

Levels of Contraventions

Levels of contraventions help determine appropriate level of response when these behaviours or actions occur by the Public

Level	Description	Behaviours or Activities		
		All Services	In Person Services	Correspondence & Phone Services
Level A	Level A are behaviours or actions that require addressing through education, defusing and de-escalation. When all attempts are made or employees are no longer safe, then exit strategies are required to be implemented. This could result in a 1 day removal of access or communication.	<ul style="list-style-type: none"> Aggressive, targeted yelling or swearing at employees and/or other members of the public Sarcasm, insults or minor intimidation in the attempt to bully or coerce, including threats to employee's job Excessive volume of communication (calls, emails, visits) that are not warranted Behaviours that are discriminatory, prejudiced against or antagonistic towards employees and/or other members of the public that have an adverse impact on the individual for reasons related to a protected ground under the Human Rights Act. This includes, but is not limited to, their race, religious belief, age, gender, sexual orientation or disability. Behaviours may include negative comments, racial slurs, jokes, innuendos, or the displaying of hurtful or inappropriate messaging through symbols, body art, words/phrases spoken or in music, or videos. Breach in employee confidentiality Any continued, unwelcome physical or verbal behaviour that offends, humiliates or causes someone to feel uncomfortable, including unwanted advances 	<ul style="list-style-type: none"> Deliberately interfering with operations, services and/or duties being performed/provided Entering proof of admission areas without approval or purchasing admission during operational hours Failure to follow posted guidelines for the use of the site/amenity or public health measures Consuming or under the influence or possession of alcohol and/or drugs Behaviours or actions that may result in physical harm to themselves or others (roughhousing, wrestling, throwing items) Disruptive and/or inappropriate use of electronic devices, such as taking photos or video of employees or others without consent, or excessively loud music Not complying with posted Bylaws, such as smoking or vaping within the building Behaviours such as nudity or watching pornography in public spaces, which are inappropriate for public spaces and which may alarm or cause distress to others, but does not appear to have the intent to offend, insult or be sexual towards others 	<ul style="list-style-type: none"> Recording others over the phone without their permission
Level B	Level B is when there are multiple Level A behaviours and/or actions being experienced or the behaviours or actions are unable to be educated, defused or de-escalated and exit strategies may be implemented. In addition, Level B is when exit strategies are not adhered to or multiple exit strategies are required to be issued. These behaviours/actions then require a 90 day removal in access or communication.	<ul style="list-style-type: none"> Multiple Level A actions and behaviours, AND/OR WHEN educating, defusing and de-escalating are attempted and are not successful and exiting is required Not complying with a 1 or 7 Day Request to Leave/Discontinue Three incidents of 1 or 7 Day Request to Leave/Discontinue within a 90 day period Indirect threats to physical safety through any communication method, including for the purpose of intimidating any person 	<ul style="list-style-type: none"> Trespassing on restricted City property on or after operational hours (no damage to property) 	
Level C	Level C is where behaviours or actions are more escalated and create a greater risk to property or people. In addition, Level C also includes when Level B restrictions are not adhered to or multiple Level B restrictions are issued. These behaviours/actions then require addressing through a 1 year term in removal of access or communication.	<ul style="list-style-type: none"> Not complying with a 90 Day Modified Service Experience or Formal Ban Three incidents of 90 Day Modified Service Experience or Formal Ban Stalking through any form Direct threats to physical safety through any communication method, including making comments of an item to be used in causing death or injury to any person, (including designed to be used or intended for use in binding or tying up a person against their will) 	<ul style="list-style-type: none"> Selling of illegal drugs Theft or damage an individual's or City property, including breaking and entering, resulting in costs under \$5,000 Indecent or lewd act with the intent to offend or insult, including the threat of unwanted touching, be sexual towards others, showing or playing content (music, video) of a sexual or discriminatory nature to others Stunting or any unsafe use of City parking lots Spitting on another person's exposed skin 	
Level D	Level D is where behaviours or actions exceed those found in Level C and where they pose a significant risk to property or people and also results in harm to either. In addition, Level D also includes when Level C restrictions are not adhered to, multiple Level C behaviours/actions are committed, or the behaviours/actions are unable to be corrected with a Level C restriction. These behaviours/actions require addressing through a 2 year term of removal in access or communication.	<ul style="list-style-type: none"> Behaviours or actions that result in physical or emotional harm to others Hate or discrimination crime Not complying with a 1 or 2 Year Modified Service Experience or Formal Ban Not complying with a 1 Year Modified Service Experience or Formal Ban Behaviour or actions that are unable to be corrected within a 1 Year Modified Service Experience or Formal ban and/or the risk to public and employees is significant 	<ul style="list-style-type: none"> Sexual assault of another person, including any unwanted touching of a sexual nature Causing or creating risk where a child will suffer physical, sexual or emotional harm Possession or carrying of a weapon, including but not limited to firearm(s), ammunition, explosives, non-kitchen knives. Physical Assault of another person, including when someone intentionally applies force to a person without their consent. Robbery (taking property from a person or place using force or threat of force) Theft or damage of a person's or the City's property, including breaking and entering, resulting in costs over \$5,000 	

Any activity that violates or breaches the Criminal Code of Canada, Human Rights legislation or any other law not listed will be assessed based on the impact and risk of the contravention and may result in the maximum response of removal of access or communication for a 2 year term.

Contravention Response

Level of Contravention	Type of Service Measure or Ban		Length of Measure/Ban	Approval Level
	In Person	Correspondence & Phone Services		
Investigation of Level B, C or D	Request to Leave	Request to Discontinue	7 Days	Director, Management Supervisor, Facility Manager, Facility Programmer, Shift Lead, Team Lead(er), Crew Lead, Customer Service Coordinator, Program Manager, Program Coordinator, Security Manager, Allocation Supervisor.
Level A	Request to Leave	Request to Discontinue	1 Day	Any employee*
Level B	Modified Access Measure	Modified Communication Measure	90 Day	Management Supervisor <i>Only one required</i>
	Formal Access Ban	Formal Communication Ban		
Level C	Modified Access Measure	Modified Communication Measure	1 Year	Directors <i>Two required to co-sign</i>
	Formal Access Ban	Formal Communication Ban		
Level D	Modified Access Measure	Modified Communication Measure	2 Year	
	Formal Access Ban	Formal Communication Ban		

*Also includes agents such as Security Guards or Peace Officers