

ANNEX D to
Thunderbirds Swim Club Constitution/By-Laws
October 2016



**PSP RECREATION
SUPERVISION AND SAFETY
EMERGENCY PREPAREDNESS (VISITOR/SPECTATOR BEHAVIOUR CODE)**

PSP Recreation
Procedure: 2.17
Visitor/Spectator Behaviour Code
Date of Issue: December 2013

1. Application. These procedures apply to all personnel involved in the delivery of PSP Recreation programs as defined in PSP Policy Manual Part 6 *Recreation*. They also apply to the supporting personnel working in facilities where children and youth participate in recreation programs. This directive must be read in conjunction with NPF Human Resources Policy and Procedures (HRPOL) Section 1.
2. Procedure statement. It is the PSP policy that the concepts of respect, positive reinforcement, valuing diversity, inclusion and good sportsmanship all contribute to healthy child development. Children's and Youth's program environments must be welcoming and supportive of the learning and growth of participants. Behaviours on the part of visitors, parents/legal guardians/caregivers that are deemed to be aggressive, bullying, disrespectful, inappropriate, disruptive or threatening will not be tolerated.
3. Authority and enquiries. This procedure is issued under the authority of Senior Vice-President Personnel Support Programs (Sr VP PSP). Enquiries may be directed to the Director Deployment Support, Recreation and Messes for guidance on procedure interpretation and application.
4. Objective. The objective of this procedure is to protect children from inappropriate adult behaviour. Children and youth should not be in the presence of threatening, aggressive or demeaning behaviour. This behaviour can have lifelong negative impact on a child's and youth self-esteem.
5. Procedures. A visitor/spectator Code of Conduct (E.g. *HIGH FIVE® Code of Ethics*) including the policy should be posted prominently at the facility. Individuals who start to display inappropriate behaviour should be warned that they will be asked to leave if the behaviour continues. If the individual continues and the situation escalates, the police should be called.

6. Communication: • All leaders, supervisors and managers should be aware of this policy and it should be reinforced through leader training programs and related materials. Parents/legal guardians/caregivers and visitors/spectators should be made aware of this policy in parent handbooks, on bulletin boards and on the organization's website.

7. Expected outcomes of this procedure is as follows: The problem behaviours are dealt with quickly and effectively and the Staff, program participants and other visitors are kept safe from harm.