



Policy	User Code of Conduct Policy
Approved By:	Council
Approval Date:	February 23, 2026
Amendment Date:	
Policy Holder:	Chief Administrative Officer

User Code of Conduct Policy

PURPOSE:	This User Code of Conduct Policy provides guidance on standards of expected behaviour for all users of District properties, facilities and services and outlines the consequences when violations of the User Code of Conduct Policy occur.
POLICY:	1. The District is committed to promoting a safe, respectful, inclusive, and welcoming environment for everyone and to support the efficient operation of facilities, programs, and services. This includes providing equitable access and an environment free of discrimination, harassment, danger, physical discomfort, emotional stress, and unfair treatment. 2. Users of all District programs, services, parks, and facilities are expected to comply with the Code of Conduct Policy contained herein. Specifically, users are expected to: a) Treat others with courtesy, dignity, and respect at all times; b) Use parks and facilities only for their intended purposes; c) Follow all District rules, policies and standards which are posted in parks and facilities and on the District website or communicated by District staff; and d) Report concerns and be cooperative when staff are responding to and investigating concerns or complaints. 3. Inappropriate behaviour includes, but is not limited to: a) Physical or verbal conduct that disrupts the enjoyment, safety, or comfort of others, but is not threatening or dangerous, including: (i) use of offensive, discriminatory, profane or abusive language or gestures; (ii) persistent disruptive behaviour; b) Discriminatory, harassing, or offensive behaviour towards staff or other users; c) Vandalism, theft, or damage to municipal property or the property of others; d) Possession or use of prohibited substances, including illegal drugs, on District property; and/or e) Conduct that threatens, or is likely to result in immediate harm, injury or damage to individuals, the park or facility.

1. Definitions

“District” refers to the District of Oak Bay

“Code of Conduct” refers to the standards of behaviour contained in this User Code of Conduct Policy and related procedures.

“Facility” refers to a building, premises surrounding a building operated by the District which is intended for, but not limited to social, athletic, or recreational use.

“Inappropriate behaviour” refers to conduct that is unwarranted, expressly prohibited, and/or is reasonably interpreted to be demeaning, rude, threatening, offensive, damaging, or that negatively impacts on the well-being, health and safety of others.

“Manager” refers to any District employee with the job title of Manager, Deputy Director or Director.

“Park” refers to land operated by the District for social, environmental, athletic, or recreational purposes.

“Program” includes any pre-planned organized activity or organized event that limits general public access to a portion of a park or facility.

“Policy” refers to the User Code of Conduct Policy contained herein

“Service” refers to any service provided by the District including all methods of communication.

“Staff” includes any individual employed or contracted by the District of Oak Bay.

“Suspension” refers to the prohibition of a user from attending any District park, facility, or program for a period of time specified by a District Manager.

“User” refers to a visitor, patron, participant, volunteer, renter, or any member of the public, group, or organization using District programs, services, parks, or facilities.

2. Guiding Principles

- A safe, positive, and inclusive environment maximizes enjoyment for all.
- Participation in recreation benefits individuals and contributes to their quality of life.
- Creating a welcoming, safe, and inclusive environment is a collective responsibility of members of the community and staff.
- Inappropriate behaviour will not be tolerated and should be responded to in an organized and systematic fashion

3. Scope

This Policy applies to all persons accessing and using municipal recreation centres, arenas, pools, parks, trails, cultural and civic facilities, and related programs and services, whether as a participant, spectator, contractor, or visitor.

Groups and organizations using District programs, services, parks, and facilities are responsible for the behaviour and actions of all persons associated with their use and must take primary responsibility for the enforcement of this policy.

Inappropriate behaviours can be intentional or unintentional. The Policy applies in both cases.

4. Enforcement

Staff are authorized to enforce the Policy. Any User who violates the Policy may be subject to progressive, corrective actions up to and including being asked to immediately leave the facility for a period of time. Depending on the severity and/or frequency of the violation, a further suspension for a period of time may be imposed by a District Manager.

In the case of a violation by a group or organization, depending on the severity and/or frequency of the violation, District staff may revoke a facility user licence, shut down the activity or event, or require the group or organization to immediately vacate the park or facility.

Individuals, groups, or organizations that remain non-compliant despite progressive, corrective actions, revocations of a facility user licence, shutting down of activities or events, or requests for immediate departure from a park or facility may be banned from using some or all District property, services, and facilities.

District staff are authorized to enforce this policy. Actions for violations may include, but are not limited to:

- a. Verbal warning and request to cease prohibited behaviour.
- b. Immediate removal from the facility or program.
- c. Temporary suspension of facility access or program participation.
- d. Longer-term bans or restrictions upon review by District staff or designated authority.
- e. In serious cases, referral to law enforcement authorities.

5. Reporting and Investigation

Incidents of inappropriate or prohibited behaviour should be reported to facility staff or management promptly. Reports may be recorded and investigated to determine appropriate action in accordance with this policy.

6. Privacy and Records Management

The District of Oak Bay will maintain a record of Code of Conduct related incidents, which may include details of suspensions that have been issued, their duration, and the authorizing Manager. The collection, disclosure and retention of this information will be maintained consistent with the Freedom of Information and Protection of Privacy Act and other relevant policies.

7. Communication

The User Code of Conduct Policy will be made available to the public through facility signage, websites, program guides, and upon request. Facility users are responsible for familiarizing themselves with the Policy.

8. Related Policies, Legislation and Agreements

Council is empowered by the Local Government Act, the Community Charter, and the Canadian Human Rights Act to prescribe rules governing the conduct of persons while on District of Oak Bay properties or while utilizing District services, including over email, phone or in person. This is done to ensure the comfort and safety of all District of Oak Bay patrons and staff.

- *Occupational Health and Safety Regulation (Province of BC)*
- *Parks and Beaches Bylaw*
- *Animal Control Bylaw*
- *Respectful Workplace Policy*