



## **Respectful Conduct Policy**

### **Schedule “A” to By-law No. 2025-49**

#### **Policy Statement:**

The Township of Algonquin Highlands (Township) aims to provide exemplary services to all members of the public and to address service requests and complaints equitably, comprehensively and in a timely manner, while promoting a respectful, tolerant, and harassment-free workplace between employees of the corporation, and the public.

This Policy contributes to the Township’s objective to deal with all customers in a way that is consistent and fair while acknowledging that there is a need to protect Staff and other members of the public from unreasonable behaviour and frivolous or vexatious actions.

To achieve these objectives, unreasonable behaviour from members of the public who require Township services or access to Township premises may need to be limited in a manner that is clear, consistent, reasonable, and proportional to the individual’s action(s).

#### **Purpose:**

The Township of Algonquin Highlands is committed to ensuring a safe and respectful environment for everyone. The Township owns or occupies a variety of different properties, parks, and facilities which employees and members of the public access.

These locations are used for different purposes, including work, recreation and cultural activities, learning, access to municipal and other programs and services, and participation in democratic processes protected under the *Charter of Rights and Freedoms*.

Some situations arising from unreasonable behaviour may cause concern for the safety of other individuals on Township premises. Other situations may compromise the enjoyment of Township facilities for all users. Vexatious, frivolous, and/or unreasonably persistent requests may consume a disproportionate amount of Staff time and resources and can compromise their ability to provide assistance or deliver good customer service efficiently and effectively. Such requests may also impede Staff from attending to other essential issues. These situations and requests may require the Township to put restrictions on the contact that some individuals have with the Township.

The Township has a general duty under the *Occupiers' Liability Act* to take reasonable care to ensure that individuals on its property are safe. The Township has further duties under the *Occupational Health and Safety Act* and the *Criminal Code of Canada* to address workplace violence and harassment.

This policy is **not** intended to deal with generally difficult individuals. It applies to members of the public whose behaviours or actions are unreasonable, as described in this policy. Determining whether particular behaviours or actions are unreasonable can be a flexible balancing exercise that requires all circumstances of a particular case to be considered. In many cases, the key question is whether the behaviours or actions are likely to cause distress, or disruption without proper or justified cause.

## **Definitions:**

In this policy:

**“Abusive Language”** - includes profane, obscene, threatening derogatory or discriminatory language, language that may be perceived as inciting violence, or words or language that are intended to are may be perceived as offensive, abusive, humiliating, or degrading to Township Staff, Council Members, or Members of the Public.

**“CAO”** – means the Township’s Chief Administrative Officer.

**“Council”** means the Council of The Corporation of the Township of Algonquin Highlands.

**“Frivolous”** complaint is one that has no serious purpose or value, about a matter so trivial or one so meritless on its face that investigation would be disproportionate in terms of time and cost.

**“Harassment”** – means workplace harassment as defined in the Occupational Health and Safety Act, to be a course of vexatious conduct that is known or ought to be reasonable to be known as unwelcome.

**“Incivility”** – means low-intensity deviant behaviour with ambiguous intent to harm the target, in violation of workplace norms for mutual respect. Uncivil behaviours are characteristically rude and discourteous, displaying a lack of regard for others.”

**“Members of the Public”** - for the purpose of this policy means any person (s) who is not Township Staff or a Council Member, or an appointed member of a Township Committee or volunteer.

**“Notice of Trespass”** - means a written notice prohibiting a person from entering an identified Township property for a specified duration under the Trespass to Property Act. It is issued to a person to impose a ban either outright or subject to various conditions.

**“Staff”** – means all employees, whether full-time, part-time, seasonal, or casual engaged in Township business.

**“Township Facilities”** – for the purpose of this policy means, but is not limited to, all land, property, structures, installations, vehicles or equipment leased, operated, used or otherwise controlled by the Township and includes all worksites and premises, including off site meetings/events, community engagement activities, and all locations where Township Business is conducted.

