



# Capital Regional District

## Notice of Meeting and Meeting Agenda

### Sooke & Electoral Area Parks and Recreation Commission

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Tuesday, November 5, 2024

6:30 PM

SEAPARC Board Room  
2168 Phillips Rd  
Sooke, BC V9Z 0Y3

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A. Beddows (Chair), D. Little (Vice Chair), N. Dowhy, M. Tait, J. Warner, A. Wickheim, N. Quint

The Capital Regional District strives to be a place where inclusion is paramount and all people are treated with dignity. We pledge to make our meetings a place where all feel welcome and respected.

#### 1. Territorial Acknowledgement

#### 2. Approval of Agenda

#### 3. Adoption of Minutes

- 3.1. Minutes from the October 8, 2024 Sooke & Electoral Area Parks and Recreation Commission.

**Recommendation:** That the minutes of the Sooke & Electoral Area Parks and Recreation Commission of October 8, 2024 be adopted as circulated.

**Attachments:** Minutes: October 8, 2024

#### 4. Chair's Remarks

#### 5. Youth Report

#### 6. Presentations/Delegations

#### 7. Commission Business

##### 7.1. Quarterly Financial Report

**Recommendation:** There is no recommendation. This report is for information only.

**Attachments:** Staff Report: Financial Statement of Operations – Third Quarter of 2024  
Appendix A: Statement of Operations – Third Quarter of 2024

##### 7.2. Code of Conduct Policy

**Recommendation:** That the Sooke & Electoral Area Parks and Recreation Commission approve the amendments of Policy No. A-100.06 Code of Conduct.

**Attachments:** Staff Report: Code of Conduct Policy  
Appendix A: Policy No. A-100.06 Code of Conduct  
Appendix B: Employee Safety Procedures – Code of Conduct

**8. Correspondence**

**9. Notice(s) of Motion**

**10. New Business**

**11. Adjournment**

**12. Next Meeting:** December 3, 2024 at the Call of the Chair



## Meeting Minutes

### Sooke & Electoral Area Parks and Recreation Commission

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Tuesday, October 8, 2024

6:30 PM

SEAPARC Board Room  
2168 Phillips Road,  
Sooke, BC V9Z 0Y3

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**Present:**

**Commissioners:** A. Beddows (Chair), D. Little (Vice Chair), N. Dowhy, M. Tait, J. Warner,  
**Staff:** M. Alsdorf, Manager, SEAPARC Recreation; M. Curtis, Manager of Operations; M. MacKeigan, Administrative Secretary (Recorder)

**Absent:** A. Wickheim, N. Quint

Chair Beddows called the meeting to order at 6:33 pm.

#### 1. TERRITORIAL ACKNOWLEDGEMENT

#### 2. APPROVAL OF THE AGENDA

**MOVED** by Commissioner Tait, **SECONDED** by Commissioner Little,

That the agenda for the October 8, 2024 session of the SEAPARC Commission be approved as circulated.

**CARRIED**

#### 3. ADOPTION OF MINUTES

**MOVED** by Commissioner Little, **SECONDED** by Commissioner Dowhy,

That the minutes of the Sooke & Electoral Area Parks and Recreation Commission meeting of September 3, 2024 be adopted as circulated.

**CARRIED**

#### 4. CHAIR'S REMARKS

- There were no chair remarks.

#### 5. YOUTH REPORT

- There was no youth report.

## 6. PRESENTATIONS/DELEGATIONS

### 6.1. Presentations

- There were no presentations.

### 6.2. Delegations

- There were no presentations.

## 7. COMMISSION BUSINESS

### 7.1. 2024 May to August Programs and Services Report

M. Alsdorf provided an overview of the report. The commission discussed the following topics:

- Roller skating equipment

This report was provided for information only.

