

# **Douro-Dummer Public Library Foundation Documents and Policy Manual**

## **Personnel Section**

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Human Resources Management including Personnel Records**

Policy Number: **DDPL-Per-001**

Policy Approval Date: **March 14 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, Concerning Human Resources Management, including personnel records.

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990.

In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44, s. 15(1). *A Board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties.* The Douro-Dummer Public library Board, as employer of all library staff, seeks to create and maintain a work environment that is conducive to attaining its vision and mission.

## **Section 1: Scope**

1. *Appropriate staffing is in place to provide services to the community.* This means that there is a sufficient number of staff who receive ongoing training and skill updating, and that there is always someone who can step in to run the library on an emergency basis in the absence of the CEO.
2. *Staff members are treated fairly and professionally.* This means that there exists human resources policies and procedures that at a minimum respect and adhere to provincial legislation related to employment and where possible go beyond minimum standards. These policies are applied consistently to all staff, and staff is aware of these policies and procedures, and has a vehicle for expressing an ethical dissent or reporting that human resources policies have not been adhered to.
3. Staff members' personal information is kept confident. Personnel records may be accessed only by the CEO, direct supervisor or HR professional who must protect the privacy of staff.

## **Section 2: Responsibility**

The Douro-Dummer Public Library Board is the employer of all staff, and ultimately, responsible for all human resources decisions.

1. The Board develops and approves all policies that are in support of its vision for human resources management including any clauses or practices originating from the municipality.
2. The Board, as a collective whole, directly manages one staff member, the CEO.

## **Personnel Policies - DDPL Per-001 Human Resources Management... (continued)**

### **Section 2: Responsibility (continued)**

3. The municipality may assist with payroll processing and provide support and guidance in a number of human resources areas, such as recruitment.
4. The Board may establish a committee to undertake HR work on behalf of the Board as a whole, in which case terms of reference for the committee will be established.

The CEO is responsible for human resources management within the library.

1. The CEO develops human resources policies that support the Board's vision, for Board approval.
2. The CEO keeps abreast of legislative and social changes which may have an impact on the Board's human resources policies and procedures.
3. The CEO manages all library staff, either directly or through other managers and supervisors.

### **Section 3: Staff Records**

The library treasurer maintains current, confidential information for each staff member to meet statutory requirements such as income tax, Canada Pension, and employment insurance benefits. Information is kept to provide documentation to substantiate decisions on hiring, promotion, compensation, benefits, disciplinary action, and termination. A record of emergency contact information for each staff member is also maintained. The CEO/Librarian shall have a record of emergency contact information for all staff and volunteers.

1. Staff records are kept in a locked filing cabinet in a secure location. All electronic records are password protected.
2. Staff members will have access to their records through the treasurer.
3. Employees are not permitted to physically remove or add anything to the content of the file.
4. Each record contains basic administrative information including emergency contact numbers; benefits; salary and tax-related information; employment contract; performance appraisals; and professional development information.
5. Staff should advise the treasurer promptly of any change to their information retained in their record.
6. Staff records that are no longer required are destroyed in a secure manner.
7. Any breach of privacy should be reported to the CEO.

## Personnel Policies - DDPL Per-001 Human Resources Management... (continued)

### Section 4: Staff Communications

Well informed staff contribute to stronger organizational decision making and better represent the library to the public.

1. Reports, long-term plans and operational information are circulated to staff.
2. The CEO and managers meet regularly with staff to facilitate strong staff participation in the workplace.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

**Related documents:** *Public Libraries Act, R.S.O. 1990*

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Hiring, Staff Selection and Assignment**

Policy Number: **DDPL-Per-002**

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library concerning Hiring, Staff Selection and Assignment

**Purpose:** To achieve its mission, the Douro-Dummer Public Library seeks to hire the most qualified staff possible, based on individual merit and ability. The board attempts to identify and remove barriers that could prevent people from having a fair chance to participate and succeed in the workplace.

## **Section 1: Job Descriptions**

1. A current job description is completed for each position. The job description includes:
  - a) duties, tasks and responsibilities of the position
  - b) the importance of the position with regard to the mission of the library
  - c) minimum competencies/experience/education required to do the work
  - d) reporting relationship
2. Job descriptions are reviewed periodically to ensure that they are aligned with the mission and goals of the library.
3. Any changes to a job description require a review under the Pay Equity Plan to ensure proper placement of the job within the Pay Equity Plan and on the Pay Equity Pay Grid.

## **Section 2: Recruitment Procedures and Selection**

1. To be eligible to work at the Douro-Dummer Public Library an applicant must have the following:
  - a) a valid social insurance number
  - b) Canadian citizenship, landed immigrant status or valid work permit, and
  - c) qualifications outlined in the job posting
2. In addition, a current police record report is required for an applicant offered a position involving work with vulnerable people using library services, including children, youth, and users with disabilities. The presence of any criminal conviction indicating a behavior that may put at risk the safety of library users would disqualify a candidate from working for the Douro-Dummer Public Library.
3. The library is committed to promoting a diverse and inclusive workplace and will consider alternative qualifications in order to achieve this.

## **Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)**

### **Section 2: Recruitment Procedures and Selection (continued)**

4. When a new position is created or when a vacancy is to be filled, either salaried or contract, the position is posted on the library's website. The position may also be advertised in the newspaper and/or posted to online library job boards (e.g. CLA Job Search. OLA Job Board). The posting includes the key area of responsibilities, qualifications, hours of work, and deadline for applications.
5. Criteria used to select the appropriate individual will be documented and applied consistently. The selection may also include testing for skills that are required for the job.
6. At least two references are contacted for the preferred candidate.
7. An individual who is offered a position signs a letter of employment that outlines the working relationship between the individual and the library. The letter of employment is signed by the employee and returned to the library before the commencement of work.
8. Once the signed letter of employment has been received, other candidates interviewed are advised of the decision and thanked for their interest.
9. Treatment of information collected throughout the selection process conforms with privacy legislation. It must be used for the purposes for which it was collected and kept for 2 years. An individual making inquires on their unsuccessful application will be given information on how they were assessed based on the set criteria.

### **Section 3: Employment of Family Members**

1. Immediate relatives of existing employees or board members may be promoted or hired provided that no potential or real conflict of interest exists from a reporting or supervisory relationship. Where possible direct reporting relationships are avoided.
2. An immediate relative includes a spouse (including common-law and same sex spouses), parent, grandparent, child, grandchild, sibling, aunt or uncle, niece or nephew and including step-relatives.
3. Summer employment for the children of employees is acceptable and encouraged as long as there is no direct reporting relationship.

### **Section 4: Probation**

1. A probation period allows for assessment by both the incumbent and the CEO/ LIBRARIAN/ supervisor of the suitability of the staff member for the new role. The probationary period is 3 months during which:
  - a) training, coaching and feedback is provided
  - b) a performance review is completed
  - c) the probationary period maybe extended, if the CEO/Librarian and/or Board feel it is required
  - d) the staff member maybe terminated

## **Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)**

### **Section 5: Acting Positions**

1. The CEO/LIBRARIAN may appoint a staff member to assume the duties of another during an absence. If the appointment is for longer than 3 weeks, the salary will be adjusted if the acting position is at a higher level than the staff member's normal rate of pay.

### **Section 6: Orientation**

1. A new staff member receives an orientation about his or her role and the mission and services of the library. The orientation includes a review of relevant policies and procedures.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

## Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)

### Schedule 1 – Procedures for staff

These fourteen steps shall be followed to implement the Hiring, Staff Selection and Assignment Policy.

