

Town of Ajax Corporate Policies and Procedures
Subject: **Public Code of Conduct**



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1. Policy Objective

- 1.1. The Town of Ajax is committed to providing excellent customer service to all members of the public and to address service requests and complaints equitably, comprehensively and in a timely manner, while promoting a respectful, accessible, inclusive and harassment-free workplace between the public, officers and employees of the Corporation, and Members of Council. This policy is also meant to address instances of Unacceptable demands, persistence and lack of cooperation by customers.
- 1.2. In order to achieve these objectives, this policy outlines expectations for appropriate behaviour by all individuals interacting with Town Staff, Members of Council, and other patrons and users of Town facilities services and property. Under this policy, Unacceptable Behaviour may result in the application of restrictions against an individual or group of individuals. Any restrictions applied will be reasonable, consistent, and proportional to the Unacceptable Behaviour, and communicated in a manner that is clear and understandable to the individual(s) affected.

2. Scope

2.1 Application

- 2.1.1 This policy applies to the conduct of individuals with respect to all interactions with officers or employees of the Town, Members of Council, other Town representatives, patrons and users of Town facilities, services, and property, including in-person interactions, written, telephone, and electronic (e-mail) communications.
- 2.1.2 The Town recognizes that children and youth require developmentally appropriate, trauma-informed, responses to behavioural concerns, specially those with intersecting identities related to race and disability. When this policy is applied to minors, Town staff will prioritize supportive approaches that consider such factors and emphasize de-escalation, acknowledging that certain serious violations requiring police involvement must be handled in a way that prioritizes public and staff safety, and aligns with the severity of the circumstances.

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2.2 Exceptions

- 2.2.1 This policy does not apply to:
- Interactions within or with respect to the Ajax Public Library; and
 - Electronic communications on official Town of Ajax social media platforms.
- 2.2.2 Nothing within this policy restricts or otherwise limits the Town's authority to engage in litigation or seek legal redress for actions taken by individuals that may also be governed by this policy.
- 2.2.3 Nothing within this policy restricts or otherwise limits the ability or obligation of the Town to comply with any requirements established by provincial or federal legislation.
- 2.2.4 Nothing within this policy restricts or otherwise limits Town Staff's right to refuse unsafe work under the *Occupational Health and Safety Act*, or restricts or otherwise limits the rights and obligations of staff under the Town's *Workplace Violence Prevention Program*.
- 2.2.5 Notwithstanding the provisions of this policy, individuals that have been restricted from attending Town Properties are permitted to attend Public Meetings, subject to the rules of participation for such Public Meetings and any conditions or restrictions assigned to the individual when attending Town Property.

3. Definitions

3.1. Definitions & Abbreviations

- 3.1.1. The following definitions and abbreviations apply within the meaning of this policy:

Term	Definition
Adult	An individual who is of the age of majority, being eighteen years of age or over.
CAO	The Chief Administrative Officer of the Corporation of the Town of Ajax, or their designate.

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Term	Definition
Contracted Security	Means contracted security or other parties hired for the purposes of maintaining public order,
Corporate Security Specialist	Means Corporate Security Specialist of the Town of Ajax, or their designate.
Council	The Council of the Corporation of the Town of Ajax.
Department	Any functional department within the organizational structure of the Corporation of the Town of Ajax.
Department Head	The Director of a Department of the Corporation of the Town of Ajax, or their designate
DRPS	Durham Regional Police Service.
Frivolous	Means a request that has no serious purpose or business value.
Identifiable group	Any section of the public distinguished by colour, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity or expression, or mental or physical disability (as defined by the Criminal Code (subsection 318 (4))).
Inciting Hate	Inciting hatred against an identifiable group in a public place that is likely to lead to a breach of the peace (subsection 319(1)).
Issuer	The Town Staff member who issued restrictions in response to Unacceptable Behaviour.
Letter of Warning	A letter issued to an individual (or their legal parent/guardian in the case of a Minor) informing them of an incident of Unacceptable Behaviour, including a caution that further observed instances of Unacceptable Behaviour may result in restrictions being applied to the individual. Template (6.1)
Minor	An individual below the age of majority, being under eighteen years of age.
Notice of Restrictions	A letter issued to an individual (or their legal parent/guardian in the case of a Minor) informing them of an instance of Unacceptable Behaviour, and the type and duration of any restrictions being placed on them. Template (6.2)

