



Port Colborne Public Library Board Meeting Agenda

Date: Wednesday, March 6, 2024
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
310 King St, Port Colborne

Pages

1. Call to Order

2. Land Acknowledgement

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The City of Port Colborne and the Port Colborne Public Library stand with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. Disclosures of Interest

4. Adoption of Agenda

5. Approval of Minutes

5.1 Minutes of the February 7, 2024 Board Meeting

1

6. Confidential Items

Confidential reports will be distributed under separate cover. Items may require a closed meeting in accordance with the Public Libraries Act and the Municipal Act.

6.1 Minutes of the closed portion of the February 7, 2024 meeting

7. Business Arising from the Minutes

8. Consent Items

The following items are considered to be routine and non-controversial by the Library board and will be approved at this time. There will be no separate discussion of any of these items unless a Board member requests it, in which case the item will not be consented to and will be considered in the normal sequence of the agenda.

8.1 Financial Report

- a. Financial Report - February 28, 2024 Operating Budget 7
- b. Public Library Operating Grant Confirmation of Funds 8

8.2 Circulation Report

- a. Circulation Report - January 2024 9

8.3 Public Relations Report

- a. Librarian's Report - February 2024 10

8.4 Media Items

- a. Off-the-Shelf Newsletter, March - April 2024 14

9. Discussion Items

9.1 Shared Services - Verbal Report (M. Cooper)

9.2 Board Governance

- a. Work Plan
- b. Board Evaluation
- c. Committees

9.3 Chair's Report - Verbal Report (M. Cooper)

9.4 Acting CEO's Report - Verbal

10. Policies

10.1 HR-01: Human Resources Management

10.2	HR-02: Health and Safety of Staff	32
10.3	HR-03: Prevention of Workplace Violence	43
10.4	HR-04: Employee Conduct	51
10.5	HR-08: Health and Safety Policy Statement	63
10.6	HR-10: Disconnecting from Work	64
10.7	HR-12: Workplace Harassment and Discrimination	70
10.8	HR-13: Safety, Security, and Emergencies	81
11.	Motions	
12.	Notice of Motions	
13.	Roundtable	
14.	Other Business	
15.	Next Meeting Date and Adjournment	

Port Colborne Public Library Board Meeting Minutes

Date: Wednesday, February 7, 2024
Time: 6:00 pm
Location: Library Auditorium, Port Colborne Public Library
310 King St, Port Colborne

Members Present: M. Cooper, Chair
M. Bagu, Councillor
H. Cooper
B. Ingram, Vice-Chair (attended virtually)
C. MacMillan
B. Beck (attended virtually)
M. Booth
E. Tanini

Member(s) Absent: A. Desmarais

Others Present: Rachel Tkachuk, Library Services Manager

1. **Call to Order**

The Chair called the meeting to order at approximately 6:03 p.m.

2. **Land Acknowledgement**

The Chair recited the Land Acknowledgement Statement.

3. **Disclosures of Interest**

There were no disclosures of interest.

4. **Adoption of Agenda**

Moved by H. Cooper
Seconded by B. Ingram

That the agenda dated February 7, 2024 be confirmed, as circulated.

Carried

5. **Approval of Minutes**

Moved by E. Tanini
Seconded by H. Cooper

That the January 3, 2024 meeting minutes be approved, as circulated.

Carried

5.1 Minutes of the January 3, 2024 Board Meeting

6. Confidential Items

R. Tkachuk left the meeting at 6:05 p.m.

R. Tkachuk returned to the meeting at approximately 6:31 p.m.

Moved by H. Cooper
Seconded by E. Tanini

That the Board proceed into closed session in order to discuss items 6.1 and 6.2 at approximately 6:06 p.m.

Carried

Moved by B. Ingram
Seconded by M. Booth

That the Board approves the minutes of the closed session portion of the January 3, 2024 meeting, as circulated.

Carried

Moved by B. Beck
Seconded by E. Tanini

That the Board receives the Chief Executive Officer's recommendation that the Library Services Manager be assigned the role of Interim Acting CEO; and:

That the Board appoints the Library Services Manager to the position to Interim Acting Chief Executive Officer effective February 8, 2024, as per the conditions set out in the Acting CEO Assignment Agreement.

Carried

Moved by C. MacMillan
Seconded by H. Cooper

That the Board do now rise from closed session at approximately 6:29 p.m.

Carried

6.1 Minutes of the closed portion of the January 3, 2024 meeting

6.2 Confidential Human Resources Matter- pursuant to Public Libraries Act, Section 16.1(4)(b) of the personal matters about an identifiable individual

7. Business Arising from the Minutes

8. Consent Items

Moved by H. Cooper
Seconded by M. Booth

That consent items 8.1 and 8.2 be received, as presented.

Carried

8.1 Financial Report

- a. **2024 Operating Budget Financial Report, January 31, 2024**
- b. **2023 Operating Budget Financial Report, as of January 31, 2024**

8.2 Correspondence

- a. **CFLA Letter to the Parliamentary Secretary to the Minister of Canadian Heritage**

9. Discussion and Policy Items

9.1 Shared Services

The Chair reported on correspondence with Wainfleet Public Library regarding opportunities for shared services. The Chair advised the Board that he will report on any further correspondence at the March 2024 meeting.

Moved by E. Tanini
Seconded by B. Ingram

That the Board receives the Chair's update on shared services.

Carried

9.2 Policies

Moved by H. Cooper

Seconded by C. MacMillan

That the Board approves the revised Financial Oversight Policy, as presented; and,

That the Library's signing officers include Acting CEO until new CEO is hired.

Carried

a. Financial Oversight Policy

b. Signing Officers Update

c. Board-CEO Relationship

9.3 Board Governance

The Board Chair reported that he is working on items 9.3a - 9.3c and that these will be presented at the March 2024 meeting in further details.

a. Work Plan

b. Board Evaluation

c. Committees

9.4 Acting CEO's Report - Verbal

Moved by H. Cooper

Seconded by E. Tanini

That the Acting CEO's Report be received, as presented.

Carried

a. Capital and Operating Projects Update

The Acting CEO reported on the progress of the elevator modernization project that is scheduled for May 2024. Phones are

scheduled to be installed mid-February. Other projects are still in the planning stages.

b. Staffing Updates

The Acting CEO reported on staffing changes including the hiring of a new librarian and two part-time library assistants.

c. Board and Staff Online Resources

The Acting CEO reported that staff are working on completing a dedicated portal so the Board will have online access to updated resources including training and policies. The site will be ready before the next meeting.

d. Library Website

The Acting CEO presented updated information about the library's website which is part of the City of Port Colborne's larger site. The presentation included some options to update the website as recommended by the City.

Moved by H. Cooper

Seconded by C. MacMillan

That the Board adopts the City's recommendation to transfer the library's webpages to Govstack at no cost to the library.

Carried

e. Public Washroom

The Acting CEO reported on the increasing number of incidents in the public washroom including damage and drug use. Staff have reached out to the City and the police to alert them to the situation and for recommendations on new procedures. Staff are implementing new protocols to monitor and prevent incidents.

10. Motions

11. Notice of Motions

12. Roundtable

12.1 Board Training (C. MacMillan)

Trustee MacMillan shared information on board training opportunities that she will forward to the Board.

12.2 Attendance (H. Cooper)

Trustee H. Cooper gave notice to the Board that she will be unable to attend the next two meetings.

12.3 Children's Program 50th Anniversary (M. Booth)

Trustee Booth alerted the Board that the 50th anniversary of the Canadian Children's Author program is upcoming.

13. Other Business

14. Next Meeting Date and Adjournment

The next meeting of the Board will held March 6, 2024, in the Auditorium of the Port Colborne Public Library.

The Chair adjourned the meeting at approximately 7:15 p.m.

Michael Cooper, Chair

Rachel Tkachuk, Library Services
Manager/Acting CEO (Board
Secretary-Treasurer)

**City of Port Colborne
2024 Operating Budget**

	2022	2022	2023	2023	2024	Variance
	Actual	Budget	Forecast	Budget	Proposed Budget	(2024 Budget - 2023 Budget)
Revenue						
Donations	\$5,753.03	\$4,600.00	\$6,000.00	\$4,600.00	\$4,800.00	\$200.00
Fines		200.00				
Rentals	239.12	300.00	600.00	300.00	650.00	350.00
Other Revenue	190.73		35.00			
Fees	4,001.96	2,900.00	6,500.00	2,900.00	3,500.00	600.00
Grants - Other	292.00	38,300.00	2,352.00			
Grant - Provincial	38,328.00		38,300.00	38,300.00	38,300.00	
Sales	1,021.11		3,000.00			
Total Revenue	49,825.95	46,300.00	56,787.00	46,100.00	47,250.00	1,150.00
Expense						
Personnel Expense						
Salaries and Wages - Full Time	416,315.14	423,100.00	438,900.00	442,300.00	451,200.00	8,900.00
Salaries and Wages - Part Time	66,992.78	66,600.00	65,700.00	68,400.00	69,900.00	1,500.00
Overtime Pay	774.49		90.00			
Employee Benefits	155,062.50	165,700.00	183,300.00	192,300.00	187,900.00	-4,400.00
Subtotal Personnel Expense	639,144.91	655,400.00	687,990.00	703,000.00	709,000.00	6,000.00
Operating Expense						
Association/Membership Fees	900.00	1,500.00	1,500.00	1,500.00	1,500.00	
Library Collection	60,561.25	72,700.00	71,300.00	71,300.00	44,800.00	-26,500.00
Library Digital Resources					30,000.00	30,000.00
Comm and Public Relations	292.51	1,000.00	500.00	500.00	500.00	
Computer Software	640.96	1,000.00	500.00	1,000.00	1,000.00	
Contract Services	4,673.19	3,200.00	4,000.00	3,500.00	4,000.00	500.00
Equipment - Purchase	5,627.24	7,300.00	6,600.00	6,000.00	7,000.00	1,000.00
Financial Expenses	31.64					
Hospitality Expense	814.31	1,100.00	700.00	500.00	750.00	250.00
Office Supplies	3,600.61	3,500.00	3,500.00	3,000.00	3,000.00	
Postage & Courier	456.37	400.00	500.00	700.00	700.00	
Program Supplies	3,693.78	3,000.00	5,000.00	3,000.00	3,500.00	500.00
Protective & Uniform Clothing		1,200.00		1,200.00	1,300.00	100.00
Staff Training & Development	4,191.62	7,100.00	7,000.00	7,000.00	7,000.00	
SME - Audit and Actuary	2,455.76	6,500.00	12,800.00	12,800.00	7,200.00	-5,600.00
Telephone/Internet	11,119.47	12,500.00	16,660.00	16,660.00	17,100.00	440.00
Travel	6.00	500.00	600.00	2,600.00	500.00	-2,100.00
Subtotal Operating Expense	99,064.71	122,500.00	131,160.00	131,260.00	129,850.00	-1,410.00
Total Expense	738,209.62	777,900.00	819,150.00	834,260.00	838,850.00	4,590.00
Surplus/(Deficit) Before Allocation	-688,383.67	-731,600.00	-762,363.00	-788,160.00	-791,600.00	-3,440.00
Surplus/(Deficit) After Allocation	-688,383.67	-731,600.00	-762,363.00	-788,160.00	-791,600.00	-3,440.00
Transfer to/ (from) Reserves	9,068.68		-39,500.00	-39,500.00		39,500.00
Transfer Between Funds	-697,452.35	-731,600.00	-756,920.36	-748,660.00	-791,600.00	-42,940.00
Total Transfer	-688,383.67	-731,600.00	-796,420.36	-788,160.00	-791,600.00	-3,440.00
Surplus / (Deficit)			\$34,057.36			

