



# The Corporation of the Town of Tecumseh

## Policy Manual

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### 1. Introduction and Purpose

1.1 The Corporation of the Town of Tecumseh (the “**Town**”) is committed to taking all reasonably necessary measures to ensure the safety of those who work, visit, or do business at Town Facilities.

1.2 In support of that commitment, the Town requires that:

- 1.2.1 Members of the Public conduct themselves in an appropriate manner; and
- 1.2.2 all Visitors to its Facilities or Delegations follow sign-in procedures as may be in place from time to time, prior to being granted access to the Town's Facilities.
- 1.3 The purpose of this Policy is to attempt to provide safety to employees, Visitors and Delegations at the Town's Facilities and to provide compliance with the Town's obligations to take such steps as are necessary to provide a safe work environment.

## 2. Scope

The Visitor Conduct Policy ("**Policy**") pertains to all members of the Public who interact with members of Town Council and/or employees of the Town, including but not limited to, verbal interactions, written communication and/or being a Visitor or Delegation to any properties and/or Facilities owned or leased by the Town including, but not limited to, the Town's Administration building located at 917 Lesperance Road, Tecumseh, Ontario N8N 1W9 (the "**Town Hall**") and any and all other properties owned by the Town.

## 3. Definitions

- 3.1 "**Delegation(s)**" means any individual or group that has submitted a "Request to Appear as a Delegate" form in order to speak at a public meeting.
- 3.2 "**Facility(ies)**" means all properties owned or leased by the Town and includes the location(s) of any public meetings.
- 3.3 "**Prohibited Item(s)**" means any object that may compromise safety and security, including, but not limited to, the items listed in Section 4.6 herein.
- 3.4 "**Public**" means any person not a Town employee or Town Council member.
- 3.5 "**Visitor**" means an individual who does not have official authorized access to employee areas of Facilities owned by the Town.
- 3.6 Notwithstanding, the above definition of "Visitor," the term does not apply to any employees of a tenant of a Town Facility.
- 3.7 Further, notwithstanding the above, employees and contractors may be treated in the same manner as a "Visitor" when attending Town Facilities where and when they do not normally work.

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## 4. Procedures

### 4.1 Interactions by Verbal or Written Communication

- 4.1.1 Members of the Public may not engage in verbal or written communication that may be deemed harassing, threatening, vexatious, frivolous and/or unreasonably persistent with Town staff/employees or members of Town Council which includes, at a minimum, the following:
- a. Refusing to specify the grounds of a complaint or request for a service, despite offers of assistance.
  - b. Excessive and unreasonable demands on the time and resources of Town employees with repeated visits, telephone calls and/or written communications.
  - c. Persistently approaching the Town regarding the same issue once a decision has already been made regarding the issue.
  - d. Unreasonable requests for information in excessively high volume and/or frequency or for a matter already responded to by the Town.
  - e. Requests for information that are mingled with baseless accusations and/or complaints.
- 4.1.2 Town staff/employees and/or members of Town Council will be provided information/training on policy and procedures to follow in the event Members of the Public engage in such behaviours described in Section 4.1.1 above.

### 4.2 Visitors To Town Facilities

- 4.2.1 Where and when possible, all Visitors to Town Hall, or such other Town Facilities when requested, are encouraged to make an appointment in advance. All visitors to a Town Facility, whether by appointment or not, shall attend at the designated reception areas, follow the direction of such Town employee or delegate assigned to the reception area, and/or otherwise comply with the security measures in place from time to time for Visitors, which measures as applicable shall, at a minimum, include:
- 4.2.2 Signing the Visitor Conduct Policy Sign-in Sheet when requested for a Town Facility. By signing in, Visitors are confirming they

have read and understood the expected conduct displayed with the Sign-In Sheet (see Attachment 1)

