 of the 4 members must be present. The SZRB Executive is determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The Executive Committee includes:

President (will only vote to break a tie)

Vice President

Secretary

Treasurer

5. If the incident requires long-term or permanent removal of the participant the SZRB President will call a Special Meeting of the SZRB Voting Board Members to discuss the situation and vote on an appropriate resolution. The Program Co-ordinator may be asked to attend the meeting to provide evidence, but will not be present for the final vote. The SZRB Board's decision will be final. There must

be 10 eligible SZRB Voting Board Members present at the Special Meeting. The SZRB Voting Board Members are determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The SZRB Voting Board Members include (individuals holding more than one portfolio can only vote once):

- President (will only vote to break a tie)
- Vice President
- Secretary
- Treasurer
- Indoor Soccer Co-ordinator
- Indoor Soccer Director
- T-Ball and SoftBall Co-ordinator
- Community Gardens Co-ordinator
- Tae Kwon Do Co-ordinator
- Table Tennis Co-ordinator
- PickleBall Co-ordinator
- Special Event's Co-ordinator
- Webmaster
- Newsletter & Social Media Co-ordinator
- Member at Large
- Albert Park Community Association Representative
- Harbour Landing Community Association Representative
- Hillsdale Community Association Representative
- Lakeview Community Association Representative
- Whitmore Park Community Association Representative

6. The SZRB President will contact the registrant/participant and inform him/her of the SZRB Board's decision by email. A copy of this email will be sent to the SZRB Voting Board Members and the Program Co-ordinator involved in the incident. The decision is confidential and final.

7. Time is of the essence and handling of any incidences should be done in a timely manner.

Appendix C

Procedures for Resolving Conflicts Between SZRB Program Co-ordinators and Patrons

From the SZRB Patron's Perspective

1. Notification of a problem involving a SZRB Program Co-ordinator must be received by the President of the SZRB in writing within 10 days of the incident. The President will review the information and contact the Program Co-ordinator in question to inform him/her that a complaint has been received and to get the Program Co-ordinator's account. This can be verbal or written, but the final account must be in writing addressed to the President.

2. The President will contact the SZRB Executive to inform them of the situation. The President may inform the SZRB Executive of his/her recommendations to solve the problem or may ask for assistant/guidance/suggestions to solve the issue. When the Executive Committee meets, 3 of the 4 members must be present. The SZRB Board Executive is determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The Executive Committee includes:

- President (will only vote to break a tie)
- Vice President
- Secretary
- Treasurer

3. If the situation warrants discipline or removal of the Program Co-ordinator for a short or long period of time, a Special Meeting of the SZRB Board of Directors with Voting rights will be called to discuss the situation and vote on an appropriate resolution. The Program Co-ordinator may be asked to attend the meeting to provide evidence and provide a defence, but will not be present for the final vote. The SZRB Board's decision will be final. There must be 10 eligible SZRB Board Members present at the Special Meeting. The SZRB Voting Board Members are determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The SZRB Voting Board Members include (individuals holding more than one portfolio can only vote once):

- President (will only vote to break a tie)
- Vice President
- Secretary
- Treasurer
- Indoor Soccer Co-ordinator
- Indoor Soccer Director
- T-Ball and SoftBall Co-ordinator
- Community Gardens Co-ordinator
- Tae Kwon Do Co-ordinator
- Table Tennis Co-ordinator
- PickleBall Co-ordinator
- Special Event's Co-ordinator

Webmaster
Newsletter & Social Media Co-ordinator
Member at Large
Albert Park Community Association Representative
Harbour Landing Community Association Representative
Hillsdale Community Association Representative
Lakeview Community Association Representative
Whitmore Park Community Association Representative

4. The SZRB President will contact the Program Co-ordinator and the registrant/participant and inform them of the SZRB Board's decision by email. A copy of this email will be sent to the SZRB Voting Board Members. If a Program Co-ordinator is permanent removed this means that he/she is removed as a Voting/Non-Voting Member of the Board of Directors and the Program Co-ordinator's position becomes vacant.
5. Time is of the essence and handing of any incidences should be done in a timely manner.

Appendix D

Procedures for Resolving Complaints against the President of the SZRB

Complaints against the President of the South Zone Recreation Board must be made to the City of Regina Liaison responsible for the SZRB in writing.

The City of Regina Liaison responsible for the SZRB will contact the SZRB Board Executive. Contact can be made by email, Zoom meeting, or in-person meeting. When the Executive Committee meets, 2 of the 3 members must be present. The SZRB Board Executive is determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The Executive Committee includes:

- Vice President
- Secretary
- Treasurer

The President of the SZRB will be informed of the complaint and asked to provide evidence.

As all situations are different and the degree of the offence can vary, the SZRB Executive will work toward a viable solution. If a solution is not readily made, or if the decision is to remove the President from office, the Executive will call a special meeting of the SZRB Board of Directors with Voting rights. The President and the Complainant may be asked to attend the meeting to provide evidence but will not be present for the final vote. The SZRB Board's decision will be final. There must be 10 eligible SZRB Board Members present at the Special Meeting. The SZRB Voting Board Members are determined by those having been voted in or acclaimed to the position at the most recent SZRB Annual General Meeting. The SZRB Voting Board Members include (individuals holding more than one portfolio can only vote once):

- President (will only vote to break a tie)
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- Indoor Soccer Co-ordinator
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- Newsletter & Social Media Co-ordinator
- Member at Large
- Albert Park Community Association Representative

Harbour Landing Community Association Representative
Hillsdale Community Association Representative
Lakeview Community Association Representative
Whitmore Park Community Association Representative

The Vice President will inform the President of the decision.