**“Township Services”** - means all services, programs, and events provided by the Township.

**“Unreasonable”** - behaviour involves conduct that is unacceptable in all circumstances – regardless of how stressed, angry, or frustrated an individual is, because it unacceptably compromises the health, safety and/or security of Staff, other service users, or the individual themselves. Further, requests or complaints that are incomprehensible, inflammatory, or based on conspiracy theories are also considered unreasonable.

**“Vexatious”** - means that the complaint or request for service is initiated with the intent to embarrass or annoy the recipient or is part of a pattern of conduct by the complainant or requestor that amounts to an abuse of the complaint process or request for service.

**“Violence”** - means workplace violence as defined in the **Occupational Health and Safety Act** to be the exercise of physical force, or attempt to exercise physical force, by a person, against another, that causes or could cause physical injury. It includes a statement or behaviour that it is reasonable for a person to interpret as a threat to exercise physical force that could cause physical injury and includes:

- aggressive or intimidating verbal abuse.
- threats and/or attempts to intimidate.
- deliberate throwing of articles in an aggressive or disruptive manner.
- actual or attempted physical assaults of another person.
- sexual violence.
- attempts to goad or incite violence in others.
- possession of weapons.

The decision to classify someone’s behaviour or actions as unreasonable, or to classify a complaint or request as vexatious or frivolous, could have serious consequences for the individual, including restricting their access to Members, Township Staff, services, and/or property. As such, this policy provides clear examples of behaviours and actions, as well as clear steps for Staff to follow. Any restrictions made under this policy are dependent on particular circumstances, and there is an opportunity for the affected individual to have any restrictions reviewed and/or appealed.

## **Scope:**

This policy and procedures shall apply to all Members of the Public's use of Township facilities, in any space in which Township Services are provided, and in any space where Township programs or events are being held, including public meetings held by the Township, Council meetings, and Council's Advisory Committee meetings. It also applies to both in-person interactions and all forms of communication including social media, telephone, and written correspondence (electronic or hardcopy).

This policy applies to all Township staff (including but not limited to full-time, part-time, students, seasonal, temporary and interns), any individual representing or acting on behalf of the Township in any manner (i.e. volunteers, appointed committee members, contractors, consultants) and every person accessing Town property, services, events and programs.

It applies to incidents between Members of the Public, Members of the Public and Township employees, and Members of the Public and Council Members.

This policy does not apply to incidents between Township Staff, Council Members, or Council Members and Township Staff.

This policy is intended to align with, not replace, the Township's Workplace Violence, Harassment and Sexual Harassment Policy, Council and Staff Code of Conduct Policies, Health and Safety Policy, and applicable laws.

## **Policy:**

### **Application**

This policy is to be implemented if behaviours or requests from an individual are determined to be unreasonable, frivolous, and/or vexatious defined herein. The following behaviours may take place in circumstances including, but not limited to, one or more of the following:

- Meetings of Council;
- Public meetings;
- Written communication;
- Telephone communication;
- In-person communication;
- Electronic communication, including email and social media; and/or
- Interactions at Township property, parks, facilities, or services.

### **Examples of Unreasonable Behaviour**

Examples of what might be considered unreasonable behaviour are shown below. The list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category:

- Engaging in aggressive, disrespectful, or intimidating behaviour, bullying, harassment or using coarse language while accessing a Township program, service, event, or facility;

- Threats of physical violence;
- Loitering, causing a disturbance or acting under the influence of drugs and alcohol while attending Township premises;
- Engaging in other illegal activity, including theft, violence, or vandalism;
- Changing the basis of the complaint/request as the matter proceeds;
- Denying or changing statements made at an earlier stage;
- Covertly recording meetings and conversations;
- Refusing to specify the grounds of a complaint, despite offers of assistance;
- Submitting falsified documents from themselves or others;
- Making excessive demands on the time and resources of Staff with lengthy phone calls, emails to numerous Staff, or detailed letters every few days, and expecting immediate responses;
- Refusing to accept the decision/repeatedly arguing points with no new evidence;
- Persistently approaching the Corporation through different routes about the same issue;
- Causing distress to Staff, which could include use of hostile, abusive or offensive language, or an unreasonable fixation on an individual member of Staff (in person or online); and/or;
- Making unjustified complaints about Staff who are trying to investigate and resolve the issues, and seeking to have them replaced.

