



City of Lloydminster

Policy

Policy Title:	Customer Conduct Policy	Policy Number:	120-09
Date of Adoption:	May 23, 2023	Motion Number:	207-2023
Date of Amendment:	September 21, 2026	Motion Number:	284-2026

1. Purpose:

- 1.1. To ensure a safe and respectful workplace environment for Administration.
- 1.2. To ensure that all Customers feel safe and supported while attending a City Facility, Program, or while being provided with a Service.
- 1.3. To provide a progressive plan for Administration to follow in the event that Uncivil Behaviour occurs within any of the City's Programs, while providing a Service, or at a City Facility.

2. Definitions:

Administration	An Employee, contractor, or volunteer of the City of Lloydminster.
City	The corporation of the City of Lloydminster.
Customer	Any individual other than Administration at a City Facility.
Employee	Any person employed by the City of Lloydminster which includes, and is not limited to, any person employed in the capacity of a full-time, part-time, casual, seasonal, summer, or contracted position.
Facility	All property which is operated by the City where Employees interact with Customers.
Fundamental Services	Services that the interruption of which would create a financial hardship, endanger the life, health, or personal safety of a Customer. This includes Services guaranteed to a Customer under another piece of legislation.
Harassment	Any single incident or repeated incidents whether in person, over the phone or online of objectionable, inappropriate, or unwelcome conduct, comment, bullying, display, action, or gesture by a person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the other person's health and safety; and that: i. is based on any prohibited ground as defined in the Alberta Human Rights Act or Saskatchewan Human Rights Code; ii. includes a sexual solicitation or advance.

Member of Council	An individual elected pursuant to <i>The Local Government Election Act, 2015</i> (Saskatchewan) as a Member of Council.
Program	An activity, course, or class organized and operated directly by the City of Lloydminster.
RCMP	Royal Canadian Mounted Police.
Service	Any time Administration provides assistance to a Customer, including but not limited to providing utility services in the Customer's home, taking payment at a City Facility, and/or providing support for other matters.
Trespass Notice	A written notice issued by the property owner or their authorized representative directing an individual not to enter, access, or remain on a specified municipal property, Program, Service, or Facility for a defined period. The duration of the Trespass Notice shall be determined by Administration at its sole discretion.
Uncivil Behaviour	Uncivil Behaviour includes, but is not limited to, any of the following: i. Harassment as defined; ii. inappropriate, abusive, undesirable, dangerous, or criminal language and behaviour; and iii. participating in illegal activities.

3. Scope:

- 3.1 This Policy shall apply to all Members of Council and Administration.
- 3.2 This Policy shall apply to all Customers.

4. Objective:

- 4.1. Administration shall take prudent and appropriate action to ensure that Facilities remain welcoming and safe for all Customers and Employees.
- 4.2. Administration shall have the authority to suspend Customers access to Facilities, Programs, or Services when deemed appropriate at Administration's sole discretion.

5. Guiding Principles:

- 5.1. Customers, Members of Council, and Administration shall communicate with one another in a respectful manner and shall be responsible for their own individual actions.
- 5.2. Administration shall have the right to remove themselves from situations where Customers are exhibiting Uncivil Behaviour.
- 5.3. Uncivil Behaviour will not be tolerated.
- 5.4. Customers that display Uncivil Behaviour may be subject to additional consequences as defined in Schedule "A" and Section 6.

- 5.5. Trespass Notices are determined by type of violation as per Schedule "A". Schedule "A" is not an exhaustive list of possible behaviours and suspensions and should be used as a tool to guide Administration in determining Trespass Notice length.
- 5.6. If deemed necessary, and at Administration's sole discretion, a Customer's Uncivil Behaviour may be reported to public safety resources such as municipal enforcement or the RCMP.
- 5.7. Where deemed appropriate, Administration shall provide access for Fundamental Services to Customers who have had their access or Services suspended.
- 5.8. No refunds shall be given to Customers that violate this Policy.