- 4.2.3 Where applicable, waiting in the reception area until they are retrieved by the individual and/or a staff member of the department they are visiting.
- 4.2.4 All Visitors shall comply with the following rules of conduct at all times, and failing compliance, may be required to immediately leave the Town's Facilities:
  - a. Follow all verbal instructions and signage.
  - b. Remain where directed by the designated host if applicable and/or remain within the areas specifically designated for visitors.
  - c. Not touch or attempt to touch or operate any machine, device, or equipment of the Town without direct and clear authorization to do so by the designated host.
  - d. Not engage in any rough or boisterous conduct or interfere with the work of Town employees.
  - e. Not engage in any behaviour deemed to be disruptive, harassing and/or threatening, disorderly and/or of a violent nature.
- 4.2.5 At the conclusion of their visit to a Town Facility, Visitors where applicable will be walked back to the reception area by a staff member of the department the Visitor was visiting, at which time the Visitor will be signed out and/or leave the Town Facility.
- 4.2.6 Visitors may attend Town Facilities without an appointment in advance but may be denied entry if the individual they wish to meet with is not available to meet at the date and time they attend the Town Facilities without an appointment. Should an unscheduled appointment be accommodated by the Town, such security measures as described above for scheduled appointments shall apply.

#### 4.3 Visitors and Delegations at Council and other Public Meetings

- 4.3.1 Meetings of Council and other meetings open to the Public ("public meeting(s)") are held at the Town Hall from time to time (or such other venue as may be designated by the Town from

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time to time for a public meeting to be held). Visitors and Delegations for a public meeting shall come to Council Chambers and/or the designated meeting area, follow the direction of the Town employee assigned to the reception area and comply with all security measures as may be in place from time to time for Visitors at public meetings, which measures shall, at a minimum, include:

- a. Signing the Visitor Conduct Policy Sign-in Sheet for Meetings prior to entering Council Chambers and/or the meeting area;
- b. Observe proper procedure and decorum at all meetings.
- c. Refrain from disturbing, through disorderly conduct, other Council members, Visitors, attendees, or Delegations in attendance.
- d. Refrain from the use of profane or offensive words or insulting or threatening expressions at a meeting.
- e. Refrain from any conduct of a harassing or threatening nature
- f. To not display placards or signs and agree to ensure that all smart phones are on mute. The use of noise making and other foreign objects in Council Chambers is prohibited.
- g. Address their remarks through the Chair.
- h. Confine their remarks to the business stated on the written notice given to the Clerk.
- i. Not interrupt voting processes and agree to cease their Delegation once a motion to decide on the matter or decide on direction is taken by Council.
- j. That the Chair may curtail any Delegation because of disorder or other breaches of the Procedural By-Law or the Visitor Conduct Policy.
- k. Repeated violations of the Procedural By-Law, or the Visitor Conduct Policy, will result in the delegates responsible to be removed from the meeting by the Chair.

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- l. A Delegation consisting of more than five (5) persons shall be limited to two (2) speakers, each limited to speaking not longer than five (5) minutes.
  - m. If a Delegation has not registered with or been accepted by the Clerk in accordance with the Procedural By-Law, then such a Delegation request may only be heard upon unanimous approval of the Council, by resolution stated in the meeting.
- 4.3.2 By signing in at a public meeting, Visitors and Delegations are confirming they have read and understood the expected conduct outlined in the Sign-In Sheet (see Attachment 2). Visitors and Delegations at public meetings shall also obey the following expectations at all times, and failing compliance may be required to immediately leave Town Hall or the public meeting venue which expectations, at a minimum, includes:
- a. Following all instructions on signage or as provided verbally by Town staff.
  - b. Remaining in the designated public areas and not accessing or attempting to access restricted areas.
  - c. Not touching or attempting to touch any item on display, such as signage, artwork, or equipment.
  - d. Not intentionally damaging any property of the Town or such other venue selected by the Town from time to time for a public meeting.
  - e. Not interrupting the public meeting and only speaking when permitted to by the Chair of the meeting.
  - f. Following all instructions provided by the Chair of the meeting.
  - g. Not engaging in any harassment or violent behaviour.
  - h. All Delegations are required to submit a “Request to Appear as a Delegate” form in accordance with and by the deadlines established by the Procedural By-Law.
- 4.3.3 Council Chambers in the Town Hall (or such other venue as may be selected for a public meeting) are subject to capacity limits. Notwithstanding any provisions of any Town by-law or policy governing the order and proceedings of Council for the Town (as

may be amended or replaced from time to time), once the capacity limits of any venue used by the Town for public meetings has been reached, Visitors will be denied entry and will be provided with any alternative viewing instructions, such as a livestream option, being made available to said Visitors that cannot be granted entry due to capacity limits being reached.

