

SSWC-FACILITY BANNING AND/OR REVOKING ACCESS POLICY

Policy Section:	Public Engagement	Effective Date:	May 21, 2025
Policy Owner:	Associate Vice President Public Engagement	Last Revised:	March 6, 2025
Policy Administrator:	Director Athletics and Recreation	Review Scheduled:	Every 4 Years
Approver:	Executive Committee		
The official controlled version of this document is held with the Legislative Compliance / Policy & Procedure Coordinator.			

A. POLICY STATEMENT

Keyano College is committed to sustaining a vibrant recreation experience and environment for all members of the Keyano community and external RMWB users. In turn each member is expected to be committed to the values of mutual respect, honesty, and personal responsibility.

This policy defines the parameters governing banned users to the SSWC for Students, Staff, and Community users. SSWC serves as a multi-use sport and wellness complex located on campus and operated as a facility of the College. Its mission is to provide individuals with high-quality and diverse sport and wellness opportunities through education, training, programming, and facilities.

Any users of the SSWC that compromise these values may be subject to banning and revoked access to the sport and wellness center. Failure to follow facility rules and regulations as well as staff requests may result in facility bans or loss of access as outlined in this Policy. Banning/Revoking is consistent with the principles of natural justice and procedural fairness.

1. Guiding Principles

- 1.1 SSWC Leadership team (Liaisons, Coordinators, Managers, Directors) have authority to issue warnings and ask users to leave for the day if they are not complying with stated facility rules or causing a disturbance to others in the facility. If leadership is not present at the time of the disturbance student employees will call Keyano Security to handle the situation.
- 1.2 Bans can be issued in writing by the Athletics Director after the required investigation is done and is deemed needed.
- 1.3 SSWC Leadership staff will issue warnings to users for various rule violations such as: not wearing a wristband, not wearing shoes in appropriate areas, minor user to user conflict, minor user to staff conflicts, giving away wristbands, using discarded wristbands or illegal entry to SSWC. This list is not exhaustive; other rule violations may also warrant warnings being issued.

- 1.4 Three (3) month facility bans will be issued to users found to be using other members accounts, aggressive or disrespectful behaviours towards staff or other facility users (yelling in someone's face, swearing, mocking, general disruption to others), or users with two prior minor warnings on their account. This list is not exhaustive; other rule violations may also warrant warnings.
- 1.5 Six (6) month facility bans will be given to any user taking photos or videos of others without permission or causing property damage in any extent. This list is not exhaustive; other rule violations may also warrant a 6-month facility ban.
- 1.6 A minimum of a one-year ban will be given in cases involving confirmed staff harassment, stalking other facility members or staff, physical violence, threats, hate crimes, users found hiding/staying in the centre after closing hours, using banned or illegal substances on the premises, theft of property of the college or another member. This list is not exhaustive; other rule violations may also warrant a one-year facility ban. If after a one-year ban the individual returns to request access, they must speak with the Manager Security Services to review the conditions of use; if the Manager Security Services agrees to allow them on the premises, the individual will be permitted to use the facility again under a 2-year probation period in which any violation of this Policy will result in a lifetime ban with no opportunity for appeal.
- 1.7 Students found in breach of this Policy will be held accountable as per the College's *Non-Academic Misconduct Policy & Procedure* and their student membership may be revoked.
- 1.8 Staff found in breach of this Policy will be held accountable as per the College's *Employee Progressive Discipline Policy & Procedure and Code of Conduct Policy* and their staff membership may be revoked.
- 1.9 Community users found in breach of this Policy will be held accountable as per the department's Membership Code of Conduct and their membership may be revoked.
- 1.10 Lifetime bans will be assessed if any of the above instances escalate. A meeting between the Recreation Manager, the Athletics & Recreation Director and Manager Security Services will occur to decide consequences.
- 1.11 Actions related to violence, sexual violence, harassment, or other illegal activity will be reported to the RCMP. Following contacting the RCMP, the staff member will call to inform the Security so they have the information for incident reporting purposes.

2. Issuing the warnings

- 2.1 Employees (Liaisons, Coordinators, Managers, Directors) must share with the user what rule(s) they are in breach of and add a note to user account with the details of the verbal correction and date it happened.

- 2.2 Staff are expected to also create an incident report. Incident reports will be shared with Manager Security Services and Safety officer (OH&S Advisor) of the College. Any students will follow *Non-academic Misconduct policy*. Any staff will follow People and Culture's investigation procedures.
- 2.3 If the user gets confrontational, they may be asked by Staff, Leadership or College Security to leave the facility for the day. If staff feel uneasy to ask a patron to leave, they should contact a SSWC Leader (Manager, Director) to assist.
- 2.4 SSWC Staff will contact Security to report the confrontation or any significant breaches they observed or are needing assistance to deal with.
- 2.5 The report will be distributed to supervisors in SSWC and Manager Security Services, the People & Culture Manager (if employee is involved) and the College Registrar (if student is involved).
- 2.6 Users can have two warning for offenses (as per 1.3) on account in one month. If an additional warning occurs the user will fall into ban based on infraction.
- 2.7 If users exceed two warnings, they will be issued a three-month facility access ban.

B. DEFINITIONS

- (1) **College:** means Keyano College
- (1) **Policy:** means Syncrude Sport and Wellness Centre Facility Banning and/or revoking access Policy

C. RELATED POLICIES

- Code of Conduct Policy
- Employee Progressive Discipline Policy
- Health and Safety Policy
- Non-Academic Misconduct Policy
- Protection of Privacy Policy
- Respectful Workplace Policy

D. RELATED LEGISLATION

- *Access to Information Act*
- *Alberta Human Rights Act*
- *Alberta Occupational Health and Safety Act*
- *Protection of Privacy Act*

E. RELATED DOCUMENTS

- Employee Progressive Discipline Procedure
- KCFA & CUPE Collective Agreement

- Non-Academic Misconduct Procedure
- Syncrude Sport and Wellness Center Code of Conduct

F. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
02/04/2025	New policy based on current safety concerns from ongoing confrontational users at SSWC.	ALL	Recreation Manager	Director, Athletics & Recreation