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**TITLE:** Recreation Facilities – Conduct Enforcement Procedure  
**DEPARTMENT:** Recreation and Cultural Services  
**PROCEDURE NO:** 72000-02P

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**APPROVAL DATE:** Nov 14/25

**CAO Signature:** 

**PURPOSE:**

To protect the safety, integrity, and positive atmosphere of Amherst Recreation Facilities, this procedure outlines a clear and consistent approach for addressing inappropriate behavior by spectators, players, and visitors. It establishes progressive discipline while allowing flexibility for serious cases.

**PROCEDURE:**

This procedure applies to **all individuals** attending or participating in events at Amherst Recreation Facilities including spectators, players, coaches, officials, and visitors.

**1. Code of Conduct**

All individuals at Amherst Recreation Facilities are expected to act with respect, fairness, and responsibility. The following behaviors (but not limited to) are strictly prohibited and may result in removal and/or disciplinary action:

- **Alcohol**, in contravention of the Liquor Control Act. Alcohol is permitted only in designated areas and in compliance with provincial laws and facility rules.
- **Smoking, including vaping and cannabis**, in contravention of the 'Smoke Free Recreational Places' By-Law.
- **Verbal abuse**, threats, or harassment toward officials, staff, players, or other attendees.
- **Discriminatory Behavior**, racist, sexist, homophobic comments or actions towards officials, staff, players or other attendees.
- **Physical altercations**, fighting, or acts of intimidation.
- **Deliberate damage** to Town property.
- **Failure to follow directions** from Town staff or officials.

This applies equally to players, spectators, and all event participants.

**2. Progressive Disciplinary Standard**

Generally, behavioral issues will be addressed in accordance with this progressive discipline standard through a structured three-offence process. The Town reserves the right to impose a higher level of discipline, including immediate long-term or indefinite suspension, based on the severity of the offence.

Furthermore, when appropriate, matters will be referred to the Amherst Police Department.

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#### **First Offence**

- **Action:** Immediate removal from the facility.
- **Suspension:** 7 to 30-day suspension from all recreation facilities.
- **Notice:** Written notice detailing the incident and expectations for return.

#### **Second Offence**

- **Action:** Immediate removal from the facility.
- **Suspension Duration:** 31 to 90-day suspension from all recreation facilities.
- **Notice:** Written notice detailing the incident and expectations for return.
- **Conditions:** Mandatory meeting with Town management prior to reinstatement.

#### **Third Offence**

- **Action:** Immediate removal from the facility.
- **Suspension Duration:** 90 to 180-day suspension from all recreation facilities.
- **Notice:** Written notice detailing the incident and expectations for return.
- **Conditions:** Mandatory meeting with Town management prior to reinstatement.

### **3. Incident Reporting**

All incidents must be documented using an **Incident Report Form** submitted to the Recreation Facilities Manager. Reports must include:

- Names of all individuals involved (if known)
- Description of the behavior and outcome
- Time, date, and location of the incident
- Action taken on-site
- Names of witnesses (if applicable)

### **4. Authority**

All incidents will be reported to the Facilities Manager who will review the incident and make a decision in regard to any potential suspension from the facility. All incidents and decisions will be reported to the Director of Operations. All suspensions will be reported to the Chief Administrative Officer.

Should the Facilities Manager be directly involved in an incident (i.e. The subject of physical or verbal abuse) the Director of Operations will make a decision in regard to any potential suspension from the facility.

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**5. Appeals Process**

Anyone wishing to appeal a suspension must submit a written appeal to the Chief Administrative Officer. The appeal shall include, at a minimum, an explanation of the incident, acknowledgment of the behavior, and reasons for reconsideration. Appeals will be reviewed, and a written response will be issued within 30 days. A meeting may be requested by the Chief Administrative Officer.

**6. Enforcement & Communication**

Disciplinary actions will be recorded and tracked. Written notifications will be issued to the individual and, if applicable, shared with teams, leagues, or organizational leadership to ensure enforcement and prevent recurrence.

**ROLES AND RESPONSIBILITIES**

Title	Responsibilities
Recreation Facilities Manager	Ensure an Incident Report Form is filed, review the incident and make a decision in regard to any potential suspension from the facility
Director of Operations	Deal with incidents that may involve the Recreation Facilities Manager
Chief Administrative Officer	Hear appeals

For Administrative Use Only:

**VERSION LOG**

Amendment Description	Procedure Owner	Approved By	Approval Date
New Procedure	Recreation Facilities Manager	CAO MacDonald	November 14, 2025

