



The Pickering Soccer Centre expects from its Patrons:

Zero Tolerance for Unacceptable Behavior.

Harassment, discrimination, vandalism and violence as defined in this Policy are unacceptable behaviors. Unacceptable behavior also includes activity that is disturbing to any employee or customer where they feel unsafe, threatened or harmed. It is also unacceptable behavior to act in a manner that destroys, damages, defaces or compromises the safety of Pickering Soccer Centre property.

For greater clarity, unacceptable behaviors involving employees and/or patrons includes, but is not limited to the following:

- Physical violence, assault and fighting.
- Unwelcome physical contact.
- Possession of a weapon.
- Intimidation or threat of violence, whether verbal, written or by social media.
- Verbal abuse including shouting, profanity or aggressive tone or language.
- Failure to follow directions of Pickering Soccer Centre employees and Club staff.
- Using language that demeans, humiliates or expresses hate or incite harassment towards an individual(s).
- Unsafe activity.
- Stalking.
- Excessive calls, emails or other communications.
- Alcohol possession or consumption where there is no liquor license.
- Conduct which involves judgment apparently impaired by alcohol or drugs.
- Recording images or video in dressing rooms, washrooms, private office areas or other clearly signed areas without prior authorization by the Pickering Soccer Centre.
- Causing unsanitary conditions.
- Wearing attire with abusive, profane or racist images or language.
- Bullying or harassment, including sexual harassment.
- Aggressive, hostile or unwelcome activity or conduct which is directed to, or at Pickering Soccer Centre employees or other customers.
- Any other activity determined by an employee to be unsafe or inappropriate, where the individual involved is advised and the individual does not stop the unsafe or inappropriate activity.

Pickering Soccer Centre Code of Conduct Procedure:

Where an employee(s) has determined that an individual(s) has breached the Code of Conduct Policy, these steps should be followed:

- Assess the situation, do not engage in physical confrontation.
- Address individual(s) in a courteous but firm manner, enlist the support of other employees where possible.
- Request cooperation by the individual and advise of next steps.
- Employees may speak to members of the customer user group or permit holder to obtain support in intervening with the individual, or to obtain contact name/address of the individual(s) causing the situation.
- Employees will intervene with the individual only when safe, to advise that the activity in question must stop.
- If no cooperation is received, ask the individual(s) to leave the facility/premises.
- When there is a physical threat to customer or employee safety, any employee should call 911 for assistance.
- The employee will notify their next level supervisor immediately if the individual has been advised to leave Pickering Soccer Centre property or the police have been contacted.
- Employees will submit a Security Incident Report within 24 hours of the event taking place.
- Any individual ordered off Pickering Soccer Centre property may be prohibited from returning to Pickering Soccer Centre property for 24 hours and until such time that management has reviewed the Security Incident Report and has assessed the incident.
- Management or their designate will determine the appropriate actions based on the Code of Conduct Policy. The action may include a letter of warning issued to the individual(s), time-based bans from entering the facility or a Trespass Notice registered with the police.

Pickering Football Club Code of Conduct Consequences (Player, Match Official, Coach, Parents, PSC Patron)

- Individuals who engage in unacceptable behaviour, as outlined in this Policy, may be subject to immediate removal from programs or property and a ban period assigned.
- In the event of a serious breach of the Policy, Management or a designate may suspend or cancel membership, remove an individual from a program or activity, or stop the provision of a Pickering Soccer Centre service without a refund of fees paid.
- All incidents that result in a ban will be followed up in writing to the individual by Management, outlining the details of the ban. Appropriate employees will be copied on the correspondence, so they are aware of the nature of the ban.
- Time banning may result in being banned from a selection of or from all Pickering Football Club programs, services and property.
- If circumstances warrant, Management may request that the organization consider a trespass notice. If approved, the Pickering Football Club will authorize Management to issue the trespass notice.