**Ministry of Tourism,
Culture and Sport**

Minister

6th Floor
438 University Avenue
Toronto, ON M7A 2A5
Tel: 416 326-9326

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Culture et du Sport**

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December 12, 2023

Ms. Susan Therrien
Port Colborne Public Library Board
susan.therrien@portcolborne.ca

Dear Ms. Therrien:

Re: Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants for the 2023-24 Fiscal Year

I am pleased to inform you that Port Colborne Public Library Board will receive \$38,328 under the Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants program for the 2023-24 fiscal year. This includes \$2,770 for Pay Equity funding.

This funding will support your organization with providing important library services and access to information to residents within your respective community. Our government is investing more than \$21 million in operating grants to enable Ontarians to access free resources and services at over 300 public libraries and First Nations public libraries across the province.

Our government supports a strong public library sector and the important impact that it continues to have on the lives of all Ontarians.

All the best,

The Honourable Neil Lumsden
Minister of Tourism, Culture and Sport

MONTHLY REPORT

INTERACTIONS

NEW PATRONS

38

PATRON VISITS

3,465

CATALOGUE VISITS

2,238

WEB VISITS

1,515

PHYSICAL CIRC

6,260

DIGITAL CIRC

2,542

ITEMS BORROWED FROM LINC LIBRARIES

607

ITEMS LOANED TO LINC LIBRARIES

930

CIRCULATION

- Physical Circulation
 - Jan. 2023: **5,526**
 - Jan. 2024: **6,260** ↑
- Digital Circulation
 - Jan. 2023: **2,053**
 - Jan. 2024: **2,542** ↑

PROGRAMS

2023:
58 programs
200 attended

2024:
70 programs
398 attended



TOTAL PROGRAMS

70

PROGRAM ATTENDANCE

398

SOCIAL MEDIA POSTS

46

PAGES PRINTED & COPIED

1,436

COMPUTER USERS

252

WIRELESS USERS

21

LIBRARY TECH

- ePRINTit users sent **73** remote print jobs for a total of **181** pages.

TECH HELP SESSIONS

37

HIGHLIGHTS

Programs and Art Shows

- Chess Club
- Port Colborne Library Book Club
- Lakeshore Catholic High School Student Art Show



Congratulations to Piper!
January Bookmark Contest Winner

Date: March 6, 2024
To: Port Colborne Public Library Board
From: Hannah Madsen
Subject: Public Relations Report

Recommendation:

That the Port Colborne Public Library Board receives the Public Relations Report for information purposes.

Public Relations Report Items

1. Pop-Up Library and Outreach:

Pop-Up Library



- Northland Pointe – February 13, 2024 – 14 participants
- Class Visit – Dewitt Carter – February 7, 2024
- Class Visit – Steele St – February 21, 2024
- Class Visit – Steele St –February 28, 2024

2. Programming

- Tot Time
Children enjoyed stories, activities, and a craft with a caregiver. Three Tot Time sessions were offered in February.
- Baby Time
The sessions included songs, stories, and discussions for families. Two Baby Time sessions were offered in February.



- Story Time with Shelly
On Saturdays in February, Story Time with Shelly ran in the Children’s Room from 10:30 – 11:30 a.m. Shelly read a variety of picture books to families.
- Adult Chess Club
Adult Chess Club started weekly sessions beginning Monday, January 15, 2024. The program included a series of chess workshops for beginner and experienced players, and was volunteer-run.
- Documentary Films
On Monday, February 26, 2024, there was a screening and discussion of the documentary film John Ware Reclaimed (2020, 72 min). The documentary, which explores anti-Black racism, was part of our celebration of Black History Month.



In 2024, our Documentary Film Program is presented in partnership with the National Film Board of Canada.



3. Passive Programming

- Scavenger Hunts
Daily scavenger hunts were available daily in the Children’s Room with a different theme each week. Children reported how many scavenger hunt items they found to receive a small prize. In February, there were 4 scavenger hunts with over 150 participants.
- Colouring Sheets
Every month, three colouring sheets are available for free in the Children’s Room. In February, over 80 participated in the activity.

- Design Our Bookmark Contest

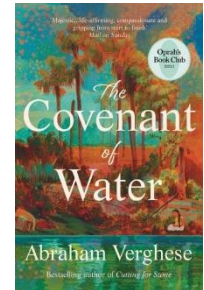
In January, the theme for the monthly bookmark contest was: Family Fun. The winning bookmark submission for January was designed by Piper, who drew a picture of her family camping. Piper received a small prize package and her bookmark was handed out to all patrons at checkout.

All bookmark submissions were on display in the Children's Room throughout the month. In February, the Bookmark Contest theme was "My Favourite Book."



4. Bill's Best Reads with William Thomas

Each month, we feature a different book hand-selected by local author William Thomas. Patrons are invited to participate by reading the month's selection. The February selection was *The Covenant of Water* by Abraham Verghese.



5. Art in the Atrium Showcase:

Acrylic Paintings by Kyla Harrietta

During January and February 2024, the Art in the Atrium showcase featured Kyla's paintings from the 2023 Adult Paint Class with Kyla program.

6. Black History Month

February was Black History Month. The 2024 theme was "Black Excellence: A Heritage to Celebrate; a Future to Build." The library celebrated Black History Month with a physical and digital book display, social media posts, and a documentary film screening.

7. Freedom to Read Week

Freedom to Read Week was February 18 – 24. The library celebrated Freedom to Read Week with a physical and digital book display, and through social media posts. Patrons were encouraged to check out a frequently banned or challenged book.



8. Community Connect

On various dates in February, community partners booked a library table to promote their programs and services:

- Feb. 7, 2024 – Bridges - Ontario Senior’s Dental Care Program
- Feb 10, 2024 – PFLAG Niagara – Programs and Services
- Feb 14, 2024 – Service Canada – Programs and Services
- Feb 14, 2024 – NTEC – Programs and Services
- Feb. 15, 2024 – Birchway Niagara – Programs and Services
- Feb. 26, 2024 – Bridges – Speak with a Registered Dietician
- Feb. 28, 2024 – Bridges – Programs and Services





📍 310 King Street, Port Colborne, ON, L3K 4H1

☎️ 905-834-6512

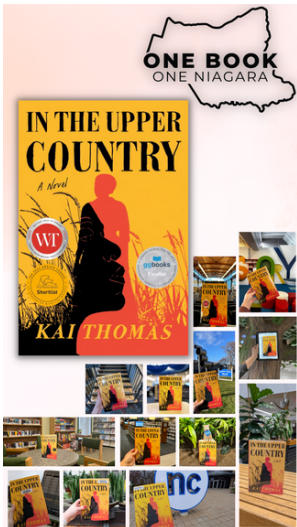
**EMPOWER.
ENRICH. EDUCATE.**

🌐 portcolbornelibrary.org

✉️ library@portcolborne.ca

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ONE BOOK, ONE NIAGARA

Tues. Apr. 23

We are thrilled to announce that One Book, One Niagara is back! Now in its sophomore year, One Book, One Niagara will continue to build community throughout Niagara through a shared reading experience. This year's selected title is **In the Upper Country** by Kai Thomas.

The experience culminates in an in-person author event with Kai Thomas on the evening of Tues. Apr. 23, 2024.

Tickets are free and will be available soon.

ADULT PAINTING WITH KYLA: THE TULIP FIELDS

Thurs. Mar. 21, 2024

1:30 – 3:00 p.m.

In this acrylic painting workshop, paint a majestic landscape that showcases the soft, soothing colours of spring! Blending and shading techniques will be explored. Learn how to create perspective and depth in a few simple steps. All supplies are included. Space is limited. Pre-register at the Library. Cost is \$15.



ART IN THE ATRIUM

March: Port Colborne High School

We're excited to welcome artists from PCHS! Support these talented teens by visiting their show. Don't forget to sign the guestbook!



April: Douglas Todd

A full-time archaeologist and former reporter-photographer, Douglas spends his time fishing, caregiving, cooking, and painting Canadian places, spaces, and people. Support Douglas' work by visiting his exhibit in April.

INCOME TAX CLINICS

Do you have a simple tax situation and a modest income? You may be eligible for help with filing your taxes. You must call to register. Registration opens **Thurs. Feb. 29 at 9:30 a.m.** Spaces are limited.

ONE eREAD CANADA

Un livre/One eRead Canada brings people and libraries together to read or listen to a single title in both English and French. This year's selection is *Hotline* by Dimitri Nasarallah. Check out a digital copy from Libby or Hoopla during April to participate.

TOP HAT CEREMONY

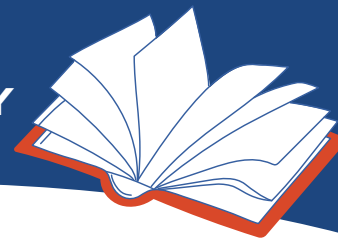
Fri. Mar. 22

Every March, when the canal reopens after the winter shutdown, the captain of the first downbound ship is presented with a ceremonial top hat, modelled after an iconic top hat from the Port Colborne Historical and Marine Museum. The type of hat was worn by ship captains a century ago when the canal was in its early days. Meet us at the event where we'll be popping up with commemorative buttons. For more information about the 2024 Top Hat Ceremony, please visit the City of Port Colborne website: www.portcolborne.ca

HOLIDAY HOURS

Friday, March 29, 2024
(Closed for Good Friday)

Monday, April 1, 2024
(Closed for Easter Monday)



Celebrate International Women's Day with us by checking out a book from our #InspireInclusion display.

