



TOWN OF SLAVE LAKE

COUNCIL POLICY

Department:	Community Services	Policy No:	
Policy Title:	Rec. Centre User Code of Conduct Policy	Issue Date:	June 4, 2025

1. PURPOSE

- 1.1. The purpose of this Code of Conduct is to:
 - 1.1.1. Provide safe and welcoming programs, services and Recreation Facilities for all visitors;
 - 1.1.2. Increase the understanding of the importance of creating positive and supportive environments in Recreation Facilities;
 - 1.1.3. Provide guidelines for participants, volunteers, staff members, coaches, officials, spectators, user groups and other visitors using Recreation Facilities including the consequences when violations of the User Code of Conduct occur, outlining the measures of enforcement to be used to address it.

2. POLICY STATEMENT

- 2.1. The Town of Slave Lake is committed to providing safe, accessible, and welcoming recreational facilities and public spaces for the enjoyment of all members of the community. This policy applies to all users of Town-owned or operated recreation facilities, including parks, trails, sports fields, gyms, community halls, and indoor pool areas. All individuals accessing these spaces are expected to behave in a manner that reflects respect for others, the property, and the surrounding community. Violations of this policy may result in penalties, suspension of access, or further legal action as deemed necessary.

3. DEFINITIONS

Abuse means to cause physical or mental harm or distress.

Alcohol Use means the consumption or possession of alcohol except as authorized by law or from a written exemption from the Town.

Discrimination means making unjustified distinctions between people based on groups, classes, or other categories to which they belong or are perceived to belong.

Facility (or Recreation Facility) means Town-owned or operated recreation spaces that include indoor or outdoor parks, trails, buildings, sites, or other facilities which are dedicated to serving the recreation needs of the community.

Harassment means any unwelcome behavior, including verbal, physical, or psychological actions, that intimidates, humiliates, or threatens another person or group.

Inappropriate Behaviour means conduct that is unacceptable in all circumstances- regardless of how stressed, angry, or frustrated an individual is, because it unacceptably compromises the health, safety and security of others or the subject person themselves.

Indecent Exposure occurs when an individual was to expose themselves in a way that is offensive to others, engaging in nudity or exposing private body parts in public.

Physical Violence or Assault means inflicting physical harm or unwanted physical contact upon a person.

Soliciting means the act of asking somebody for something, such as support, money, or information; the act of trying to get something or persuading somebody to do something.

Substance Abuse means the observed use of drug paraphernalia or substances, and/or visual impairment or intoxication due to substance or alcohol use.

User/User Group means any individual, organization, committee, event, membership, or other designation that has been approved to use and engages in an agreement with the Town for use of Town-owned Recreation Facilities.

Vandalism means the malicious, willful, and deliberate destruction, damage, or defacing of property. Vandalism may also be considered criminal mischief under the Criminal code of Canada.

4. GUIDELINES

- 4.1. This code of conduct applies to all persons engaging in activities within Town-owned or Recreation Facilities including, but not limited to:
 - 4.1.1. Multipurpose Recreation Centre (MRC)
 - 4.1.2. Community and Neighborhood parks
 - 4.1.3. Trails
 - 4.1.4. Northern Lights Aquatic Centre (NLAC)
- 4.2. Each visitor to the facility is expected to behave or act in a manner that respects the rights of others, so that everyone may use and enjoy the facility, programs, and services.
- 4.3. It is understood that the organizations using the facility will take primary responsibility for the behaviours and actions of all people associated with their program or event. If a breach of this policy occurs, remedial action may be taken as described in this policy.

4.4. Expected Behaviours

Engaging in behaviours contrary to the following expectations, particularly after being warned, may lead to an official exclusion from Town owned facilities. Expected behaviours include but are not limited to:

- 4.4.1. Treating others with dignity and respect; The Town expects all participants and user groups at our facilities to treat patrons, staff, and volunteers with dignity and respect. This includes upholding the Alberta Human Rights Code, including not engaging in discriminatory conduct on the bases of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age.
- 4.4.2. Being polite and courteous and using appropriate language;
- 4.4.3. Following direction and/or instructions of staff and volunteers;
- 4.4.4. Using the equipment and facility in a safe and appropriate manner;

- 4.5. **Unsatisfactory conduct on/in Town property** – See Appendix "A"
- 4.6. **Dress Code** – See Appendix "B"
- 4.7. **Taking Photos/Videos** – See Appendix "C"
- 4.8. Safety First - Users must prioritize their own safety and the safety of others. This includes following all posted safety instructions, rules of conduct, and using equipment appropriately.
- 4.9. Alcohol and Substance Use - Alcohol consumption is permitted only in designated areas or at events where the appropriate permits have been obtained. The use of illegal drugs or controlled substances is prohibited on all public property, including recreation facilities.
- 4.10. Cleanliness and Property Care - Users must maintain cleanliness by disposing of trash and recycling properly. Destruction or defacement of Town property (e.g., vandalism, graffiti) is strictly prohibited.
- 4.11. Noise Control - Excessive noise that disrupts others' enjoyment of the facility is not permitted. Users should be mindful of noise levels, particularly in areas shared by multiple groups or individuals.

