

Code of Conduct Policy: Parks, Recreation, Culture & Facilities

1. Policy

- 1.1 The City of Coquitlam is committed to providing a safe, welcoming and inclusive environment for the enjoyment of all. Users of all City Programs, Services, Parks and Facilities are expected to comply with the Code of Conduct outlined below. Specifically, Users are expected to:
- be respectful when interacting with Staff and other Users;
 - use Parks and Facilities only for their intended purpose;
 - follow all City rules, policies and standards which are posted in Parks and Facilities and on the City website; and
 - be cooperative when Staff are responding to and investigating concerns or complaints.
- 1.2 Generally, interactions are respectful and courteous but there may be occasions when individuals demonstrate Inappropriate Behaviours towards Staff or other Users. Examples of Inappropriate Behaviour include, but are not limited to:
- physical or verbal behaviour that may be annoying, irritating or disturbing to others but is not threatening/dangerous;
 - discriminatory and harassing behaviour, and/or use of substances; and/or
 - behaviour that threatens or is likely to cause immediate harm, injury or damage to individuals, the Park or Facility.
- 1.3 The City does not expect people within its Parks and Facilities to tolerate Inappropriate Behaviour and will take action when violations of this Code of Conduct Policy occur.

2. Definitions

- **City:** the City of Coquitlam.
- **Code of Conduct:** refers to the standards of behaviour contained in this Code of Conduct Policy and related Code of Conduct Procedures.
- **Facility:** a building, portion of a building and/or general premises surrounding a building operated by the City which is intended for, but is not limited to, athletic, social or recreational use.
- **Inappropriate Behaviour:** 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 and safety of others.
- **Manager:** any City staff with the job title of Manager.
- **Park:** land operated by the City for athletic, social or recreational use.

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- **Program:** any pre-planned organized activity or event that limits general public access to a portion of the park or facility.
- **Service:** any service provided by the City including all methods of communication.
- **Staff:** any individual employed or contracted by the City of Coquitlam.
- **Suspension:** when a User is prohibited from attending any City of Coquitlam Park, Facility or Program for a period of time specified by the Manager.
- **User:** a visitor, patron, participant, renter, volunteer, or any member of the public, group, or organization using City Programs, Services, Parks and Facilities.

3. Reason for the Policy

This Code of Conduct Policy identifies the expected standards of behaviour for public use of City Programs, Services, Parks and Facilities and describes the consequences when violations of the Code of Conduct occur.

This Policy is intended:

1. to emphasize the importance and shared responsibility of creating safe and welcoming Programs, Services, Parks and Facilities that are inclusive of all ages, genders, identities, cultures, ethnicities, and abilities;
2. to prevent violation of the Code of Conduct through public awareness of the expectations for use of Parks and Facilities and awareness of the consequences for Inappropriate Behaviour;
3. to provide a resource for City Staff, partners, community groups and organizations to address Inappropriate Behaviours when they occur and apply the Code of Conduct in a consistent, fair and equitable manner; and
4. to remove or deny access, if necessary, to those who do not abide by the Code of Conduct.

4. Guiding Principles

1. Participation in recreation is beneficial and contributes to a better quality of life.
2. A safe, positive and inclusive environment maximizes enjoyment for all.
3. It is a collective responsibility to create a safe, positive and inclusive environment.
4. Inappropriate Behaviour will not be tolerated; however, the City strives to give people who have violated the Code of Conduct an opportunity to improve their behaviour.

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5. Scope

This Policy is applicable to Users of all City Programs, Services, Parks and Facilities.

Groups and organizations using City Programs, Services, Parks and Facilities are responsible for the behaviour and actions of all persons associated with their use and must take primary responsibility for the enforcement of this Policy.

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

A Code of Conduct Procedures document may be developed and amended from time-to-time to further operationalize the Code of Conduct Policy and describe the process for applying it.

6. Consequences

Any User who violates the Code of Conduct may be subject to progressive, corrective actions up to and including being asked to immediately leave the facility for a period of time. Depending on the severity and/or frequency of the violation, a further Suspension for a period of time may be imposed by the Manager.

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

7. Reporting and Record Keeping

The City of Coquitlam may maintain a record of Code of Conduct related incident reports, which may include details of the Suspensions that have been issued, their duration, and the suspending Manager. 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.

8. Authority

The Code of Conduct Policy was approved by the General Manager, Parks, Recreation, Culture and Facilities on May 1, 2023.



Lanny Englund, General Manager

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9. Effective Date

May 1, 2023.

10. Review and History

This policy shall be reviewed as required in response to developments in information technologies, legal instruments, and City of Coquitlam administrative practices.

Date Approved	Approved By	Status
March 15, 2004	City Council Resolution 210: That pursuant to the powers of delegation contained in section 154 of the Community Charter, that Council delegate authority to the General Manager to develop, administer and vary from time to time a Code of Conduct Policy to facilitate the implementation of the City of Coquitlam Parks and Facilities Rules and Regulations Bylaw.	Original Policy
September 2013	General Manager	Policy Revision
May 2023	General Manager	Policy Revision

11. Related Documents

Parks and Community Facilities Rules and Regulations Bylaw, No. 3617, 2004.

12. Policy Status

This Policy is:

- √ Available on request to the public
- Not available on request to the public