CHILDREN'S PROGRAMS

STORY TIME WITH SHELLY

Saturdays, Mar. 2, 9, 16, 23 & 30, Apr. 6, 13, 20 & 27, 10:30 – 11:30 a.m. Meet us in the Children's Room for a fun, free, family story time. All ages. Drop-in. Free.

BABY TIME

Tuesdays, Mar. 5, 12, 19 & 26, Apr. 2 & 9, 10:15 – 10:45 a.m. Meet new friends, sing songs, and enjoy stories with your little one. For ages 0 to 2. Pre-register. Free.

TOT TIME

Thursdays, Mar. 7, 14 & 21, Apr. 4 & 11, 10:15 – 11 a.m. Enjoy stories, crafts, and a circle-time. For ages 2 to 5 with a parent, grandparent, or caregiver. Pre-register. Free.

BOOKMARK CONTEST

Submit a bookmark design for a chance to be our featured artist for the month. Available in the Children's Room. Free.

March Theme: Earth Day

Submissions due March 30, 2024

April Theme: Rainy Day

Submissions due April 30, 2024

Congrats to our February winner! Piper drew herself camping with her family.



SCAVENGER HUNTS

Find the scavenger hunt items and win a small prize. This program runs in the Children's Room every day with a new theme each week. Drop-in. Free.

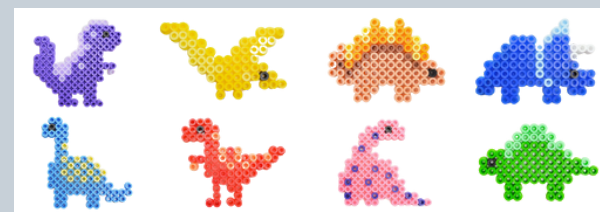
Mar 3 – 9	Breakfast Foods	Apr 7 – 13	Rainy Day
Mar 10 – 16	Green	Apr 14 – 20	Fruits
Mar 17 – 23	Tulips & Daffodils	Apr 21 – 27	Earth Day
Mar 24 – 30	Easter Eggs	Apr 28 – May 4	Dinosaurs
Mar 31 – Apr 6	Veggies		

MARCH BREAK DINOSAUR CRAFT

Wed. Mar. 13, 10 – 11 a.m.

Make your very own colourful dinosaur out of Perler beads!

For ages 8-12. Pre-register. Free.



MORE MARCH BREAK ACTIVITIES

There's something fun happening each day during March Break at the Library! Check out our March Break flyer for more March Break activities.

DUNGEONS & DRAGONS IS BACK!

Tues. Mar. 12, 4:30 – 6:30 p.m.

For ages 13 – 17. Pre-register. Free

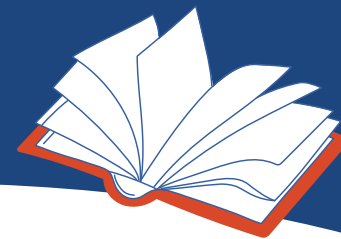
POP-UP LIBRARY: ECLIPSE AT VALE

Available starting Fri. Mar. 8

Pick up your free eclipse glasses at the library! You must show your PORTicipate pass or PCPL library card. While supplies last.

Mon. Apr. 8, 10 a.m. – 4 p.m.

Join us at the Vale Center to celebrate the solar eclipse! The library will be popping up with a fun craft. Bring your ID and sign up for a library card! Visit portcolborne.ca for more details.



Celebrate National Poetry Month with us!
Check out a poetry book from our collection.

ADULT PROGRAMS

PORT COLBORNE PUBLIC LIBRARY BOOK CLUB

Introducing the Port Colborne Public Library Book Club!
Pre-register to join us and stop by the library to pick up a copy
of our March book.

Mon. Mar. 11, 1:30 – 2:30 p.m.

Join us for a discussion of **The Whisper on the Night Wind** by
Adam Shoalts. Limited spaces. Pre-register. Free.

Mon. Apr. 8, 1:30 – 2:30 p.m.

Join us for a discussion of **Our Voice of Fire** by Brandi Morin.
Limited spaces. Pre-register. Free.

ADULT CHESS CLUB

Mondays, Mar. 4, 11, 18 & 25, 6 – 7:30 p.m.

Do you play chess? Would you like to learn how to play chess?
Adults are invited to join us for a series of chess workshops for
both beginner and experienced players. Pre-register. Free.

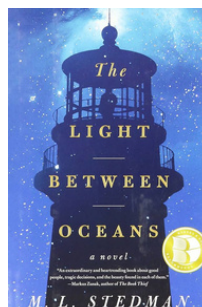
BILL'S BEST READS WITH WILLIAM THOMAS

Every month, we feature a different
title hand-selected by bestselling
author, scriptwriter, and nationally
syndicated humour columnist,
William Thomas. Place a hold on
Bill's Best Read selections through library's
website or by calling: 905-834-6512.



March: **A Thousand Splendid Suns**
by Khaled Hosseini

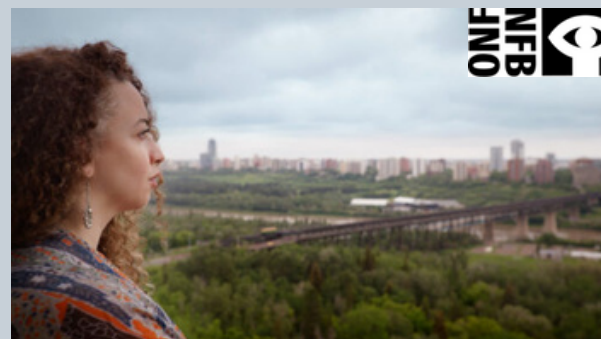
April: **The Light Between Oceans**
by M.L. Stedman



ARAB WOMEN SAY WHAT?!

Mon. Mar. 25, 1:30 – 3 p.m.

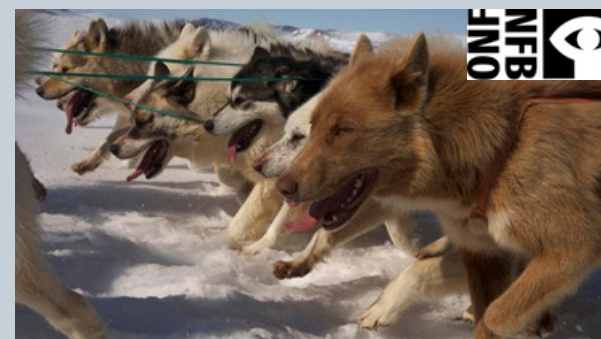
Join us for a screening and discussion of
the documentary film **Arab Women Say
What?!** (2023, 82 min). The film
contemplates politics, identity, and
home through the conversations,
hospitality, and openness of a group of
Arab women. Pre-register. Free.



KATINNIQ / VANISHING POINT

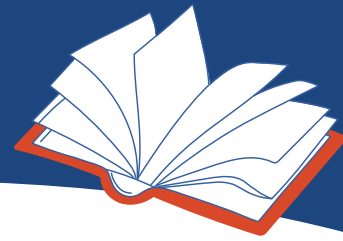
Mon. Apr. 29, 1:30 – 3 p.m.

Join us for a screening and discussion of
the documentary film **Katinniq /
Vanishing Point** (2012, 82 min). The film
tells the story of two circumpolar Inuit
communities that are linked by a
migration led by an intrepid shaman.
Pre-register. Free.



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COMMUNITY CONNECT

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Tuesdays, Mar. 5, 12, 19 & 26,
Apr. 2, 9, 16 & 23, 10 a.m. – 12 p.m.



Bring in a paper or digital copy of your resume and get tips on how to improve it. Don't have a resume yet? PC Works can help get you started.

Ontario Seniors Dental Care Program

Wednesdays, Mar. 20 & Apr. 17, 10 – 11:30 a.m.

The ODSCP is a free dental care program for low-income seniors (65 and older). Stop by to learn how to enroll. For other dental assistance questions, call Valerie Wehlann from Bridges at 905-871-7621 ext. 2245

Speak with a Registered Dietician

Thurs. Apr. 11, 10 – 11:30 a.m.

Have questions about nutrition and diet? Speak with Christina, a Registered Dietician and Diabetes Educator from Bridges Community Health Centre.



Bridges Community Health Centre Programs & Services

Thurs. Mar. 28 & Fri. Apr. 26, 1 – 3 p.m.

Learn about free programs and services offered by Bridges CHC with Health Promoter Lori.

PFLAG Niagara

Sat. Apr. 6, 11:30 a.m. – 1:30 p.m.



Wondering about pronouns? Struggling to keep track of the letters in 2S&LGBTQQIA+? Maybe you have questions but aren't sure if you'll say the right thing or use the correct terms. Pflag Niagara is here for you!

April 6th is International Asexuality Day! All are welcome to stop by, ask questions, and chat with us.

Service Canada
Wednesdays, Mar. 20
& Apr. 17,
10 a.m. – 1 p.m.



Service Canada will be at your library to help you apply for programs and services including: Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance (EI), Social Insurance Number (SIN), and My Service Canada Account (MSCA).

Canada Revenue Agency



Wed. Mar. 20, 10 a.m. – 1 p.m.

CRA's outreach department provides information on their free income tax clinics for those who need assistance filing their taxes to get their benefits and credits.

Their Outreach Officer can also provide information on scams awareness, the disability tax credit certificate, and the benefits, credits, and tax deductions available for individuals.

Birchway Niagara (Formerly Women's Place)



Mondays, Mar. 11 & Apr. 15,
10 a.m. – 12 p.m.

Learn about communication, boundaries, safety planning, and healthy relationships. Learn how to help someone who may be experiencing abuse.



Need one-on-one tech help?

