



Rules of Conduct & the Rzone Policy

Board motion number:

Date of next review: October 2027

Date Approved: October 25, 2023

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Policy type: Public

Board Chair's signature: _____

Purpose:

Everyone is welcome at the Orangeville Public Library. These rules are intended to ensure an environment that is welcoming, safe, and respectful for all. In keeping with the policy statements (rules) presented here, the Orangeville Public Library Board has reviewed and adopted the Town of Orangeville's Rzone Policy – Respect and Responsibility.

Orangeville Public Library is committed to ensuring the safety of library patrons and staff in its programs, facilities, properties, and services, and fostering an environment where there is respect for others, and responsibility for all actions. The library will exercise zero tolerance to any form of violence, vandalism or inappropriate behaviour on its properties, in programs and services or to library materials.

Policy:

The following statements will be applied with fairness and consistency to any situation that compromises the safe use and enjoyment of the library's services and facilities by everyone.

Violation of these rules could result in expulsion from the library, cost-recovery charges and/or prosecution under the Trespass to Property Act or the Criminal Code. An Individual has the right to appeal his or her exclusion as described in the Rzone Policy.

Patrons are asked to respect and abide by the following statements when using library facilities:

Policy Statements (Rules of Conduct):

1. The following behaviours are NOT allowed in the library:
 - a. The use of threatening, abusive, discriminatory, or harassing language.
 - b. Disruptive or intrusive behaviour that interferes with the enjoyment of the use of the library by others.
 - c. Damage, misuse, or theft of library materials, equipment, and property.
 - d. Interfering with the designated use of computers and networks.
 - e. Use of tobacco, e-cigarettes, alcohol, or drugs.
 - f. Sleeping for prolonged periods of time.

Policy Statements (continued):

2. Members of the public must wear shirts and shoes in the library.
3. Registered service animals are welcome in the library. Other animals are only allowed during authorized programs.
4. Children under 10 must have a parent, guardian, or caregiver in the immediate vicinity of, and in visual contact with, the child.
5. Use of sports equipment (i.e., roller blades, scooters, skateboards) is not allowed on library property.
6. Soliciting, canvassing, distributing petitions selling or selling products is not allowed. The posting of advertisements or flyers requires the approval of library staff.
7. Photographing, filming or video recording is not permitted in the library unless authorized by the Chief Executive Officer, or delegate.
8. Members of the public may only use authorized entrances and exits and are not allowed in "Staff Only" areas without permission.
9. The library cannot be held responsible for personal items lost or stolen on the premises. Visitors must keep their belongings with them.
10. Out of respect for others with sensitivities to scents, the library is a scent-free facility.

Rzone Policy (copy attached) –

Inappropriate behaviours include but are not limited to the following:

- a. Aggressive or intimidating approaches to another individual
- b. Attempts to goad or incite anger in others
- c. Throwing of articles in a deliberate or aggressive manner
- d. Physical striking of another individual
- e. Theft of property
- f. Possession of weapons
- g. Illegal consumption of alcohol or drugs
- h. Contravention of Town by-laws, policies, or procedures
- i. Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Town
- j. Harassment: “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code.

Related Documents:

Children in the Library Policy



Human Resources Policy

Subject	RZone Policy
Authority/Approval	Management Policy/Human Rights; OHSA – Bill 168
Effective Date:	Approved:
Latest Revision Date:	
Policy Number	

Rzone Policy - Respect & Responsibility

The Rzone has been adapted with permission from the Town of Oakville



PURPOSE:

The Corporation of the Town of Orangeville (the Town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Town discourages any form of inappropriate behaviour at all Town recreational programs, facilities, parks and trails, in written or verbal communications (including email or phone), or at any other location where Town staff are present.

The purpose of this policy is to promote a positive, safe and supportive environment for all members of the public and staff. In addition, this policy will encourage respect, commitment and considerate relationships between the Town and members of the public. The Town of Orangeville’s recreational programs, facilities, parks and trails exist to provide residents with opportunities to participate in sport and recreational activities.

The Town has many community-based programs that are managed and operated by volunteers. These community-minded citizens contribute greatly to the quality of life in Orangeville. The Town endeavours to ensure that they too, have the ability to volunteer in a safe and positive environment.

Included in this commitment is an understanding that organizations and the general public using Town of Orangeville property, facilities, and programs must take primary responsibility for the behaviour of all associated with them: participants, officials, spectators, patrons, parents, etc.

This policy outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.



Human Resources Policy

Definitions:

For the purpose of this policy, “vandalism” is defined as the malicious, willful, and deliberate destruction, damage or defacing of property. “Lewd, illegal or offensive materials” would include pornography, violent acts, indecency, hate, illegal gambling, profanity and material with text or imagery that has explicit or malicious intent.

POLICY:

This Policy applies to all Town of Orangeville property, facilities, and programs and to all patrons and guests as well as activities that are structured (ie. permit issued) and unstructured (ie. no permit issued).

No form of vandalism, violence or indecency, including viewing, producing or exhibiting lewd, illegal or offensive materials is acceptable on properties, or in facilities.