### 7.2. 2025 Budget

M. Alsdorf provided an overview of the report. The commission discussed the following topics:

- Arena advertising sales
- Property assessments and requisitions

**MOVED** by Commissioner Dowhy, **SECONDED** by Commissioner Little,

That the Sooke & Electoral Area Parks and Recreation Commission recommends the Committee of the Whole recommend to the Capital Regional District Board: That Appendix A, 2025-2029 SEAPARC Budget be approved as presented and form the basis of the Provisional 2025-2029 Financial Plan.

**CARRIED**

### 7.3. Staff Access Policy

M. Alsdorf provided an overview of the report. The commission discussed the following:

- Review of previous version for comparison

**MOVED** by Commissioner Little, **SECONDED** by Commissioner Warner,

That the Sooke & Electoral Area Parks and Recreation Commission approve the amendments of Policy No. P-700.03 Staff Access.

**CARRIED**

#### 7.4. SD62 Long Term Lease Agreement

- M. Alsdorf provided an update on the long-term lease agreement with SD62:
- A long-term lease agreement was negotiated for a 10-year term, with automatic rollover into a month-to-month lease until a new term is negotiated. The contract is currently in the signing process.
  - The next step is to apply to the Agricultural Land Commission to allow for recreational use of the property.

#### 7.5. Strategic Plan Update

- M. Alsdorf provided an update on the Strategic Plan Project:
- Community engagement with youth and SD62 staff was completed in September, this delayed the key engagement findings.
  - Staff and Commission workshops will be rescheduled after the key finding report is completed.
  - Staff are waiting for an updated project timeline from the consultant.

#### 8. CORRESPONDENCE:

- There was no correspondence.

#### 9. NOTICE(S) of MOTION:

- There were no notices of motion.

#### 10. NEW BUSINESS:

- Update from the District of Sooke: Second phase of Ravens Ridge Park development is in progress, improvements include landscaping, picnic tables, sport box seating, and a multisport court which includes basketball and soccer; Little River Bridge project connecting Sunriver Estates and Poirier Elementary School is in progress; received lots of great feedback on the early installation of the arena ice, great ice quality.

#### 11. Motion to Close the Meeting

**MOVED** by Commissioner Tait, **SECONDED** by Commissioner Little,

Motion to close the meeting in accordance with the Community Charter, Part 4, Division 3, Section 90 (1) (e) the acquisition, disposition or expropriation of land or improvements, if the Commission considers that disclosure could reasonable be expected to harm the interests of the CRD board.

**CARRIED**

#### 12. ADJOURNMENT:

**MOVED** by Commissioner Warner, **SECONDED** by Commissioner Little,

That the October 8, 2024 meeting of the Sooke & Electoral Area Parks and Recreation Commission be adjourned at 7:45 pm.

\_\_\_\_\_  
CHAIR

\_\_\_\_\_  
RECORDER



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## REPORT TO SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION MEETING OF TUESDAY NOVEMBER 05, 2024

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**SUBJECT**     **Financial Statement of Operations – Third Quarter of 2024**

### **ISSUE SUMMARY**

To provide financial information to the Commission for the third quarter of 2024.

### **BACKGROUND**

The third quarter financial results are now available for the period ended September 30, 2024.

In the third quarter of 2024, we continued to see combined overall admissions and membership pass revenue on track, which exceeded 2023 third-quarter results by 11%. Program revenue exceeded 2023 third-quarter results by 29%. Community recreation early years, school age, and adult programs saw a 42% increase in revenue over 2023 and received \$7,400 in unbudgeted donations that assisted to offset the summer camp bus rental expense. DeMamiel Creek Golf Course saw a 54% increase in seasonal membership sales over 2023; however, there was a 1% reduction in drop-in admissions, and a 90% drop in tournament revenue compared to 2023. Golf revenue continues to be weather-dependent, but is on track to meet budget expectations. It is projected golf course expenses will exceed the budget for 2024. Administration and operation wages are expected to exceed budget. Closely monitoring discretionary expenditures for all program areas will ensure minimal cost overruns.