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THE CANADIAN ENCYCLOPEDIA

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TUMBLEBOOKS

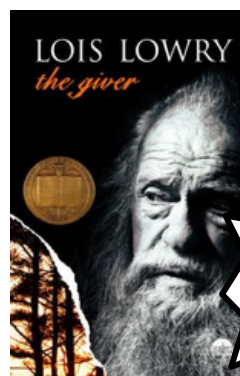
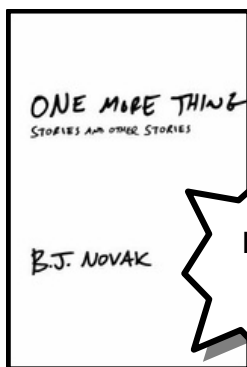
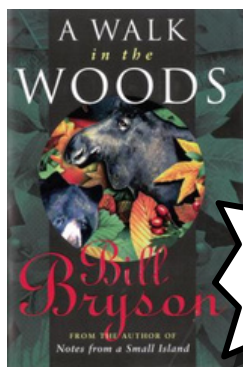
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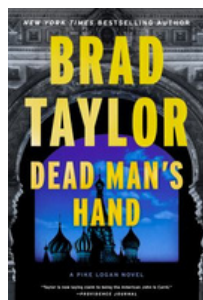
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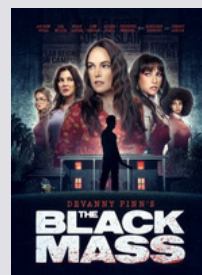


NEW LIBRARY MATERIALS

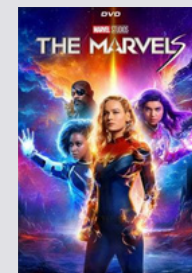
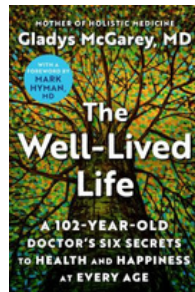
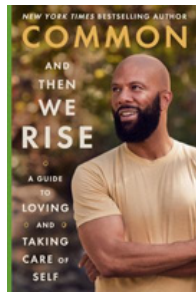
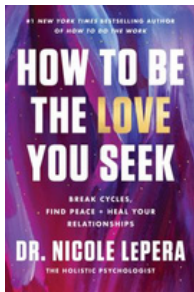
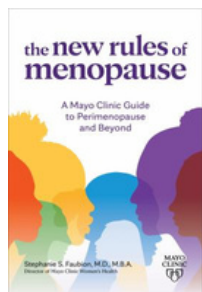
ADULT FICTION BOOKS



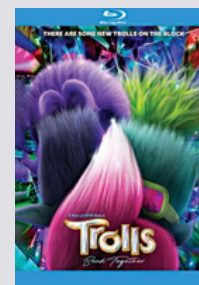
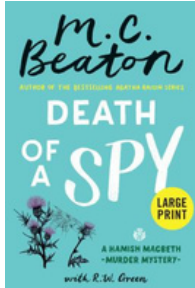
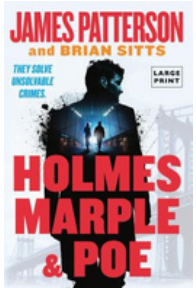
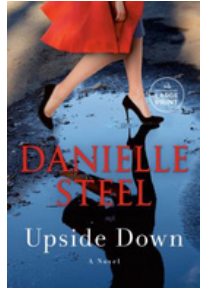
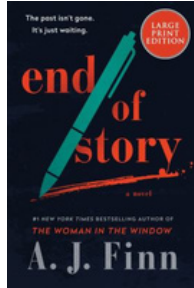
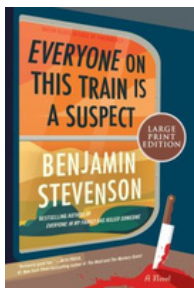
DVDS



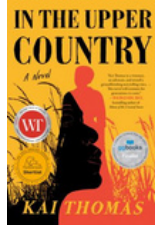
ADULT NON-FICTION BOOKS



LARGE PRINT BOOKS

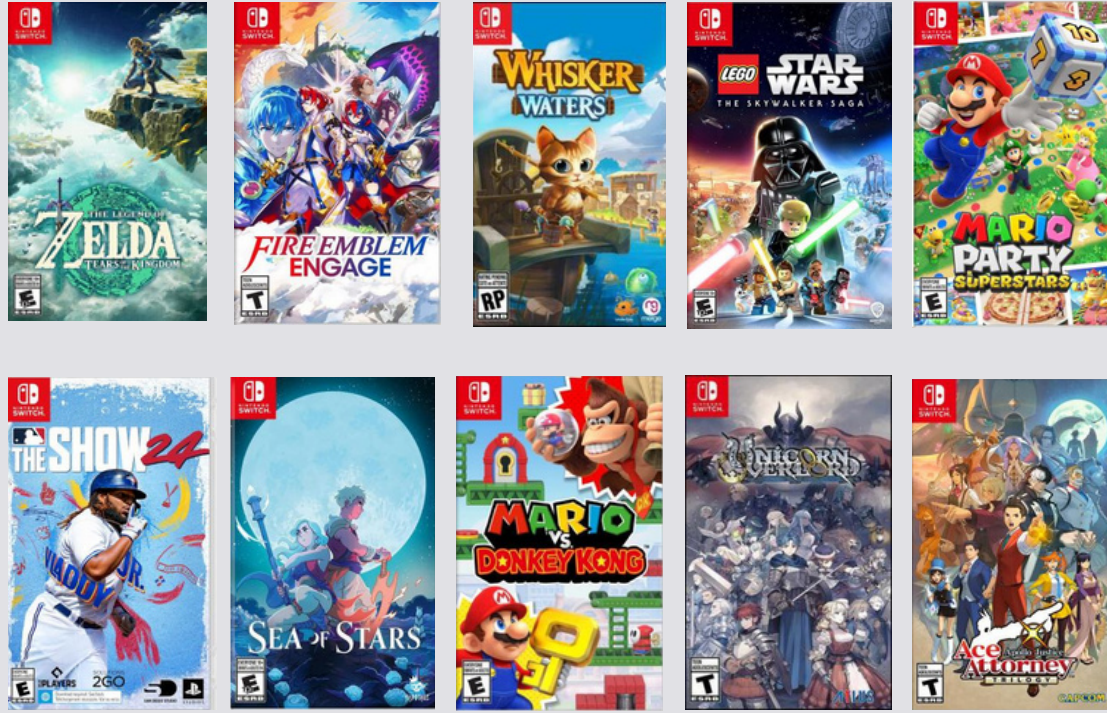


BOOK CLUB SETS — AVAILABLE THROUGH LINC

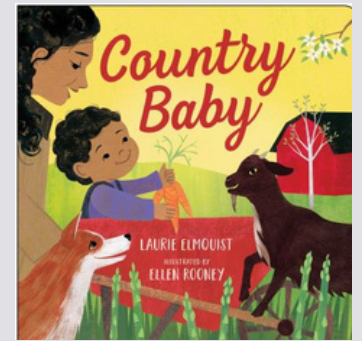


COLLECTION SPOTLIGHT

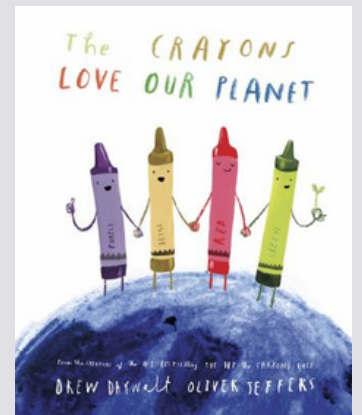
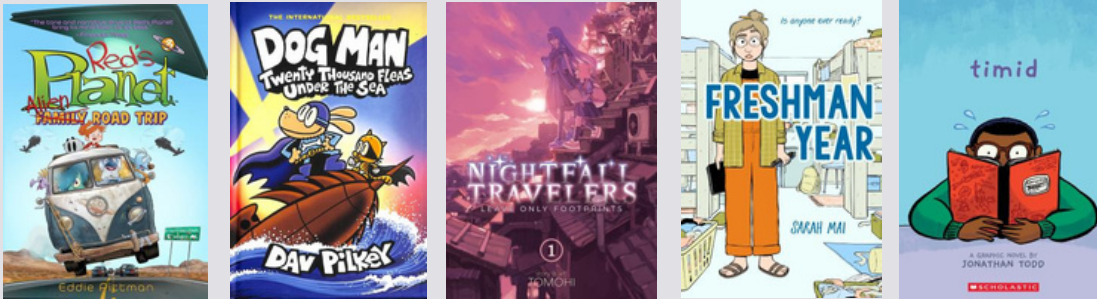
NINTENDO SWITCH GAMES



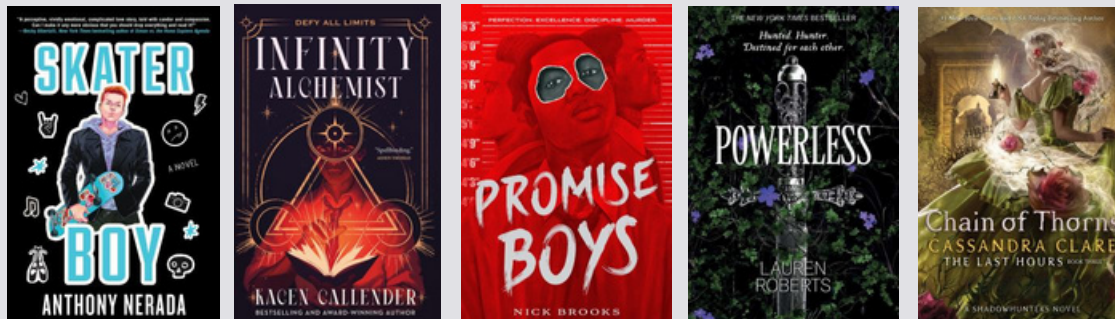
IN THE CHILDREN'S ROOM

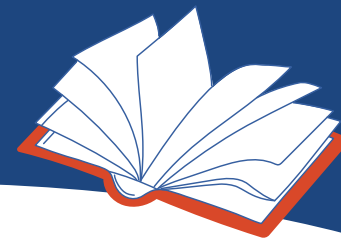


GRAPHIC NOVELS



YOUNG ADULT FICTION





Celebrate Earth Day with us by visiting our Seed Library.

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Donor Recognition Program: To show our appreciation and to recognize your support, the names of contributors of \$50.00 or more will be listed on our Donor Recognition Wall.

