

January 21, 2010

RE: Letter of Direction

Attention All:

This letter serves to address various concerns expressed by residents who use our outdoor artificial ice rinks, specifically but not limited to the scheduled times posted for women's hockey. Designated times for women's hockey must only be used by women, not to be shared or used by other groups and/or individuals regardless of the number of females on the ice.

Individuals who engage in aggressive or demeaning behaviour towards women on City of Toronto property is a violation of the Ontario Human Rights Code and the City of Toronto Anti-Harassment Policy and will not be tolerated.

These individuals who engage in such activities will be told to leave city property up to and including trespass order and/or being banned from City of Toronto facilities. Identify these individuals to your immediate supervisor for appropriate action.

The goal of the Human Rights and Anti-Harassment Policy is to create a climate of understanding and mutual respect where each person feels a part of the community and is able to contribute fully to the development and well-being of the City of Toronto.

Every person has a right to equal treatment with respect to City services and facilities, without discrimination or harassment because of the following prohibited grounds and any combination of these grounds: race, ancestry, citizenship, creed, sexual orientation, age, political affiliation, level of literacy, place of origin, colour, ethnic origin, sex (including pregnancy, breast feeding and gender identity), marital status, family status and disability.

In addition staff will continue to enforce the rules of the facilities including the helmet policy and no pucks or sticks on the pleasure skating surface.

Staffs are required to be in uniform conducting themselves in a professional manner as ambassadors of the City of Toronto.

Customer service by city staff has been addressed as an issue therefore; all efforts are required to ensure all users of the facilities feel welcome. We all have to take pride of ownership of the facilities we work at.

Regular visitation will be conducted to ensure all staff are complying with the rules and regulation as per the attached staff expectation form.

Your compliance and cooperation is required in this matter, if you have any question feel free to give me a call at 416-397-4917.

Yours truly,

(Original signed by)

Peter Lewis

Supervisor of Community Recreation

Toronto, East York District

cc: Kelvin Seow, Manager of Community Recreation
Jonah Weslak, Community Recreation Co-coordinator
Yota Lambrakos, Community Recreation Co-ordinator
Brendan Gabel, Area Section Coordinator of Rinks