
Code of Conduct

Purpose of Standard

The City of Mississauga will provide residents and customers with a safe, positive environment in all facilities.

It is the expectation that everyone will abide by the City of Mississauga Recreation's Code of Conduct while using Recreation facilities and services, enforced by City staff.

Standard

All participants and customers will adhere to the Recreation's Code of Conduct program

Standard Messaging For Code of Conduct Sign:

CODE OF CONDUCT

The City of Mississauga supports a safe, positive and healthy environment for everyone enjoying our facilities.

Any type of abuse, harassment, bullying, violence, vandalism or inappropriate behaviour will not be tolerated.

*(*the following is printed in small font)*

To report any issues or safety concerns, see a City of Mississauga facility staff member, or call 311 Medical Emergency 911

Where code of conduct violations occur staff will reference ADM-094 Behaviour Management along with ADM- 154 Managing Code of Conduct Violations, including enforcement of banning notices.

Area and Line of Business (LOB) specific user guidelines can be created, using City branded templates and approved by the LOB Manager to support proper use of amenities and services, which includes but not limited to:

- Camp Guidelines
- Fitness Etiquette
- Recreational Skating
- Recreational Swimming

Supervisor of Operations will, on a monthly basis and as part of their Quality Management System inspection reports, ensure that the Code of Conduct signage is posted and free of damage.

If new or additional signage is required, signs are to be ordered from the Print Shop, using the approved template and current ordering processes.

Definitions

Not Applicable

Legislation or Municipal By-Laws

Not Applicable

Corporate Policies and Procedures

05 – 01 – 10 Responding to City Incidents

Related Standards Operating Procedures

ADM-094 Behaviour Management

ADM-154 Managing Code of Conduct Violations (Still in Development)

Procedure

Not Applicable

Communication

Communication of this SOP is to be included during on boarding/orientation of new staff.

Updates to this SOP will be communicated through the Recreation Managers.

Compliance

Not Applicable

Tools and Resources

Not Applicable

Training Requirements

Applicable training in conjunction with training details outlined in ADM-094 Behaviour Management and ADM-154 Managing Code of Conduct Violations:

- Course 1089 Promoting Positive Behaviour e learning
- PT Staff General Manual located on Training Resources Site

Central File/Records Management

Not Applicable

Reference

2023-06-01 Reviewed, updated to apply to code of conduct in all recreational facilities, approved by RLT