1. The CEO is responsible for the recruitment, selection, training, supervision and termination of staff.
2. Staff performing tasks are under the authority of the CEO/Librarian and must conform to the standards set by the Board and supported by the CEO. These included, but are not limited to, behaviour and dress code.
3. Each prospective staff member must agree to undergo a Police Records Check (Schedule 3) prior to working at the library. Upon approval each new staff member will be required to sign a Contract for Employment (Schedule 4) and an Oath of Confidentiality (Schedule 5).
4. Liability coverage for all staff is provided by the insurance policy of the Township of Douro-Dummer.
5. Staff shall perform duties in the Library based on their level of knowledge, skill and interests, as determined by discussion with the CEO.
6. The CEO/Librarian will maintain appropriate personnel files for volunteers and provide regular feedback to the Library Board on their contribution to the Library.
7. All staff are expected to conduct themselves in the performance of their duties in a professional manner and in a way that reflects well on the Library as an important and respected institution in the community.
8. All staff shall be made aware of, and are expected to abide by, the Library's policies and procedures, including rules of confidentiality.
9. The following are considered to be unacceptable conduct:
  - Being rude to patrons
  - Unauthorized use of Library property to his/her own benefit
  - Breach of confidentiality and trust
  - Contravention of Board policy
  - Consuming alcohol or illegal drugs during work or immediately preceding work
  - Harassment
10. The CEO/Librarian shall ensure that any unacceptable conduct is immediately brought to the attention of any staff found responsible and shall request that the offending conduct not be repeated.
11. For serious or repeated infractions of unacceptable conduct, the CEO/Librarian may terminate the staff contract.
12. The CEO/Librarian will report the contributions of all staff to the Board monthly.
13. Staff must be covered by their own vehicle insurance where their work duties involve the use of a vehicle and area liable for their own parking tickets or fines related to driving offences.



- 14.** The CEO/Librarian may supply a written letter of reference for staff indicating the length of service and nature of the duties performed during this time.

**Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)**

**Schedule 3 - Police Record Check**

I, \_\_\_\_\_, acknowledge that students applying for positions deemed to require police records checks or who have an offer of placement, are required to undergo a police records check prior to beginning their placement and will not be placed if the record is adverse in nature to the services being provided and the tasks being performed.

I understand that I may be removed from my position with the Douro-Dummer Public Library if my police records check ever becomes adverse in nature to the services being provided and the tasks being performed.

Dated on this \_\_\_\_\_ day of \_\_\_\_\_, 2---

Volunteer: \_\_\_\_\_

Sworn before me on the \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_, at the Douro-Dummer Public Library.

CEO: \_\_\_\_\_

Please note: Police check entails the police checking a person’s record for a plea or finding of guilt to a criminal act in court. If they do find a guilty plea, they notify the applicant. They do not tell staff or any others involved of the activity. A report comes back to the office that it has been a “negative report”. There is no definition of what the charge(s) were.

The Municipality will coordinate and oversee the completion of applications and forward to the Ontario Provincial Police (or required police service) for processing.

**Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)**

**Schedule 4 - Contract for Employment**

I understand that my services are valuable to the library and agree to:

- Abide by the procedures as set out in the Policy and Procedure manual
- Perform the tasks given to me to the best of my ability
- Be punctual and conscientious in the fulfillment of my duties
- Take any problems, criticism or suggestions to the CEO
- Consider as confidential all information which I may see, read or hear directly or indirectly while at the Library
- Accept supervision from Library staff
- Uphold the standards of the Library before the community at large

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Understanding that the Library staff is a valuable addition to the library, the staff agrees to:

- Treat the student as a co-worker and offer their support
- Provide suitable assignments, with consideration to personal skills
- Provide orientation to the program, continual training and supervision of the position
- Provide information about new developments and training for greater responsibilities
- Provide the right to be heard, to take part in planning and to make suggestions
- Provide recognition for good performance

CEO/Librarian: \_\_\_\_\_ Date: \_\_\_\_\_

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**Schedule 5 - Oath of Confidentiality**

I, \_\_\_\_\_, acknowledge that sensitive and personal information which I may have read, heard or seen, directly or indirectly through my position with the Douro-Dummer Public Library is confidential and is not to be discussed within the Library or with the public or outside individuals.

I understand that I may be removed from my position with the Douro-Dummer Public Library if confidentiality is breached.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_.

Signature: \_\_\_\_\_

Sworn before me on the \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_, at the Douro-Dummer Public Library.

CEO/Librarian: \_\_\_\_\_

## Personnel Policies – DDPL Per-002 - Hiring, Staff Selection and Assignment (continued)

### Schedule 6 – Staff Information

Your decision to work at the Library means that you are giving invaluable service to the community, as well as the Library staff. New staff are trained individually and as a group. Please feel free to ask lots of questions. We hope you will find your experience personally rewarding.

From the Library Board and from the staff, thank you for your support.

#### How to be a good staff member

Becoming a staff member at the Library is a responsible job. There are several things that are expected of you.

1. **Reliability** – When you have committed yourself to a particular time or assignment, it is important that you follow through. You are an integral part of the library services. Other staff and programs are depending on you. If you cannot work at your regular time, please inform the Librarian as soon as possible.
2. **Confidentiality** – You may be in a position to have people confide in you. Such a confidence must not be shared with anyone inside or outside of the Library. Please respect a person's right to privacy.
3. **Honesty** – We expect our staff members and our volunteers to be honest in their work and work habits. When you are assigned a task you are expected to do it to the best of your ability and to leave your work area clean and tidy when you are done.
4. **Pleasant Manner** – When you are working with the public, a pleasant, friendly and courteous manner is essential. This is good customer service. The same kindness is expected to extend to other staff as well.
5. **Electronic Devices** – Unless you require the use of a handheld electronic device to complete your work duties, please keep electronics in your vehicle, purse, or other place away from your work space.
6. **Eating Periods** – Our library is usually open over meals times, however, our shifts are short and employment standards do not require that a break time is given. You are welcome to bring food to eat in the library while you work but there will not be time allotted for you to leave the library. You will be paid for the entire shift.
7. **Team Work** – Our library staff works as a team. In order to maintain a team atmosphere, we must all work together. If you have a harassment concern, please speak with the librarian directly and privately. Please remember that this is a workplace and not a school environment. Bullying, arguing and side conversations will not be tolerated.

#### What to expect from the Library

1. You will work under the supervision of staff members. They will be available to discuss any problems that might come up.
2. You can expect to have your suggestions, ideas and evaluations to be given serious consideration. Do not hesitate to make yourself heard.
3. You can expect to be treated as a colleague by all staff.

## ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Dress Code**

Policy Number: **DDPL-Per-003**

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning Dress Code at the library.

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act R.S.O. 1990*.

**Douro-Dummer Public Library Dress Code:** The Library strives to build its reputation among the citizens of Douro-Dummer Township. While there are many ways to do this, one of the ways is for all staff and volunteers to present a professional image to the public. It is important that the public have confidence in the staff and the staff members have confidence/pride in themselves when transacting business.

To help present this image and foster public confidence, staff members and volunteers must dress appropriately for their work assignment. Supervisors will discuss inappropriate dress with individuals. All employees and volunteers shall dress in a professional manner that is appropriate for the library environment.

**Guidelines:**

- 1 Staff and volunteers will wear clean and well-maintained attire. Shoes are required and must also be well-maintained and clean. (In the winter, clean indoor shoes must be worn)
- 2 Good grooming is required.