6. Additional Restrictions of Violation

- 6.1. In addition to the Trespass Notice terms identified in Schedule "A", Customers may be subject to additional restrictions which are designed to correct a Customer's Uncivil Behaviour. Additional restrictions may be adapted in accordance with individual circumstances at Administration's sole discretion.
- 6.2. Repeat suspensions may be subject to longer suspension lengths determined at Administration's sole discretion.

7. Appeal Process:

- 7.1. Customers shall have an opportunity to appeal a Trespass Notice that exceeds ninety (90) days.
- 7.2. Appeals must be submitted in writing by letter to the City Clerk within fourteen (14) days of receiving the Trespass Notice.
- 7.3. Upon receipt of the request for appeal, the City Clerk or designate will review the circumstances of the Trespass Notice within fourteen (14) business days and determine if the appeal shall move forward.
 - 7.3.1. If it is determined that the appeal is to be heard, the City Clerk will establish an appeals committee consisting of three (3) senior members of Administration and set a date for the appeal to be heard.
 - 7.3.2. All decisions in response to an appeal are final and not appealable.
- 7.4. An appellant shall be notified of all decisions surrounding an appeal in writing.

8. Return Protocol:

- 8.1. At the conclusion of a Trespass Notice term of more than ninety (90) days, the individual must arrange a meeting with the Facility Manager, Director, and/or supervisor as outlined in the Trespass Notice.

9. Penalty:

- 9.1. Any member of Administration found to be in violation of this Policy may be subjected to disciplinary action utilizing the *Employee Code of Conduct Policy*. Such action may be dependent upon the nature of the breach of this Policy; discipline may range from a verbal warning to dismissal with cause.
- 9.2. Any Member of Council found to be in violation of this policy may be dealt with utilizing the "*Council Code of Ethics Bylaw*" or provisions of "*The Lloydminster Charter*."

10. Responsibility:

- 10.1. City Council shall review and approve all policies.
- 10.2. Administration may administer this Policy through the use of a supporting procedure, as required.

Schedule "A"

Violation	Trespass Notice Length Guidelines
<i>Trespass Notice Up to (5) Five Days in Length is authorized by a Supervisor, Senior Manager, Director or designate responsible for the Facility.</i>	
Individuals being found in designated "Staff Only" areas.	Five (5) days
Not following the guidelines for safe use of the Facility.	
Not following directions from Administration.	
Refusing to wear, display, or produce proof of payment when asked to by Administration.	
Refusal to show proper identification.	
<i>Trespass Notice Exceeding Five (5) Days in Length is authorized by an ELT Member, City Manager or designate.</i>	
Lewd, offensive, or aggressive hand gestures directed towards any individual at a Facility.	Up to one (1) month
Unsafe actions and/or behaviours that place any individual at risk of injury.	
Individuals smoking, using a vaporizer (or similar) in a non-designated area.	One (1) month
Foul, abusive, profane, offensive, or insulting language directed towards any individual at a Facility.	One (1) month or more
Any abusive, racist, discriminatory, and/or threatening gestures or language directed towards any individual (i.e., threat of property damage, slurs, etc.).	Up to three (3) months
Refusal to pay applicable fees to access a Facility.	
Willfully using another person's Facility access (i.e. taking one from the garbage, swiping membership card for a friend).	
Blatant disrespect for municipal property resulting in potential Facility and/or property damage. This includes acts of vandalism.	Six (6) months or more
Use or sale of drugs, cannabis, or alcohol in non-designated/licensed areas of the facility.	
Accessing a Facility outside of scheduled hours.	One (1) year or more
Any sexual gestures or sexual references directed towards any individual.	
Deliberate or implied physical, sexual, racial, discriminatory, or verbal abuse and/or aggressive actions (i.e., bullying or intimidating).	
Refusal to leave a Facility when asked by Administration.	
Threatening the personal safety of any individual.	
Violent conduct, assault or aggression (i.e., punching, kicking, inappropriate touching, etc.).	