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Did you check out seeds from the Seed Library this spring? Now that the cool weather is coming - it is time to start collecting seeds from your plants to return to the library. We have lots of great books about seed saving. Please let us know if you have any questions!



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LIBRARY MANAGEMENT

Rachel Tkachuk, Library Services Manager / Acting Chief Executive Officer

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	1 Closed for Easter Monday	2 10 - 12 Resume Refresh 10:15 - 10:45 Baby Time	3	4 10:15 - 11 Tot Time	5	6 10:30 - 11:30 Story Time 11:30 - 1:30 PFLAG Niagara
7	8 10 - 4 Pop-Up Library @ Vale 1:30 - 2:30 Book Club	9 10 - 12 Resume Refresh 10:15 - 10:45 Baby Time	10	11 10:15 - 11 Tot Time 10:30 - 12 Registered Dietician	12	13 10:30 - 11:30 Story Time
14	15 10 - 12 Birchway Niagara	16 10 - 12 Resume Refresh	17 10 - 11:30 OSDCP 10 - 1 Service Canada	18	19	20 10:30 - 11:30 Story Time
21	22	23 10 - 12 Resume Refresh One Book, One Niagara	24 10 - 11:30 OSDCP 10 - 1 Service Canada & CRA	25	26 1 - 3 Bridges Programs & Services	27 10:30 - 11:30 Story Time
28	29 1:30 - 3 Doc Films	30 10 - 12 Resume Refresh				

Human Resources Policies and Management

Policy Number: **HR-01**

Initial Policy Approval Date: **Feb. 2020**

Review/Revision Dates: **Feb. 2021, Mar. 2022, Mar. 2023, Mar. 2024**

Year of Next Review: **2025**

The library board, as the employer of all library staff, seeks to create and maintain a work environment that is conducive to attaining its vision and mission.

Section 1: Legislation

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.”

In all employment practices, the board subscribes to the provisions of the current Employment Standards Act of Ontario and the current Ontario Human Rights Code. Under the Municipal Act, Section 270(2), the Library Board, as a local board, is required to adopt and maintain policies on the hiring of employees.

Section 2: Policy Objectives

1. Appropriate staffing is in place to provide services to the community.

This means that there is a sufficient number of employees 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 Chief Executive Officer (CEO).

2. Employees are treated fairly and professionally.

This means that there exist 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 will be applied consistently to all employees. Employees will be made aware of all policies and procedures and must have a vehicle for expressing an ethical dissent, or for reporting that Human Resources policies have not been followed.

3. Employees receive fair compensation.

This means that rates of pay and benefits do not deviate materially from the geographic and professional market for the skills employed, and that compensation adheres to the principles of pay and internal equity.

4. The personal information of all employees is kept confidential.

Personnel records may be accessed only by the CEO or the City of Port Colborne's Human Resources professionals, all of whom must protect the privacy of employees.

Section 3: Responsibility

Part 1: The 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, appoints and manages the Library CEO.
3. Where the board adopts the policies of the municipality, the board shall confirm such acceptance in writing through a motion and copy the motion into the policy documents. (See Section 4: Adoption of Municipal Policies).
4. The municipality may assist with payroll processing and provide support and guidance in a number of human resources areas, such as recruitment.
5. The board may establish a committee to undertake specific HR work on behalf of the board, in which case terms of reference for the committee will be established.

Part 2: The CEO is responsible for overall Human Resources management within the Library.

1. The CEO develops human resources policies that support the board's vision, for library board approval.

2. The CEO keeps abreast of legislative and social changes that have an impact on the Board's human resources policies and procedures.
3. The CEO hires and manages all library employees and oversees the day-to-day work of Library employees.

Section 4: Employee Records

The library maintains current, confidential information for each employee to meet statutory requirements such as income tax, pension, and employment insurance benefits. Information is kept so that it provides documentation to substantiate decisions on hiring, promotion, compensation, benefits, disciplinary action, and termination.

1. Employee records are kept in a locked filing cabinet in a secure location. All electronic records are password-protected.
2. An employee may request, and will be granted, access to his or her records.
3. An employee is not permitted to remove or add anything to the content of the employee files.
4. Where a board member seeks access to an employee's personal information the board member may only obtain the personal information:
 - a) in compelling circumstances affecting the health or safety of an employee
 - b) in compassionate circumstances, to facilitate contact with the next of kin or a friend of an employee who is injured, ill, or deceased
5. Each record contains basic administrative information including emergency contact numbers; benefits; salary and tax-related information; letter of employment; performance appraisals; and professional development information.
6. A record of emergency contact information for each employee is also maintained and employees should advise the employer promptly of any change to their personal information held at the library.
7. Records that are no longer required are destroyed in a secure manner.
8. Any breach of privacy must be reported to the CEO.

Section 5: Adoption of Municipal Policies

1. The Port Colborne Public Library Board adopts the current Human Resources policies of the Corporation of the City of Port Colborne.
2. Human Resources policies include, but are not limited to:
 - a) administration
 - b) staff selection and employment
 - c) hours of work
 - d) vacation, public holidays, and leave
 - e) inclement weather and unscheduled closings due to emergencies
 - f) pay and performance
 - g) pay equity
 - h) benefits
 - i) payment of job-related expenses
 - j) time away from work
 - k) employee relations
 - l) professional development
 - m) performance and discipline
 - n) payroll, attendance, and seniority
 - o) fitness for duty
 - p) disconnecting from work
 - q) electronic monitoring
3. The Board adopts the policies of the municipality with the understanding that these policies must apply to and satisfy the specific legal obligations of the Board in terms of its governance structure, its duties and responsibilities to its employees, library operations, and the public library building.
4. The Board reserves the right to establish additional policies and to modify the City's Human Resources policies in order to satisfy the Board's specific legal duties and responsibilities.
5. Additions, modifications, or exclusions to any policy adopted from the municipality will be stated in the Board policy and communicated to the City's Human Resources department.
6. The Board shall be notified of any amendments to the City's Human Resources policies that may occur in the future.

7. The City shall ensure that policies are reviewed and amended according to legislative requirements.
8. This policy and Appendix A will be reviewed annually, or more frequently as deemed necessary by the Board, to ensure compliance with legislation and to accurately reflect current practice.

Related Documents:

- Public Libraries Act, R.S.O. 1990, c. P44, s. 15(1)
- Corporation of the City of Port Colborne. Human Resources Policies.
- Port Colborne Public Library. HR-04: Employee Conduct.
- Port Colborne Public Library. HR-10: Disconnecting from Work.
- Port Colborne Public Library. HR-11: Electronic Monitoring.
- Municipal Act, Section 270(2)
- Occupational Health and Safety Act, R.S.O. 1990, c 0.1 (OHSA) and its Regulations
- Human Rights Code, R.S.O. 1990, chapter H.19, section 5 (1)
- Employment Standards Act, S.O. 2000
- Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
- Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 and amending O Reg. 191/11 (Integrated Accessibility Standards)
- Collective Agreement between the Port Colborne Public Library Board and the Canadian Union of Public Employees and its Local 155, 2021-2025.

Appendix A: Additions, Modifications and Exclusions

1. Reporting Structure: Applies to all Human Resources Policies

1. All Library staff report to the Chief Executive Officer (CEO) **and to the Library Services Manager as designated by the CEO**
2. **The Library Services Manager reports to the CEO**
3. The CEO reports to the Port Colborne Public Library Board

2. Recruitment Process: Clarification to the City's Policy

To facilitate effective recruitment and selection, hiring may be coordinated through the Human Resources Department of the Corporation of the City of Port Colborne on behalf of the Board. The Human Resources Department, in coordination with the CEO **and the Library Services Manager**, will assemble the most qualified and experienced candidates available. The Human Resources Department will provide professional assistance and counsel to the CEO during the recruitment process. The CEO is responsible for final hiring decisions.

3. Salary and Benefits Processing: Clarification to the City's Policy

The City will assist with salary and benefits processing.

4. Staff Development and Training: Clarification to the City's Policy

In most respects, the Library adheres to the City's Human Resources Policy Manual and uses the training programs of the City, subject to any additional specialized procedures and training needs relating to library services. The Library will be responsible for budgeting and administering any costs associated to library services training, conferences, and memberships.

The Library may be included in all Corporate training opportunities typically offered at the City's expense. The Library will continue to obtain this service from the City for so long as the City is prepared to provide it.

5. Employee-Employer Communications: Clarification to the City's Policy

- a) The Board believes that well-informed employees contribute to stronger organizational decision-making and better represent the Library to the public,

and, as such, will circulate reports, long-term plans, and operational information will be circulated to Library employees.

- b) The CEO and Library Services Manager will meet regularly with employees to facilitate strong staff participation in the workplace.
- c) Within its communication framework, the CEO will adhere to the conditions and circumstances described in HR-10: Disconnecting from Work policy.

6. Employment Standards: Clarification to the City's Policy

- a) The Library shall follow the Ontario Employment Standards Act, S.O. 2000 (the ESA) and all subsequent versions of the ESA except in circumstances described in section C below.
- b) All new employees will be provided with a print copy of the Employee Standards poster within 30 days of the date that the person becomes an employee, as required under the ESA.
- c) The ESA does not apply to certain employees or volunteers including:
 - A secondary school student who performs work under a work experience program authorized by the school Board that operates the school in which the student is enrolled
 - An individual who performs work under a program approved by a college of applied arts and technology or a university
 - A participant in community participation under the Ontario Works Act, 1997
 - An individual who performs work under an order or sentence of a court or as part of an extrajudicial measure under the Youth Criminal Justice Act (Canada)
 - An individual who performs work in a simulated job or working environment if the primary purpose in placing the individual in the job or environment is his or her rehabilitation
 - Any prescribed individuals listed in 2000, c. 41, s. 3 (5); 2006, c. 19, Sched. D, s. 7; 2017, c. 22, Sched. 1, s. 2 (2); 2020, c. 3, s. 1.

For employees within those exempt categories, the Library shall follow the employment standards as prescribed by the appropriate governing bodies (e.g.,

secondary school, college, Ontario Works program, etc.) and not the ESA. However, these individuals will be bound by the policies of the Library including all Human Resources and Health & Safety policies and all employees, including this exempted class, are required to sign the Library's Policy Acknowledgement Statement and Confidentiality Statement. (See HR-04: Employee Conduct.)

