



November 17th, 2023

Hello **Arena Users**,

The City of Edmonton is committed to creating and maintaining an environment in which everyone feels safe and are treated with mutual respect, which includes both those we serve and our employees. To help us with this commitment, we would like to draw your attention to the Community Recreation and Culture Branch's **Respect for People & Property** guidelines on the [City of Edmonton website](#).

All individuals who interact with City of Edmonton employees or access services or spaces within the Community Recreation and Culture Branch, (which includes; general members of the public, user groups, licence holders, customers, coaches, volunteers, spectators and administrators) are required to adhere to Community Recreation and Culture Branch's **Respect for People & Property** guidelines.

Behaviours and actions that are not acceptable include those that:

- Disrespectful communication with City staff, via e-mail, phone call or on-site interactions;
 - Including disrespectful comments, insults, sarcasm, or intimidation in the attempt to bully, coerce or demean.
 - Making unreasonable demands, not accepting the outcomes of decisions or service, not allowing employees to speak or respond, or making derogatory comments such as negative comments or threats to an employee's job.
- Interfere with City staff's ability to perform their duties, notably on-site staff (ex. Arena attendants).
- Interfere with other patron or user groups ability to enjoy the use of City sites and spaces.
- Violation(s) of the booking agreements (terms and conditions) and/or taking part in an illegal activity.

For more details, please refer to the information section listed on our website under "[Examples of Inappropriate Behaviour and Dialogue](#)". If inappropriate behaviours or actions occur, or continue to occur, the individual(s) may not be allowed to either communicate or access our sites, services and resources. This could impact any current or future planning and agreements with your organization if there are not other members able to continue respectful communication and interactions, notably in community with City Staff virtually or on-site.

Hearing your concerns and feedback is important to us; we ask that everyone do so in a way that keeps in line with our commitments in having respectful and trusting relationships. Should you require any further information regarding our commitment to Respect for People & Property, please contact the Arena Facility Allocation Supervisor, Kyle Jhamandas (kyle.jhamandas@edmonton.ca).

Thank you for your attention and cooperation, and all the best with the 2023/24 Winter season!

Kyle Jhamandas

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Facility Allocation Supervisor - Arenas/Sportfields/Picnic Parks, City of Edmonton