### **Examples of Vexatious or Frivolous Requests**

Examples of what might be considered to be vexatious or frivolous are provided below. The list is not exhaustive, and for a request to be considered as vexatious or frivolous it is likely that more than one of the examples are relevant:

- Submission of obsessive requests with extremely high volume and frequency of correspondence;
- Requests for information the requester has already seen, or clear intention to reopen issues that have already been considered;
- Where complying with the request would impose significant burden on the Corporation in terms of expense, and negatively impact the ability to provide service to others;
- Where the requester states that the request is actually meant to cause maximum inconvenience, disruption, or annoyance;
- Where the request lacks any serious purpose or value. An apparent lack of value would not usually be enough on its own to make a request vexatious, but may when considered with other examples listed above; and/or
- Harassing the Corporation, which could include extremely high volume and frequency of correspondence or mingling requests with accusations and complaints.

Furthermore, a pattern of conduct occurs when on several occasions an individual engages in one or more of the following:

1. Brings complaints concerning an issue that Staff have already investigated and concluded;
2. Brings complaints concerning an issue that is substantially similar to an issue that Staff have previously investigated and concluded, and no new information is being introduced; and/or
3. Engages in unreasonable conduct which is abusive of the request for services or complaints process, including but not limited to, the examples set out under the Application section of this policy.

### **Policy Requirements**

The decision to classify someone's behaviour as unreasonable, or to classify a request or complaint as frivolous and vexatious could have serious consequences for the individual, including restricting their access to Township services and Staff.

The decision may be as a result of a repeated pattern of conduct when, on several occasions, a person engages in one or more behaviours or actions identified as unreasonable, frivolous, and/or vexatious or it may be a single significant incident that requires invocation of this policy.

Individuals who fail to abide by Township policies, including the Respectful Conduct Policy, or who otherwise engage in aggressive, disrespectful or intimidating behaviour, bullying, harassment, use of coarse language or criminal behaviour while accessing a Township program, service, event or facility may be refused service and asked to leave the premises immediately and be subject to restrictions being placed on them in accordance with this Policy.

One of the enforcement mechanisms which the Township may use to further its statutory and common law duties as an owner and occupier of premises, as well as a workplace employer, is to exclude persons from the premises through the issuance of a Trespass to Property Notice in accordance with the *Trespass to Property Act*.

**For any incident where violence is imminent, or for a crime in progress, the Ontario Provincial Police must be contacted immediately at 9-1-1.**

### **Responsibilities**

All users of this policy are required to **document** the actions of the individual, and their own actions, in as much detail as possible.

Certain situations involving unreasonable behaviour on Township property, parks or facilities may require **immediate action** by way of a Trespass Notice. In such cases, the CAO shall have the authority to implement temporary restrictions to the individual until the information can be provided to the Township's Council for consideration.

For situations involving unreasonable behaviour that does not require such immediate action specific responsibilities include as follows:

## **Staff**

- If a Staff member experiences or witnesses any incident or behaviour that makes the Staff member uncomfortable or unsafe, the Staff member should remove themselves from the situation and report the matter, as soon as possible, to their Supervisor, or Manager, providing any supporting material;
- If a Staff member believes that a request or a complaint is unreasonable, frivolous, or vexatious, the Staff member should consult with their Supervisor, or Manager, providing any supporting material;
- Staff are responsible for advising their Supervisor, or Manager of the steps that have been taken to resolve the issue, which may include the following:
  - Length of time that Staff have been in contact with the individual and the history of interactions;
  - Amount of correspondence that has been exchanged with the individual;
  - Nature of the individual's behaviour and the amount of time that has been consumed; and
  - Maintaining detailed records of Staff interactions with individuals in order to justify any actions taken to restrict the individual's access to Staff or services.