7. Employee Conduct: The Board adopts its own policy

See: Policy HR-04: Employee Conduct

8. Accessibility and Staff: The Board adopts its own policy

See: Policy HR-05: Accessibility and Staff

9. Employee Recognition of Service: The Board adopts its own policy

See: Policy HR-06: Employee Recognition of Service

10. Electronic Monitoring

See: Policy HR-11: Electronic Monitoring

The Library has the capability to monitor library staff but will only access such data under specific circumstances as outlined in HR-11: Electronic Monitoring.

The Board acknowledges that the City of Port Colborne assists the Library with information technology support including staff emails, website, networking, video cameras, and other electronic software and hardware. The Board has used the City's AP-73 Electronic Monitoring policy as the basis for its policy HR-11: Electronic Monitoring.

Health and Safety of Staff Policy

Policy Number: **HR-02**

(Includes Safety, Security and Emergencies; Working Alone)

Initial Policy Approval Date: **Mar. 2020**

Review/Revision Dates: **Feb. 2021, Mar. 2022, Mar. 2023, Mar. 2024**

Year of Next Review: **2025**

The 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 principle of this policy is the responsibility of all employees in maintaining a safe workplace which is best achieved through consultation and co-operation between management and employees.

The board also acts to protect and secure library property.

This policy applies to all Port Colborne Public Library Board members, all library staff, and all library volunteers who participate in various work-related activities at the library or off-site.

Section 1: Legislative Requirements

1. The Occupational Health and Safety Act (OHSA) requires those who have any degree of control over the workplace to ensure a safe and healthy work environment.
2. The requirements of the OHSA 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 OHSA requires that the employer 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 must prepare a written report (see Section 4), and forward to a director of the Ministry of Labour within 48 hours. (See Appendix B).
4. The OHSA sets out duties with respect to workplace safety and materials and equipment in the workplace. Section 25(2) of the 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.

5. Ontario Regulation 297/13 Occupational Health and Safety Awareness and Training requires a worker to complete a basic occupational health and safety awareness training program.

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
 - d) all other rights indicated in the Occupational Health and Safety Act

Section 3: Responsibilities

1. The Ontario Occupational Health and Safety Act and its regulations impose a legal duty on employers and on supervisors for ensuring the well-being of workers under their supervision, and to take reasonable measures to protect their safety.
2. The Board delegates authority to administer and direct health and safety to the Library CEO.
3. The Board, CEO, and library staff share the responsibility to ensure a safe and secure space for all.
4. The Library 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

5. The **Library Services Manager** is 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 in the presence of the employee health and safety representative, refusals to work or, in the event that he or she is not available, a fellow employee

6. Employees are responsible for:
 - a) knowing procedures to follow in the case of accidents or sudden illnesses
 - b) reporting any known hazards to their supervisors
 - c) reporting any accidents or injuries to their supervisors
 - d) understanding the hazards associated with any materials they used 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 employee
 - h) knowing the location of the first aid kit(s)
 - i) knowing the locations and use of the fire extinguishers as well as the location of emergency exits
 - j) participating in fire drills and other emergency evacuation procedures

Section 4: Emergency Response Information for Employees with Disabilities

1. In accordance with Ontario Regulation 165/16 Integrated Accessibility Standards, the library will provide individualized workplace emergency response information for an employee who has a disability, if the disability is such that the information is necessary and the library is aware of the need for accommodation due to the employee's disability.

2. With the employee's consent the workplace emergency response information shall be provided to the person designated to provide assistance.

3. The individualized workplace emergency response information shall be reviewed when:
 - a) the employee moves to a different work location,

- b) the employee's overall accommodation needs are reviewed, and
- c) the overall emergency response procedures are reviewed

Section 5: Health and Safety Representative

The library is identified as a work site in the City of Port Colborne's Multi-Workplace Joint Health and Safety Committee and shall participate and be represented on the Committee.

1. The OHSA requires that a workplace with fewer than 20, but more than five employees, have a workplace Health and Safety Representative. In accordance with **Section 8** of the Occupational Health and Safety Act:
 - a) Employees will appoint one 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.
 - b) The library board will pay the representative while carrying out his or her duties.
2. The Health and Safety Representative will, in accordance with **Section 8** of the OHSA:
 - a) identify workplace hazards
 - b) inspect the workplace at least once a month
 - c) be consulted about workplace testing
 - d) make recommendations to the CEO and **Library Services Manager**
 - e) investigate work refusals and serious accidents
 - f) maintain a health and safety bulletin board which will include but not be limited to:
 - a copy of the Occupational Health and Safety Act
 - copies of the following Port Colborne Public Library policies: HR-09 Health and Safety, HR-08 Prevention of Workplace Violence, and HR-07 Human Rights – Discrimination and Workplace Harassment
 - the most recent version of the poster from the Ministry of Labour entitled What You Should Know About the Ontario Employment Standards Act
 - the most recent version of the poster from the Workplace Safety and Insurance Board 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 (For contents, see Appendix C of this policy)

Section 6: Working Alone

1. Working alone describes a situation where a person is the only employee in the library, or where the employee does not have direct contact with a co-worker.
2. Library staff are not typically assigned to work alone however, from time to time, staff may work alone in the following situations:
 - outreach (programming off-site such as schools, retirement homes, market, and other similar venues)
 - conferences, meeting, and training
 - opening or closing the library alone for a special event
 - call-in for an emergency situation

In these and similar circumstances, prior consent to work alone must be obtained from the CEO, or **Library Services Manager as designated**.

3. The library board directs the CEO to develop a plan for working alone. The plan identifies the occupational hazards, risks, procedures for personal safety, special training, and emergency assistance in the event of an incident when working alone. In addition:
 - a) all employees will be made aware of potential risks and will be trained on procedures when working alone
 - b) volunteers and students will not work alone

Section 7: Adoption of Municipal Policies

1. The Port Colborne Public Library adopts the current Health and Safety Policies of the City of Port Colborne and the City of Port Colborne's current Health and Safety Policy Statement.
2. Health and Safety policies include but are not limited to:
 - working alone
 - workplace harassment and discrimination
 - prevention of workplace violence

- safety, security and emergencies
3. The Board may adopt policies of the municipality with the understanding that those policies must also apply to and satisfy the specific legal obligations of the Board in terms of its governance structure, its duties and responsibilities to its employees, library operations, and the public library building.
 4. The Board reserves the right to establish additional Health and Safety policies and to modify the City's policies in order to satisfy the Board's specific legal duties and responsibilities.
 5. Additions, modifications, or exclusions to any policy adopted from the municipality will be stated in the Board policy and communicated to the City's Human Resources Department.
 6. The Board shall be notified of any amendments to the City's Health and Safety policies and the Health and Safety statement that may occur in the future.
 7. The City will ensure that policies are reviewed and amended according to legislative requirements.
 8. The Library will be identified as a work site in the City of Port Colborne's Multi-Workplace Joint Health and Safety Committee and will be represented on the Committee.
 9. This policy and appendices will be reviewed annually or more frequently as deemed necessary by the Board to ensure compliance with legislation and to accurately reflect current practices.
 10. All programs, including the City's Workplace Violence Program, the Workplace Discrimination Program, and Harassment Program will be reviewed annually or more frequently as deemed necessary by the Board. All programs will be posted on the library's Health and Safety Bulletin Board.
 11. An audit of the workplace environment (using, in part, the Risk Assessment Recommendations, 2017) will be conducted annually.

Related Documents:

- Port Colborne Public Library. HR-12: Discrimination and Workplace Harassment



Port Colborne Public Library

- City of Port Colborne. Health and Safety Policies
- City of Port Colborne. Health and Safety Policy Statement
- Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
- Ontario Regulation 191/11 Integrated Accessibilities Standards s. 27
- Ontario Regulation 297/13 Occupational Health and Safety Awareness and Training

Appendix A: Additions, Modifications and Exclusions

1. Reporting Structure: Applies to all Human Resources Polices

- a) Library staff report to the CEO, **or Library Services Manager as designated**
- b) The **Library Services Manager** reports to the CEO
- c) The CEO reports to the Port Colborne Public Library Board

2. Safety, Security and Emergencies: Clarification to the City's Policy

- a) The Board requires individual staff members to take responsibility for their own health and safety, as well as that of library users. Each person will take initiative on health and safety issues and will work to solve problems and make improvements on an ongoing basis.
- b) All Board members, library staff, and volunteers will take initiative on public safety issues and will work to solve problems and make improvements on an ongoing basis.
- c) The City of Port Colborne, on behalf of the Board, will ensure that funding, time, and resources are dedicated to training library staff, Board members, and volunteers in safety, security, and emergency procedures. The Board will provide the cost of any training not covered by the City.
- d) The CEO will work in coordination with the City to develop safety and security programs that include procedures, implementation plans, enforcement, and reporting for:
 - safe work practices, including WHMIS, ergonomics, working alone, harassment, and indoor air quality
 - events that compromise the safety and health of library staff and the public, including bomb threats, harmful, abusive and dangerous behaviour by individuals, and medical emergencies
 - crime prevention including theft, vandalism, and drug-dealing and/or use in the library
 - disasters that threaten library collections, furniture and equipment, including fire and flood

- e) All library staff will enforce policy OP-03: Code of Conduct (Public) to ensure safety and security in the library.
- f) Closing the library may be necessary in emergencies or catastrophes including, but not limited to, extreme weather and power failure. The primary consideration is the safety of all persons in the building and on the property. The CEO, or the **Manager of Library Services** in consultation with the CEO, will determine when to close the library during an emergency or catastrophe.
- g) The Library cooperates with other agencies responsible for health and safety and local emergency preparedness.

3. Violence in the Workplace: The Board has adopted its own policy

See: Policy HR-03: Prevention of Workplace Violence

See: Port Colborne Public Library. Risk Assessment Report and Recommendations (2017)

5. Workplace Harassment and Discrimination: The Board has adopted its own policy

See: Policy HR-12: Workplace Harassment and Discrimination

Appendix B: Ministry of Labour Health and Safety Contact Centre

Toll-free: 1-877-202-0008

TTY: 1-855-653-9260

- Call any time to report critical injuries (see note below), fatalities or work refusals.
- Call 8:30 a.m. – 5:00 p.m., Monday – Friday, for general inquiries about workplace health and safety.
- In an emergency, always call 911 immediately.