**In compliance with this policy, the following are examples of unacceptable attire:**

- torn, patched/faded clothing, revealing tops, shorts shorter than mid-thigh, shirts with slogans, sweat suits or track pants, flip flop sandals, dirty or stained clothing.

Because of varied work assignments and working conditions, it is not practical to establish specific and absolute criteria as to what is or is not appropriate dress. Where there is any question of appropriateness, the employee's supervisor shall be consulted.

**Consequences of Non-Compliance:** Failure to comply with this policy may result in disciplinary action being taken against the employee or volunteer.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd /

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CEO/Librarian: Maggie Pearson

**Personnel Policies – DDPL Per-003 - Dress Code (continued)**

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**Schedule 1 – Assurance of agreement with respect to the Dress Code**

I have read and understand the Dress Code policy as it relates to me:

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Lieu Time Policy**

Policy Number: DDPL-L-2012-1017-030 (suggest: DDPL-Per-004)

Policy Approval Date: March 2023

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning Lieu time for CEO/Librarian

**Purpose:** To provide direction to the CEO/Librarian concerning the accumulation and use of Lieu time.

1. The Douro-Dummer Public Library is open (26 hours) a week.
2. The CEO/Librarian contract of employment provides remuneration for 25 hours per week. **To be updated if positions reviewed and changed before this policy**
3. In the event that overtime is required, that shall be limited to 10 hours per month.
4. Hours worked over 25 hours per week will be granted lieu time. **To be updated if positions reviewed and changed before this policy**
5. All lieu time is to be recorded on the CEO/Librarian's timesheet (sample attached as Appendix A) and the completed timesheet shall be forwarded to the treasurer prior to each pay period.
6. Any lieu time taken shall be deducted from the banked time and recorded on the timesheet.
7. Lieu time must be used within the year of it being recorded.
8. Lieu time should not interfere with the operation of the library and should be taken when another staff member is working.
9. The Board should be aware of the amount of lieu time worked. The CEO/Librarian must contact a member of the Library Board Executive in advance of working overtime.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

### **Appendix A: Recording of Lieu time (sample times shown)**

Date Worked	Purpose	From – To	Hours Entered	Date Used	Hours Used	Hours Remaining
10/17/12	Reports	7-9 pm	2			2
				10/18/12	1	1
10/19/12	Grants	7-9	2			3
				10/20/12	3	0

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Travel Expenses Policy**

Policy Number: **DDPL-Per-005**

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning travel expenses on behalf of the Library

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990.

This policy regulates travel by staff, volunteers or Board members on library business to ensure that it is done at reasonable costs, in a manner that does not create unnecessary hardship for staff, volunteers or Board members, and in order to carefully document expenses and reimbursements.

## **Section 1: Guidelines**

1. The library will reimburse staff, volunteers or Board members for reasonable expenses incurred on **pre-approved business**.
2. Travel arrangements should always be the most economical mode that does not create undue hardship for the staff, volunteers or Board members.
3. Travel options should be considered in the context of staff, volunteers or Board members' time, other work demands and fatigue. Selecting a travel option is a matter of judgment and staff, volunteers or Board members are expected to act responsibly.
4. Requests for reimbursement for unreasonable costs can be refused.
5. Whenever possible staff, volunteers or Board members should travel together if it reduces costs.
6. Staff, volunteers or Board members traveling on library business are covered by insurances in place in the library (WSIB, provincial health insurance, extended health plan for out of province travel).

## **Section 2: Transportation**

1. The cost of getting to work and back home at the beginning and end of the day are personal expenses, not travel expenses and will not be reimbursed.
2. Staff, volunteers or Board members traveling to workshops or meetings must claim from the library location or their home, whichever distance is shorter.
3. Staff, volunteers or Board members using their own vehicles will be reimbursed mileage at the municipal rate. Staff, volunteers or Board members must be covered by personal motor vehicle liability insurance and ensure that their coverage includes business use of their vehicles. Coverage should not be less than \$1,000,000.
4. Staff, volunteers or Board members will not be reimbursed for traffic or parking tickets, car repairs or maintenance.



## **Personnel Policies – DDPL Per-005 – Travel Expense Policy (continued)**

### **Section 3: Meals**

1. The general meal guideline, including tip, is based on the municipal rates. Staff, volunteers or Board members may claim amounts greater than these guidelines with an explanation. All claims must be accompanied by itemized receipts.
2. Rates will not be paid where meals are provided at the meeting, conference or event.
3. Alcohol may not be claimed.

### **Section 4: Accommodation**

1. Staff, volunteers or Board members should book the most economical (standard) room available.
2. Sharing with other staff, volunteers or Board members to reduce costs is appreciated but it is not required.
3. Staff, volunteers or Board members will not be reimbursed for personal or recreational items (e.g., the toothbrush you forgot to bring from home, pay-per-view, or items from the mini-bar).

### **Section 5: CEO**

1. The CEO will be issued a corporate credit card.
2. No personal expenses may be charged to this card.
3. Charges are billed directly to the library, however expenses must be accounted for on an Expense Claim form.

### **Section 6: Payment and Reimbursement**

1. The CEO or designate must approve expense claims and confirm that all expenses are reasonable, meet the policy, have proper receipts and are justified.
2. Staff, volunteers or Board members may request travel advances or use their own cash or credit cards.
3. Staff, volunteers or Board members are responsible for completing and signing an Expense Claims form for advances and reimbursements:
  - a) full details of each trip must be provided including date, and purpose
  - b) individual expenses must be itemized
  - c) unusual expenses must be explained such as claims made for other employees
  - d) original receipts must be attached to the expense claim
  - e) expenses must be submitted monthly
4. It is a serious offence to deliberately falsify an expense claim and it is cause for disciplinary action.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd /

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CEO/Librarian: Maggie Pearson

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Health and Safety**

Policy Number: DDPL-Per-006

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning Health and Safety for the Library

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990.

## **Health and Safety of Staff**

The Douro-Dummer Public Library Board and CEO are 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. The underlying principal of the policy is the responsibility of all personnel in maintaining a safe workplace which is best achieved through consultation and co-operation between management and employees.

### **Section 1: Legislative Requirements**

1. The ***Occupational Health and Safety Act (OHS)*** requires those who have any degree of control over the workplace to ensure a safe and healthy work environment.
2. The requirements of the ***OHS*** apply to every worker who is being paid, regardless of the location where the work is performed. If workers work at home and are being paid or are driving and being paid en route, they are covered under the Act.
3. If a paid worker suffers a critical injury, the ***OHS*** requires that the employer must immediately notify the Ministry of Labour Health & Safety Contact Centre and the workplace Health and Safety representative. The employer and the employee health and safety representative (see Section 4) must prepare a report in writing, and forward within 48 hours to a director of the Ministry of Labour. See Appendix A.
4. The library complies with the ***OHS*** which sets out duties with respect to workplace safety, and materials and equipment in the workplace. [Section 25\(2\)](#) of the [Occupational Health and Safety Act](#) requires employers to prepare and review at least annually a written occupational health and safety policy and develop and maintain a program to implement that policy.