Funds from the 2023 surplus were not allocated for the 2025-2035 strategic plan work as intended and were distributed to capital reserve and equipment replacement funds. As a result, these funds will be pulled out of the anticipated operating surplus for this year.

After nine months of operations, actual results should be at 75% of budget utilization.

- Overall SEAPARC revenue was 115% of budget.
- Fitness program revenue was 83% of the 2024 budget.
- Community recreation early years and school-age programs were above revenue targets at 102% supported by summer camp program offerings. Licensed preschool programs were at 89%.
- Outdoor facilities revenue was 119% above 2024 budget projections.
- Concession revenue was at 122%, where vending remained slightly above budget at 79%.
- Direct operating costs were slightly above budget at 77%, whereas indirect expenses were slightly under budget at 73% for the third quarter.
- All expenses are closely monitored and continue to remain within forecasted values.

### **CONCLUSION**

SEAPARC is a cornerstone of community and personal well-being in the greater Sooke community and surrounding electoral areas. The growing interest in our facilities and services is a testament to their importance. As we entered the third quarter of 2024, our overall performance aligned with our budget expectations.

We are poised to exceed budget projections in our fitness and weight room, pool, arena, outdoor facility venues, and community recreation programs for adults and youth. This strong performance will balance shortfalls in golf and early childhood/school-age programs as well as higher than expected expenses.

**RECOMMENDATION**

There is no recommendation. This report is for information only.

Submitted by:	Shari Mason, Administrative Services Coordinator, SEAPARC Recreation
Concurrence:	Melanie Alsdorf, Senior Manager, SEAPARC Recreation