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
-

Appendix C: First Aid Station Requirements

1. As outlined in Workplace Safety and Insurance Act 1997, Regulation 1101, Section 8, the Library will have a first aid station with a first aid box which is furnished and provided by the Library itself. It will contain as a minimum:

- a current edition of a standard St. John Ambulance First Aid Manual, or other City of Port Colborne approved manual
- 1 card of safety pins
- dressings consisting of:
 - 12 adhesive dressings individually wrapped
 - 4 sterile gauze pads, 3 inches square
 - 2 rolls of gauze bandage, 2 inches wide
 - 2 field dressings, 4 inches square or 2 four-inch sterile bandage compresses, and
 - 1 triangular bandage

The first aid station and a first aid box is located in the staff kitchen on the administrative level of the Library. Two more first aid boxes are located in the library:

one at the Circulation Desk on the main floor and in the staff closet on the administrative level.

2. The employer will ensure that the first aid station is at all times in the charge of a worker who:
 - is the holder of a valid St. John Ambulance Emergency First Aid Certificate or its equivalent
 - works in the immediate vicinity of the station

Prevention of Workplace Violence

Policy Number: **HR-03**

Initial Policy Approval Date: **Mar. 2020**

Last Review/Revision Date: **Feb. 2021, Mar. 2022, Mar. 2023, Mar. 2024**

Year of Next Review: **2025**

This policy addresses the prevention of workplace violence as part of the Port Colborne Public Library Board's responsibility for worker health and safety under the Ontario Occupational Health and Safety Act.

The Port Colborne Public Library Board is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, the Board does not condone and will not tolerate acts of violence or harassment/bullying against or by any employee.

In accordance with the Ontario Human Rights Code, all persons employed at the Port Colborne Public Library have a right to a workplace that is free from harassment of any kind by the employer, or agent of the employer, or by another employee because of their membership within a protected class as outlined in the Code.

Violent behaviour in the workplace is unacceptable from anyone including staff, members of the Board, volunteers, clients, 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: Definitions

Complainant: A person who has made a complaint about another individual who they believe committed an act of violence or harassment against them.

Respondent: A person whom another individual has accused of committing an act of violence or harassment.

Workplace Violence or Bullying: Workplace violence or bullying is the exercise, statement or behaviour of physical force by a person against a worker, in a workplace, that causes or could cause physical or psychological injury to the worker.

1. The Port Colborne Public Library Board recognizes the definition of **workplace violence** as set out in the Occupational Health and Safety Act 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. Occupational Health and Safety Act, R.S.O. 1990, chapter O.1, s.1 (1)

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

Section 2: Responsibility and Response

1. The CEO or designate must develop and maintain a workplace violence program which will set out:
 - 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 (See Appendix A)
2. Employees are encouraged to report behaviour that they reasonably believe poses a potential for violence as described above.
3. Anyone experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call the police.
4. Workplace violence should be reported immediately to the CEO or **most senior staff available**.
5. Physical or sexual assault or threat of physical violence will be reported to the police.
6. All reports will be thoroughly investigated by the CEO or designate.
7. 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.”
8. The 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 (HR-03) and the Workplace Violence Program (Appendix A) will be:
 - a) reviewed annually by the Library Board
 - b) posted on the Health and Safety bulletin board
 - c) made available in a binder at the Reference Desk
 - d) reviewed by staff on an annual basis

Section 3: Confidentiality and False Reports

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

Related Documents:

- Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
- Bill 168: An Act to amend the Occupational Health and Safety Act with Respect to Violence and Harassment in the Workplace and Other Matters. (Statutes of Ontario, 2009, Chapter 23)
- Port Colborne Public Library. HR-01: Human Resources Policy and Management,
- Port Colborne Public Library. HR-09: Health and Safety Policy.
- Port Colborne Public Library. HR-12: Workplace Harassment and Discrimination.
- Port Colborne Public Library. Risk Assessment Report and Recommendations, 2017
- City of Port Colborne. CAP-55: Workplace Violence and Harassment

Appendix A: Workplace Violence Program

Section 1: Plan for Maintaining Security in the Library

1. In collaboration with the City of Port Colborne, 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 or designate will annually review the history of past incidents to identify patterns or trends.
3. The CEO or designate will review annually the previously recognized areas of higher risk in the library including:
 - a) ongoing contact with the public
 - b) working alone or in small numbers
 - c) the circulation desk where money is kept
 - d) closing the library building at night or opening in the morning
 - e) monitoring the main entrance and the staff entrance to the library
 - f) monitoring the auditorium, basement levels, and stairwells
 - g) quiet areas in the library including the adult fiction and non-fiction rooms

Section 2: Measures for Reducing the Risk of Workplace Violence

1. Learn to recognize the signs of violence

- a) Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence that should be reported 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 abuse

2. Institute general measures to reduce risk including:

- a) designate the locked-down areas of the Computer Room on the main floor and the Repair Room on the administrative floor (both locked and with available telephones) for staff to use as emergency safe rooms
- b) keep all secondary entrance doors locked
- c) keep the exterior lights around the building in good working order
- d) ensure staff do not work alone in the library without prior consent of the CEO or designate

3. Staff procedures to increase personal safety

- a) Notice your surroundings and report any unsafe or dangerous situation to the CEO or designate. If the CEO is not on-site, inform the most senior staff member on duty, or co-worker who will immediately inform the CEO.
- b) If you feel uncomfortable about a person who has entered the library, trust your instincts. If you feel threatened, make a scene - YELL!
- c) Use a buddy system when leaving work.
- d) If you ever find you are working alone in the library or off-site doing program outreach or other library work, you must let the CEO know the situation and when you expect to leave.
- e) If you enter a bathroom and suspect it is unsafe, do not call out. Back out, go to a safe room with a lockable door and telephone (such as the Computer Room or Repair Room) and call for help.
- f) Know the nearest exit or room with a lock.
- g) Review the recommendations for library staff safety in the Risk Assessment Report and Recommendations (2017) periodically. The CEO will include regular review of the Risk Assessment at staff meetings.

4. Staff procedures for threatening behaviour

- a) Do not argue with a threatening person.
- b) Identify yourself as a library staff member. Remain calm and keep your voice low and firm.
- c) Do not put yourself or others in danger. Keep a distance of at least four feet.
- d) Be friendly but firm, introduce yourself, look at the individual(s) while you talk to them. Let the individual talk, clarify the problem, and offer solutions.
- e) Get assistance from another staff person.
- f) Advise the person that the police will be called if the abuse does not stop.
- g) If the behaviour does not change, call the police.**
- h) Notify the CEO or designate.

5. Staff procedures for dealing with violence/assault

- a) If you hear raised voices, or sounds of a scuffle, investigate.
- b) **If you witness violence or an assault, call the police and describe the situation.**
- c) Recruit other staff to move others out of the way to a safer location.
- d) Do not block exits to prevent a threatening/violent person from leaving the building.
- e) Do not invade the personal space of the threatening person.
- f) Do not get between two people fighting.
- g) Notice details so you can describe the situation to the police.
- h) Notify the CEO.

6. Domestic violence: steps to increase your personal safety

- a) Tell someone at work about your situation.
- b) Make up a “code word” for co-workers so they know when to call for help.
- c) Ask your co-workers to screen your calls and visitors.
- d) Ask a co-worker to call the police if the abuser is bothering you.

Section 3: How to Report a Situation

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 using the form Workplace Violence form.
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.

Section 4: Investigation and Dealing with Incidents or Complaints

1. After receiving a report, the CEO or 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 the perpetrator is 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.

Employee Conduct

Policy Number: **HR-04**

Initial Policy Approval Date: **Mar. 2020**

Last Review/Revision Date: **Mar. 2022, Mar. 2023, Mar. 2024**

Year of Next Review: **2026**

This policy provides a standard to guide conduct of employees in all matters related to the library. It covers eight aspects of employee conduct, the purpose of which are to provide a positive work environment:

1. Code of conduct
2. Alcohol and drug policy
3. Smoking at the workplace
4. Gifts and benefits
5. Cell phone and handheld devices
6. Computer, internet, email and social media usage
7. Conflict of interest
8. Dress code

Section 1: Adoption of the Municipality's Human Resources Policies

1. The Port Colborne Public Library Board has adopted the current Human Resources policies of the Corporation of the City of Port Colborne. (See HR-01: Human Resources Policies and Management).
2. Areas covered in the City's Human Resources policies regarding employee conduct include but are not limited to:
 - alcohol and drugs
 - fit for duty
 - smoking at the workplace
 - gifts and benefits
 - customer service
 - off-duty conduct
 - personal cell phones
 - computer, internet, email and social media messages
 - conflict of interest

3. The board reserves the right to establish additional Human Resources policies and to modify the City's policies in order to satisfy the Board's specific legal duties and responsibilities.
4. The board may adopt policies of the municipality with the understanding that those policies must also apply to and satisfy the specific legal obligations of the Board in terms of its governance structure, its duties and responsibilities to its employees, library operations, and the public library building.
5. Additions, modifications, or exclusions to any policy adopted from the City will be stated in the board policy (See Appendix B).
6. The board shall be notified of any amendments to the City's Human Resources policies that may occur in the future.
7. The City shall ensure that policies are reviewed and amended according to legislative requirements.
8. This policy and appendices will be reviewed at least annually by the board to ensure compliance with legislation and to accurately reflect current practices.

Section 2: Code of Conduct

1. All employees of the library are expected to:
 - a) behave in a manner which is professional, and which upholds the standards of safety and respect for users
 - b) work together to ensure that the work of the library, as communicated by the Library CEO, are implemented. In the spirit of teamwork, employees share goals with each other, make action plans and complete them together
 - c) conduct the business affairs of the library in good faith, and with honesty, integrity, due diligence, and competence
 - d) serve the public with respect and dignity
 - e) protect privacy and confidentiality except as otherwise required by law or as authorized by the CEO. No employee will share, copy, reproduce, transmit, divulge, or otherwise disclose any confidential information related to the library including, but not limited to, user information

- f) refrain from making negative comments, oral or written, that reflect poorly on the library, the board, CEO, other employees, or services. Negative promotion includes, but is not limited to, verbal interactions, personal social/electronic media posts, written formats, and publications. Negative communications to any member of the public through any medium shall not be tolerated and may be grounds for dismissal
 - g) refrain from inappropriate language, oral or written, that interferes with a respectful and harmonious working environment. This includes, but is not limited to swearing, excessive sarcasm, name calling, mocking or vulgar, obscene, insulting, or abusive language
2. All employees must sign and abide by the **Policy Acknowledgement Statement** and **Confidentiality Statement**. See Appendices A and B. These agreements endure in the event of termination of employment from the Port Colborne Public Library.

