

Code of Conduct

The City of St. John's, Recreation Division, is committed to providing quality programs and services where participants may develop socially, cognitively, physically and emotionally. The code of conduct has been developed to ensure there is a mutual understanding of what is acceptable behavior and unacceptable behavior. The Recreation Division maintains appropriate staff levels and makes every reasonable effort to ensure meaningful participation.

Acceptable Behavior

The Recreation Division expects that staff, patrons, participants and guardians exhibit the following behavior while visiting Facilities and participating in programs and services:

- Respect
- Kindness
- Safety
- Honesty
- Responsibility
- Healthy choices

Unacceptable Behavior

Behavior with potential to harm oneself, others, property or which would otherwise negatively impact program quality is unacceptable and will not be tolerated. Behavior expectations will be displayed in the facility and discussed with participants on a regular basis. Staff will use discretion to take appropriate action if unacceptable behavior occurs and typical outcomes are listed below:

Procedure for Addressing Unacceptable Behavior

- Unacceptable behavior will be discussed with patron/participant
- Adult patrons/participants will be asked to leave the program/facility
- Guardians of a child/youth patron/participant will be notified of the unacceptable behavior and will be asked to arrange immediate pick up

First Occurrence	<ul style="list-style-type: none">- The procedure above will be followed- Patrons/Participants and guardians (if applicable) are encouraged to work with staff to identify solutions to assist the patron/participant in displaying expected behaviors in the future
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Second Occurrence	<ul style="list-style-type: none">- The procedure above will be followed- The patron/participant may be re-introduced to program/facility following a meeting, with guardians (if applicable) to establish an individualized plan to prevent further unacceptable behavior
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Third Occurrence	<ul style="list-style-type: none">- The procedure above will be followed- The patron/participant may be removed from the program/facility on a part-time or full time basis
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If the Recreation Division is unable to ensure the safety and well-being of patrons or participants, others, the security of property or program quality, we reserve the right to remove the patron/participant displaying unacceptable behavior from the program or facility.

Inclusive Services

Support may be available for those who require assistance to participate. When barriers prevent successful participation, Inclusive Services staff may be consulted for recommendations to foster successful participation. For further information, please contact Inclusive Services Staff at inclusion@stjohns.ca or 576-2574/4450.