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Term	Definition
Personal Information	Personal information as defined in the <i>Municipal Freedom of Information and Protection of Privacy Act</i> (MFIPPA).
Prohibited Substance	Any substance deemed inappropriate by the Town of Ajax as set out within any Town policies, including illegal substances such as drugs and controlled substances, such as alcohol unless otherwise permitted by the Town in accordance with the issuance of any required permits.
Public Meeting	Any official meeting of Council, its Committees, or Local Boards, as well as any public consultation meetings hosted by Town staff or representatives of the Town.
Request For Review	A formal request submitted to the Town to review and reconsider any or all restrictions applied to an individual in accordance with this policy. Template (6.4)
Town	The Corporation of the Town of Ajax.
Town Property	Any property owned, leased, or operated by the Town on a temporary or permanent basis, including indoor and outdoor facilities, spaces, and assets.
Town Services	Any and all services provided by the Corporation of the Town of Ajax, its employees, or representatives of the Town.
Town Staff	Any officer or employee of the Corporation of the Town of Ajax.
Unacceptable Behaviour	Any actions, conduct, or communication—verbal, written, physical, or visual — that interfere with the safe, respectful, and orderly operation of Town of Ajax services, programs, facilities, or spaces. This includes behaviour that is disruptive, abusive, discriminatory, threatening, or otherwise inappropriate in a public or workplace setting.
Vexatious	Means a request with the intent to embarrass, harass, or annoy the recipient(s) or subject(s) of the request, and without the intent to seek genuine redress for the matter in question.
Weapon	Means a weapon as defined in the Criminal Code of Canada.

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4. Responsibilities

4.1 Council: It is the responsibility of all Members of Council to support the Public Conduct Policy and encourage all users of Town Services to abide by the principles and provisions of this policy.

4.2 Senior Management Team (SMT): Pursuant to Council's decision on June 24, 2024, SMT has authority to make amendments to this policy as required.

4.3 Town Staff: It is the responsibility of all Town Staff to report to their supervisor, or to the Corporate Security Specialist, any interactions they have with an individual that they believe constitutes Unacceptable Behaviour as described in this policy, and to collect and provide any supporting material or evidence of Unacceptable Behaviour when possible. Severe and/or immediate matters may be reported directly to contracted security or police.

4.4 Supervisors and Managers: It is the responsibility of all Supervisors and Managers to receive reports of Unacceptable Behaviour from Town Staff and engage in the enforcement steps outlined in this policy where necessary.

4.5 Department Heads and the CAO: It is the responsibility of Department Heads and the CAO to consider the appropriate response to severe or ongoing instances of Unacceptable Behaviour. It is the responsibility of the CAO to exercise discretion and make decisions pursuant to section 5.1.2 of this policy.

4.6 Corporate Security Specialist: It is the responsibility of the Corporate Security Specialist to provide support and guidance to Town Staff in the oversight and enforcement of this policy in the following key capacities:

- **Advisory Role to Staff**
 - Provide guidance and support to Town staff on how to respond to incidents of Unacceptable Behaviour.
 - Assist in determining the appropriate level of response (e.g., warning, restriction) based on the severity and nature of the incident.
- **Incident Review and Escalation**
 - Review reported incidents and supporting documentation submitted by staff.
 - Collaborate with Managers and Directors to assess risk and recommend restrictions, if warranted.

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- **Issuance of Enforcement Documents**
 - Prepare formal Warning Letters and Notices of Restriction.
 - Ensure enforcement measures are consistent with policy and applied fairly.
 - **Documentation and Records Management**
 - Maintain records of reported incidents, warnings, restrictions, and relevant communications.
 - Ensure documentation is complete, accurate, and stored in accordance with applicable Town procedures and privacy regulations.
 - **Interdepartmental Coordination**
 - Liaise with various Town departments to ensure staff are informed of applicable restrictions.
 - Coordinate communication between frontline staff, management, and enforcement bodies (e.g., Bylaw, DRPS) as required.
 - **Support During Serious or Repeat Incidents**
 - Take a lead role in handling serious, escalating, or repeated breaches of the policy.
 - May attend site in person or coordinate next steps with law enforcement or other Town officials.
 - **Policy Education and Awareness**
 - Support training and awareness efforts for Town staff regarding the application of the Public Conduct Policy and incident response protocols.