## **Managers/Department Heads**

- Review the information provided by Staff and determine if the individual's behaviour warrants the application of restriction(s);
- Contact the CAO, as soon as possible, and outline the situation; and
- In consultation with the CAO make the determination to classify an individual's behaviour as unreasonable or to classify a request as frivolous and/or vexatious.

## **CAO or designate**

- Meet with the Department Head to conduct a review of the incident and the individual's behaviour;
- Advise the Township Solicitor, if necessary, in writing when restriction(s) are placed on an individual under the policy, providing a copy of the notice given to the individual as well as any additional information requested by the Township's Solicitor;
- Consult with the Township Solicitor on matters relating to the implementation of restrictions or Trespass to Property Notice, as required;
- Track and monitor the use of the Policy;

- Report on an annual basis on the use of the policy/exercise of authority by the CAO under the policy;
- Meet annually with the Department Heads to conduct an analysis of occurrences, outcomes, and recommendations;
- Review the policy as deemed necessary or at the direction of Council;
- Communicate the outcome of the direction of Council for the application of any restrictions and/or Notice of Trespass including its restrictions and any timeframes;
- Provide to Council any requests for review or appeals. Council may confirm, rescind, or amend the restrictions and the CAO shall communicate the outcome of appeals filed to the individual as directed by Council;
- If applicable, ensure compliance with any relevant duties and procedures outlined in this policy.

### **Members of Council**

- Consult with the CAO and the Integrity Commissioner regarding cases of unreasonable behaviour, and/or frivolous and vexatious action towards them while conducting, or related to, Township business that the Member wishes to address, as may be described in this policy. The Integrity Commissioner shall provide advice to the Member respecting any proposed action under this policy as it relates to the **Member's obligations under the Code of Conduct for Members of Council**;
- Consider potential restrictions for unreasonable behaviour towards a member(s) of Council;
- Consider potential restrictions for unreasonable behaviour towards Staff, and/or members of the public at the request of the CAO;
- Consider legal action and/or the issuance of Notice to Trespass of Property for unreasonable behaviour.

### **Township Solicitor**

- Develop and provide any templates, forms, and communications to assist in implementing this policy at the request of the CAO;
- Provide legal advice, as required, related to the provisions and implementation of the is policy and the Trespass to Property Procedures.

## Human Resources

Human Resources is responsible for:

- Keeping records of any decisions, including the name and address of individual(s) who have been identified as in violation of this policy; the restrictions that have been put in place; and the start and end date of the restrictions, in accordance with any provincial access and privacy laws, including the *Municipal Freedom of Information and Protection of Privacy Act*.

## Process Overview

### Course of Action

1. **Information Review:** Based on the information provided by Staff, the Manager shall conduct a review to determine if an individual's behaviour warrants the application of restriction. Each case should be considered on an individual basis i.e. the individual's personal circumstance, level of competency, literary skills, etc. that may be known to Staff. If the Manager determines the individual's behaviour may warrant the application of restrictions, they shall contact the CAO immediately to review the matter.
2. **Notice:** Upon determination that an individual's behaviour is unreasonable or to classify a request or complaint as frivolous or vexatious and depending on the severity of the incident, the CAO shall:
  - a. Send a letter of warning to the individual indicating that their behaviour is a violation of this policy and that restrictions may be imposed should they continue.
  - b. If the CAO feels the matter requires immediate restrictions, without warning, the CAO shall send a letter to the individual indicating that their behaviour is in violation of this policy and restriction are being imposed.
  - c. If the CAO feels the matter requires direction from, and restrictions imposed by Council, the letter shall outline temporary restrictions until a Council decision is made. The letter shall indicate the date the matter will be presented to Council. Depending on the severity of the matter, and at the CAO discretion a Special meeting of Council may be required to address the matter.
  - d. If the matter is reviewed and it is determined that restrictions are to be imposed by either the CAO or Council, the CAO shall send a letter of notification to the individual indicating that the matter has been reviewed and that restrictions are to be imposed. This letter shall include a summary of the findings review, including as follows:

1. a summary of the matter which has led to the restrictions;
  2. a summary of the interactions with the individual;
  3. a description of the restrictions that are to be applied; and
  4. the rationale for applying the restrictions.
- e. If no address, is known or provided by the individual, the next time the individual is seen by Staff on Township premises they are to be given a copy of the letter.
3. **Potential Restrictions:** Restrictions should be tailored to deal with the specific circumstances. Actions available to the CAO or to temporarily restrict the individual, pending Council direction, may include, but are not limited, to any one or combination of the following:
- a. Limiting the individual's correspondence with Staff to a particular format, time, or duration;
  - b. Limiting the individual to a particular point of contact;
  - c. Requiring any face-to-face interactions between the individual and Staff to take place in the presence of another Staff member;
  - d. Requiring the individual to contact the Township only through a third party, such as a solicitor or counsellor;
  - e. Limiting or regulating the individual's use of Township services;
  - f. Refusing the individual access to a Township facility except by appointment or specific permission;
  - g. Requiring that the individual produce full disclosure of documentation or information before Staff will further investigate a complaint;
  - h. Instructing Staff not to respond to further correspondence from the individual regarding the complaint or a substantially similar issue;
  - i. Informing the individual that further contact on the matter will not be acknowledged or replied to;
  - j. Closing the complaint or request for service;
  - k. Instructing Staff not to investigate any complaints regarding an issue that has already been investigated, or which is substantially similar to an issue that has already been investigated;
  - l. Instructing Staff to severely reduce or completely cease responses to further complaints or request and correspondence from the individual;

m. Pursuing legal action, and/or including issuance of a Notice of Trespass.

Pursuing legal action and/or including issuance of a Notice of Trespass will be at the sole direction of Council. Council may consider **all viable alternative measures** before issuing a Trespass to Property Notice.

4. **Restriction Review:** The letter of notification shall advise of a review date for the matter, depending on the severity of the incident and the nature of the matter and restriction/service provided. Generally, all cases where this policy is applied should be reviewed every three months or six months and not more than 12 months after the service change or restriction was initially imposed or continued/upheld.

The affected individual may be invited to participate in the review process by providing a written submission or by way of another method as appropriate in the circumstances, unless it is determined that this invitation will provoke a negative response from the individual.

If the restrictions were imposed by Council the affected individual may be invited to participate in the review process by providing a written submission to Council or by way of another method as appropriate in the circumstances, unless it is determined that this invitation will provoke a negative response from the individual. The CAO will provide the written submission to Council for its consideration.

Prior to the review date, Staff and the CAO shall meet and review the situation and determine if the restrictions should continue. During this review, consideration shall be given to factors such as:

- Whether the individual has had any contact with the Township during the restriction period;
- The individual's conduct during the restriction period;
- Any information/arguments put forward by the individual for review;
- The effect that continuing the restriction may have on the individual; and
- Any other information that may be relevant in the circumstances.

The individual shall be informed of the outcome of the review by way of letter within 10 business days of completion of the review and be given another date for review if any restrictions remain.

### **Appeals**

1. The individual shall have the ability to appeal any decision by the Township's CAO or Council, to impose restrictions by contacting the Clerk in writing within 10 business days from the date the restriction was issued. The Clerk shall receive all relevant information relating to the matter from the Department Head or any other Staff member involved, as required. The Clerk will present the request to Council during its next Regular Council meeting in closed session.

Council shall review all relevant information along with the appeal and may confirm, rescind, or amend the restrictions. Council's decision, with reasons, is final as it relates to this policy.

2. All decisions to issue a Trespass to Property Notice Requests shall be made by the Council.
3. In the event that Council has made the decision to issue a Trespass to Property Notice, individual shall have the ability to appeal this decision by contacting the Clerk in writing within 10 business days from the date the restriction was issued. The Clerk will present the request to Council during its next Regular Council meeting in closed session. Council shall review all relevant information along with the appeal and may confirm, rescind, or amend the Trespass to Property Notice. Council's decision, with reasons, is final as it relates to this policy.
4. In the event that the individual/requester believes the issue cannot be resolved through this policy and the appeal process, they may submit a complaint to the Office of the Ontario Ombudsman.