4.12. Glass - Users should refrain from having glass bottles or containers in the Fieldhouse, Common Areas, and Arena Change Rooms.

4.121.1 Glass is not allowed on the pool deck, this includes tempered glass goggles and snorkel masks. Glass goggles refer to swimming goggles with lenses made of glass or any other material that can shatter or break into sharp pieces upon impact. The use of glass goggles poses a significant safety risk to individuals in and around the swimming pool area.

4.13. Pets - Pets are not permitted in certain recreation areas, such as indoor facilities or near playgrounds, unless they are service animals. Pets must always be on a leash in outdoor spaces and owners are responsible for cleaning up after them.

4.14. Licensed Service Animals - In Alberta, a service dog is considered official and acceptable in Recreation areas when it meets the criteria established by the Service Dog Act and is a dog that has been individually trained to do tasks or assist a person with a disability. can only ask two questions about the dog: whether it is a service dog and what tasks it performs; they cannot require proof or certification.

4.15. Supervision of Children

4.15.1. Multipurpose Recreation Centre - Children of the age nine (9) years old and under and MUST have direct supervision from an adult 16+ years at all times.

4.15.2. Northern Lakes Aquatic Centre – Children seven (7) years old and under must be within arms reach of a parent or guardian 16 years old or older at all times when in the pool.

4.16. Respecting Facility Rules: Users must comply with all specific rules and guidelines for each recreational facility (e.g., skate parks, sports courts, pools) and abide by the directions of Town staff or facility operators.

- 4.17. **Public Events and Gatherings:** Events held within municipal recreational spaces must be pre-approved by the Town of Slave Lake and may be subject to additional conditions or requirements, such as insurance and security measures.
- 4.18. **Soliciting and Commercial Activities** - Soliciting or selling goods or services without prior permission from the Director of Community Services is prohibited in recreational spaces. Requests can be made when the special event application is submitted.
- 4.19. **Responsibilities of Stakeholders** – Organizations and User Groups making use of Town-owned and operated Recreation Facilities are responsible for the following:
 - 4.19.1. Educating their attendees and members about the Town of Slave Lake User Code of Conduct Policy
 - 4.19.2. Educating their attendees and members about behaviour expectations
 - 4.19.3. Complying with requirements of Town booking contracts and permits regarding User Code of Conduct
 - 4.19.4. Addressing User Code of Conduct violations with their attendees and members

5. CONTRAVENTIONS OF THE POLICY

5.1 Failure to adhere to the Recreation User Code of Conduct Policy may result in the following penalties:

5.2 **Verbal Warning** - In the event of minor infractions, a Town employee or security staff may issue a verbal warning to the individual or group, explaining the violation and the need for compliance with the policy.

5.3 **Written Warning** - A violation or repeated non-compliance may result in a written warning, which will be documented in the individual's or organization's file. Continued violations may lead to further consequences.

5.4 Suspension of Access - Individuals or groups found to be in violation of this policy may be issued a ban notice temporarily or permanently from using Town recreational facilities. This notice may not be preceded by a written notice of warning and may come at any time deemed appropriate by the Town. The length of the suspension will depend on the severity of the violation as determined by Town staff.

5.5 Fines - In cases where public safety or property is seriously compromised (e.g., vandalism, substance abuse, or harassment), individuals may face fines as determined by local by-law enforcement or the relevant authorities.

5.6 Legal Action - For severe violations, such as acts of violence, harassment, or repeated non-compliance, the Town may pursue legal action, including prosecution under municipal by-laws or other applicable laws.

5.7 Damage Recovery Costs - In instances where damage to Town property is caused by a user, the individual or group responsible may be required to pay for repair or replacement costs, as determined by the Town.

5.8 Permanent Ban - For severe or repeated violations, including harassment, violence, or criminal activity, a permanent ban from all Town recreational facilities may be imposed.

5.9 Assistance from the RCMP – Where applicable, assistance from the RCMP may be required to address a situation or remove individual(s) from the facility or property or if individuals are brandishing a weapon.

