REPORT TO: STRATFORD PUBLIC LIBRARY
MEETING DATE: DECEMBER 5, 2023
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
SUBJECT: POLICY REVIEW NOVEMBER 2023

It is part of the responsibility of the Library Board to periodically review the policies that governs it, the CEO, and the Library. The enclosed policies were last reviewed in 2018. All policies have been reformatted as necessary and the following changes have been made:

LG 01 – HEALTH AND SAFETY

This policy has received significant updates based on the sample Ontario Library Service policy and other library best practices.

- In 2022, the Health and Safety Program was separated out from this policy, updated, and included in the Staff Manual. Much of the language from the program has been included in this policy.
- Recommending that this policy be moved from a Governance Policy to a Human Resource Policy (HR 04) for subject matter consistency.

LG 02 – WORKPLACE DISCRIMINATION, HARASSMENT AND VIOLENCE PREVENTION POLICY

In June 2022, the SPL Staff Manual was updated and the Program to Address Workplace Discrimination, Harassment and Violence (which had been an appendix to the Staff manual) was officially added to the Staff Manual as a policy and program called Respect in the Workplace. This program was reviewed by an HR consultant to ensure it is complaint with the OHSA.

As such, this policy has received a significant update.

- The policy has been updated based on the text used in the Respect in the Workplace policy in the Staff Manual.
- The name has been changed to Respect in the Workplace.
- Recommending that this policy be moved from a Governance Policy to a Human Resource Policy (HR 05) for subject matter consistency.

OP 05 - PROGRAM TO ADDRESS WORKPLACE DISCRIMINATION, HARASSMENT AND VIOLENCE

This document was Appendix A for the SPL Staff Manual and in June 2022 officially amalgamated into the SPL Staff Manual as a section called Respect in the Workplace. It now includes full definitions, reporting and investigation process as well as an appeal process. The program was reviewed by an HR consultant and is now Ministry of Labour compliant. The next steps required is for this policy to be officially rescinded.

RECOMMENDATION

THAT the Library Board approve the updated Health and Safety Policy and the Respect in the Workplace Policies as submitted;

AND THAT the Program to Address Workplace Discrimination, Harassment and Violence be officially rescinded.

POLICY: **Health and Safety**		POLICY NO: **HR 04**
POLICY LEVEL: **Library Board**	LAST REVIEW / REVISION DATE: NOVEMBER 6, 2018	SCHEDULED REVIEW DATE: December 2024

Health and Safety

The Stratford Public Library is committed to promoting and providing a safe and healthy work environment that prevents occupational illness and injury for its staff in the workplace. The Library is committed to continually improving its health and safety performance and will strive to reduce or eliminate foreseeable risks by working collaboratively with management, supervisors and staff.

The Stratford Public Library Board delegates the authority to administer procedures and compliance related to health and safety to the Chief Executive Officer per the Board's policy, Hiring and Management of Employees.

Responsibility

The Ontario Occupational Health and Safety Act requires employers to prepare and review, at least annually, a written occupational health and safety policy, and to develop and maintain a program to implement the policy.

The Stratford Public Library Board, as employer, is ultimately responsible for worker health and safety. The Library Board and its management will take all reasonable steps to prevent injury and create a safe and healthy workplace.

To achieve this, the Library will include health and safety concerns in organizational activities through ongoing consultation and interaction with the Joint Health and Safety Committee and Health and Safety Representatives. The Board is dedicated to this through ongoing assessments and annual review of the Library's Health and Safety program.

Supervisors must be accountable for the health and safety of workers under their direct supervision. Supervisors are responsible to ensure that workers are aware of potential or actual workplace hazards and follow established safe work practices and procedures. Workers are to receive training in their work tasks to protect their health and safety before commencement of the job.

Every worker is to protect, and is responsible for, his or her own health and safety by working in compliance with the legislative requirements, safe work practices, procedures, standards, safety rules, and rules of conduct as established by the Library.

It is in the best interest of all levels of the Library to consider health and safety in every activity. Commitment to health and safety is an integral part of this organization, from workers to senior management.

