



RESPECTFUL BEHAVIOUR POLICY

Approved: September 2024

May 2018

March 2017

Review: September 2027

POLICY STATEMENT

The Welland Museum (Museum) endeavours to provide a safe, healthy, respectful, and positive environment for all members of the public, volunteers, and staff so that all persons may enjoy the benefits of the Museum.

PURPOSE

The purpose of this policy is to promote a safe, healthy, respectful, and positive environment for members of the public, volunteers, and staff. Included in this commitment is an understanding that individuals visiting the Museum or using its facilities must take primary responsibility for managing their behaviour.

The Museum asks for your cooperation in maintaining a welcoming environment conducive to enjoyable use of the Museum.

DEFINITIONS

Harassment: engaging in a course of vexatious comment or conduct that is known or ought to be reasonably to be known to be unwelcome (Ontario Human Rights Code).

Vandalism: The deliberate destruction, damage, or defacing of the building, structures, displays, exhibits, and property at the Museum.

Violence: The exercise of physical force, or attempt to exercise physical force, by a person, against another, that causes or could cause physical injury. Examples include: verbal threats; threatening notes or emails; shaking a fist in an individual's face, wielding a weapon, hitting or trying to hit someone, throwing an object at someone, or sexual violence.

Museum: includes both indoor and outdoor space at 140 King St, Welland, and all exhibits, artifacts, and archives on loan at other facilities.

SCOPE

This policy applies to all persons, including staff and Board Members, within the Museum, and at any other hosting Museum events or materials.

This policy applies to in-person interactions and all forms of verbal communication (telephone) and written communication (email). The policy only applies to interactions and occurrences that involve a member of the public.



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This policy is intended to align with the Museum's Workplace Violence and Harassment Policy.

INAPPROPRIATE BEHAVIOUR

Behaviours that obstruct or hinder the ability of others to use and enjoy the Museum or participate in Museum programs or events, or compromise the safety and health of others, including staff, are unacceptable and prohibited.

Children, under the age of 12, requiring supervision must not be left unattended on Museum premises.

Inappropriate behaviour for the purpose of this policy includes, but is not limited to, the following:

1. Violent, threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed
2. Use of unauthorized areas (staff only spaces)
3. Refusal to follow rental agreement and other Museum policies, City and Regional Bylaws, and Provincial and Federal Statutes
4. Intentionally blocking thoroughfares, corridors, stairwells, and/or exits
5. Engaging in rough or boisterous play, including running in the Museum
6. Causing unsanitary conditions
7. Canvassing, soliciting or unauthorized distributing or posting of materials
8. Photographing, filming or video recording without prior permission from Museum staff
9. Inappropriate attire, such as no shirts or footwear
10. Use of profanity or obscene language
11. Engaging in sexual activity
12. Theft of property
13. Violence of any kind including: Aggressive or intimidating verbal assaults; Threats and/or attempts to intimidate; Harassment which may include the wearing of attire, the displaying of material or the use of language that is intolerant of human rights; Deliberate throwing of articles in an aggressive or disruptive manner; actual or attempted physical assaults of another person; Sexual violence; Attempts to goad or incite violence in others; Possession of weapons
14. Display of lewd, illegal, or offensive material
15. Unauthorized use of alcohol, drugs, or other substances is not permitted
16. Use of cigarettes, cigars, vapes, or other smoking devices are prohibited inside the Museum
17. Any criminal behaviour.



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References:

Criminal Code

Trespass to Property Act, 1990

The Welland Museum Workplace Violence and Harassment Policy

The Welland Museum Health and Safety Policy

The Welland Museum Unattended Child Policy

The Welland Museum Respectful Behaviour Procedure