### **Monitoring/Contraventions**

Analysis of occurrences will be completed annually by the CAO and Department Heads. This policy shall be reviewed by the CAO, as deemed necessary, or at the direction of Council.

Failure to comply with requirements outlined in this policy could lead to disciplinary action to be conducted in accordance with Human Resources' processes and in alignment terms of conditions of employment.

### **Communication**

A copy of this policy and procedures will be posted on the Township's website. Signage will be posted at all facilities and public service areas. Facility users/tenants who sign contracts or acquire permits from the Township will, at a minimum, be notified of the policy and its location on the Township's website.

Department Heads and Supervisors shall review this policy to their Staff.

This Policy shall form part of the onboarding training/package for new Staff.

### **Privacy**

#### **Personal Information Collected, Used & Disclosed**

- Personal Information collected and used under this policy may include an individual's general description, photographic image, or likeness, and shall not be used or disclosed for an inconsistent purpose.
- In order to enforce any restrictions applied to an individual under this policy, Township Staff may disclose to other Township Staff or agents of the Township

the individual's personal information, a summary of the unacceptable behaviour, any restrictions applied to the individual, and any other relevant information pertaining to the incident as deemed necessary.

- All Township Staff shall have regard for the individual's privacy and shall not use or disclose their personal information in any way that may reveal to the public the individual's personal information, the unacceptable behaviour that occurred, or the nature of any restrictions applied to them.

## **Exceptions**

Nothing within this policy restricts or otherwise limits:

- The Township's authority to engage in litigation or seek legal redress for actions taken by individuals, regardless of whether those actions may fall within the scope of this policy;
- The Township's ability or obligation to comply with any requirements established by provincial or federal legislation; or
- Township's Staff's right to refuse unsafe work under the *Occupational Health and Safety Act*

## **Recordkeeping Requirements**

As per the Records Management Policy, Official Business Records generated as a result of the execution of this policy must be declared as such in the appropriate SharePoint site, RMS (Records Management System), or approved business system.

## **Legislative Authority**

Ontario Human Rights Code (OHRC)  
Occupational Health and Safety Act (OHSA)  
Accessibility for Ontarians with Disabilities Act (AODA)  
Occupiers Liability Act  
Trespass to Property Act  
Criminal Code

## **Related Documents**

Code of Conduct for Members of Council  
Code of Conduct for Staff  
Violence and Harassment in the Workplace Policy

## Appendix A: Example Warning Letter for Unreasonable Behaviour

Date

Individual's Name Address Town/ Postal Code

Dear \_\_\_\_\_,

### **Re: Warning of Inappropriate Behaviour Incident at The Township of Algonquin Highlands**

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The Township of Algonquin Highlands has implemented a Respectful Conduct Policy to promote a positive, safe, and supportive environment for all members of the public and Staff.

This policy encourages respect and responsibility. This policy enforces zero tolerance of inappropriate behaviour, action, and violence at all Township facilities, programs, and properties.

This is to advise you that your behaviour on \_\_\_\_\_ at \_\_\_\_\_ is in violation of our Respectful Conduct Policy and in particular, your conduct in \_\_\_\_\_ (description of incident)

Any future incidents of this nature will not be tolerated. Any future occurrences will be subject to the enforcement and implementation of restrictions in accordance with the Respectful Conduct Policy (attached).

If you have any questions or require any additional information, please contact the undersigned.

## Appendix B: Example Notice of Restriction Letter

Individual's Name Address Town/ Postal Code

Dear \_\_\_\_\_,

### **Re: Notice of Restrictions to Service due to Unreasonable Behaviour**

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The Township of Algonquin Highlands has implemented a Respectful Conduct Policy to promote a positive, safe, and supportive environment for all members of the public and Staff.