## Personnel Policies – DDPL Per-006 – Health and Safety (continued)

### Section 2: Rights of the Worker

1. A worker has the following rights:
  - a) to participate in the process of identifying and resolving workplace health and safety concerns
  - b) to know about potential hazards to which he or she may be exposed
  - c) to refuse work that he or she believes is hazardous to either his or her own health and safety or that of another worker all other rights indicated in the ***Occupational Health and Safety Act***

### Section 3: Responsibilities

1. The Douro-Dummer Public Library Board is responsible for complying with the OHSA and Regulations and for funding a health and safety program for staff.
2. The Board delegates authority to administer and direct health and safety to the CEO.
3. The CEO is responsible for:
  - a) ensuring adherence to the principles of this policy
  - b) ensuring compliance with all applicable health and safety legislation
  - c) ensuring training and procedures for effective health and safety program management, including adequate allocation of funds and resources
  - d) investigating all accidents involving personal injury and reporting incidents to proper authorities when required
  - e) addressing employees safety concerns promptly
  - f) ensuring that health and safety infractions are addressed
4. Supervisors are responsible for :
  - a) making sure that work is done safely
  - b) ensuring employees are aware of hazards and how to protect themselves
  - c) maintaining an orderly and uncluttered work area
  - d) providing adequate training to employees in order to protect their health and safety
  - e) investigating refusals to work in the presence of the employee health and safety representative or, in the event that he/she is not available, a fellow employee.
5. Staff members are responsible for:
  - a) knowing procedures to follow in the case of accidents or sudden illnesses
  - b) reporting any known hazards to their supervisor
  - c) reporting any accidents or injuries to their supervisor
  - d) understanding the hazards associated with any materials used by the staff and all relevant safety information regarding their use
  - e) reporting any missing or defective equipment
  - f) maintaining an orderly and uncluttered work area
  - g) operating any equipment in a way that will not endanger any staff member
  - h) knowing the location of the first aid kit
  - i) knowing the locations and use of fire extinguishers, and the location of emergency exits
  - j) participating in fire drills and other emergency evacuation procedure**

## Personnel Policies – DDPL Per-006 – Health and Safety (continued)

### Section 4: Health and Safety Representative

1. The Board will appoint the CEO/Librarian as health and safety representative from among the workers who does not exercise managerial functions and has powers as set out in Section 8(11) of the OHSA
2. The Health and Safety Representative will:
  - a) identify workplace hazards [\[section 8\(10\)\]](#)
  - b) inspect the workplace at least once a month [\[section 8\(6\)\]](#)
  - c) be consulted about workplace testing [\[section 8\(11\)\]](#)
  - d) make recommendations to the CEO [\[section 8\(10\)\]](#);
  - e) investigate work refusals [\[section 43\(4\)\]](#) and serious accidents [\[section 8\(14\)\]](#)
  - f) maintain a health and safety bulletin Board which will include but not be limited to:
    - i. the most recent version of the Minister of Labour's poster, "**What You Should Know About The Ontario Employment Standards Act**",
    - ii. a copy of the **Occupational Health and Safety Act**
    - iii. **HR-09 Health and Safety Policy**, and **HR-08 Prevention of Workplace Violence Policy**
    - iv. The Workplace Safety and Insurance Board's poster entitled "**In Case of Injury--1234**"
  - g) be trained in basic first aid by an accredited agency
  - h) maintain the first aid box which meets the requirements of the **Workplace Safety and Insurance Act Regulation 1101**. See Schedule B

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

**Related Documents:** Douro-Dummer Public Library- **Prevention of Workplace Violence Policy (DDPL-Per-007)**

## Personnel Policies – DDPL Per-006 – Health and Safety (continued)

### Schedule A – Definition of Critical Injury

#### Ministry of Labour Health and Safety Contact Centre for Critical Injury

Contact: 1-877-202-0008

A critical injury:

- places life in jeopardy
- produces unconsciousness
- results in a substantial loss of blood
- involves the fracture of an arm or leg (but not a finger or toe)
- results in the amputation of an arm, leg, hand or foot (but not a finger or toe)
- involves burns to a major portion of the body, or
- causes the loss of sight in an eye

### Schedule B - First Aid Kit

1. A first aid kit must be maintained at all times and kept at the library and that all board members, staff and volunteers are made aware of its location.
  - a) a current edition of a standard St. John Ambulance First Aid Manual;
  - b) 1 card of safety pins; and
  - c) dressings consisting of,
    - i. 24 adhesive dressings individually wrapped,
    - ii. 12 sterile gauze pads, 3 inches square,
    - iii. 4 rolls of 2-inch gauze bandage,
    - iv. 4 rolls of 4-inch gauze bandage,
    - v. 4 sterile surgical pads suitable for pressure dressings, individually wrapped,
    - vi. 6 triangular bandages,
    - vii. 2 rolls of splint padding, and
    - viii. 1 roll-up splint. R.R.O. 1990, Reg. 1101, s. 9 (1).
2. Signs are to be posted indicating where the First Aid kit is located.

From: [Workplace Safety and Insurance Act Regulation 1101](#)

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Prevention of Workplace Violence**

Policy Number: **DDPL-Per-007**

Policy Approval Date: **March 2023**

Date of Next Review: **March 2024 (ANNUAL REVIEW REQUIRED)**

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning the prevention of violence in the workplace.

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990.

This policy addresses the prevention of workplace violence as part of the Douro-Dummer Public Library Board's responsibility for worker health and safety under the ***Occupational Health and Safety Act***. Violent behaviour in the workplace is unacceptable from anyone including staff, members of the Board, volunteers, clients, patrons and others who do business with the library. Individuals who violate this policy may be removed from library property, and in the case of employees, are subject to disciplinary action including termination.

## **Section 1: Definition**

1. The Douro-Dummer Public Library recognizes the definition of violence as set out in the ***Occupational Health and Safety Act***. Workplace violence means:
  - a) the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker,
  - b) an attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker,
  - c) a statement or behaviour 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
2. Violence in the workplace may include:
  - a) verbally threatening to attack a worker
  - b) leaving threatening notes or sending threatening e-mails to the workplace
  - c) shaking a fist in a worker's face
  - d) hitting or trying to hit a worker
  - e) throwing or kicking an object
  - f) sexual aggression against a worker
3. Violence in the library or on library property also includes:
  - a) intentionally or recklessly damaging of the property of another person
  - b) intentionally causing alarm
  - c) recklessly creating a risk by fighting
  - d) creating a hazardous condition or danger by recklessly engaging in conduct which creates a substantial risk of serious physical injury
  - e) intentionally placing or attempting to place another person in fear of imminent serious physical injury
  - f) wielding a weapon

## Personnel Policies – DDPL Per-007 – Prevention of Workplace Violence (continued)

### Section 2: Responsibility and Response

1. The CEO must develop and maintain a workplace violence program. **(See Schedule A)** The program will set out:
  - a) a process for assessing the risk of violence in the workplace
  - b) measures to control risk including those from domestic violence
  - c) procedures for reporting incidents of violence
  - d) the process for dealing with, and investigating, violent incidents and complaints.
2. All reports will be thoroughly investigated by the CEO or designate.
3. Physical or sexual assault or threat of physical violence will be reported to the police.
4. The library will provide staff with information on the risk of violence in the library and training workshops on a periodic basis addressing concerns such as “dealing with difficult people.”
5. Anyone experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call the police.
6. Workplace violence should be reported immediately to the most senior staff member available.
7. Employees are encouraged to report behaviour that they reasonably believe poses a potential for violence as described above.
8. The Douro-Dummer Public Library, at the request of an employee, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee on library property in cases where the employee suspects that an act of violence will result from an encounter with said individual(s).
9. This policy will be:
  - a) reviewed as needed by the Board
  - b) posted in the staff room along with the Violence Prevention Program **(See Schedule A)**
  - c) posted on the library’s website

### Section 3: Confidentiality and False Reports

1. All investigations shall be conducted in strict confidence to the extent possible. Documents will be stored in the Human Resources cabinet and access to these records will be restricted.
2. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

## Personnel Policies – DDPL Per-007 – Prevention of Workplace Violence (continued)

### Schedule A – Workplace Violence Program

#### Plan for Maintaining Security in the Library

1. The library staff will conduct a worksite assessment as often as necessary to ensure measures for violence prevention are effective. The assessment will:
  - a) identify jobs or locations with the greatest risk
  - b) identify high risk factors
  - c) include a physical workplace security audit
  - d) evaluate the effectiveness of existing security measures
2. The CEO will review as needed the history of past incidents to identify patterns or trends.