References:

- Occupational Health and Safety Act
- HR 01 Hiring and Management of Employees

ORIGINAL DATE ADOPTED	March 20, 2007	Review Cycle	Annually
REVIEW/APPROVAL HISTORY	December 9, 2014; November 6, 2018		

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Health and Safety Policy

Legal References: *Occupational Health and Safety Act (R.S.O. 1990, c.01 as amended)*

Policy References: Library Public Code of Conduct;
HR 01 Stratford Public Library Hiring and Management of Employees

1.0 Policy Statement

The Stratford Public Library Board acknowledges its obligations under the Occupational Health & Safety Act and the Worker's Compensation Act. It is committed to the establishment of a healthy and safe workplace and to the integration of health and safety practices in all areas of the workplace. It is the Library's policy to provide a safe work environment for all employees, volunteers, contractors and visitors by promoting safe practices, educating employees and volunteers to be aware of possible dangers which may cause injury or illness to themselves or to co-workers, and by actively inspecting the workplace to identify and correct potentially hazardous situations.

2.0 Applicability

The responsibility for safety is placed upon Stratford Public Library as employer and upon all employees and volunteers regardless of their position in the Library. Stratford Public Library Board members, employees and volunteers are considered partners in creating and maintaining a workplace that safeguards the individual against injury or damage to health.

3.0 Joint Health and Safety Committee

As a workplace employing more than 20 workers, the Stratford Public Library maintains a Joint Health and Safety Committee.

4.0 Authority

The Stratford Public Library Board delegates the authority to administer procedures and compliance related to health and safety to the Chief Executive Officer per the Board's policy HR 01 Stratford Public Library Hiring and Management of Employees.

POLICY: **Respect in the Workplace**		POLICY NO: **HR 05**
POLICY LEVEL: **Library Board**	LAST REVIEW / REVISION DATE: NOVEMBER 6, 2018	SCHEDULED REVIEW DATE: DECEMBER 2024

Respect in the Workplace

The Stratford Public Library board recognizes the dignity and worth of every person and is committed to providing a workplace free from discrimination and harassment and ensuring that any complaint is resolved quickly and with fairness and confidentiality.

This policy applies to any person in the workplace, including employees, managers, supervisors, consultants, independent contractors, and others with whom employees interact, such as clients, vendors, volunteers and members of the public, as applicable.

Legislation prohibits actions that discriminate against or harass people based on protected grounds. Stratford Public Library will not tolerate discrimination, violence or harassment on these grounds or for any other reason.

Discrimination

The Library values diversity in its workplace and prohibits employment discrimination.

Discrimination means any form of unequal treatment based on a protected ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral but disadvantage certain groups of people. Discrimination may take obvious forms or occur in very subtle ways.

Workplace Harassment

Workplace harassment will not be tolerated by any person in the workplace, including customers, clients, service providers, other employers, managers, workers, and members of the public, as applicable.

Harassment means engaging in the course of vexatious comments or conduct against a worker in a workplace that is known or ought to be known to be unwelcome. This may include words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome based on a ground identified by this policy.

Sexual Harassment means engaging in vexatious comments or conduct against a worker in a workplace because of sexual orientation, gender, gender identity, or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. It also includes making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the worker, and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Psychological Harassment (Bullying) means vexatious behaviour that manifests itself in the form of conduct, verbal comments, actions, or gestures characterized by being repetitive, hostile or unwanted, affecting a person's dignity or psychological integrity and results in a harmful work environment.

Reasonable action taken by the Library or the management team relating to the management and direction of workers or the workplace, within the conditions of the Occupational Health and Safety Act, is not workplace harassment.

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Workplace Violence

The Library is committed to preventing workplace violence. It is ultimately responsible for worker health and safety. The Library will take whatever steps are necessary to protect the Library's employees from workplace violence from all sources, including domestic violence.

Workplace violence means the exercise of physical force by a person against a worker in a workplace that causes or could cause bodily injury to the worker.

If the Library becomes aware, or ought to be aware, that domestic violence might occur in the workplace that would expose a worker to physical injury, the Library will take every reasonable precaution under the circumstance for the protection of the worker at risk of physical injury and whoever encounters that worker.

Defining the Workplace

For this policy, harassment, discrimination or violence may be employment-related if it occurs on the premises/in the working environment or off-premises if an individual is engaging in employment responsibilities or at a work-related function.

Incidents that occur beyond the workplace as defined above, on social media, or outside of working hours may also constitute workplace violence, harassment, or discrimination.

Roles and Responsibilities

The CEO will develop and maintain a Respect in the Workplace program in consultation with the Joint Health and Safety Committee (included in the Staff Manual).