This policy encourages respect and responsibility. This policy enforces zero tolerance of inappropriate behaviour and action, violence and vandalism at all Township facilities, programs, properties, and right-of-way.

This is to advise you that your behaviour on \_\_\_\_\_ at \_\_\_\_\_ is in violation of our Respectful Conduct Policy and in particular, your conduct in \_\_\_\_\_ (description of incident)

In accordance with the Township's Respectful Conduct Policy the following restrictions have been put in place relating to your interactions (identify who, reasons why & list restrictions):

These restrictions will remain in place for a period of (time).

If you have any questions or require any additional information, please contact the undersigned.

#### **Request for Review:**

*Individuals who have received a written notice of restrictions to services can request to have this Notice reviewed, by sending a request in writing by email to: [info@algonquinhighlands.ca](mailto:info@algonquinhighlands.ca) or by mail to:*

CAO

Township of Algonquin Highlands,

1123 North Shore Road

Algonquin Highlands, ON K0M 1S0.

*All requests for review must be received within **10 business** days of receiving this Notice. The Council of the Township of Algonquin Highlands will conduct reviews.*

## Appendix C – Trespass to Property Notice

### Notice Under the Trespass to Property Act

Issued To: (Insert full name of person being trespassed)

**You are Hereby Given Notice** Pursuant to Subsection 2(1) of the *Trespass to Property Act*, R.S.O. 1990, c. T.21, s. 2 (1); 2016, c. 8, Sched. 6, s. 1, as amended, that you are prohibited from entering upon the premises (i.e. lands, buildings, and structures) of the *(Insert Facility Name)*, located at *(Insert Address,)*, and its surrounding grounds and appurtenances, effective for *(Insert Length of Ban)*, which shall remain in full force and effect until its expiration on: *(Insert end date)*

You are advised that entry onto said premises and failure to comply with this Notice are offences under Subsection 2 (1) of the *Trespass to Property Act* and upon conviction, you are liable to a fine of not more than \$10,000.

#### Issued this *(Insert Date)*

Reason: *(Insert Reason e.g., Violence/Harassment - Indecent Exposure)*

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*(Position, Department)*

Inquiries: 705-489-2379

#### Request for Review:

*Individuals who have received a written Trespass to Property Notice can request to have this Notice reviewed, by sending a request in writing by email to: [info@algonquinhighlands.ca](mailto:info@algonquinhighlands.ca) or by mail to:*

CAO

Township of Algonquin Highlands,

1123 North Shore Road

Algonquin Highlands, ON K0M 1S0.

*All requests for review must be received within **10 business** days of receiving this Notice. The Council of the Township of Algonquin Highlands will conduct reviews.*

# Respectful Communication

## What we expect from you

The Township of Algonquin Highlands strives to communicate with you with respect and courtesy, and we expect the same in return. We understand that when you contact us, you may be dealing with frustrating, emotional, or stressful situations. However, we cannot tolerate behaviour that is harassing, abusive, intimidating, discriminatory or threatening towards our staff.

Examples of unacceptable behaviours include:

- Harassment, bullying, verbal abuse, making threats, shouting, and yelling, or seeking to intimidate staff
- Making excessive, unreasonable, or aggressive demands, submissions, or inquiries
- Sexual harassment
- Using profanity and/or obscene language
- Making discriminatory comments, including racial, gendered, or ethnic slurs
- Causing unsafe and/or unsanitary conditions
- Refusing to leave the Township's facility or property when requested

Engaging in any of these behaviours may result in a restriction or loss of service. The Township of Algonquin Highlands will take appropriate action where necessary to protect the safety and well-being of staff.

## Service and communication restrictions

We reserve the right to restrict service and communication if you harass, abuse, threaten, intimidate, or discriminate against our staff. Examples of how we might restrict your service include:

- Restricting you from visiting our facilities
- Restricting you from calling our facilities
- Requiring you to communicate with us in writing only

Service restrictions seek to balance our commitment to serving you fairly and respectfully with our duty to protect our staff from abuse or harm.