4.7 Contracted security: In the event of Unacceptable Behaviour occurring on Town Property these parties may act within their established powers and duties to intervene where necessary, and are expected to report any instances of Unacceptable Behaviour to the Town's Corporate Security Specialist.

4.8 It is the responsibility of all Town Staff to report illegal activity to their immediate supervisor and contact DRPS where appropriate.

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5. Procedure

5.1. Unacceptable Behaviour

5.1.1. The following activities and behaviours are considered Unacceptable Behaviour:

- Unpleasant, disrespectful, or demeaning comments made towards Town Staff or other patrons;
- Discriminatory or harassing conduct based on race, religious beliefs, colour, disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression, sexual orientation or any intersecting identity factors;
- Treating other patrons or Town Staff in a threatening, intimidating, abusive and/or violent manner;
- Engaging in a physical altercation with any other individual on Town Property;
- Engaging in activities on Town Property that are considered a crime under the Criminal Code of Canada;
- Possessing a Weapon or Prohibited Substance while on Town Property;
- Engaging in sexual activity on Town Property;
- Soliciting the sale of private goods or services on Town Property without permission;
- Violating other Town policies and Codes of Conduct that establish rules for expected behaviour at specific Town facilities and spaces;
- Unruly public protest that is disruptive to the common good administration of Town Services, including but not limited to disrupting, harassing, threatening, inciting hate or violence, or intimidating other users or Town Staff;
- Knowingly violating the explicit or inferred privacy of other users, Town staff, Members of Council, or the conduct of a meeting that is properly closed to the public.

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5.1.2. What constitutes Unacceptable Demands, Persistence and Lack of Cooperation

The following activities are considered unacceptable demands, persistence and lack of cooperation:

- Continually refusing to accept or acknowledge the decision of staff with respect to a matter under the Town's jurisdiction;
- Expecting responses within an unreasonably short time frame that does not align with the Town's established Customer Service Standards;
- Submitting inquiries or requests for service that are frivolous or vexatious in nature;
- Deliberately making false statements or submitting falsified documents when addressing a matter with the Town;
- Demanding results that are not feasible or appropriate given the circumstances;
- Demanding services that exceed the scope or capacity of what the Town can provide;
- Repeatedly contacting Town staff regarding a matter that has already been reviewed and addressed;
- Persistent phone calls, voicemails, in-person visits, or sending letters and emails after being instructed to discontinue communication;
- Contacting multiple staff members to obtain a more favourable response to the same issue;
- Frequently arguing against a solution despite clear, reasonable and valid explanations;
- Engaging in uncooperative conduct, such as withholding relevant information or misquoting others;
- Filing complaints against staff that are unjustified, frivolous, or vexatious, particularly when staff are acting in good faith to resolve the issue;
- Making excessive demands on staff time and resources with a high volume or frequency of correspondence or combining service requests with accusations and complaints.

5.1.3. Notwithstanding sections 5.1.1 and 5.1.2, the Town retains the right to assess incidents on a case-by-case basis to determine whether Unacceptable Behaviour has occurred.

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5.1.4. Where there is a conflict between this policy and one or more other policies of the Town governing the expected behaviour of individuals, the highest standard of behaviour shall prevail.

5.2 Response to Unacceptable Behaviour, and Unacceptable Demands, Persistence and Lack of Cooperation

5.2.1 Potential Restrictions in respect of Unacceptable Behavior

The following restrictions may be applied to an individual with respect to any level of response described in this policy:

- Prohibiting attendance or limiting activities, interactions, or access to services at one or more specific Town Properties;
- Limiting the number of complaints, inquiries or requests that the individual may submit to one or more Town Departments;
- Limiting the number of responses Town Staff shall provide with respect to further complaints or inquiries regarding one or more specific matters;
- Requiring any in-person interaction with Town Staff to be in the presence of another member of Town Staff, or other representatives of the Town;
- Limiting correspondence to a particular format, time, or duration;
- Closing any active complaints, inquiries or requests for service related to a specific matter; and
- Requiring correspondence to be directed only to specific Town Staff, solicitors, or third parties.