Staff is not expected to put themselves at risk or jeopardize anyone’s safety when dealing with any real or perceived situation. If at any time staff feels threatened, they are to call the Orangeville Police Services (police) for assistance. Inappropriate behaviour or actions for the purpose of this policy includes, but is not limited to, the following behaviours:

- a. Aggressive or intimidating approaches to another individual (verbal assault)
- b. Threats
- c. Attempts to goad or incite anger in others
- d. Throwing of articles in a deliberate or aggressive manner
- e. Physical striking of another individual
- f. Theft of property
- g. Possession of weapons
- h. Illegal consumption of alcohol or drugs
- i. Contravention of Town by-laws, policies, or procedures
- j. Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the Town
- k. Harassment: “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code or under Bill 168.

If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where Town staff is present) staff is to alert the police. Depending on the nature of the issue, staff may request the attendance of the police.

This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions.



Human Resources Policy

PROCEDURE:

Reporting an incident – where staff has witnessed an incident

When instances of inappropriate behavior or actions occur, staff shall act in the following manner:

1. Report acts of inappropriate behavior to the most senior staff person present at the incident.
2. Without jeopardizing anyone's safety, advise the identified individual(s) to stop the activity immediately or they will be asked to leave ("verbal warning").
3. If the individual(s) does not co-operate, inform the individual(s) that they are now trespassing and the police will be called.
4. If the individual(s) refuses to leave, do not engage in an argument or physical confrontation, call the police, and wait for them to arrive while ensuring that you and any others in jeopardy, are in a safe location.
5. Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Reporting an incident – where staff is receiving inappropriate written or verbal communication. When instances of inappropriate behaviour or actions occur, staff shall act in the following manner:

1. Report acts of inappropriate behavior to the department head or designate within 24 hours of inappropriate written or verbal communication.
2. Advise the individual to stop the inappropriate activity immediately or you will end the communication.
3. If the individual does not co-operate, inform the individual that you are ending the communication, and do not reply to any further attempts made by the individual to contact you.
4. Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Reporting an incident – where staff has not witnessed an incident being reported. When instances of inappropriate behaviour or actions are reported to staff, staff shall act in the following manner:

1. Report any act(s) of inappropriate behavior to the department head or designate within 24 hours of the incident being reported.
2. Prepare a Rzone Incident Report (Appendix A) on all incidents addressed in this policy.

Members of the public are to report acts of inappropriate behavior to a Town staff member within 24 hours of the incident.

The Town's primary concern is the safety of staff and members of the public. If at any time staff or members of the public feel personally threatened, they are to call the police immediately. It is **NOT** the expectation that staff or members of the public put



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themselves at risk or jeopardize anyone's safety when dealing with any perceived or real situation.

Orangeville Police Services
Non-Emergency Contact: 519-941-2522
Emergency Contact: 911

Reporting Process and Who will be Notified

1. Staff shall fill out a Rzone Incident Report (Appendix A) within 24 hours of the incident.
2. A copy of the Rzone Incident Report should be forwarded to the department head or his/her designate within 48 hours of the incident.
3. The department head or his/her designate should provide notice to the identified individual of action to be taken, within 14 days of the incident.
4. Appropriate staff will be notified of any individual(s) who has been subject to remedial action under this policy as well as the action taken.
5. The Department will keep the original RZone Incident Report on file.

Consequences of Non-Compliance

1. Individuals who engage in any inappropriate behaviour, as defined in this procedure, may, depending on the severity, be removed immediately from the premises. A "Letter of Warning" (Appendix C) may be sent to an individual advising them of appropriate behavior. If necessary, a "Letter of Trespass" (Appendix D) will be sent to the individual(s). Length of the ban will be determined by the department head or designate, and will depend on the severity of the situation. Enforcement guidelines are referenced in Appendix B.
2. In addition to any other measures taken, where any damage to Town property has occurred, the individual(s) responsible will be required to reimburse the Town for all costs associated with any repairs, an administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

Appeal Process

1. If an individual wishes to appeal any action taken by the Town, the individual may present their case in writing, to the Director of the Department, within 14 days of the decision. A \$200 non-refundable fee must accompany all appeals.
2. The appeal will be reviewed by the Director along with the Manager of the Department involved, and any decision made is final.

Definitions

Notice – where there has been a violation of this procedure, a letter may be issued to the identified individual providing details of the specific behaviour that is not tolerated and any Action To Be Taken.



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Action To Be Taken – depending on the severity of the incident

- a. A “Letter of Warning” (Appendix C) may be issued to the identified individual for any behaviour that is in violation of this policy.
- b. For incidents where behavior is grossly inappropriate or threatening to another member of the public or staff or for repeated incidents, a “Letter of Trespass” (Appendix D) may be issued to the identified individual indicating that further participation is no longer welcome. A temporary or permanent ban is to be determined by the Manager.

Responsibilities

1. Staff and participants are responsible for behaving and acting in a manner that respects the rights of others in order to promote an environment that can be enjoyed by all.
2. The town shall work in partnership with the community to ensure everyone has the opportunity to enjoy a respectful and positive environment.
3. Training and education by the Town of Orangeville will be provided to staff to support the procedure.
4. Each town department is responsible for monitoring violations of this policy and following up with appropriate staff as necessary.