All employees have a role in maintaining a workplace free from discrimination, harassment and violence. Individuals are expected to uphold and abide by this policy by refraining from harassment, discrimination or violence, promptly reporting concerning situations per the Respect in the Workplace program and cooperating fully in any harassment or discrimination complaint investigation.

Any employee who does not take appropriate steps to prevent and respond to workplace harassment or discrimination may be disciplined, up to and including termination for cause.

The management team has the additional responsibility to act immediately on observations or allegations of harassment or discrimination and notify the CEO. The management team is responsible for creating and maintaining harassment and discrimination-free organization and should address potential problems before they escalate.

Any form of discrimination, harassment or violence is a serious breach of policy and is subject to disciplinary action up to and including termination for cause. Furthermore, some situations of harassment may be serious enough to constitute a criminal offence.

Employees will not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

Related Documents:

- Occupational Health and Safety Act (R.S.O. 1990)
- Human Rights Code (R.S.O. 1990)
- HR 01 Hiring and Management of Employees
- HR 03 Staff Manual
- HR 04 Health and Safety Policy

ORIGINAL DATE ADOPTED	June 15, 2010	Review Cycle	Annually
REVIEW/APPROVAL HISTORY	November 6, 2018		

Workplace Discrimination, Harassment and Violence Prevention Policy

Legal References: *Occupational Health and Safety Act (R.S.O. 1990, c.01 as amended);*
Human Rights Code (R.S.O. 1990, c. H.19 as amended)

Policy References: Library Public Code of Conduct;
LG 010 Health and Safety Policy

1.0 Policy Statement

The Stratford Public Library Board recognizes the dignity and worth of every person and is committed to providing a workplace free from discrimination, harassment, and violence. Discriminatory, harassing, or violent behaviour in the workplace is unacceptable and will not be tolerated from anyone.

This policy applies to all individuals working for the Library including permanent employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, and Board members. This policy also applies to all volunteers, visitors, and customers.

The Library will not tolerate violence, harassment, or discrimination against job candidates and employees on any grounds mentioned above, whether during the hiring process or during employment. This commitment applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

The prevention of workplace violence is part of the Stratford Public Library Board's responsibility for worker health and safety under the *Occupational Health and Safety Act*. It will take all reasonable and practical measures to prevent violence from occurring in the workplace. Geographically, the workplace includes any location, either permanent or temporary, where an employee performs any work related duty.

The Stratford Public Library Board is committed to ensuring that any complaint of discrimination or harassment is resolved quickly and with fairness and confidentiality.

The Library will not support retaliation against any individual making a "good faith" report of workplace violence or harassment.

The Stratford Public Library Board, employees and volunteers are considered partners in creating and maintaining a workplace that safeguards the individual against discrimination, harassment, and violence. Violation of this policy may result in disciplinary action, up to and including employment/volunteer termination, the issuing of Trespass orders and the laying of criminal charges.

2.0 Definitions

2.1 Discrimination

The Stratford Public Library adheres to the *Ontario Human Rights Code* with respect to rights of freedom from discrimination in employment: *"Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, and record of offences, marital status, family status or disability"*. HRC R.S.O. 1990, CHAPTER H.19 s 5.1

2.2 Workplace Harassment

As defined by the Ontario *Human Rights* Code and *Occupational Health and Safety Act*, workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

2.3 Workplace Violence

As defined in the *Occupational Health and Safety Act*, workplace violence means:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- An attempt to exercise physical force against a worker, in the workplace, that could cause physical injury to the worker,
- A statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

3.0 Program

As part of its Health and Safety program, the Library will develop and maintain a program to implement and support this policy. All employees and volunteers will be educated about discrimination, harassment, and violence in the workplace.

The Library will regularly assess the risk of workplace violence and harassment that might arise for its employees and volunteers from type, conditions and location of their work. These risks will be reviewed and responding practices and procedures for the ongoing safely of staff/volunteers will be developed.

Staff Manual – Appendix A: Program to address workplace discrimination, harassment, and violence

Legal References: *Occupational Health & Safety Act (R.S.O. 1990, c. O.1 as amended).*

Policy References: LG 020: Workplace Discrimination, Harassment and Violence Prevention Policy

Stratford Public Library Staff Manual

Customer Code of Conduct

Stratford Public Library is committed to providing a safe work environment free of Workplace Violence and Harassment as required by the Occupational Health and Safety Act. This document supplements policy LG 020 Workplace Discrimination, Harassment and Violence Prevention Policy, and outlines the responsibilities associated with this program. The program will be reviewed and revised as necessary.