5.3 Potential Restrictions in respect of Unacceptable Demands, Persistence, and Lack of Cooperation

At the discretion of the CAO, the following measures may be applied in respect to behaviours listed in Sec. 5.1.2:

- Placing restrictions on the number of inquiries that will be accepted within a certain time frame, or the amount of staff time allocated to responding to the individual's communications;
- Future communications may be directed through a single staff member;

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- The individual may be required to communicate only through specific channels (e.g., written correspondence only), depending on the nature and volume of previous contact.
- The Town may apply fees, in accordance with the Fees and Charges Bylaw and Corporate Services work Instruction WI-077 (Non-FOI Related Information Search Fees), to assist with recovering the cost of staff time in collecting and relaying town information.
- Redirecting the individual to places where the sought information can be sourced oneself, to the Ontario Ombudsman, or to any other authority as the circumstances may warrant.

5.4 Levels of Response

The potential restrictions described in this policy may be applied in accordance with the authorities and limitations granted under each level of response in this section.

5.4.1 Level 1 Response

Who May Issue:	Corporate Security Specialist, Supervisors, Managers, Department Heads, and the CAO
Applies to:	Individuals who have engaged in Unacceptable Behaviour.
Method of Issuance:	Written Letter of Warning and/or Notice of Restrictions copied to the Corporate Security Specialist.
Duration of Restriction:	Up to 7 days

5.4.2 Level 2 Response

Who May Issue:	Corporate Security Specialist, Department Heads and the CAO
Applies to:	Individuals who have previously received a Level 1 Response in the last twelve months and engage in further Unacceptable Behaviour, or one instance of Unacceptable Behaviour that is severe enough to warrant a Level 2 Response.
Method of Issuance:	Notice of Restrictions copied to the Corporate Security Specialist.
Duration of Restrictions:	Up to 30 days

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5.4.3 Level 3 Response

Who May Issue:	Corporate Security Specialist, Department Heads and the CAO
Applies to:	Individuals who have previously received a Level 2 Response in the last twelve months and engage in further Unacceptable Behaviour, or one instance of Unacceptable Behaviour that is severe enough to warrant a Level 3 Response.
Method of Issuance:	Notice of Restrictions copied to the Corporate Security Specialist.
Duration of Restrictions:	Up to 90 days

5.4.4 Level 4 Response

Who May Issue:	Corporate Security Specialist with approval from the CAO
Applies to:	Individuals who have previously received a Level 3 Response in the last twelve months and engage in further Unacceptable Behaviour, or one instance of Unacceptable Behaviour that is severe enough to warrant a Level 4 Response.
Method of Issuance:	Notice of Restrictions copied to the Corporate Security Specialist.
Duration of Restrictions:	CAO's discretion

5.5 General Enforcement Guidelines

5.5.1 Town Staff are expected to use non-physical, verbal only intervention methods to enforce this policy. Where instances of Unacceptable Behaviour are observed on Town Property, Town Staff may issue a written warning or apply restrictions immediately to the individual(s) involved (see s. 5.4.1. - Level 1 Response). Town staff may also seek guidance from the Corporate Security Specialist in determining the appropriate response. Following resolution of the Unacceptable Behaviour, Town Staff shall advise the appropriate supervisor or manager, compile all documentation, information and evidence related to the incident, and notify the Corporate Security Specialist to determine whether further action is required.

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5.5.2 Should an individual refuse to cease the Unacceptable Behaviour or abide by any restrictions applied, contracted security and/or DRPS may be requested to assist where appropriate.

5.5.3 Where a warning or restrictions are issued to a Minor, Town Staff may direct any Letter of Warning or Notice of Restrictions to the Minor's parent or guardian (where known), and provision of such shall be deemed to satisfy the notice provisions of this policy.