**APPENDIX A  
SEAPARC**

**STATEMENT OF OPERATIONS (9 MONTH ENDING - Sep 30, 2024)**

	% of Budget Utilized	2024	2024	2023	Actual YTD Difference	
		BUDGET	YTD Sep-30	YTD Sep-30	2024 to 2023 Dollars	%
75%	percentage of budget utilization @ 9 months					
<b>DIRECT OPERATING REVENUES</b>						
Admissions & Membership passes	79%	895,250	710,646	635,699	74,947	11%
Programs	97%	505,200	488,165	348,386	139,779	29%
Rentals	56%	389,862	218,208	225,004	6,796	-3%
Resale goods, concession	78%	76,500	59,888	34,328	25,560	43%
Advertising	136%	6,700	9,137	6,794	2,343	26%
Sponsorships, grants, donations	140%	16,682	23,389	30,854	7,465	-32%
Other (commissions, fees)	51%	45,430	23,357	26,256	2,899	-12%
<b>TOTAL OPERATING REVENUES</b>	<b>79%</b>	<b>1,935,624</b>	<b>1,532,789</b>	<b>1,307,321</b>	<b>225,468</b>	<b>15%</b>
<b>DIRECT OPERATING EXPENSES</b>						
Contract & instructional services	107%	57,450	61,628	51,692	9,935	16%
Operating supplies	67%	184,635	124,089	147,627	23,538	-19%
Repairs & maintenance (pool, arena, golf, outdoor)	91%	141,363	128,186	148,863	20,677	-16%
Rentals	209%	7,000	14,628	-	14,628	100%
Travel & vehicle costs	30%	15,783	4,752	18,138	13,386	-282%
Wages & benefits	76%	1,541,364	1,165,288	1,020,222	145,066	12%
Other (staff training, licences, fees, grants in aid)	38%	13,846	5,302	5,603	301	-6%
<b>TOTAL DIRECT OPERATING EXPENSES</b>	<b>77%</b>	<b>1,961,441</b>	<b>1,503,872</b>	<b>1,392,145</b>	<b>111,726</b>	<b>7%</b>
<b>CONTRIBUTION DIRECT OPERATIONS</b>	<b>-112%</b>	<b>- 25,817</b>	<b>28,917</b>	<b>84,824</b>	<b>113,742</b>	<b>393%</b>
<b>INDIRECT EXPENSES, ADMINISTRATION, MAINTENANCE</b>						
Advertising & promotion	61%	21,000	12,907	21,431	8,524	-66%
Contract for services & legal	1467%	1,000	14,675	2,547	12,128	83%
CRD Charges (IT, HR, Ops, labour)	75%	304,700	227,126	105,575	121,551	54%
Insurance	100%	32,570	32,570	32,370	200	1%
Licences, fees and dues	110%	53,650	58,778	32,882	25,896	44%
Repairs and maintenance	96%	58,500	56,335	46,484	9,851	17%
Rentals	72%	2,550	1,824	2,167	343	-19%
Supplies	96%	55,100	53,108	62,778	9,670	-18%
Utilities	56%	313,158	175,395	188,904	13,509	-8%
Travel & vehicle costs	94%	10,300	9,725	7,163	2,562	26%
Honoraria	0%	1,020	-	-	-	0%
Wages & benefits	71%	1,793,564	1,277,628	1,107,079	170,549	13%
Other (meetings, print costs, staff training, courier, postage, etc.)	73%	20,150	14,709	12,322	2,387	16%
Contingency	0%	-	-	-	-	0%
<b>TOTAL INDIRECT EXPENSES, ADMINISTRATION, MAINTENANCE</b>	<b>73%</b>	<b>2,667,262</b>	<b>1,934,779</b>	<b>1,621,700</b>	<b>313,079</b>	<b>16%</b>
<b>INDIRECT REVENUES</b>						
<b>TOTAL INDIRECT REVENUES</b>	<b>840%</b>	<b>160</b>	<b>1,344</b>	<b>9,867</b>	<b>8,523</b>	<b>-634%</b>
<b>NET CONTRIBUTIONS (DEFICIT)</b>	<b>71%</b>	<b>- 2,692,919</b>	<b>- 1,904,518</b>	<b>- 1,696,658</b>	<b>- 207,860</b>	<b>11%</b>
<b>TRANSFERS &amp; DEBT</b>						
Transfers to Capital Reserve Fund	100%	355,000	355,000	340,000	15,000	4%
Transfers to Equipment Replacement Fund	75%	115,000	86,250	82,500	3,750	4%
Transfers to Operating Reserve Fund	0%	-	-	-	-	0%
Debt-interest payments	40%	64,417	25,874	40,927	15,053	-58%
Debt-principle payments	86%	80,486	69,285	67,725	1,560	2%
M.F.A. Debt Reserve Fund - Arena other debt	0%	160	-	-	-	0%
<b>TOTAL TRANSFERS &amp; DEBT</b>	<b>87%</b>	<b>615,063</b>	<b>536,410</b>	<b>531,153</b>	<b>5,257</b>	<b>1%</b>
<b>NET BEFORE REQUISITION &amp; PRIOR YEAR SURPLUS</b>	<b>74%</b>	<b>- 3,307,982</b>	<b>- 2,440,927</b>	<b>- 2,227,811</b>	<b>- 213,117</b>	<b>9%</b>
Requisition & Payment in Lieu	100%	3,307,982	3,307,982	3,218,446	89,536	3%
Prior Year Surplus		-	-	54,750	54,750	0%
<b>NET OPERATIONS</b>		<b>-</b>	<b>867,054</b>	<b>1,045,385</b>	<b>- 178,331</b>	<b>-21%</b>



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## REPORT TO THE SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION MEETING OF TUESDAY, NOVEMBER 05, 2024

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**SUBJECT**     **Code of Conduct Policy**

### **ISSUE SUMMARY**

To update the SEAPARC Code of Conduct policy and provide clear guidelines for staff to provide safe access for all members of the public when using SEAPARC facilities and services.