1.0 Scope

1.1 This program applies to all individuals working for the Library including permanent and temporary employees, contract service providers, contractors, all supervisory personnel, managers, and Board members. This program also applies to all volunteers, visitors, and customers.

1.2 Workplace means in or on the property of Stratford Public Library, or away from Stratford Public Library property if the Employee is engaged in work-related activities. This includes all facilities, worksites, and vehicles.

1.3 Everyone – employees, volunteers, management, and the Library Board – is responsible for promoting and maintaining a work environment free of discrimination, harassment, and violence.

2.0 Awareness

2.1 Stratford Public Library's (SPL) Workplace Discrimination, Harassment and Violence Prevention Policy (LG 020) will be posted in the staff area along with this Program. Both documents are referenced in SPL's Staff Manual. Accordingly, as a condition of employment, staff are expected to comply with this policy at all times to protect themselves and others in the workplace from discrimination, harassment and violence.

3.0 Training

3.1 All employees and volunteers will receive information and instruction on the contents of Policy 020 and this program as part of their initial orientation. Information will be reviewed with staff and volunteers on an annual basis. Staff are expected to attend any training sessions provided by Stratford Public Library, and apply the information learned.

4.0 Reporting Incidents

4.1 If you experience or witness any incidents of discrimination, harassment or violence in the workplace, inform your immediate Supervisor or the CEO as soon as possible after the occurrence. If the complaint is against the CEO or there is a conflict of interest, the complaint shall be filed with the Chair of the Library Board.

4.2 Provide a written report indicating a summary of the incident, where and when it occurred, how often it occurred, the person(s) involved, and any witnesses.

4.3 Alternatively, an informal, verbal complaint may be brought to the CEO. Where possible, such complaints will be addressed informally with the aim of a quick, amicable, and satisfactory resolution to prevent escalation and restore a healthy work environment. If the complaint is of a more serious nature, a formal investigation and response procedure will be initiated with appropriate supports in place for the complainant. This process reinforces Stratford Public Library's commitment to a comfortable and safe working environment that recognizes the dignity and worth of each individual.

5.0 Investigating Incidents

5.1 An investigation that is appropriate to the circumstances will be conducted into incidents and complaints of discrimination, harassment, or violence by the CEO or designate. The CEO will advise the person against whom the complaint has been lodged of the investigation.

5.2 Incidents will be investigated in an objective and timely manner. The CEO or designate will include the findings of fact and recommended resolutions in a written report that is discussed with the accuser. If the accused is also an employee, the results of the investigation will be discussed separately with him/her.

6.0 Sanctions

6.1 If the CEO or designate determines that an employee has engaged in discriminatory, harassing, or violent behaviour, s/he may be subject to disciplinary action, up to and including dismissal.

7.0 Confidentiality

7.1 Information about complaints and incidents will be kept confidential to the extent possible. Information may be disclosed if it is necessary to protect workers, to investigate the complaint, or to take action as required by law.

8.0 Record Retention

8.1 Stratford Public Library will maintain records of the investigation for a minimum of one year. These records will include:

- A copy of the complaint or details about the incident.
- A record of the investigation, including notes.
- A summary of the results of the investigation.
- A copy of any corrective action taken to address the complaint or incident of workplace harassment.

8.2 All records of the investigation will remain confidential. The documents will not be disclosed except as necessary to investigate an incident or complaint of workplace harassment, take corrective action, or otherwise as required by law.

9.0 No Reprisal

9.1 No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.

10.0 Workplace Harassment and Discrimination

10.1 Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or workplace sexual harassment.

Harassment can include words or actions intended to humiliate, embarrass, or demean a worker or a group of workers. It can also include behaviour that intimidates, isolates, or discriminates against the targeted individual(s).

10.2 Examples of workplace harassment include, but are not limited to:

- Jokes, remarks or innuendos that offend, ridicule, humiliate or demean
- Bullying, defined as repeated workplace aggression that may include personal attacks, ostracism, and hostile interactions
- Displaying or circulating offensive images or materials in print or electronic form
- Imitating a person's accent, speech, or mannerisms
- Verbally abusive behaviour, such as yelling, insults, or name-calling

10.3 Reasonable actions taken by the Stratford Public Library's management or supervisory team related to the management of workers or the workplace is not harassment. For example, performance appraisals, constructive feedback, managerial direction, and job evaluation are not harassment. Differences of opinion between co-workers or ordinary workplace conflict are not harassment.

