



## **AGUR LAKE CAMP SOCIETY**

### **VISITOR BEHAVIOUR POLICY**

#### **1.0 Policy**

This policy contains information pertaining to the management of:

- disrespectful, aggressive or violent behaviours of guests and visitors; and
- rule non adherence.

Visitors are defined as guests, volunteers, and staff.

The Board of Directors of Agur Lake Camp Society is committed to providing a safe environment for workers and all camp guests. The directors will assess the risk of violence in the workplace and provide procedures to eliminate or minimize the risk of violence/aggression to workers.

All guests and visitors must conduct themselves in a respectful manner and treat others with respect while preserving the dignity, safety and comfort of workers and other guests. All guests must comply with camp rules and policies.

In the event that guests or visitors start to display aggressive, violent or harassing behaviour, workers must act immediately to ensure their safety, as well as that of other workers and guests, is protected.

#### **2.0 Disrespectful Behaviour, Aggression and Violence - Description**

- Disrespectful behaviour includes conduct/comments that are inappropriate, demeaning or otherwise offensive intended to create an uncomfortable, hostile and/or intimidating environment
- Aggression includes any expression of hostile behaviour or threat directed towards others that hurts or causes harm through verbal, physical, psychological or sexual means
- Violence includes the attempt or actual exercise by a person of any physical force so as to cause injury or harm to another person

#### **3.0 Procedures**

##### **3.1 Situations involving an immediate risk or threat:**

- Worker must call 9-1-1 immediately
- If there is a threat to other guests, attempt to move other guests out of immediate danger, e.g. to secure location in a locked cabin
- Remove themselves to safe place (e.g. locked cabin)
- Notify the Campground Operators or Agur Lake Camp administrator



### **3.2 Situations not involving an immediate risk or threat:**

- If feeling safe to do so, the worker may attempt to de-escalate the person, e.g.:
  - stay calm and respectful
  - actively listen to try to understand the situation
  
  - clarify one's understanding of the issue
  - distract or redirect
  - give the person time and space; do not touch the person or their belongings
  - provide options
- Worker may get help from other workers; if not available, worker may call 9-1-1
- Notify the Campground Operators or Agur Lake Camp administrator

### **3.3 Situations involving disrespectful behaviour and/or non-adherence to Agur Lake Camp policies/rules:**

- Campground Operators will advise the guest(s) regarding the disrespectful behaviour and/or breach of rules; the warning will be logged in the reservation spreadsheet
- If guest(s) have reasonable warning(s) and/or intervention(s) and/or are disrupting other guests/neighbours during a single stay or during multiple stays, the offending individual(s) will be advised that they are not able to rebook at the camp.
- If guest(s) have reasonable warning(s) and/or intervention(s) and/or are disrupting other guests/neighbours during a single day or evening, the Campground Operators will ask the offending individual(s) to leave the following day. If the Campground Operators feel uncomfortable in doing so, they will contact the Office Manager or board liaison member to formulate a plan.
- At the Campground Operators discretion, they are to call 911 to have the guest(s) removed from the premises.

## **4.0 Roles and Responsibilities**

### **Directors must:**

- Assess the overall risk of violence in the workplace
- Investigate and deal with all concerns, complaints or incidents of aggression or violence
- Help formulate a plan to advise guest(s) of eviction if Campground Operators do not feel comfortable in doing so
- Communicate to guest(s) if they are no longer allowed to rebook at Agur Lake Camp

### **Property Manager/Campground Operators must:**

- Ensure all guests are provided with Agur Lake Camp rules and procedures
- Ensure the Managing Disrespectful, Aggressive or Violent Behaviours of Guests and Visitors Policy is communicated to all workers
- Communicate any known risks of aggression or violence to workers



**Property Manager/Campground Operators, Workers and Volunteers must:**

- Follow procedures in place to mitigate aggression or violence
- Report if aggression, violence or disrespectful behaviour or non-adherence to rules/policies is observed or experienced

**5.0 Application**

This policy statement applies to all workers, including permanent, temporary, casual, contract and student workers.

**6.0 Annual Review**

This policy statement will be reviewed every year. All directors, managers, supervisors and workers will be provided with a copy.

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| <b>Date created</b><br>March, 2020 | <b>Annual review date:</b><br>August 15, 2024 |
| <b>Revised</b><br>July 2024        |   |