



<b>SUBJECT:</b>	<b>UNA Facility Users Code of Conduct Policy</b>	<b>POLICY #02-08</b>
<b>CATEGORY:</b>	<b>Human Resources</b>	
<b>AUTHORITY:</b>	<b>Board of Directors</b>	
<b>ADOPTED:</b>	<b>May 2021</b>	
<b>AMENDED:</b>		
<b>REVIEWED:</b>		

**Purpose**

This Code of Conduct will provide Users with clear expectations on acceptable and unacceptable behaviors while availing of UNA Services or while using UNA Spaces. Code of Conduct violations will result in consequences outlined herein.

**Scope**

This policy applies to all UNA Staff and Users of UNA facilities. This policy is enforceable by all Staff; however, it will be the responsibility of Users to support this policy, and further, report any Code of Conduct violations to Staff for action.

**Policy Statement**

The University Neighbourhoods Association (UNA) is committed to offering Users and Staff a positive, respectful, and inclusive environment. Creating this environment for both Users and Staff is imperative to guiding all UNA Departments towards achieving our purpose of developing a healthy and vibrant community.

**Definitions**

**Common Areas** – Common Areas at Wesbrook Community Centre include the lounge, hallways, the Senior and Teen Centre. The Common Areas at the Old Barn Community Centre include the Living Room, John Young Room and the foyer on the second floor.

**Department** – means all UNA Departments including Recreation, Administration, Operations and Communications.

**Equipment** – means any Equipment owned by the UNA or used by contract instructors for the delivery of programs, e.g., gym Equipment, fitness centre Equipment, program supplies etc.

**Services** – means any paid or free activities or courses offered by the UNA.



Spaces – means any UNA space (i.e., recreation facility, office building, park, field, etc.) where people can freely enter to engage with the UNA and participate in structured or unstructured activities.

Staff – means any UNA employee or volunteer.

User(s) – means anyone accessing UNA facilities or participating in free or paid programs offered by the UNA that take place on or off UNA property.

### **Code of Conduct**

The UNA's goal is to provide a safe, welcoming, and respectful environment for Users and Staff. All Users are expected to:

- Treat each other with respect, courtesy, and fairness.
- Respect everyone regardless of diversity or ability.
- Use the facility and Equipment in a safe and appropriate way.

The UNA encourages users to:

- Conduct yourself in a manner that is respectful to other patrons, participants, and Staff.
- Respect all UNA property and the property of patrons. Please check with Staff before using any Equipment and/or rooms.
- Follow all posted rules, written and/or verbal program specific rules, and/or the request of a Staff person.
- Maintain orderly and safe entry/exit areas and do not loiter in high traffic areas including doorways, aisles, and stairways.
- Limit active play to appropriate areas.
- Clean-up after yourself, including putting all waste and recyclables in the proper receptacles.

Prohibited behaviours include:

- Use of profanity or demeaning language, intimidation, taunts, teasing, or ridicule that results in abusive or harassing language or behaviour.
- Use of tobacco or vaping in any form.
- Using drugs or any other intoxicating substance while at the facility or being under the influence of such substances while using the facility. Alcohol is only permitted for UNA approved bookings with a valid liquor license.
- Playing personal audio equipment at a volume that disturbs others.



- Riding bicycles or scooters, skating or skateboarding inside the facility or leaving these items unattended.
- Using cell phones or taking any photos while in the restrooms, locker rooms or change rooms.
- Changing in an area of the facility that is not a restroom, locker room or change room.
- Misuse of Common Areas - including private tutoring or other activities for which a fee is charged.

Signage will be placed in Department facilities and on the UNA website to outline expectations and procedures in relation to Code of Conduct violations. Staff reserve the right to ask Users who are in violation of any of the terms of Code of Conduct to leave the facility or area immediately.

### **Code of Conduct Violations**

Staff will respond to Code of Conduct violations by:

1. Identifying the individual(s) or group(s) involved.
2. Confirming the Code of Conduct violation(s), extent, and context by all means available.
3. Documenting violation(s) on the [UNA Incident Report](#) and adding alert notifications to the UNA Recreation Membership Management System.
4. Responding to violator(s) based on severity and/or frequency of the violation(s) or escalating the matter to Management or UBC RCMP Detachment.
5. Follow up with an email to their supervisor or manager to make sure that they are aware of the incident being reported.

All incidents are reviewed by the Health and Safety Committee during monthly meetings to ensure that the proper response has been warranted.

Code of Conduct violators may be subject to one or more of the following actions and/or conditions:

1. Restricted access to UNA Service(s) or Spaces.
2. Loss of admission, registration, membership, rental and/or rental deposit fee(s)
3. Temporary or permanent restriction of rental bookings.
4. Requirement to compensate the Department for intentional damage or destruction of UNA Spaces.



Appeals related to the above actions and conditions can be made in writing to the Department manager or designate. If unresolved, the appeal will be escalated to the UNA's Chief Administrative Officer.

### **Related Documents and Legislation**

The following policies support the UNA Facility Users Code of Conduct policy and/or provide additional clarity with User, visitor or Staff behavior expectations and rights:

- 02-3\_Policy\_HR-3-Discrimination\_harassment\_bullying\_September 2020
- 03-2\_Policy\_Recreation\_Community Centres Rental