10.4 Workplace sexual harassment means:

a) engaging in a course of unwelcome words or actions against a worker in a workplace associated with sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, offensive, embarrassing, humiliating, or demeaning to an individual or group of workers; or

b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

10.5 Examples of workplace sexual harassment include, but are not limited to:

- Asking questions, talking, or writing about sexual activities;
- rough or vulgar humour or language related to sexuality, sexual orientation or gender;
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form;
- leering or inappropriate staring;
- invading personal space;
- unnecessary physical contact, including inappropriate touching;
- demanding hugs, dates, or sexual favours;
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes;

- verbally abusing, threatening or taunting someone based on gender or sexual orientation; or,
- threatening to penalize or otherwise punish a worker if they refuse a sexual advance.

11.0 Discrimination

11.1 The Ontario Human Rights Code states that "Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability". Human Rights Code, R.S.O. 1990, chapter H.19 s. 5 (1).

11.2 Discrimination may include abuse of authority or position of power as follows:

- to endanger an employee's job
- to undermine the performance of that job
- to threaten the economic livelihood of an employee
- to interfere with or influence the career of an employee in any way

12.0 Measures and Procedures to Control the Risk of Workplace Harassment and Discrimination

12.1 Stratford Public Library is committed to providing a workplace in which everyone is treated with respect and dignity. Discriminatory behavior or workplace harassment is a serious matter. Any employee found to have engaged in harassment may be subject to disciplinary action, up to and including dismissal.

12.2 If Stratford Public Library determines an individual from outside the organization has engaged in harassing a Library Staff Member, action will be taken. This action may include contacting the Police, serving a Trespass notice, or other action appropriate to the situation.

12.3 Staff responsibilities:

- Treat all persons with respect and dignity.
- Comply with Stratford Public Library's Workplace Discrimination, Harassment and Violence Prevention Policy.
- Intervene directly or come to the defense of a person if you witness harassing behavior.
- Report immediately all instances of harassment that you have witnessed, experienced, or have knowledge of.

13.0 Workplace Violence

13.1 The Occupational Health and Safety Act defines Workplace Violence as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker in a workplace, that could cause physical injury to a worker; and/or
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
- Workplace Violence includes domestic violence that could cause physical injury to a worker while in the workplace.

Examples of Workplace Violence include, but are not limited to:

- Verbally threatening to attack a worker.
- Leaving threatening notes at or sending threatening e-mails to a workplace.
- Shaking a fist in a worker's face.
- Wielding a weapon at work.
- Hitting or trying to hit a worker.
- Throwing an object at a worker.
- Sexual violence against a worker.

14.0 Domestic Violence

14.1 An employee experiencing violence outside of the workplace that may create a risk of danger to themselves or others in the workplace is encouraged to report the situation to their Supervisor so that preventative steps can be taken. Appropriate measures will be identified on a case-by-case basis, in consultation with the targeted worker. Possible measures include:

- Creating a "code word" for co-workers so they know when to call for help.
- Having co-workers screen calls and visitors for an at-risk employee.
- Having a co-worker to call the police if the abuser attends the workplace.

15.0 Measures and Procedures to Control the Risk of Violence

15.1 Risk Assessment:

Stratford Public Library has three floors. The lower level (Children's services) and Main Floor (Adult services) are dedicated to library services, while the Upper Level houses administrative and staff space, as well as the auditorium. This program applies to all areas of SPL.

The risk for violence in the workplace will be assessed in consultation with the Joint Health and Safety Committee, with attention paid to the specific risks identified at SPL, including:

- Direct contact with clients
- Handling cash
- Working alone or in small numbers
- Mobile workplace (PLOW)

15.2 Safety Precautions

These safety tips are examples of control measures that may protect staff from the potential risk of violence.

15.2.1 Personal Safety

- Be aware of your surroundings. Note the nearest exit or room with a lock and a phone.
- Ensure that locked areas remain locked; carry library key with you at all times and correct any locks that have been opened in error.
- Report dangerous or unsafe situations to your Supervisor or the most senior staff person available.
- If someone makes you uncomfortable, trust your instincts. If you feel threatened, remove yourself from the situation or make a scene. Summon assistance.

