Procedure Title	Managing Disruptive Behaviour		
Procedure Number	128-1	**Approved Date**	May 9, 2024
Department	Corporate Communication	**Last Amended**	
		Last Reviewed	
City Manager Signature	"S. Bourke" (signed)	**Signature Date**	May 31, 2024

1. Public Engagement Event Guidelines

1.1. Respectful Communication

a) Be respectful and courteous to all attendees, speakers, and staff.

b) Talk constructively and abstain from using insulting or personal remarks.

c) Pay close attention and refrain from interjecting when others are speaking.

1.2. Inclusive Environment

a) Promote tolerance and diversity while fostering a friendly atmosphere for all visitors.

b) Hate speech, harassment and discrimination is not tolerated.

c) Recognize and respect intellectual, religious and cultural diversity.

1.3. Compliance with the Event's Policies

a) Comply with instructions and procedures provided by the event organizers.

b) Adhere to any guidelines that are particular to a given activity, session or workshop.

c) Deliberately disruptive behaviour may result in being asked to leave the meeting.

1.4. Photography and Recording

a) Obtain the necessary consents before taking photos, recording audio or video or live streaming.

b) When taking pictures or making recordings of other attendees, respect their privacy and permission.

2. De-escalation Guidelines for Staff and Council

2.1. Remain Calm: Keep a collected demeanour.

2.2. Active Listening: Giving the person who is sharing their worries or frustrations your entire attention is an example of active listening. Keep eye contact, nod, and use vocal indicators to show that you are paying attention and comprehending their viewpoint.

2.3. Empathy and Understanding: Try to grasp the other person's perspective and demonstrate empathy for their emotions. Even if you don't share their opinions, acknowledge their feelings and affirm their worries. This may ease tension and provide the impression that you have been heard.

2.4. Non-Threatening Body Language: Display openness and approachability by using non-threatening body language. Maintain an open posture, avoid crossing your arms, stand or sit at a comfortable distance, and make relaxing motions.

2.5. Speak Calmly and Clearly: Use a measured, calm tone of voice when speaking. To convey your message, choose language that is clear and concise. A loud voice or harsh words should be avoided to prevent the issue from getting worse.

2.6. Respect Personal Space: Be mindful of others' personal space limits and refrain from entering them. Provide them with adequate physical space to feel secure and lessen any sense of threat.

2.7. Avoid Arguing or Challenging: Avoid defending yourself or directly refuting the person's thoughts or opinions. Instead, concentrate on identifying points of agreement and common ground.

2.8. Offer Options and Solutions: Offer the person choices or several approaches to resolving their issues. Investigate options together that would satisfy their wants while maintaining the event's goals and guidelines.

2.9. Seek Assistance if Needed: Include more trained employees, security guards, or law enforcement if the situation worsens or becomes potentially dangerous.

3. Removing a Disruptive Individual

3.1. Approach the Individual: Approach the disruptive person with respect and calmness. Engage in respectful and calm conversation. Outline your concerns over their actions and how they impact the event. Stress the value of preserving a secure and welcoming atmosphere. Show them the event guidelines.

3.2. Offer a Warning: Give the person a verbal warning, making it clear that their actions are undesirable and that continuing to do so could result in them being asked to leave the event. Emphasize the event guidelines.

3.3. Seek Assistance if Needed: If the situation continues to escalate or becomes potentially dangerous, involve additional trained staff or security personnel if available.

3.4. Escort the Individual: Escort the person from the event if they refuse to comply or if their actions continue to endanger the safety of guests. To securely direct the person to an exit, enlist the assistance of other event employees or volunteers.

3.5. Document the Incident: Document the occurrence in full after the removal, including the date, time, details of the behaviour, the steps taken and the parties involved. Keep complete records for future reference, assessment and any necessary follow-up measures.

3.6. Follow-Up Actions: Depending on how serious the incident was, take extra steps, such as supporting impacted guests, alerting police if necessary or opening an internal investigation.

4. Trigger Points for Ending an Event

4.1. Threat to Physical Safety: The event may need to be terminated if disruptive behaviour constitutes a direct threat to the physical safety of participants, employees, or speakers. Examples include acts of violence, physical altercations, or circumstances when attendance's safety is in jeopardy.

4.2. Inability to Maintain Order: It may be necessary to end the event if the disruptive behaviour continues despite efforts to address and control it.

4.3. Persistent Disruptions: Continual disruptions that compromise the ability to proceed with the event as planned can be a trigger point for ending it.

4.4. Non-compliance with Event Guidelines: To maintain order it could be essential to call an end to the event if the disruptive people or group repeatedly violate the event guidelines, disregard warnings and demonstrate a lack of willingness to comply.

5. Ending an Event

5.1. Communicate Clearly and Calmly: Inform participants of the event's cancellation and the need for their safety in a straightforward manner. To avoid panic and uphold order, keep your composure. Indicate the guidelines for the ensuing actions.

5.2. Coordinate Crowd Management: Manage the flow of people towards exits or designated assembly areas if the event venue is full by working with the event staff, volunteers and security personnel (if applicable). Make sure that attendees are directed safely and effectively by providing clear directions.

5.3. Provide Assistance and Support: Provide assistance to attendees who might need it, such as people with impairments or others who might be frightened or uncomfortable. Designate locations or people to answer inquiries, provide information or make any necessary accommodations.

5.4. Document the Incident: Record the decision-making procedure, the steps taken and any pertinent information about disruptive behaviour. For post-event analysis, follow-up activities or prospective legal needs, this documentation may be helpful.

6. Site Selection Guidelines:

6.1. Selecting the appropriate site should contain the following measures:

a) At least two exit points in the meeting space.

b) A designated safe space for attendees to gather.

c) Enough capacity to accommodate the expected attendance of the event.

d) Accessible for individuals with disabilities (i.e., ramps, elevators, accessible washrooms).

e) Effective and tested audio and visual capabilities, if needed.

7. Version History

Action	Date	Description
New Procedure	May 9, 2024	