



Patron Disciplinary Action

Procedure No.: PS-REC-10	Council Resolution No.: N/A
Department: Recreation	Authority: CAO
Effective Date: November 25, 2019	Revision Date: March 13, 2023
Review Date: March 2026	Repealed Date: N/A
Supersedes: Town of Taber Park & Recreation Facilities Disciplinary Action Policy No. 59C-9/2/98	
Related Policy No.: PS-REC-10	
Related Policy Name: Patron Disciplinary Action	

1.0 PURPOSE

1.1 To establish guidelines for adjudication the Patron Disciplinary Action Policy in an effort to promote a healthy, safe, and appealing environment and encourage participation and the use of Parks and Recreation facilities, in order to determine whether or not specific behaviors are acceptable by facility users.

2.0 OPERATING GUIDELINES

- 2.1 Staff will make decisions based on facts.
 - 2.1.1 If another patron reports a concern obtain a written statement including their name, address and phone number.
- 2.2 Contact the parents of those involved for every incident.
- 2.3 Staff must determine if a situation involving inappropriate behavior becomes unlawful and requires police involvement.
- 2.4 Staff members must advise patrons upon suspension that they will not be permitted on the premises including parking lot and viewing area during their suspension. This includes school functions as well.
- 2.5 Staff must clearly document all facts on the suspension form.
- 2.6 Staff are to contact their supervisor regarding unlawful acts or if the situation escalates.
- 2.7 Staff are to include the Taber Police School Resource Officer on all emails regarding discipline issues.



- 2.8 The patron is not entitled to any reimbursement of fees paid to use the facility.
- 2.9 Unlawful Behavior - Includes such incidents as verbal abuse, physical abuse and vandalism of property (Town of Taber property or another patron's personal property).
- 2.9.1 In the event that a person is deemed by staff to have behaved unlawfully, staff will immediately advise the patron to stop the behavior. The patron is then suspended from the facility as stated in section (e). If the situation is in control, the Taber Police Service should be contacted. Advise them of the facts surrounding the incident and request their presence at the facility to take appropriate action. In the event that the patron involved is under eighteen years of age the facility staff must contact the parents of the children involved to advise them of the situation.
- 2.9.2 Staff must complete a suspension form that includes all factual information regarding the incident.
- 2.9.3 Staff must contact their supervisor to inform them of the incident.
- 2.9.4 Patrons involved will be suspended for a period of one month at the time of the incident. If the staff feels that one month is an inappropriate length due to the severity of the situation, they must discuss their recommendation with their supervisor.
- 2.9.5 Should a second incident occur then the Taber Police Service must be called and the patron is to be suspended for 6 months. A suspension report must be completed in detail and the supervisor informed.
- 2.10 Unacceptable Behavior - A person is deemed by staff to have behaved in a manner that poses a risk of injury to themselves or any person, is a nuisance to others using the facility or shows disregard to facility rules. Examples of unacceptable behavior include spitting, breaking rules, misuse of equipment, not listening to staff members, or horseplay.
- 2.10.1 First Strike - Staff will advise the patron that the behavior is inappropriate with a brief explanation. The focus must be on educating the patron on correct behaviors rather than discipline at this level of intervention.
- 2.10.2 Second Strike - A patron who repeats the offence will be warned a second time and may be asked to sit out for a period of time or leave for the remainder of the program. They are to be advised that should the behavior continue they will be suspended from the facility.
- 2.10.3 Third Strike - Facility staff will suspend individuals who have repeat incidents of inappropriate behavior for a period of one week. The staff has the authority to increase the suspension time based on circumstances surrounding the incidents.
- 2.10.4 Patrons who are to be disciplined for numerous behaviors on a given day also fall into this category as long as steps one and two have been initiated.
- 2.10.5 If the behavior continues upon the return of the patron then staff is to at least double the suspension time going forward.



2.10.6 In the event that a patron refuses to leave the facility, this becomes unlawful behavior and the Taber Police Service must be contacted. Never initiate any physical contact with the person.

2.11 Appeal Process - In the event that the patron is unsatisfied with the process followed, they must make a written appeal to the Recreation Manager. A review of the incident will be coordinated within seven (7) days of submitting the appeal allowing the offender and the facility staff who have been involved to recount the details of the incident.


2.11.1 The Recreation Manager will meet with staff member and get a description of events and circumstances surrounding the incident; b. The Recreation Manager will meet with the patron to receive a description of events and circumstances surrounding the incident.

2.11.2 Within 5 days of the review, the Recreation Manager will make a decision regarding what, if any discipline will be invoked.

2.11.3 If the patron remains unsatisfied with the decision of the Recreation Manager they may make a written request to the Taber Recreation Board to request review of the incident.



CHIEF ADMINISTRATIVE OFFICER



DATE