### **BACKGROUND**

SEAPARC's Code of Conduct policy was established in September 2014. Updates are required to ensure the policy reflects standards of safety and security for staff and visitors and reflects guiding principles for diversity and inclusion. Having a policy in place is crucial to provide staff with clear guidelines for addressing difficult behaviours.

The updated policy defines SEAPARC's intent to provide a positive, safe, and welcoming space for all, identifies the expected standards of behaviour for the public's use of SEAPARC programs, services, and facilities, and describes the consequences when violations of the policy occur.

A staff procedure was developed to support the code of conduct policy, to provide clear guidance on how to apply the policy and the steps staff can take to address unacceptable behaviours.

### **ALTERNATIVES**

#### *Alternative 1*

That the Sooke & Electoral Area Parks and Recreation Commission adopt the amendments to Policy No. A-100.06 Code of Conduct.

#### *Alternative 2*

That the Sooke & Electoral Area Parks and Recreation Commission refer the policy back to staff for additional information.

### **IMPLICATIONS**

#### *Equity, Diversity & Inclusion*

This policy reflects a shared responsibility of creating safe, inclusive, and welcoming programs, services, and facilities for all users.

#### *Service Delivery Implications*

This policy supports staff's ability to prevent and manage unacceptable behaviours that could impact patrons' enjoyment of the facilities.

*Social Implications*

This policy provides users with guidelines regarding appropriate behaviours when accessing SEAPARC's programs, services, and facilities.

**CONCLUSION**

The code of conduct policy provides users with clear guidelines regarding appropriate behaviours when accessing SEAPARC's programs, services, and facilities, and supports staff's ability to prevent and address unacceptable behaviours when they occur.

**RECOMMENDATION**

That the Sooke & Electoral Area Parks and Recreation Commission adopt the amendments to Policy No. A-100.06 Code of Conduct.

Submitted by:	Colleen Hogleund, Program Services Manager, SEAPARC Recreation
Concurrence:	Melanie Alsdorf, Senior Manager, SEAPARC Recreation

**ATTACHMENT(S)**

- Appendix A: Code of Conduct Policy
- Appendix B: Employee Safety Procedures – Code of Conduct



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# CAPITAL REGIONAL DISTRICT CORPORATE POLICY

Policy Type	Commission		
Section	Administration		
Title	CODE OF CONDUCT		
Adopted Date	September 10, 2014	Policy Number	A-100.06
Last Amended			
Policy Owner	SEAPARC Recreation		

## 1. POLICY:

Sooke and Electoral Area Parks and Recreation Commission is committed to supporting members of the public to safely use its facilities, programs and properties. We encourage positive and inclusive behaviours and expect all patrons to treat staff, fellow patrons and the facility with dignity and respect.

## 2. PURPOSE:

This code of conduct policy identifies the expected standards of behaviour for the public's use of SEAPARC programs, services and facilities and describes the consequences when violations of the policy occur. All patrons and user groups are asked to respect the enjoyment of others using SEAPARC facilities, programs and services.

*The policy is intended to:*

- *Emphasize the importance and shared responsibility of creating safe, inclusive and welcoming programs, services, and facilities.*
- *Provide guidelines for participants, volunteers, staff members, commercial operators, coaches, officials, spectators, user groups and other visitors using SEAPARC facilities*
- *Prevent violation of the Code of Conduct through public awareness of expectations for use of programs, services, and facilities and awareness of the consequences of inappropriate behaviours.*
- *Provide a resource for staff to address inappropriate behaviour when they occur and apply the code of conduct in a fair, consistent and equitable manner.*
- *Remove or deny access, if necessary, to those who do not abide by the Code of Conduct policy.*

## 3. SCOPE:

The policy applies to all members of the public accessing all facilities and services owned and operated by the Capital Regional District's SEAPARC Recreation division and is intended to address behaviour that is disrespectful, dangerous or discriminatory. Inappropriate behaviour can be intentional or unintentional and can occur in person, on the telephone or via digital communication.