5.10 Appeal – If a visitor wishes to appeal any decision made by a staff member at the Recreation Facilities, they may do so by writing the Director of Community Services via email at or by mail to the Town of Slave Office. The appeal in writing should be directed to:

Community Services Department
Town of Slave Lake
10 Main Street SW
Slave Lake, AB T0G 2A0

5.10.1 Individuals who have had restrictions applied may request a review at any time during the restriction period. The request must be made in writing and submitted via e-mail or letter mail to the Issuer, including at minimum:

- 5.10.1.1 Identification of the incident in question.
- 5.10.1.2 An explanation of why the individual is requesting the review; and the resolution sought from the Town.
- 5.10.1.3 A request for review shall be limited to one time within a 365-day period.
- 5.10.1.5 Individuals may request an in-person meeting to review the restrictions applied. However, Town staff may refuse to meet in person if, in the opinion of Town staff, it is unsafe to do so.
- 5.10.1.6 Following a review of the restrictions applied, which will include consultation with Town Council, the Issuer may uphold, amend, or rescind the Town's previous decision, and shall notify the individual of the Town's decision through e-mail or letter mail.

6. ENFORCEMENT OF THIS POLICY

6.1. The enforcement of this policy will be carried out by any Town staff member, regardless of shift status, whether on duty or off.

7. TRAINING

- 7.1 Town Recreation and Parks employees will receive training respective to their roles and responsibilities set forth in this policy.
- 7.2 User Group executives will receive a copy of this policy and are expected to share the message and principles with their membership.

8. RELATED POLICIES

- 8.1 User Fee and Facility Policy

9. APPROVAL and REVISION CONTROL

- 9.1 This policy is approved by the Town of Slave Lake Council and is subject to periodic review and updates to ensure it remains effective, fair, and in alignment with applicable laws. The policy may be amended or revised by Council as needed to address emerging issues or changes in legislation.
- 9.2 Review Date: June, 2026
- 9.3 Policy Version: 1.0

10. REVIEW OF THE POLICY

- 10.1. The Town of Slave Lake will periodically review this policy to ensure that it remains relevant, effective, and aligned with applicable legislation. Any changes to this policy will be communicated to all users and the community at large.

11. APPROVAL

ISSUED BY	APPROVED BY:	DATE:
1. Chief Administrative Officer		Aug 21 2025
2. Mayor		08/21/2025

APPENDIX "A"

Inappropriate Behaviour

The Town will not tolerate any form of inappropriate behaviour in Recreation Facilities. Inappropriate behaviour can be intentional or unintentional and can occur in person, on the telephone or via digital communication.

Inappropriate behaviour includes disrespectful or dangerous behaviour and discrimination.

Disrespectful or Dangerous Behaviour

Disrespectful or dangerous behaviour is:

- a) Objectionable or unwelcome conduct, which may or may not have intent to cause harm and has a negative effect on the facility or individual(s); and
- b) Any uncivil, inappropriate, or unlawful behaviour.

Examples of disrespectful or dangerous behaviour include any single significant incident or repeated incidents of objectionable or unwelcome conduct, but are not limited to:

1. Demeaning, insulting, discriminatory, or belittling comments or conversation.
2. Bullying and harassment.
3. Excessive use of profanity.
4. Yelling, angry outbursts or shouting (except when intended to alert another to danger).
5. Conduct that creates unsafe conditions.
6. Failing to or refusing to follow Town of Slave Lake facility rules or Staff Member's directions.
7. Displaying abusive or offensive materials, words and images.
8. Intimidation.
9. Physical striking of other individuals, fighting.
10. Attempts to goad or incite violence in others.

11. Verbal or physical threats to another's safety or wellbeing.
12. Failure to respect facility, materials and equipment including creating intentional mess, vandalism and/or property damage.
13. Consumption of alcohol, except in areas or events that are licensed for alcohol.
14. Consumption of drugs.
15. Public Intoxication.
16. Smoking or Vaping.
17. Hostile or unwanted attention, including but not limited to subtle comments about personal appearance, flirting or propositions, inquiring about personal details, and oversharing of personal details.
18. Unwanted or unwelcome physical contact.
19. Conduct, comments, actions, micro aggressions or gestures or any other means of communication which humiliate, intimidate, offend or degrade a particular person or group.
20. Sexual harassment, being any unwelcome behaviour, comment or conduct that is sexual in nature and negatively affects or threatens to affect, directly or indirectly, a person.
21. Capturing or sharing photo or video of staff or other patrons without their permission.
22. Nuisance Behaviour
23. Bringing weapons (knives, guns, swords etc.) into facilities with the exception of Kirpans worn by Khalsa Sikhs (See Section 5.9 for more information).
24. Posting or distributing discriminatory material
25. Deliberate destruction, damage, or misuse of property, machinery, equipment, tools or the same belonging to the Town of Slave Lake, employees, other users or occupiers.

26. Theft of property belonging to the Town of Slave Lake, employees, other users or occupiers.

Discrimination

Discrimination is defined as:

- a) Inappropriate behaviour when connected to a protected ground: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, criminal conviction or age or any other protected ground covered by the AB Human Rights Code.
- b) Behaviours, comments or actions to or about an individual or group, which are unwelcome, based on a protected ground and result in a negative environment.

