



City of Lloydminster

Policy

Policy Title:	Customer Conduct Policy	Policy Number:	120-09
Date of Adoption:	May 23, 2023	Motion Number:	207-2023
Date of Amendment:		Motion Number:	

1. Purpose:

- 1.1. To ensure a safe and respectful workplace environment for Administration.
- 1.2. To ensure that all Customers feel safe and supported while attending a City Facility, Program or while being provided a Service.
- 1.3. To provide a progressive plan for Administration to follow in the event that Uncivil Behaviour occurs within any of the City's Programs, while providing a Service, or on City property.

2. Definitions:

Administration	An Employee, contractor, or volunteer of the City of Lloydminster.
City	The corporation of the City of Lloydminster.
Customer	Any individual other than Administration at a City Facility.
Employee	Any person employed by the City of Lloydminster, which includes and is not limited to: any person employed in the capacity of a fulltime, part-time, casual, seasonal, summer, or contracted position.
Facility	A building, structure, or area whether indoors or not that is operated by the City, with the exception of the RCMP building and the Airport.
Fundamental Services	Services that the interruption of which would create a financial hardship, endanger the life, health, or personal safety of a Customer. This includes Services guaranteed to a Customer under another piece of legislation.
Harassment	Any single incident or repeated incidents of objectional, inappropriate, or unwelcome conduct, comment, bullying, display, action, or gesture by a person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the other person's health and safety; and that: <ol style="list-style-type: none"> i. is based on any prohibited ground as defined in the Alberta Human Rights Act or Saskatchewan Human Rights Code;

	ii. includes a sexual solicitation or advance.
Member of Council	An individual elected pursuant to <i>The Local Government Election Act, 2015</i> (Saskatchewan) as a Member of Council.
Program	An activity, course, or class organized and operated directly by the City of Lloydminster.
RCMP	Means the Royal Canadian Mounted Police.
Service	Any time Administration provides assistance to a Customer, including but not limited to providing utility services in the Customer's home and taking payment at a City Facility.
Suspension	Prohibits an individual from access to a Program, Service, or Facility for a specified period. The length of a Suspension is at the discretion of Administration.
Uncivil Behaviour	Uncivil Behaviour includes, but is not limited to, any of the following: <ul style="list-style-type: none"> i. Harassment as defined; ii. inappropriate, abusive, undesirable, dangerous, or criminal language and behaviour; and iii. participating in illegal activities.

3. Scope:

- 3.1 This Policy shall apply to all Members of Council and Administration.
- 3.2 This Policy shall apply to all Customers.

4. Objective:

- 4.1. Administration shall take prudent and appropriate action to ensure that Facilities remain welcoming and safe for all Customers and Employees.
- 4.2. Administration shall have the authority to suspend Customers access to Facilities, Programs, or Services when deemed appropriate at Administration's discretion.

5. Guiding Principles:

- 5.1. Customers, Members of Council, and Administration shall communicate with one another in a respectful manner and shall be responsible for their own individual actions.
- 5.2. Administration shall have the right to remove themselves from situations where Customers are exhibiting Uncivil Behaviour.
- 5.3. Uncivil behaviour will not be tolerated.
- 5.4. Customers that display Uncivil Behaviour may be subject to additional consequences as defined in Schedule "A" and section 6.
- 5.5. Suspensions are determined by type of violation as per Schedule "A".

- 5.6. If deemed necessary, and at Administration's sole discretion, a Customer's uncivil behaviour may be reported to the RCMP.
- 5.7. Where deemed appropriate, Administration shall provide access for Fundamental Services to Customers who have had their access or Services suspended.
- 5.8. No refunds shall be given to Customers that violate this Policy.

6. Additional Restrictions of Violation

- 6.1. In addition to the Suspension terms identified in Schedule "A", Customers may be subject to additional restrictions which are designed to correct a Customer's Uncivil Behaviour. Additional restrictions may be adapted to deal with individual circumstances at Administration's discretion.

7. Appeal Process:

- 7.1. Customers shall have an opportunity to appeal a Suspension that exceeds ninety (90) days.
- 7.2. Appeals must be submitted in writing by letter to the Office of the City Clerk within fourteen (14) calendar days of receiving the letter of Suspension.
- 7.3. Upon the receipt of the request for appeal, the City Clerk or designate will review the circumstances of the Suspension within fourteen (14) calendar days and determine if the appeal shall move forward. If it is determined that the appeal is to be heard, the City Clerk will establish an appeals committee consisting of three (3) senior members of Administration and set a date for the appeal to be heard. All decisions in response to an appeal are final and not appealable.
- 7.4. An appellant shall be notified of all decisions surrounding an appeal in writing.

8. Return Protocol:

- 8.1. At the conclusion of a Suspension term of more than three (3) months, the individual must arrange a meeting with designated staff, as outlined in the letter of Suspension.

9. Penalty:

- 9.1. Any member of Administration found to be in violation of this Policy may be subjected to a disciplinary action. Such action may be dependent upon the nature of the breach of this Policy; discipline may range from a verbal warning to dismissal with cause.

9.2. Any Member of Council found to be in violation of this Policy may be dealt with utilizing the "*Code of Conduct Bylaw*" or provisions of "*The Lloydminster Charter.*"

10. Responsibility:

10.1. City Council shall review and approve all policies.

10.2. Administration shall administer this Policy through the use of a supporting procedure.

10.3. Sponsoring Department shall be responsible for creating and amending a supporting procedure.

Schedule "A"

Violation	Suspension Length
Not following the guidelines for safe use of the Facility.	Up to three (3) days
Not following directions from Administration.	Up to three (3) days
Individuals being found in designated "Staff Only" areas.	Up to three (3) days
Individuals smoking, using a vaporizer (or similar) in a non-designated area.	Up to three (3) days
Using designated pay areas without proof of payment or wearing a wristband.	Up to three (3) days
Refusal to show proper identification.	Up to three (3) days
Foul, abusive, profane, offensive, or insulting language directed towards any member of Administration or Customer at a Facility.	Up to three (3) days
Lewd, offensive, or aggressive hand gestures directed towards any member of Administration or Customer at a Facility.	Up to three (3) days
Unsafe actions and/or behaviours that place any individual at risk of injury.	Up to five (5) days
Incidents following repeated verbal warnings or suspensions of no more than three (3) days.	Up to three (3) months
Any abusive and/or offensive gestures directed towards any individual (i.e., threat of property damage, etc.).	Up to three (3) months
Refusal to pay admission costs to access a Facility.	Up to three (3) months
Willfully using used wristbands for access to Facilities (i.e., taking one from the garbage, swiping membership card for a friend).	Up to three (3) months
Incidents following repeated suspensions up to three (3) months.	Six (6) months or more
Any sexual gestures, sexual references directed towards any individuals.	Six (6) months or more
Threatening the personal safety of any individual.	Six (6) months or more
Use or sale of drugs, cannabis, or alcohol in non-designated/licensed areas of the facility.	Six (6) months or more
Blatant disrespect for municipal property resulting in potential Facility and/or property damage.	Six (6) months or more
Incidents following repeated suspensions up to six (6) months.	One (1) year or more
Violent conduct, assault or aggression (i.e., punching, kicking, inappropriate touching, etc.).	One (1) year or more
Deliberate or implied physical, sexual or verbal abuse and/or aggressive actions (i.e., bullying or intimidating).	One (1) year or more