

Administrative Policy

100 Newport Drive, Port Moody, BC, V3H 5C3, Canada
Tel 604.469.4500 • Fax 604.469.4550 • www.portmoody.ca

Section:	Human Resources	A07
Sub-Section:	Health and Safety	2640
Title:	Patron Code of Conduct	2025-01

Related Policies

Number	Title
<u>BL3321</u>	Parks and Community Facilities Rules and Regulations Bylaw
<u>BL2773-C</u>	Smoking Regulation Bylaw
<u>A07-2510-2023-01</u>	Respectful Workplace
<u>01-0580-2023-01</u>	Video Surveillance
<u>07-2510-2020-01</u>	Anti-Racial Discrimination and Anti-Racism
<u>07-2510-2023-01</u>	Respectful Communications Policy

Approvals

Policy Approval

Approved by: 
Jeff Moi, Acting City Manager

Date: July 8, 2025

Amendment Approval

Approved by: _____
City Manager

Date:

Section Amended

Administrative Policy Manual

Patron Code of Conduct

Policy

The City of Port Moody is committed to providing a safe and welcoming environment for all Patrons to enjoy. The purpose of this policy is to identify the standard of behaviour that is expected of all Patrons, including but not limited to, community sports teams, event attendees, Council meeting attendees, users of City facilities for business, to access services, to attend meetings, events, programs, activities, and social purposes; and to identify procedures for staff to follow when violations occur.

By providing a clear understanding of expectations, all Patrons of City Facilities, including all individuals that may be associated with them, are expected to take responsibility for their own behaviour and conduct in a manner that promotes safe and positive experiences. Unsafe and inappropriate conduct will not be tolerated.

Definitions

“City” means the City of Port Moody.

“Code of Conduct” means the standards of behaviour that all Patrons, including those associated with them, are expected to uphold.

“Facility” means a building or recreation Facility owned or operated by the City that is intended for business, access to services, and athletic, social, or recreational use by members of the community.

“Park” means every public park and all other community recreational land owned or controlled by the City that is intended for athletic, social, cultural, or recreational use by members of the community.

“Patron” means an individual, group, or organization that visits and/or uses City Facilities, services, or programs.

“Suspension” means a sanction placed against a Patron that prohibits them from accessing any City Facility or participating in any Recreation and Cultural Services for a specified period.

Procedures

Patron Code of Conduct:

All Patrons must:

- Comply with rules and City staff and security direction, including any additional rules staff deem necessary to provide everyone with a safe and welcoming environment.
- Respect staff and fellow Patrons.
- Be safe – consider the safety of yourself and others as the highest priority.
- Respect the rights and dignity of everyone and treat everyone fairly and equitably.
- Refrain from using abusive or disrespectful language. Behaviour that frightens, intimidates, insults, or demoralizes anyone will not be tolerated.
- Be a good sport and maintain self-control while participating in or watching activities.

Administrative Policy Manual

Patron Code of Conduct

- Not be in possession of or consume drugs.
- Not be in possession of or consume alcohol, except in legally designated areas.
- Not be in possession of weapons and refrain from using fireworks or laser pointers on Facility premises.
- Refrain from using mobile phones, cameras, or video recording devices in any Facility or Park washrooms and changerooms.
- Respect public property and the property of others.
- Refrain from soliciting and ensure noise levels are reasonable.

Violations and Enforcement

Access to Facilities or programs may be denied to individuals or groups if, while in a Facility or Park, they do one or more of the following:

- Commit a criminal offence.
- Break a Facility, Park, or program rule.
- Violate the Patron Code of Conduct.