Examples of discrimination include but are not limited to any previously described form of inappropriate behaviour that is based on a protected ground listed above.

APPENDIX "B"

Dress Code

The Town implements the following dress code as per posted guidelines to ensure safety of all persons using Recreation Facilities:

1) Appropriate attire for Swimming:

Attire conducive to swimming use such as,

- bathing suit, including bikinis
- swim trunks, board shorts
- t-shirts, shorts
- burkini,
- swim hijab
- leggings and tunic
- rash guard
- wet suit

Appropriate swimwear allows the body to move freely, does not impede buoyancy and does not create an increased risk to the safety of the bather or lifeguard.

Attire for swimming must be clean, must not restrict movement or create a safety hazard, and cannot be clothing worn from the street or work-out into the pool.

NOTE: Young children 35 months (approximately three years) and under and anyone who is incontinent must wear protective, water resistant swimwear in order to minimize the introduction of contamination.

Mermaid Fins

Mermaid tails may be used with permission from the Aquatic Supervisor or a Senior Lifeguard. A competency test may be required prior to approval.

2) Inappropriate attire for swimming:

Inappropriate and not conducive to swimming that is considered unacceptable includes, but is not limited to:

- Items designed for sexual/intimate purposes, undergarments
- Clothing which absorbs water and becomes heavy such as jeans or sweatpants
- Attire with long/flowing fabric that may limit movement or cause a safety risk
- Attire with studs, zippers or other metal embellishments that may damage equipment, at the discretion of the lifeguards on duty

NOTE: During lifeguard training, pants and other everyday wear may be worn by volunteers in rescue simulations and swimming lessons as part of educational situation as approved by the Aquatic Supervisor or appropriate staff.

Fieldhouse Area

Clean, enclosed exercise shoes are required at all times in the Fieldhouse

Shirts or sports bras must be worn at all times

Café Areas, common areas

Shirt/cover up and proper footwear is required

If a visitor fails to follow the dress code, they will be asked to wear proper attire or leave by a Staff Member and will be permitted to return once they are properly attired.

APPENDIX "C"

Use of cell phones, Personal Digital Assistants, cameras, and other recording devices is restricted in our facilities.

The use of recording devices (including but not limited to cell phones, personal digital assistants (PDAs), cameras, laptops and tablets) are permitted in the Town facilities except for specific locations and circumstances as described.

Patrons are encouraged to notify a staff member for permission before taking any photos or videos in a Town recreation facility as described here. Respect for people's privacy is a priority.

Patrons are encouraged when using a recording device or camera, only record and/or take photos of people that they are acquainted with and to reasonably respect the privacy of others.

If a patron or user group is suspicious that someone is using recording devices inappropriately, please notify staff immediately.

Recording devices and cameras are **not permitted** in/at:

- Change Rooms/Washrooms/Locker Rooms/Dressing Rooms: Please turn off and store your personal recording devices in these private areas. Taking pictures within change rooms or washrooms is illegal. This also extends to private areas designated for staff.
- Cash Counters/Front Desks: For security reasons and to protect the personal information of patrons, the use of recording devices in cash-handling areas is prohibited. Phones may be used to pay patron entry or program fee.
- Medical Emergencies: To protect the privacy of patrons and staff, the use of recording devices during a First Aid event or a medical emergency is prohibited.
- In the hot tub or pool deck area during scheduled swim and other programming times open to the public.

Recording devices and cameras are permitted in/at:

- Northern Lights Aquatic Centre: Viewing areas
- Arenas: Viewing areas, stands, and on the ice
- Common Areas: Atriums, lobbies, meeting rooms, and public office areas
- Private events

Use of recording devices only permitted with staff approval:

- On the pool deck during swim lessons or swim meets, by a Coach, Parent, Educator, or Guardian
- Underwater Recording in Aquatic Centres: Permission to use recording devices underwater must be made prior to filing/recording, and approval must come from an Aquatic Supervisor or the Director of Community Services.
- Town Staff and Volunteers: Recording of staff and volunteers in any public spaces, sites, or work areas is only permitted with permission.

Staff may intervene if the use of recording devices is affecting the safety or security of patrons or staff, or when a complaint has been made. Behaviour that is contrary to this policy will be dealt with as per Section 5 of the policy.

If a user or user group is not satisfied with the decision for granting or withholding of a photo or filming access, they can submit an appeal by email or in writing to the Director of Community Services within two weeks of notification of the decision.

The appeal in writing should be directed to:
Community Services Department
Town of Slave Lake
10 Main Street SW
Slave Lake, AB
T0G 2A0