#### Recognized areas of higher risk in the library include:

- a) contact with the public
- b) working alone or in small numbers
- c) the circulation desk where money is kept
- d) closing the library at night
- e) secondary entrances to the library

#### Measures for reducing the risk.

1. General
  - a) designate the library office (with doors that lock and phone) as emergency safe rooms
  - b) keep all secondary entrance doors locked
  - c) kept in good working order the exterior lights around the building
  - d) refer to **Library's Working Alone policy. (DDPL-Per-006)**
2. Recognize the Signs of Violence  
Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence that should be reported could include the following:
  - a) threatening statements to do harm to self or others
  - b) reference to other incidents of violence
  - c) confrontational behaviour
  - d) major change in personality, mood or behaviour
  - e) substance abuse
3. Steps to Increase Your Personal Safety
  1. Notice your surroundings and report any unsafe or dangerous situation to the most senior staff.
  2. If you feel uncomfortable about a person who has entered the library, trust your instincts. If you feel threatened, make a scene - YELL!
  3. Refer to **Library's Working Alone policy. (DDPL-Per-006)**
  4. If you enter a bathroom and suspect it is unsafe, don't call out. Back out, go to a safe, lockable place with phone and call for help.
  5. Know the nearest exit or room with a lock.
4. **Domestic Violence : Steps to Increase Your Personal Safety**
  1. Tell someone at work about your situation.
  2. Make up a "code word" for co-workers so they know when to call for help.
  3. Ask your co-workers to screen your calls and visitors.
  4. Ask a co-worker to call the police if your abuser is bothering you.



## Personnel Policies – DDPL Per-007 – Schedule A – Workplace Violence Program (continued)

### 5. Staff Procedures

#### Threatening Behaviour:

1. Do not argue with a threatening person. Identify yourself as a library staff member. Remain calm and keep your voice low and firm.
2. Do not put yourself or others in danger. Keep a distance of four feet.
3. Be friendly but firm, introduce yourself, look at the person while you talk to him/her, let the person talk, clarify the problem and offer solutions.
4. Get assistance from another staff person.
5. Advise him/her that the police will be called if the abuse does not stop.
- 6. If the behaviour doesn't change call the police.**
7. Notify the CEO or designate.

#### Violence/Assault:

1. If you hear raised voices or sounds of a scuffle investigate.
- 2. If you witness violence or an assault call the police and describe the situation.**
3. Recruit other staff to move others out of the way to a safer location.
4. Do not block exits to prevent a threatening/violent person from leaving the building.
5. Do not invade the personal space of the threatening person.
6. Do not get between two people fighting.
7. Notice details so you can describe the situation to the police.
8. Notify the CEO.

#### How to report

1. A report should be made as soon as possible after an action or behaviour occurred
2. An informal, verbal complaint may be brought forward to the CEO. It is in the best interest of all concerned that a report be written.
3. If a formal complaint is requested, the employee must file a written report with the CEO
4. The report should include a brief statement of the incident, when it occurred, where it occurred, date and time it occurred, the person(s) involved and the names of any witnesses if any.

#### Investigation and Dealing with Incidents or Complaints

1. After receiving a report the CEO or her designate will complete an investigation as quickly as possible, depending on the nature and severity of the issue. This will include interviews with the employee, the alleged perpetrator, if a staff member, and any witnesses.
2. The results of the investigation will be discussed with the employee and recommended preventative actions and/or resolutions presented.
3. A separate meeting will be held with the alleged perpetrator, if a staff member.
4. If the findings do not support the allegations the CEO will recommend that no further action is necessary and that the matter be closed.
5. Should the investigation conclude that there is evidence of misconduct the CEO will prescribe a resolution that may include police intervention.
6. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.

## ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Working Alone**

Policy Number: **DDPL-Per-008**

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning Staff and Volunteers working alone in the Library. This policy is used in conjunction with the Township of Douro Dummer Health and Safety Policy

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990. To provide a policy to guide the safe conduct of Library business for employees and volunteers that are required to work alone.

This policy is to ensure appropriate supervisory due diligence and to promote safe work procedures for the health and safety of employees and volunteers working alone.

**Definitions:** Working alone describes situations during the course of employment by an employee or volunteer who is:

- a) the only worker for the employer or volunteer at the library at any time, and/or
- b) not directly supervised by their employer, or another person designated as a supervisor by their employer, at any time and/or
- c) working at a site where assistance is not readily available, and/or
- d) in an area where they do not have direct contact with a co-worker for a period of time and cannot be seen or heard by another person; and/or cannot expect a visit from another worker.

While it is not always hazardous to work alone, it can be when other circumstances are present.

Whether a situation is a high or low risk will depend on the location, type of work, interaction with the public, or the consequences of an emergency, accident, injury, etc. This wide variety of circumstances makes it important to assess each situation individually.

Working alone is prohibited when work involves:

- a portable ladder that exceeds 6 metres in length; the use of fall arrest equipment and scaffolds;
- machine and power tools that could cause critical injury (i.e. chain saw);
- tasks which, based on the risk assessment conducted by the supervisor in consultation with the employee or volunteer and the H&S Coordinator, are deemed to require more than one person or any other tasks as prescribed by the OHSA and its regulations.

**Consequences of Non-Compliance:** This policy is intended to provide a level of protection for township employees while working alone- non-compliance may put an employee or volunteer in unsafe situation which could result in injury or harm. Non-compliance may result in disciplinary action.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson

## Personnel Policies – DDPL Per-008 – Schedule A – Working Alone Procedures

### Schedule A - Working Alone Procedures **(NEEDS TO BE REVIEWED)**

#### 1. Responsibilities:

- a) Working alone situations shall be identified and assessed co-operatively by the CEO/Librarian, employees and volunteers.
- b) The working alone safety plan shall be documented by the CEO/Librarian, employee or volunteer and reviewed as required
- c) The CEO/Librarian, employees and volunteers must ensure ongoing communication regarding the effectiveness of the safety plan and adjust as circumstances change (such as medical concerns, increase risk of violence from public etc.).
- d) The CEO/Librarian shall provide on-going training and instructions to employees or volunteers for their specific working alone situations.

#### 2. Specific Guidelines:

Working alone safety plans must address the following considerations:

- a) Communication Tools: Tools may include two-way radio or telephone. The plan should include the provision of a tool appropriate for the position as well as a back-up should the primary means of communication become unavailable.
- b) Timing and Location: The length of time an employee or volunteer will be working alone including expectations regarding the amount of time that is reasonable as well as the distance of the working location from home and the Library.
- c) Contact with the Public: To include strategies to ensure that when an employee or volunteer is alone they are able to arrange a meeting occurring at a safe meeting location and time.
- d) Check-in Procedures: To ensure procedures have been established for regular contact with the supervisor and/or other members of the department. These procedures shall include a daily work plan to be provided to the CEO/Librarian that outlines the employee or volunteer's working alone activities throughout the day.
- e) Cash Handling Procedures: Where an employee or volunteer working alone is required to handle cash, a minimal amount of cash shall be kept in the register.

