



Making a difference...together

CAPITAL REGIONAL DISTRICT CORPORATE POLICY

Policy Type	Commission		
Section	Administration		
Title	CODE OF CONDUCT		
Adopted Date	September 10, 2014	Policy Number	A-100.06
Last Amended	November 5, 2024		
Policy Owner	SEAPARC Recreation		

1. POLICY:

Sooke and Electoral Area Parks and Recreation Commission is committed to supporting members of the public to safely use its facilities, programs and properties. We encourage positive and inclusive behaviours and expect all patrons to treat staff, fellow patrons and the facility with dignity and respect.

2. PURPOSE:

This code of conduct policy identifies the expected standards of behaviour for the public's use of SEAPARC programs, services and facilities and describes the consequences when violations of the policy occur. All patrons and user groups are asked to respect the enjoyment of others using SEAPARC facilities, programs and services.

The policy is intended to:

- *Emphasize the importance and shared responsibility of creating safe, inclusive and welcoming programs, services, and facilities.*
- *Provide guidelines for participants, volunteers, staff members, commercial operators, coaches, officials, spectators, user groups and other visitors using SEAPARC facilities*
- *Prevent violation of the Code of Conduct through public awareness of expectations for use of programs, services, and facilities and awareness of the consequences of inappropriate behaviours.*
- *Provide a resource for staff to address inappropriate behaviour when they occur and apply the code of conduct in a fair, consistent and equitable manner.*
- *Remove or deny access, if necessary, to those who do not abide by the Code of Conduct policy.*

3. SCOPE:

The policy applies to all members of the public accessing all facilities and services owned and operated by the Capital Regional District's SEAPARC Recreation division and is intended to address behaviour that is disrespectful, dangerous or discriminatory. Inappropriate behaviour can be intentional or unintentional and can occur in person, on the telephone or via digital communication.

4. DEFINITIONS:

SEAPARC: Sooke Electoral Area Parks and Recreation Commission

Code of Conduct: Refers to the standards of behaviour contained in this Code of Conduct Policy and related Code of Conduct procedures.

Program: Any pre-planned organized activity or event taking place in or on any SEAPARC facilities.

Service: Any services provided by SEAPARC Recreation including all methods of communication.

Facility: A building, portion of the building, indoor or outdoor premise operated by SEAPARC Recreation that is intended for but not limited to recreation, sport or social use.

Staff: Any individual employed by the Capital Regional District.

Commercial Operators: Any person(s) or company providing services on behalf of SEAPARC that is not in the employment of the Capital Regional District and is working under a contract.

Manager: Any individual employed by the Capital Regional District with the job title of Manager.

User: A visitor, patron, participant, volunteer, or any member of the public, group or organization using SEAPARC programs, services, and facilities.

Inappropriate Behaviour: Conduct that is unwarranted, expressly prohibited, and/or is reasonably interpreted to be demeaning, rude, threatening, offensive, damaging, or that negatively affects the wellbeing, health and safety of others.

Suspension: When a user is prohibited from attending any SEAPARC facility or program for a period specified by a manager or staff member.

5. PROCEDURE:

SEAPARC values the safety and security of visitors and staff, and the protection of personal and public property within all SEAPARC operated facilities.

Users are expected to:

- Be respectful and courteous when interacting with staff and other members of the public
- Be respectful of SEAPARC property
- Be in control of their own actions
- Use SEAPARC facilities for their intended purposes
- Follow all SEAPARC rules, policies and standards that are posted in the facilities, on the website or as directed by staff
- Be cooperative when staff are responding to and investigating concerns or complaints

Consequences for violating the Code of Conduct may result in a verbal warning(s), or a suspension of access for a reasonable length of time determined by staff, depending on the severity of the breach. The police may also be called for assistance if staff determine it is necessary.

All recreation facility staff members, acting in good faith on behalf of SEAPARC, have the authority to determine whether certain behaviours are in breach of the Code of Conduct. Please refer to the staff code of conduct procedure which details unacceptable behaviours and the way staff will address the concerns.

All acts of a criminal nature must be reported to the RCMP immediately.

Complaints by individuals accessing SEAPARC facilities who believe they have been the subject of or have witnessed a breach of the Code of Conduct from another user or staff member, should report to a staff member who will record the complaint, assess the situation, and take appropriate action.

Appeal process: If a person wishes to appeal any decision made by Recreation Facility Staff, they can do so in writing to the Senior Manager at seaparc@crd.bc.ca or submit by mail to Box 421, 2168 Phillips Road, Sooke, BC. V9Z 1H4.

SEAPARC staff will raise awareness of the code of conduct policy, in effort to prevent violations. The policy will be shared with user groups and be posted on the website.

This code of conduct is in addition to and not in substitution of any rights an individual may have to pursue action under the BC Human Rights Code.

6. SCHEDULE:

7. AMENDMENT(S):

Adoption Date	Description:
September 10, 2014	<i>New policy for code of conduct, approved by the Commission.</i>

8. REVIEW(S):

Review Date	Description:
November 5, 2024	<i>Include policy on updated template; include purpose, scope, definitions and procedure.</i>

9. RELATED POLICY, PROCEDURE OR GUIDELINE:

Employee Safety Procedures - Code of Conduct