## 4. DEFINITIONS:

**SEAPARC:** Sooke Electoral Area Parks and Recreation Commission

**Code of Conduct:** Refers to the standards of behaviour contained in this Code of Conduct Policy and related Code of Conduct procedures.

**Program:** Any pre-planned organized activity or event taking place in or on any SEAPARC facilities.

**Service:** Any services provided by SEAPARC Recreation including all methods of communication.

**Facility:** A building, portion of the building, indoor or outdoor premise operated by SEAPARC Recreation that is intended for but not limited to recreation, sport or social use.

**Staff:** Any individual employed by the Capital Regional District.

**Commercial Operators:** Any person(s) or company providing services on behalf of SEAPARC that is not in the employment of the Capital Regional District and is working under a contract.

**Manager:** Any individual employed by the Capital Regional District with the job title of Manager.

**User:** A visitor, patron, participant, volunteer, or any member of the public, group or organization using SEAPARC programs, services, and facilities.

**Inappropriate Behaviour:** Conduct that is unwarranted, expressly prohibited, and/or is reasonably interpreted to be demeaning, rude, threatening, offensive, damaging, or that negatively affects the wellbeing, health and safety of others.

**Suspension:** When a user is prohibited from attending any SEAPARC facility or program for a period specified by a manager or staff member.

## 5. PROCEDURE:

SEAPARC values the safety and security of visitors and staff, and the protection of personal and public property within all SEAPARC operated facilities.

Users are expected to:

- Be respectful and courteous when interacting with staff and other members of the public
- Be respectful of SEAPARC property
- Be in control of their own actions
- Use SEAPARC facilities for their intended purposes
- Follow all SEAPARC rules, policies and standards that are posted in the facilities, on the website or as directed by staff
- Be cooperative when staff are responding to and investigating concerns or complaints

Consequences for violating the Code of Conduct may result in a verbal warning(s), or a suspension of access for a reasonable length of time determined by staff, depending on the severity of the breach. The police may also be called for assistance if staff determine it is necessary.

All recreation facility staff members, acting in good faith on behalf of SEAPARC, have the authority to determine whether certain behaviours are in breach of the Code of Conduct. Please refer to the staff code of conduct procedure which details unacceptable behaviours and the way staff will address the concerns.

All acts of a criminal nature must be reported to the RCMP immediately.

Complaints by individuals accessing SEAPARC facilities who believe they have been the subject of or have witnessed a breach of the Code of Conduct from another user or staff member, should report to a staff member who will record the complaint, assess the situation, and take appropriate action.

Appeal process: If a person wishes to appeal any decision made by Recreation Facility Staff, they can do so in writing to the Senior Manager at [seaparc@crd.bc.ca](mailto:seaparc@crd.bc.ca) or submit by mail to Box 421, 2168 Phillips Road, Sooke, BC. V9Z 1H4.

SEAPARC staff will raise awareness of the code of conduct policy, in effort to prevent violations. The policy will be shared with user groups and be posted on the website.

*This code of conduct is in addition to and not in substitution of any rights an individual may have to pursue action under the BC Human Rights Code.*

**6. SCHEDULE:**

**7. AMENDMENT(S):**

<b>Adoption Date</b>	<b>Description:</b>
September 10, 2014	<i>New policy for code of conduct, approved by the Commission.</i>

**8. REVIEW(S):**

<b>Review Date</b>	<b>Description:</b>
November 5, 2024	<i>Include policy on updated template; include purpose, scope, definitions and procedure.</i>

**9. RELATED POLICY, PROCEDURE OR GUIDELINE:**

Employee Safety Procedures - Code of Conduct



# SEAPARC Facility Procedures

## SECTION Employee Safety Procedures

### PROCEDURE 4.3 Code of Conduct

#### Purpose

To provide staff guidance for addressing patron behaviours.