#### 4.4 Prohibited Items

4.4.1 During any visit to any Town Facility, any object that may compromise safety and security is strictly prohibited. Visitors attempting to enter any Town Facility with any Prohibited Item(s) will be required to leave and will have to confirm disposal of the Prohibited Item(s) off of Town property prior to being granted entry to any of the Town Facilities.

4.4.2 These “**Prohibited Item(s)**” include, but are not limited to, the following:

- a. Firearms and imitation firearms.
- b. Objects or tools with a blade, edged or sharp objects or tools, and/or objects that can be used for striking.
- c. Aerosol or compressed gas containers.
- d. Noxious or poisonous substances.
- e. Explosive and flammable substances.
- f. Noisemakers.

4.4.3 Notwithstanding the provisions of Section 4.4.1 of this Policy, kirpans in a sheath are permitted by initiated Sikhs, providing that they do not exceed a maximum length of 19 centimeters and remains concealed and sheathed while at any Town Facility. However, any kirpan must be identified by the individual to the Town staff conducting the screening.

4.4.4 Notwithstanding the provisions of Sections 4.4.1 or 4.4.2 of this Policy, any other individual who wishes to obtain an exemption to bring any otherwise Prohibited Item(s) into Town Facilities, must seek an exemption on a permitted ground as identified in the *Human Rights Code* in writing directed to the Clerk for the Town. Unless and until an exemption is granted by the Clerk, a Visitor, except in accordance with Section 4.4.2 above, may not bring any Prohibited Item(s) into Town Facilities.

- 4.4.5 Notwithstanding the provisions of Section 4.4.1, 4.4.2 and 4.4.3 herein, this Section 4 does not apply to law enforcement and other emergency personnel who are on-duty, or any other person engaged by the Town to perform contract services that require the use of any Prohibited Item(s).
- 4.4.6 Contravention of this Policy may result in the removal of the Visitor or Delegation from Town Facilities and/or, if deemed necessary by the Town in its sole and absolute discretion, the barring of the offending Visitor from Town Facilities in accordance with the Town's No Trespass Policy No 122 as amended from time to time.

## 5. Responsibility

- 5.1 The CAO is responsible for ensuring that this Visitor Policy is reviewed and updated as required.
- 5.2 Directors, managers and supervisors are responsible for ensuring that Town Staff and Visitors under their direction and/or supervision are made aware of and comply with this Visitors Policy. Managers and supervisors are further responsible for investigating any breach of this Visitor Policy by those Visitors under their direction and/or supervision and taking such corrective and/or disciplinary action as may be required.
- 5.3 All employees are responsible for ensuring their own adherence to this Visitor Policy and not allowing entry to any Visitor to any of the Town's Facilities unless the Visitor's entry is compliant with this Visitor Policy.

## 6. References and Related Documents

- Trespass to Property Act, R.S.O. 1990
- Occupational Health and Safety Act, R.S.O. 1990
- *Municipal Act*, 2001, S.O. 2001
- Policy No. 97 Customer Service Policy

Attachment Number	Attachment Name
1	Visitor Code of Conduct Sign-In Sheet
2	Visitor Conduct Policy Sign-in Sheet for Meetings



The Town of Tecumseh's employees strive to provide a positive experience for those visiting Town Property. In addition, the Town supports a workplace that is conducive to personal safety and security and is free from intimidation, threats, or violent acts. The Town does not tolerate workplace violence, including the threat of violence by anyone who conducts business with the Town.