5.6 Trespass

5.6.1 Where an individual is prohibited from entering on to one or more specific Town Properties for a period of time, the Corporate Security may issue a Notice of Trespass to Property to the individual. DRPS may be requested to assist where a Notice of Trespass to Property is contravened by an individual.

5.7 Warning Letter

5.7.1 Where an individual receives a Level 1 Response, the Issuer shall attempt to provide the individual with written notice delivered by hand, email, or letter mail, describing:

- The observed Unacceptable Behaviour
- The date of issuance of the Warning Letter
- The Town Staff or representative that the individual may contact if they have any questions or wish to discuss the matter further.

5.8 Notice of Restrictions

5.8.1 Where an individual receives a Level 2, 3, or 4 Response, the Issuer shall attempt to provide the individual with written notice delivered by e-mail or letter mail, describing:

- The observed Unacceptable Behaviour;

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- The date of issuance, restrictions applied, and duration of restrictions;
- The Town Staff or representative that the individual may contact during the restriction period (if any), as well as the form of communication to be used; and
- Instructions for submitting a Request for Review form.

5.8.2 Where the Issuer is unable to deliver the required notice for whatever reason, the attempt to deliver the notice shall satisfy the notice requirements established herein.

5.8.3 Notice of this policy may be posted at any Town Property, and this policy shall remain in effect for all Town Property regardless of whether notice of this policy is posted.

5.8.4 Copy Corporate Security Specialist for XXXX

5.9 Request for Review

5.9.1 Individuals that have received a Level 2 Response or higher may request a review of their restrictions at any time during the restriction period. The request must be made in writing using the Request for Review form and submitted via e-mail or letter mail to the Issuer, including at minimum:

- Identification of the incident in question;
- An explanation of why the individual is requesting the review; and
- What resolution is sought from the Town.

5.9.2 Individuals may request an in-person meeting to review the restrictions applied. Requests for in-person meetings shall be considered on a case-by-case basis by the relevant Town Staff and may be accepted or denied at their discretion.

5.9.3 Corporate Security Specialist should be consulted on and participate in all in-person meeting review of restrictions requests.

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5.9.4 Following a review of the restrictions applied, the Issuer may uphold, amend, or rescind the restrictions applied, and shall notify the individual of the Town's decision.

5.9.5 Individuals who believe that the provisions of this policy have been applied unfairly and/or are unsatisfied with the outcome of the review process may file a complaint with the Ontario Ombudsman. Town of Ajax staff shall supply contact information for the Ontario Ombudsman upon request.

5.10 Review Prior to Lifting Restrictions

5.10.1 Before the expiration of any applied restrictions for Level 2 Response or higher, Town Staff may require that an individual participate in a mandatory meeting to review the Unacceptable Behaviour that occurred and discuss expected behaviour upon the expiration of the restrictions.

5.10.2 Corporate Security Specialist should be consulted on and participate in all in-person meeting reviews of applied restrictions. Following a review meeting or if the individual refuses to attend a review meeting, should Town Staff not be satisfied that the Unacceptable Behaviour will not reoccur, the Town may extend the duration of any applied restrictions.

5.11 Personal Information Collected, Used & Disclosed

5.11.1 Personal Information collected and used under this policy may include an individual's general description and/or photographic image or likeness and shall not be used or disclosed for an inconsistent purpose.

5.11.2 In order to enforce any restrictions applied to an individual under this policy, Town Staff may disclose to other Town Staff or agents of the Town the individual's Personal Information, a summary of the Unacceptable Behaviour, and any restrictions applied to the individual.

5.11.3 All Town Staff shall have regard for the individual's privacy and shall not use or disclose the Personal Information in any way that may

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reveal to the public the individual's Personal Information, the Unacceptable Behaviour that occurred, or the nature of any restrictions applied to them.

5.12 Training

5.12.1 All staff shall receive training on this policy as part of new employee orientation and shall be provided with a copy of this policy.

6. Related Documents

- 6.1 Template – Letter of Warning (F1-143)
- 6.2 Template – Notice of Restrictions (F2-143)
- 6.3 Template – Notice of Restrictions-Minor (F3-143)
- 6.4 Template – Request for Review Form (F3-144)