

# “R” YOU IN THE ZONE?

Community organizations, members of the public and Town staff need to work together to promote respect and responsibility, improving the safety, appearance and environment of our community.

Here's how:

- Be respectful to those around you. Use appropriate language in written and verbal communications.
- Listen to others express their point of view.
- Avoid behaviour that would intimidate or discourage others from speaking or participating in an event or meeting.
- Report activities such as verbal assaults, threats/aggression, physical harm, alcohol consumption, theft and harassment.
- Remember to respect property, materials and equipment when using services or participating in Town programs.
- Clean up after yourself or your group - whether in a library, at a park, on a bus or on a trail.



**Respect and Responsibility**

**For more Information**

Visit [www.oakville.ca](http://www.oakville.ca),  
write to us at [rzone@oakville.ca](mailto:rzone@oakville.ca),  
or call 1-866-67R-ZONE (message only).



**Respect and Responsibility**





## IT'S ALL ABOUT **RESPECT**

The Town of Oakville is dedicated to supporting and enriching the quality of life of the people who live, work and play in Oakville. Our vision is to be the most livable town in Canada. We strive to create an environment where there is a sense of belonging and participation is encouraged for all our residents, employees and visitors.

We want you to receive the same level of respect, commitment and care that our staff work so hard at delivering to the community.

To that end, one of the Town's strategic goals is to 'treat everyone with respect'. The Rzone will help us to achieve this goal.

## WHAT IS THE **RZONE?**

The Rzone is a town-wide procedure that promotes a positive, safe and supportive environment for all members of the public and staff. Violence, vandalism and inappropriate behaviour are not acceptable.

The Rzone applies to all Town of Oakville facilities, properties, town-sponsored events, programs, in written or verbal communications, in Town vehicles, or at any other location where Town staff are present.

## QUESTIONS **ANSWERS**

### What type of incidents can be reported?

No form of violence, vandalism or inappropriate behaviour is acceptable on Town properties, facilities, vehicles or programs.

Incidents involving the following should be reported:

- Verbal assault
- Physical assault/harm
- Use of alcohol/drugs
- Harassment
- Threats/aggression
- Vandalism
- Theft

### If a situation occurs, how quickly should it be reported?

For best and timely resolutions, incidents should be reported within 24 hours.

### How and to whom should an incident be reported?

If you are involved in or witness a situation you can report it in-person with Town staff or the participating community organization (if applicable), online at [www.oakville.ca](http://www.oakville.ca) or, by calling 1-866-67R-ZONE (message only).

### If I report an incident, will it be kept confidential?

Yes, according to the Town's privacy information policy.

### What happens once a report has been made?

Whether reported in person, through an organization or on-line, the report will be logged by Town staff and will either be dealt with directly by the Town or forwarded on to the appropriate group/organization for follow up.

### Will the Town follow up on every incident?

The intent of the Rzone procedure is that each organization takes responsibility for situations created by or that affects their participants in cooperation with the Town. In some cases, the Town may take the lead role, in other cases it will be the community group or organization.

### What are some of the consequences that may occur?

Each report will be reviewed on an individual basis. The nature and degree of discipline will be determined by the severity of the situation.



**Respect** for Yourself  
**Respect** for Others, and  
**Responsibility**  
for all your Actions.