Summer Village of Sundance Beach

Administrative Policy

Number	Title			
#2025-04	**Public Civility and Conduct Policy**			
Approval	**Originally Approved**		**Last Revised**	
(CAO initials)	**Resolution No:**	2025-122	**Resolution No:**	
	Date:	Nov 27, 2025	**Date:**	

Policy Statement

This Policy is to deal with a Member of the Public who is engaging in Unreasonable Behavior, including

- Behaviour affecting the safety of staff and other individuals;
- Behaviour affecting the enjoyment of Municipal facilities for other users or disrupting the delivery of services to the detriment of others;
- Behavior affecting the smooth functioning of the administration and governance of the Municipality including frivolous and/or vexatious requests/queries that may consume a disproportionate amount of Council and/or staff time and resources and may compromise their abilities to perform their public duties.

DEFINITIONS

"Discrimination" includes, but is not limited to, differential treatment or any action or communication that has an adverse impact on an individual or group of individuals based on Protected Grounds under the *Alberta Human Rights Act.*

"Harassment" includes any objectionable or unwelcome communication, behavior, or action by a person that causes or is intended to cause offence, intimidation, or humiliation to a member of Council or staff member, or adversely affects the health or safety of a member of Council or staff member, including, but not limited to:

a) All forms of bullying, including; comments or conduct because of a person's race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, or sexual orientation; and

b) An unwanted sexual solicitation or advance; and

c) Stalking

"**Unreasonable Behavior**" may include, without limitation:

a) Failure to follow the Municipal bylaws, rules, guidelines, normal practices of good behaviour, or safety protocols while on or in Municipal facilities or accessing Municipal services;

b) The use of discriminatory, threatening, abusive, offensive, insulting, derogatory, or profane language or remarks in any form of communication;

c) Acting toward any other individual in a discriminatory, threatening, abusive, intimidating and/or violent manner, including, but not limited to, bullying, assaulting, or spitting on another individual;

d) Forceful and targeted yelling or swearing;

e) Engaging in Discrimination;

f) Abuse or misuse of the Municipal resources or processes or Council or Municipal staff time;

g) Impugning the integrity of members of Council, Municipal staff, or other Members of the Public at a Public Meeting;

h) Accessing or attempting, without proper authorization, to access physical areas of Municipal facilities that are not public places;

i) Engaging in Harassment or violent behavior;

j) Obsessive, persistent, or repetitive behavior or actions including requests for information;

k) Frivolous or vexatious communications, complaints, requests, or inquiries;

l) Photographing or video recording Municipal staff, members of Council, or other Members of the Public while on or in Municipal facilities, or in a Council meeting or public hearing, unless authorization has been given by Council.

m) Unruly public protest that is disruptive to the operation of Municipal services;

n) Deliberately interfering with operations, Municipal services, and/or duties being performed or provided by Municipal staff or Council;

o) Denying or changing statements made at an earlier stage of a matter under consideration; or changing the basis of a complaint/request as the matter proceeds.

COMPLAINT PROCESS

If a staff member believes in good faith that a Member of the Public is engaging in or has engaged in Unreasonable Behavior, the staff member should collect any supporting material or evidence and provide it to the Chief Administrative Officer (CAO). Complaints submitted anonymously will not be considered.

ENFORCEMENT PROCEDURE

After reviewing the information received from a staff member under this Policy, the CAO may:

a) For incidents that pose an immediate threat to public safety, where acts of violence are imminent, or if a crime is in progress, contact the RCMP immediately at 9-1-1.

b) Issue a Letter of Warning to the Member of the Public in accordance with this Policy.

c) Issue a Notice of Restriction to the Member of the Public in accordance with this Policy. The CAO shall advise other staff and Council of the restrictions on a need-to-know basis for purposes of enforcement.

Staff and Council may conduct their interactions with the Member of the Public who is subject to restrictions imposed pursuant to the Policy in accordance with those restrictions.

Letters of Warning and Notices of Restriction will be tailored to deal with the individual circumstances, the nature and severity of the Unreasonable Behavior at issue, and the impact on staff, Council, the specific Member of the Public, and other Members of the Public.

POTENTIAL RESTRICTIONS

A Notice of Restriction may include any of the following directives:

a) Limit correspondence to a particular format, time, or duration;

b) Require any communication to be directed through one or more specific individuals;

c) Require any face-to-face interactions between the individual and staff to take place in the presence of at least two staff members;

d) Limit the number of responses that may be provided regarding an active complaint or inquiry;

e) Close any active complaints, inquiries, or requests for service related to a specific matter;

f) Limit the number of new complaints, inquiries, or requests that may be submitted;

g) Prohibit the Member of the Public from in-person access to services (other than emergency services);

h) Refuse to accept any further complaints or inquiries on a specific subject matter from the Member of the Public; and/or

i) Inform the Member of the Public that further contact on the matter will not be acknowledged or replied to.

In addition to the restrictions set out above, the CAO may apply any or all of the following further restrictions against the Member of the Public for up to 365 consecutive days at the CAO's discretion:

a) Prohibit the Member of the Public's in-person attendance at one or more facilities (except for the sole purpose of conducting legitimate business at the applicable facility);

b) Prohibit the Member of the Public's in-person attendance at any meeting held by the Summer Village; and/or

c) Any other restrictions the CAO may consider appropriate in the circumstances.

RIGHT OF REVIEW

A Member of the Public who has been issued a Notice of Restriction may request a review of the restrictions by submitting to the CAO, within fifteen (15) calendar days after the date of the subject Notice of Restriction, a written Request for Review in a form approved by the CAO. The Request for Review must include, at a minimum:

a) The grounds for the review, stating the specific reasons;

b) The resolution or outcome the Member of the Public is seeking;

c) Any supporting documents or relevant evidence the Member of the Public is relying on; and

d) The Member of the Public's return email address and mailing address.

If the CAO reassesses a situation and decides to discontinue restrictions even though no review has been requested, there is no right to submit a retroactive Request for Review.

Prior to submitting a Request for Review, the affected Member of the Public or the Member’s legal guardian may request a meeting with the CAO who issued the Notice of Restriction to review the restrictions. Requests for meetings may be accepted or denied at the CAO's discretion and may be conducted virtually or in-person as the CAO determines appropriate. The CAO may invite additional staff to attend the meeting.

There is no right to Request a Review in connection with a Letter of Warning.

PERSONAL INFORMATION

Personal information collected and used under this Policy may include, but is not limited to, an individual's general description and/or photographic image or likeness, digital audio or video recording, and/or records of communications containing the individual's name and contact information; and such personal information collected shall not be used or disclosed for a purpose

inconsistent with this Policy.

In order to enforce any restrictions applied to a Member of the Public under this Policy, staff may disclose the Member of the Public's personal information to other staff members and Council, including a summary of the Unreasonable Behavior and any restrictions applied to the Member of the Public.

Revisions:

Resolution Number	MM/DD/YY