

Report from Community, Recreation and Culture Services

Date of Report: September 27, 2019

Date of Meeting: October 16, 2019

Report Number: CRCS-B036-2019

File: 68.32.99

Subject: Rzone Policy Staff Training

Recommendation

That report CRCS-B036-2019, regarding Rzone Policy Staff Training, be received for information.

Summary

At the meeting held on [September 23, 2019](#) City Council approved the following motion:

That Council endorse the Rzone Policy, attached as Appendix 1; and

That training of existing staff be referred to the Budget Standing Committee in 2020; and

That signage be installed this year; and

That the implementation of the Rzone Policy commences through education of the user groups; and

That additional staffing be considered in the 2021 budget deliberations and come back to Council with a report in Quarter 3 of 2020.

This report provides costing information pertaining to the training of existing staff.

Background

Rzone is a zero tolerance behaviour policy for users and spectators at City owned recreation facilities. Staff recommended the adoption of the name “Rzone Policy” (Policy) as it is used in many municipalities across Ontario and represents the commitment to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The goal of the Policy is to promote a positive, safe, enjoyable and supportive environment for all attendees and staff. In addition, the Policy will establish closer and continued relationships between the City and major user groups.

Report

The front line staff who greet patrons, provide customer service and take payment for drop-in recreation programs at the City's arenas are referred to as Arena Facility Monitors. They are non-union part-time staff who also act as a point of contact for all attendees, build relationships with the major user groups, provide roaming customer services throughout the facilities, update the dressing room allocation boards, litter pick-up and if required, assist with any incidents. The City employs approximately 9 Arena Facility Monitors. In addition, the City also employs 26 other Facility Monitors who perform a similar role in other facilities such as the City's recreation centres, older adult centres and Market Square.

The cost to hire a consultant to provide de-escalation training (non-physical techniques intended to prevent the escalation of conflict) is approximately \$165.00 per hour plus applicable taxes. The typical training session is 3 hours making the total cost \$495.00 plus applicable taxes. One session could accommodate all 35 Facility Monitors across the Community, Recreation and Culture Services department.

Financial Implications

The total cost to provide de-escalation training to 35 Facility Monitors to support the implementation of the Rzone Policy is estimated at \$495.00 plus applicable taxes and can be accommodated within the 2020 operating budget.

Relationship to Strategic Plan

The Rzone Policy will support the following Social Sustainability Pillar Goals:

- Strive for the highest quality of life for all citizens.
- Connect people, places and neighbourhoods.
- Provide excellent customer service and communication with citizens.

Conclusion

The Rzone Policy represents the City's commitment to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions. The Policy will promote a positive, safe, enjoyable and supportive environment for all attendees and staff. De-escalation training for existing Facility Monitor staff is essential for the successful implementation of the Policy.

Notification

Not applicable.

Submitted by:

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Approved by:

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