15.2.2 How to Summon Assistance

- In an emergency, call 911.
- Staff have access to panic pendants to summon immediate assistance during shifts. When activated the pendant sends a message directly to the police, and then to the security company.
- Use the panic pendant when there is a direct threat to your own safety or that of others.
- Call out to another staff member.
- Call staff on another floor using the telephone.
- A list of internal and external phone numbers to call is provided on the intranet.
- Staff members certified in First Aid are posted on the Health and Safety Board in the Staff Room, as well as on the Staff Intranet.

15.2.3 Recognize the Signs of Potential Violence

Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence should be reported to your Supervisor and could include the following:

- Threatening statements to do harm to self or others.
- Reference to other incidents of violence.
- Confrontational behaviour.
- Major change in personality, mood, or behaviour.
- Substance use and erratic or unusual behaviour.
- Displaying unwanted romantic interest.
- Exhibiting paranoid behaviour.

15.2.4 Threatening Behaviour

- Do not argue with the threatening person. Identify yourself as a library staff person. Keep your voice low, firm and calm.
- Do not put yourself or others in danger. Keep a minimum distance of four feet between you and the threatening person.
- Be friendly but firm. Look at the person while you talk to him/her.
- Let the person talk, clarify the situation, offer solutions.
- Get assistance from another staff person.
- Advise him/her that the police will be called if the behaviour does not stop.
- If the behaviour does not change call the police.
- Notify the CEO or designate.

15.2.5 Violence or Assault

- If you hear raised voices or sound of a scuffle, investigate, preferably with another staff member.
- Do not put yourself in danger. Keep a minimum distance of four feet.
- If you witness violence/assault call the police and describe the situation.
- Recruit other staff to move customers to a safer location as necessary, and if safe to do so.
- Do not block exits preventing the violent person from leaving.
- Do not invade the violent person's space.
- Do not get between fighting individuals.
- Notice details of appearance so they can be related to the police.
- Notify the CEO or designate.

15.2.6 Direct Contact with Customers

- Greet and welcome customers to Stratford Public Library.
- Keep customers informed of service disruptions.
- Keep information desks free of heavy and sharp objects.

15.2.7 Working in a Mobile Workspace (PLOW Van)

- Know how to summon immediate assistance.
- Carry a cell phone or other communication device.
- Keep vehicle in good repair.
- Always lock the doors, even when you are in the vehicle.
- Do not allow the public to access the vehicle.
- Make sure someone knows your plan, your route, and your approximate arrival time.
- Park in well-lit areas.
- Maintain one-half tank of gas in the vehicle.

15.2.8 Working Offsite

- When possible, present offsite programs in pairs, either with another SPL staff person or a member of a partnership agency.
- Be aware of higher-risk neighbourhoods.
- Leave the area if confronted with threatening or violent behaviour.
- Be aware of your surroundings. Note areas you could go for help.
- Carry a cell phone or other communication device.
- Cancel program when external activities pose a risk to staff or attendees (e.g. a heavy police presence).

15.2.9 Working Alone or in Small Numbers

- Be observant and aware of who is in the building.
- Know how to summon immediate assistance.
- Maintain contact with staff members working between library floors.
- Wear or carry the panic pendant. When activated the pendant sends a message directly to the police, and then to the security company.

15.2.10 Handling Cash

- Do not store sharp or dangerous items at the Information Desks.

- Keep cash drawers locked.
- Remove cash at the end of the day and lock in the Administrative Office on the Third Floor.
- Maintain clear sight lines around the Information Desks.
- Make deposits at various times, on various days, taking various routes.

15.2.11 Designated Safe Rooms

Evacuation is the safest response in a violent situation. In the event that staff are not able to evacuate during a violent incident, the following areas have been identified as safe rooms. Strengths and limitations of these areas have been identified. Staff who shelter in a safe room should remain there until the situation is resolved. As dangerous situations are unpredictable by their nature, staff are relied on to use common sense

Children's Floor: Technical Services or Custodian's Room. Both have telephone access to call for assistance, solid doors and locks. The Custodian's Room offers an alternative exit.

Adult Floor: Quiet Study Space or Maker Space. The MakerSpace contains a telephone and a panic pendant. These spaces have glass doors and minimal locking capabilities. Both areas are adjacent to the main exit. It is preferable to evacuate the building.

Top Floor: Office of the Director of Public Service, Systems Librarian or Public Services Administrator. These offices have solid doors, locks, and telephone access to call for assistance. The CEO's office is not accessible to staff if it is already locked.