The Town will not tolerate harrasing conduct that affects employment conditions, that interferes unreasonably with an individual's performance or that creates an intimidating, hostile or offensive work environment.

Complying with the Expected Conduct below is required by all Visitors to Town Facilities. Visitors who do not comply may be asked to leave the premises.

### **Expected Conduct**

- Follow all verbal instructions and signage.
- Remain with your designated host or remain where instructed by your designated host.
- Do not touch or attempt to touch or operate any machine, device, or equipment without direct and clear authorization to do so by your designated host.
- Avoid causing disturbances or disruptions.
- Do not engage in any lewd or offensive behaviour.
- Any form of violence or threat of violence is prohibited.
- Smoking, drinking alcohol or appearing to be under the influence of any illegal substance is prohibited.

Repeated violations may result in the issuance of a Trespass Notice and suspension of Town Property privileges.

### **Please Note:**

Personal information on this form is collected under the authority of the *Municipal Act, 2001*, the *Municipal Freedom of Information & Protection of Privacy Act* (and other applicable legislation) and will only be used for keeping a record of meeting attendance and/or contact information purposes, as applicable. Questions about the collection of information should be directed to the Municipal Clerk.



The Town of Tecumseh believes a healthy democracy is one where citizens watch and attend public meetings to learn about the issues being discussed in their community and have the ability to make presentations or speak at a public meeting on their own behalf or on behalf of companies/organizations are called delegates or delegations, collectively referred to below as Visitors.

*(please see the Town of Tecumseh's website for more information on how to become a Delegate).*

All Visitors at public meetings are required to review the Expected Conduct below and complete and sign the Sign-In sheet to confirm their intent to abide by the Expected Conduct. Complying with this Expected Conduct is required by all Visitors. Visitors who do not comply may be asked to leave the premises.

### **Expected Conduct**

- Follow all verbal instructions & signage.
- Observe proper procedures & decorum at meetings.
- Remain in designated public areas. Do not attempt to access any restricted area.
- Do not touch or attempt to touch any item on display such as signage, artwork or equipment.
- Refrain from disturbing, through disorderly conduct, any members of Council, Town employees, or other Visitors.
- Speak only when permitted by the Chair.
- Follow all instructions given by the Chair.
- Refrain from any conduct of a harrassing or threatening nature, including the use of profane or offensive words or insulting or threatening expressions.
- No displays of placards or signs & agree to ensure all smart phones are on mute. The use of noise making & other foreign objects in any meeting is strictly prohibited.
- Smoking, drinking alcohol or appearing to be under the influence of any illegal substance is prohibited.
- Delegate's remarks are to be addressed through the Chair & confined to the business stated in their request to appear.
- Delegates are not to interrupt the voting process, ceasing their delegation once a motion is taken by Council.
- A delegation may be ended by the Chair for disorderly conduct or any breach of the Procedural By-Law or Visitor Conduct Policy by the Delegate. Repeated violations may result in the delegations removal from the meeting.
- A delegation consisting of more than 5 persons shall be limited to 2 speakers, each limited to speaking no longer than 5 minutes.

*Repeated violations may result in the issuance of a Trespass Notice and suspension of Town Property privileges.*

### **PLEASE NOTE:**

All regular, public, and special meetings of Council are live streamed on the Town of Tecumseh's website for viewing in accordance with the Town's Live Streaming of Meetings Policy. While the Town will make every effort to ensure that Live Streaming is available, it takes no responsibility for, and cannot be held liable for technical issues beyond its control.

**By attending any Public Council meeting, attendees and Delegates are consenting to their image, voice, and/or comments, as well as a copy of the submitted Request to Appear as a Delegate form, being recorded and/or available for public viewing on the Town's website.**

Personal information on this form is collected under the authority of the *Municipal Act, 2001*, the *Municipal Freedom of Information & Protection of Privacy Act* (and other applicable legislation) and will only be used for keeping a record of meeting attendance and/or contact information purposes, as applicable. Questions about the collection of information should be directed to the Municipal Clerk.