**Library Employees:** Librarian and Part time staff

#### **Activities performed:**

- Cash handling.
- Work alone as sole occupant in building.
- Work alone in secluded areas in a building occupied by the public.
- Travel alone but have no routine interaction with clients or the public.

**Employees who work alone during normal working hours:** When employees are working alone at a location the following must be adhered to, ensuring the safety of the employee:

#### **Describe precautions taken to safeguard employees who work alone:**

- Telephones are in place in all office areas. All meetings with members of the public shall be conducted in the established meeting rooms- not in the employee's office.
- During times when employees are working outside of normal working hours all access doors to the library shall be locked to prevent public access

**Further steps which should be taken within the Library Facility to prevent risks of working alone:**

An employee that is working alone in the Administration facility should ensure that another person is aware that they are working alone and the expected time of return.

**Employees who work alone away from the office during normal working hours:**

When employees are working alone at a location the following must be adhered to, ensuring the safety of the employee:

**When traveling out of the office, the main contact person should know the following details:**

- destination,
- estimated time of arrival,
- return time or date,
- contact information,
- alternate plans in the event of bad weather, traffic problems, etc.

**Check-in procedure is:**

- Prepare a daily work plan so it is known where the lone employee will be and when.
- Identify one main person to be the contact at the office, plus a back-up.
- Define under what circumstances the lone employee will check in and how often.
- Stick to the visual check or call-in schedule. You may wish to have a written log of contact.
- Have the contact person call or visit the lone employee periodically to make sure he or she is okay.
- Pick out a code word to be used to identify or confirm that help is needed.
- Develop an emergency action plan to be followed if the lone employee does not check-in when he or she is supposed to.

**Do:**

- Arrange to meet patrons in a 'safe' environment where other people are around.
- Wear comfortable, professional clothing and practical shoes which will enable you to leave quickly if necessary.
- Always wear or carry *your identification badge*. It will show that you are acting in an official capacity and that you are an employee doing your job.
- Carry only what is necessary.
- Always take your cell phone or radio with you and keep it in a place you can access quickly.
- Be alert and make mental notes of your surroundings when you arrive at a new place.
- Maintain a 'reactionary gap' between yourself and the other person (e.g., out of reach of the average person's kicking distance). Increase the gap by sitting across from each other at a table, if possible.
- If you are referring to written material, bring two copies so that you can sit across from the person, not beside.
- Ask a colleague or "buddy" to come with you if something makes you feel uneasy. Tell your supervisor about any feelings of discomfort or apprehension about an upcoming meeting.
- Keep records and indicate if the client or patient is known to be aggressive, hostile or potentially violent. Do not leave out incidents that make you feel apprehensive.

**Do Not:**

- Do not enter any situation or location where you feel threatened or unsafe.
- Do not carry weapons of any type, including pepper spray. Weapons can be easily used against you and are illegal in some jurisdictions

# ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Respect in the Workplace**

Policy Number: **DDPL-Per-009**

Policy Approval Date: **March 2023**

Date of Next Review: **March 2024 (ANNUAL REVIEW REQUIRED)**

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, concerning “Respect in the Workplace” (including violence and harassment)

**Purpose:** The Douro-Dummer Public Library is committed to providing and maintaining a working environment that is based on respect for the dignity and rights of everyone in the organization. It is the Library’s goal to provide a safe and healthy work environment that is free from any form of harassment or violence.

**Scope:** This policy applies to all employees, contractors and consultants. It applies in any location in which staff is engaged in work-related activities and includes, but is not limited to:

- The workplace
- During work-related travel
- At restaurants, hotels or meeting facilities that are being used for business purposes
- In facilities occupied by the library
- During telephone, e-mail or other communications
- At any work-related social event, whether or not it is library sponsored

This policy also applies to situations in which employees are harassed or subjected to violence in the workplace from individuals who are not employees of the Library, such as patrons and suppliers, although the available remedies may be constrained by the situation.

## **Definitions**

- i. **“Sexual harassment”** includes conduct or comments of a sexual nature that the recipient does not welcome or that offend him or her. It also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are directed at an individual because of his or her gender. Some examples of sexual harassment are:
  - Sexual advances or demands that the recipient does not welcome or want
  - Threats, punishment or denial of a benefit for refusing a sexual advance
  - Offering a benefit in exchange for a sexual favour
  - Leering (persistent sexual staring)
  - Displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic websites or other electronic material
  - Distributing sexually explicit e-mail messages or attachments such as pictures or video files
  - Sexually suggestive or obscene comments or gestures
  - Unwelcome remarks, jokes, innuendoes, propositions or taunting about a person’s body, clothing or sex
  - Persistent, unwanted attention after a consensual relationship ends
  - Physical contact of a sexual nature, such as touching or caressing
  - Sexual assault

## Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)

- ii. **“Discrimination”** includes any distinction, exclusion or preference based on the protected grounds in the *Ontario Human Rights Code*, which nullifies or impairs equality of opportunity in employment, or equality in the terms and conditions of employment.
- iii. **“Discriminatory harassment”** includes comments or conduct based on the protected grounds in the *Ontario Human Rights Code*, which the recipient does not welcome or that offends him or her. Some examples of discriminatory harassment include:
- Offensive comments, jokes or behaviour that disparage or ridicule a person’s membership in one of the protected grounds, such as race, religion or sexual orientation
  - Imitating a person’s accent, speech or mannerisms
  - Persistent or inappropriate questions about whether a person is pregnant, has children, or plans to have children
  - Inappropriate comments or jokes about an individual’s age, sexual orientation, personal appearance or weight

Harassing comments or conduct can poison someone’s working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This is commonly referred to as a poisoned working environment and it is also a form of harassment. Some examples of actions that can create a poisoned work environment include:

- Displaying offensive or sexual materials such as posters, pictures, calendars, websites or screen savers
  - Distributing offensive e-mail messages, or attachments such as picture or video files
  - Practical jokes that embarrass or insult someone
  - Jokes or insults that are offensive, racist or discriminatory in nature
- iv. **“Workplace harassment and bullying”** is a health and safety issue that is covered under the *Occupational Health and Safety Act*. The *Occupational Health and Safety Act* defines workplace harassment as “engaging in a course of vexatious comment or conduct against a worker in the workplace that is known or ought reasonably to be known to be unwelcome”. Workplace harassment may have some or all of the following components:
- It is generally repetitive, although a single serious incident may constitute workplace harassment if it undermines the recipient’s psychological or physical integrity and has a lasting harmful effect
  - It is hostile, abusive or inappropriate
  - It affects the person’s dignity or psychological integrity
  - It results in a poisoned work environment

In addition, behaviour that intimidates, isolates, or discriminates against the recipient may also be included. Some examples of workplace harassment are:

- Verbally abusive behaviour such as yelling, insults, ridicule and name calling including remarks, jokes or innuendoes that demean, ridicule, intimidate or offend
- Workplace pranks, vandalism, bullying and hazing
- Gossiping or spreading malicious rumours
- Excluding or ignoring someone, including persistent exclusion of a particular person from workplace-related social gatherings
- Undermining someone else’s efforts by setting impossible goals, with short deadlines and deliberately withholding information that would enable a person to do their job

## Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)

### Workplace harassment and bullying (continued)

- Providing only demeaning or trivial tasks in place of normal job duties
- Humiliating someone
- Sabotaging someone else's work
- Displaying or circulating offensive pictures and materials
- Offensive or intimidating phone calls or e-mails
- Impeding an individual's efforts at promotions or transfers for reasons that are not legitimate
- Making false allegations about someone in memos or other work-related documents

**What isn't harassment** - Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function, including:

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan
- Imposing discipline for workplace infractions
- Requesting medical documents in support of an absence from work

It also does not include normal workplace conflict that may occur between individuals or differences of opinion between co-workers.