#### Procedure

All recreation facility staff members, acting in good faith on behalf of SEAPARC, have the authority to determine whether certain behaviours are in breach of the Code of Conduct.

When evaluating the appropriate measures to be implemented the following factors will be considered:

- The nature and impact of the incident
- History of other incidents involving the individual(s) or group
- The potential for ongoing incidents
- The age and demeanour by the individual
- Whether the individual has taken responsibility for their behaviour

Take a pro-active approach to address problematic behaviours when they arise. Staff must use their professional judgement when assessing situations to determine how to proceed.

- Keep a positive attitude, while being firm and specific when explaining and/or correcting the behavior- when doing this, try to provide alternatives.
- Be professional. Good public relations results in positive attitudes and behaviour. Open body language, a calm demeanor and friendly voice go a long way.
- Be consistent. Enforce the same expectations for everyone.
- Educate the user(s) on what is acceptable when accessing our facility.
- If the unacceptable behaviour persists, let them know the consequence should they continue and offer alternatives.
- If the user is still uncooperative, you can ask them to leave the facility until such time that a supervisor follows up with them to discuss the incident and determine when they can return.
- If the behaviour continues and the patron is not responding to your direction, seek out assistance from a co-worker, supervisor or more senior staff person on site to address the situation.
- If necessary, contact the RCMP. Police should only be contacted in extreme scenarios and only as a last resort.
- Ensure you remain at a safe distance and do not put yourself in harms way.
- If the RCMP are asked to attend the facility, you need to inform a manager.
- Complete an incident report.
- Seek out support from a supervisor if needed, and take steps to ensure you are well enough to return to your duties.

The following behaviour is unacceptable, and staff are required to report any occurrence involving them:

- Anti-social or negative behaviour resulting from intoxication or the use of drugs or alcohol
- The consumption of alcohol or drugs in our facilities

- Smoking or vaping within our spaces
- Bringing weapons into our spaces
- Violent or aggressive behaviour
- Theft or vandalism of recreation or patron property
- Making threats, attempting to intimidate, goading, and inciting others to violence
- Any action that promotes discrimination, racism or hatred
- The use or display of abusive or offensive materials, words, or images
- Any action that damages, defaces, fouls or pollutes any SEAPARC facility
- Any activity or conduct that would be detrimental to the environment at the site, breaches posted rules, and may negatively affect those in the immediate surrounding area

These behaviours will result in the user groups or individual(s) responsible having appropriate measures implemented to prevent these behaviours from being repeated.

When a patron(s) fails to meet behavioural expectations and may be in breach of the code of conduct, it may result in some or all the following measures being implemented, depending on the severity of the incident.

1. A verbal warning
2. A suspension of short-term access
3. A suspension of long-term access

Recreation facility staff members are authorized to interpret and enforce the code of conduct policy, and acting reasonably and in good faith, may issue an immediate suspension if all other attempts to address the behaviour have not been successful. The length of the suspension will be determined by the senior manager or their designate.

Under no circumstances should SEAPARC staff place themselves at risk in the event they observe or are advised of a criminal event. If at any time attendees or employees feel threatened or fear for the safety of others, they are not to intervene and are to contact the RCMP at “911” immediately.

- If the RCMP are called to attend the facility, staff must contact their manager to inform them of the incident.

Should a suspension occur, an incident report must be completed, and supervisors must be notified to determine whether further disciplinary action is warranted.

Complaints by individuals accessing SEAPARC facilities who believe they have been the subject of or have witnessed a breach of the Code of Conduct from another user or staff member, should report to a staff member who will record the complaint, assess the situation, and take appropriate action.

Appeal process: If a person wishes to appeal any decision made by Recreation Facility Staff, they can do so in writing to the Senior Manager at [seaparc@crd.bc.ca](mailto:seaparc@crd.bc.ca) or submit by mail to Box 421, 2168 Phillips Road, Sooke, BC. V9Z 1H4.