**The test of harassment** - It does not matter whether an employee intended to offend someone. The test of harassment is whether they knew or should have known that the comments or conduct were unwelcome to the other person. For example, someone may make it clear through their conduct or body language that the behaviour is unwelcome, in which case the employee must immediately stop that behaviour. Although it is commonly the case, the harasser does not necessarily have to have power or authority over the victim. Harassment can occur from co-worker to co-worker, supervisor to employee and employee to supervisor.

v. **"Workplace violence"** is defined under the *Occupational Health and Safety Act* 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 the worker
- 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 is defined broadly to include acts that may be considered criminal and includes:

- Physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, throwing objects
- Verbal or written threats to physically attack a worker
- Leaving threatening notes or sending threatening e-mails
- Wielding a weapon at work
- Stalking someone
- Physically aggressive behaviours including hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical or sexual assault

Violence that occurs outside the normal workplace but which has an impact on the working environment, including working relationships, may also be considered violence in the workplace.

## Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)

- vi. **“Domestic violence”** that may occur in the workplace is a health and safety issue, which is covered under the *Occupational Health and Safety Act*. If an employee is experiencing domestic violence that would likely expose them, or other workers, to physical injury that may occur in the workplace, the Douro-Dummer Public Library will take every precaution reasonable to protect the employee and their co-workers in the circumstances. This may include some or all of the following:
- Creating a safety plan, eg. establishing enhanced security measures such as code words
  - Contacting the police
  - Screening calls and blocking certain e-mail addresses
  - Setting up priority parking or providing escorts to employee vehicles
  - Adjusting working hours and location so that they are not predictable

**Preventing harassment and violence** - It is the mutual responsibility of the employees and the library board to ensure that a harassment- and violence-free workplace is created and maintained and to address violence and/or the threat of violence from all possible sources (including patrons, clients, employers, supervisors, workers, strangers and domestic/intimate partners).

**Douro-Dummer Public Library’s commitment** - The Douro-Dummer Public Library will do its part by not tolerating or condoning discrimination, harassment or violence in the workplace. This includes making everyone in the organization aware of what behaviour is and is not appropriate, assessing the risk of workplace violence, investigating complaints and imposing suitable corrective measures.

### Duties of supervisors

Supervisors are expected to assist in creating a harassment- and violence-free workplace and to immediately contact the CEO if they receive a complaint of workplace harassment or violence or witness/are aware of harassing or violent behaviour. Supervisors must also take every reasonable precaution to protect employees from workplace violence, including evaluating an employee’s history of violent behaviour to determine whether and to whom this employee poses a risk. In making this evaluation supervisors should consider:

- Whether the employee’s history of violence was associated with the workplace or work
- Whether the history of violence was directed at a particular employee or employees in general
- How long ago the incidence of violence occurred

In certain circumstances, supervisors may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during the course of his or her work, and the risk of workplace violence is likely to expose the employee to physical injury. Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect the employee from physical injury.

### Duties of all employees

Employees must do their part by ensuring that their behaviour does not violate this policy and by fostering a work environment that is based on respect and is free of harassment. Employees are also required to report to their supervisor or the CEO, the existence of any workplace violence or threat of workplace violence.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson



## Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)

### Schedule A: Procedure for resolving and investigating harassment complaints

#### Informal procedure

If an employee believes that they are being harassed, the first thing to do is to tell the person harassing them to stop. The employee should do so as soon as they receive any unwelcome comments or conduct. Although this may be difficult to do, telling the person that you don't like their actions is often enough to stop the behaviour. Some examples of what to say that might stop the behaviour include:

- "I don't want you to do that..."
- "Please stop doing or saying..."
- "It makes me uncomfortable when you..."
- "I don't find it funny when you..."

If the harassment continues after the employee has confronted the individual, they may want to provide him or her with a written statement of the situation. Include specific details of the behaviours considered to be harassing, a request to the harasser to stop and the employee's expectations that he or she will stop. Provide details of the next steps planned if the harassment does not stop, i.e. filing a formal complaint. The employee should keep a copy of this statement for themselves. It helps if employees keep a record of any incident(s) that they experience. This includes when the harassment started, what happened, whether there were any witnesses and the employee's response.

If an employee believes that someone who is not a member of the Douro-Dummer Public Library, i.e. a patron, supplier, etc., has harassed or discriminated against them, please report the harassment to the supervisor or CEO. Although the Douro-Dummer Public Library has limited control over third parties, the Library will do its best to address the issue and prevent further problems from arising.

#### Formal procedure

If the complaint cannot be resolved informally or if it is too serious to handle on an informal basis, a formal complaint may be brought to the CEO. The Douro-Dummer Public Library Board will be made aware of any formal complaints, either at the next scheduled library board meeting or at an emergency board meeting called specifically to discuss the complaint, depending on the severity of the complaint. If the issue to be resolved involves the CEO, a formal complaint may be made directly to the Library Board Chairperson.

If a formal complaint is made, as much written information as possible will be needed, including the name of the person believed to be causing the harassment, the place, date and time of the incident(s), and the names of any possible witnesses. **A copy of the Workplace Respect Complaint form is available from the CEO.** It is important that the CEO and/or Library Board receive any complaint as soon as possible so that the problem does not escalate or happen again. Once a complaint has been received, the CEO and/or the Library Board will initiate a formal investigation, if it is necessary and appropriate to do so.

Discrimination and harassment are serious matters. Therefore, if deciding not to make a formal complaint, the CEO and/or the Library Board may still need to investigate the matter and take steps to prevent further harassment. For example, an investigation may need to be continued if the allegations are serious or if there have been previous complaints or incidents involving the respondent. Please note that it is not the policy of the Douro-Dummer Public Library to investigate anonymous complaints unless there are extenuating circumstances.

**Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)**

**Schedule A: Procedure for resolving and investigating harassment complaints (continued)**

**Investigation procedure**

The CEO and/or Library Board will commence an investigation as quickly as possible. Depending on the nature of the complaint, either an internal or external investigator may be used. The investigation will include:

- Interviewing the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations
- Interviewing witnesses, if any
- Reviewing any related documentation
- Making detailed notes of the investigation and maintaining them in a confidential file

Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings to the Library Board. A summary of the findings will also be provided to the complainant and the respondent.

It is the goal of the Douro-Dummer Public Library to complete any investigation and communicate the result to the complainant and respondent within thirty days after receiving a complaint, where possible.

**Corrective action**

The Library Board will determine what action should be taken as a result of the investigation. The Board will inform the complainant and respondent of the results of the investigation and whether (but not necessarily what) corrective measures were taken, if any were necessary. If a finding of harassment is made, the Library Board will take appropriate corrective measures, regardless of the respondent's seniority or position with the Douro-Dummer Public Library. Corrective measures may include one or more of the following:

- Discipline, such as a verbal warning, written warning or suspension without pay
- Termination with or without cause
- Referral for counseling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
- A demotion or denial of a promotion
- Reassignment or transfer
- Financial penalties such as the denial of a bonus or performance-related salary increase
- Any other disciplinary action deemed appropriate under the circumstances

If there is not enough evidence to substantiate the complaint, corrective measures will not be taken.

If a complaint is made in good faith and without malice, regardless of the outcome of the investigation, the employee who made the complaint will not be subject to any form of discipline. The Douro-Dummer Public Library will, however, discipline or terminate anyone who brings a false and malicious complaint.

## **Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)**

### **Schedule A: Procedure for resolving and investigating harassment complaints (continued)**

#### **Procedure for resolving and investigating workplace violence**

An employee has the right to refuse work if workplace violence is likely to endanger them. In that instance, the employee should immediately contact their supervisor, at which point appropriate measures will be taken to protect the employee and investigate the situation. The employee will be moved to a safe place as near as reasonably possible to their normal work station and will need to be available for the purposes of investigating the incident. In some circumstances, the employee may be provided with reasonable alternative work during normal working hours.

In appropriate circumstances, the Douro-Dummer Public Library may contact the police, or other emergency responders as appropriate, to assist, intervene or investigate workplace violence. Details about the measures and procedures for summoning immediate assistance will be provided and may include:

- Equipment to summon assistance such as fixed or personal alarms, locator or tracking systems, phones, cell phones, etc.
- Emergency telephone numbers and/or e-mail addresses
- Emergency procedures

Provided the situation is dealt with quickly and the danger to workers is removed, the necessity of work refusal may be alleviated.

#### **Investigation procedure**

Employees are required to report the existence of any workplace violence or threat of workplace violence to their supervisor or the CEO, who will report to the Library Board. The Board will commence an investigation as quickly as possible. The Board may choose to use either an internal or external investigator, depending on the nature of the incident. The investigation will include:

- Conducting interviews of relevant individuals to ascertain all of the facts and circumstances relevant to the complaint, including dates and locations
- Reviewing any related documentation
- Making detailed notes of the investigation and maintaining them in a confidential file

Once the investigation is complete, the investigator(s) will prepare a detailed report of the findings. A copy of the report will be provided to the Library Board.

#### **Corrective action**

The Library Board will determine what action should be taken as a result of the investigation. If a finding of workplace violence is made, the Douro-Dummer Public Library will take appropriate corrective measures, regardless of the respondent's seniority or position in the Library. Corrective measures may include one or more of the following:

- Discipline, such as a verbal warning, written warning or suspension without pay
- Termination with or without cause
- Referral for counseling (sensitivity training), anger management training, supervisory skills training or attendance at educational programs on workplace respect
- A demotion or denial of a promotion
- Reassignment or transfer
- Financial penalties such as the denial of a bonus or performance-related salary increase
- Any other disciplinary action deemed appropriate under the circumstances

**Personnel Policies – DDPL Per-009 – Respect in the Workplace (continued)**

**Schedule A: Procedure for resolving and investigating harassment complaints (continued)**

If a complaint is made in good faith and without malice, regardless of the outcome of the investigation, the employee who made the complaint will not be subject to any form of discipline. The Douro-Dummer Public Library will, however, discipline or terminate anyone who brings a false and malicious complaint.

**Procedures for addressing domestic violence**

If an employee is experiencing domestic violence that would expose them to physical injury in the workplace or if they are experiencing workplace violence or believe that workplace violence is likely to occur, they may seek immediate assistance by contacting the CEO. The CEO will assist in preventing and responding to the situation.

**Confidentiality of complaints and investigations**

The Douro-Dummer Public Library recognizes the sensitive nature of harassment and violence complaints and will keep all complaints confidential, to the extent that the Library is able to do so. The Library will only release as much information as is necessary to investigate and respond to the complaint or situation or if required to do so by law.

Out of respect for the relevant individuals, it is essential that the complainant, respondent, witnesses and anyone else involved in the formal investigation of a complaint maintain confidentiality throughout the investigation and afterwards.

**Protection from retaliation**

The Douro-Dummer Public Library will not tolerate retaliations, taunts or threats against anyone who complains about harassment or takes part in an investigation. Any person who taunts, retaliates against or threatens anyone in relation to a harassment or violence complaint may be disciplined or terminated.

## ***Township of Douro-Dummer Public Library***

Policy Type: **Personnel**

Policy Title: **Code of Conduct**

Policy Number: **DDPL-Per-010**

Policy Approval Date: **March 2023**

Date of Next Review: February 2027

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**Policy Statement:** To provide guidelines for the Douro-Dummer Public Library, Concerning a guide for all Library staff and volunteers in the performance of their assigned duties.

**Purpose:** The Douro-Dummer Public Library ensures fair conditions for library members, volunteers, staff and others who visit the premises in accordance with the *Public Libraries Act* R.S.O. 1990. All library staff and volunteers shall have the right to work in a professional and supportive atmosphere and can expect to be treated with respect and dignity.

This policy applies to both full-time and part-time staff as well as volunteers.

**References and Related Policies:** *Municipal Freedom of Information and Protection of Privacy Act; Township of Douro-Dummer Health and Safety Policy; Occupational Health and Safety Act; and other related policies as may be added.*

Failure to comply with this policy may result in disciplinary action being taken against the employee. In addition, legal issues may develop if information is released that should not be as well as worker's safety may be jeopardized when Health and Safety Regulations and policies are not followed.

Staff shall be guided by the following principles and working conditions:

1. **Patron / Customer service:** A high level of patron service shall be displayed and practiced with all patrons in a helpful, polite and courteous manner. In a situation where this appears to be difficult, the employee/volunteer involved shall remove him/herself from the situation and bring the difficulties to their supervisor's attention. The use of profanity by an employee is considered inappropriate behavior.
2. **Opinion expression:** Employees/volunteers must learn to distinguish between their opinions as individuals and statements as a representative of the library.
3. **Privacy:** Employees shall be committed to the protection of privacy of patrons as required under law and will hold in confidence all related information learned in the course of their duties.
4. **Confidentiality:** No employee/volunteer shall release any confidential information about a patron.
5. **Employee/Volunteer Interaction:** Employees/volunteers shall interact with others in the library in a professional and supportive manner, working cooperatively and collaboratively towards the goals and needs of the library and shall respect the authority of the CEO/Librarian and work with them to accomplish the goals and needs of the municipality.

**Personnel Policies – DDPL Per-010 – Code of Conduct (continued)**

6. **Dress Code:** (see policy DDPL-Per-003)
7. **Alcohol and Illegal Drugs:** All employees/volunteers are prohibited from the consumption of alcoholic beverages during working hours in such a manner so as to impair their work performance. The use of illegal drugs during working hours shall also be prohibited. Both of the foregoing shall also apply to the hours immediately preceding their reporting to work.
8. **Discrimination:** All employees/volunteers shall have the right to equal treatment in employment/volunteering, without discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, age, record of offences, marital status, same sex partnership status, family status (parent and child relationship) and handicap.
9. **Political Activity:** All employees/volunteers shall refrain from direct involvement in a local government political campaign in the municipality where they are employed. They may be involved in provincial and federal campaigns as long as this involvement does not affect the objectivity with which they must discharge their duties.
10. **Media Relations:** Relations with the media shall be conducted only by the CEO/Librarian and/or Library Board. Employees/volunteers must refrain from putting forth speculative or subjective insights or expressing their own opinions as being that of the library. If there is any doubt, that employee shall contact the CEO/Librarian and/or Library Board.

**Review Cycle:** This policy will be revised as required by the CEO/Librarian and/or the Library Board. This policy supersedes any previous policy.

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Chairperson: Georgia Gale-Kidd

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CEO/Librarian: Maggie Pearson