Appendix B: Additions, Modifications and Exclusions

Section 1: Reporting Structure – Applies to all Human Resources Polices

- a) All library staff report to the CEO, or **Library Services Manager as designated**
- b) The Library Services Manager reports to the CEO
- c) The CEO reports to the Port Colborne Public Library Board

Section 2: Alcohol and Drug Policy

1. The board recognizes that impairment due to alcohol and drug use can adversely affect health, safety, performance, and conduct of employees on the job, and impose hardships on other employees, colleagues, or library patrons.
2. The Library's policy statement on alcohol and drugs is intended to:
 - a) foster a safe and healthy workplace, free from the negative effects of substance abuse;
 - b) protect employees and others from unnecessary risks of harm;
 - c) ensure employees have appropriate treatments when warranted.
3. **Impairment in the workplace is unacceptable. Employees are expected to report to work fit for duty.** (See: City of Port Colborne. AP-90 - Fitness for Duty Policy).
4. The use, distribution, storage, sale and/or possession of illicit drugs and/or alcohol by an employee on library property is strictly prohibited.
5. The prescriptive use of prescribed or over the counter drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner and does not endanger other individuals in the workplace.
6. An employee who reports for work and is found to be under the influence of drugs or alcohol will be directed to leave the premises and transportation will be provided. Employees will not be paid for time lost. An employee who fails to adhere to this policy may be subject to discipline up to and including termination.

Section 3: Smoking in the Workplace

1. Employees shall not smoke or carry lighted tobacco or other plant products including electronic cigarettes on the library property. (See: City of Port Colborne. AP-90 - Fitness for Duty Policy).

Section 4: Gifts and Benefits – Clarification to the City Policy

1. Employees must not place themselves in a position where they are under obligation to favour an individual, group, company, organization, firm, or any organized entity. Employees must refrain from accepting gifts and benefits from firms or individuals, taking into consideration there is a role for moderate hospitality.

Section 5: Cell Phone and Handheld Devices – Clarification to the City Policy

1. All library employees are expected to ensure the safe and appropriate use of cell phones and other hand-held wireless communication devices.
2. Cell phones can be a distraction in the workplace. Employees are expected to exercise discretion in using personal cell phones. Therefore:
 - a) making and receiving personal calls and/or texting during work time is to be avoided and completed during breaks and lunch periods;
 - b) personal cell phones should be out of sight and on silent or vibrate mode during working hours;
 - c) for privacy reasons, employees are prohibited from taking photographs within the library on their cell phone without first obtaining permission from other employees, the CEO, or designate.
3. It may be necessary, in certain circumstances, for library employees to carry a cell phone with them if they are working in isolated areas of the library building such as the basement, supply rooms, or in stairwells. The library has provided a shared cell phone to be used in this case. In the event that the shared phone is unavailable, an employee's personal cell phone may be regarded as a safety device to communicate with other staff or emergency services in the case of an emergency, or if staff feel threatened or are in any way in need of assistance.

Section 6: Computer, Internet, Email and Social Media Usage: Clarification to the City Policy

The library board recognizes the importance of computers, the internet and social media as work tools and sources of information. The library provides computers, devices and access to the internet needed by employees to work while recognizing the need to protect its network, systems, resources and the library's image.

This policy sets out requirements and provides guidelines for employees who use the library's computers for personal or business purposes, and who engage in the library's online and social media channel as part of their jobs. In this context, social media means any application, account, or site created or used for online publishing, discussions, file sharing, and social networking.

Part 1: Personal Use of Library Computer Equipment

1. While working in the library, employees may make reasonable personal use of the library's computer equipment, access to the internet and e-mail on their own time, provided it does not adversely affect their work or the work of others, and has minimal effect on the library's resources. (See AP-44: City-Issued Electronic Devices and AP-60: Code of Conduct).
2. Computer resources must not be used for private financial gain or commercial purposes.
3. Making copies of software is prohibited.
4. Downloading software or attachments onto a work computer increases the risk of a virus throughout the network. Employees should consult with the CEO before downloading files or software.

Part 2: General Use of Library Computer Equipment

1. Employees are encouraged to avail themselves of the internet including using social media for the benefit the library. This may include general research on work-related issues, following social media as part of ongoing professional development, employee or user training, and participating in online forums. However, the library's computers, network and access are not to be used to undertake deliberate activities that waste employee time or networked resources.
2. The library's computers, network and access to the internet are not to be used to:
 - a) introduce any form of malicious software into the network

- b) visit internet sites that contain obscene, hateful, pornographic or illegal material
 - c) perpetrate any form of fraud, including software, film or music piracy
 - d) hack into unauthorized areas
 - e) send offensive or harassing material
3. Any correspondence sent from a library's email address, or when an employee is identified as a member of the staff of the library, should be treated as a professional document.
4. Employees must observe the library's standard of **confidentiality**, including all privacy legislation, when communicating electronically.
5. Passwords and access codes must not be disclosed to unauthorized employees or the public.
6. The CEO will investigate any suspected misuse of resources. Any inappropriate, excessive, or abusive usage may result in an employee's access privileges being limited or revoked and the employee may be subject to disciplinary measures up to and including termination.

Part 3: Personal Use of Social Media

1. Personal use of social media should be respectful of the library, colleagues, library users and the community. While online activity can be a medium of self-expression, actions, writing and content may also reflect the library if one's name and/or areas of social media engagement are linked to the library.
2. When engaging in social media or online forums outside of work, staff should make it clear that the views they express about library and community-related issues are their own and do not necessarily reflect the position of library management or the library board. On personal accounts, social media users must state that their views are their own and not that of their employers. This is a good practice, but it will not negate an employee's responsibility or potential embarrassment.

Part 4: Business Use of Social Media

1. Staff are encouraged to use social media tools for the benefit of the library. This may include:

- a) general research on work-related issues
 - b) following social media as part of ongoing professional development
 - c) participating in social media networks created by organizations, and individuals
 - d) proposing the use of social media applications in library services to improve customer service
 - e) raising awareness within the community of a library service or program
 - f) promoting library services and resources
 - g) developing relationships with library users and community
2. While the Board supports the use of social media, the need to protect the organization's image means that:
- a) any proposal by staff to introduce social media applications to expand or promote library services requires the approval of the CEO.
 - b) staff must realize that the library's social media applications/profiles are the intellectual property of the library and not of the individual tasked with maintaining them.
 - c) when setting up a library account for a social media application, an e-mail address from the library's domain must be used for registration. A record of the logins/passwords is maintained centrally by the CEO and with staff responsible for maintaining password documentation. Staff may not use false screen names or pseudonyms.
 - d) all social media postings by library staff should reflect the mission and values of the library. Postings must exercise good judgment and common sense; provide worthwhile, accurate information and perspective; and maintain copyright permissions.
 - e) all opinions expressed should reflect the opinions of the library and be respectful of others and their opinions.

Part 5: Responsibility

1. Responsibility for monitoring social media communication falls to the CEO or **Library Services Manager**. In this context, the CEO or **Library Services Manager**, will:
 - a) receive reports from library staff on inappropriate behaviour, such as malicious posts on the library social media accounts
 - b) monitor the social media communication written by library staff as well as any mentions/discussions of the library in the larger social media environment for a high standard of quality and professionalism

- c) remove posts from external contributors to the library's social media channels when the content of the post is considered malicious or destructive rather than a constructive contribution to a conversation
- d) respond to any questions or queries from outside the library in an appropriate fashion

Section 7: Conflict of Interest

1. As a public sector employer, the Board must ensure that its activities are consistent with public interest. Conflict of interest is a matter of personal responsibility and integrity and should be guided by the principles of service to the public and common sense.
2. Conflict of interest is defined as a conflict between employees' personal interests and their roles with the library as publicly-funded employees. It can be noted that:
 - a) Conflict generally arises when an employee could possibly influence decisions in ways that might lead to personal benefit or advantage
 - b) Conflict of interest may exist when a monetary gain has been, or may be, conferred on an employee and includes both actual and perceived conflicts. Direct monetary interest is one in which employees or their families could benefit financially from a decision while a larger group of people could not.
 - c) Conflict includes any social, professional, personal or organizational affiliation that is so substantial as to interfere or appear to interfere with an employee's responsibility to the library.
3. As soon as it arises, an employee is required to disclose to the CEO as to the circumstances that may represent an actual, perceived or potential conflict of interest, including disclosure of financial interests in any entity known to have business, directly or indirectly, with the library.
4. Having identified an apparent conflict of interest at the library, the CEO will consult with the employee involved to resolve the apparent conflict in a manner consistent with the best interests of the library and the rights of the employee, while maintaining the highest ethical standards.

Section 8: Dress Code (Clarification to the City's Policy)

1. The library strives to present an approachable and professional image to users and visitors. Employees are requested to dress suitably for the workplace in business or business casual attire that is clean and in good condition. Good grooming, personal hygiene and appropriate attire work hand in hand to ensure a safe, healthy environment, and in establishing a successful public image.
2. Casual/Denim day is Friday only, and entails casual yet tasteful clothing as defined in CAP-57 Dress Code and Guidelines.
3. Library staff may also wear casual clothing for projects (e.g., shelving projects) that require them to work in dusty or dirty areas, handle dusty or dirty boxes, and requires them to do physical work such as shelving or moving. Staff can refer to the CEO for guidance in this matter.

Related Documents:

- Port Colborne Public Library. OP-03: Code of Conduct (Patron)
- Port Colborne Public Library. OP-16: The Library and Political Elections
- City of Port Colborne. CAP-44: City-Issued Electronic Devices
- City of Port Colborne. CAP-51: Whistleblower Policy
- City of Port Colborne. CAP-58: Personal Cell Phones
- City of Port Colborne. CAP-60: Code of Conduct
- City of Port Colborne. CAP-57: Dress Code and Guidelines
- City of Port Colborne. CAP-90 - Fitness for Duty Policy



Port Colborne Public Library

Appendix A: Policy Acknowledgement Statement and Confidentiality Statement Part 1: Policy Acknowledgement Statement

1. I have read and understand the **Foundation** documents of Port Colborne Public Library including:
 - FN-01: Mission Statement
 - FN-02: Vision Statement
 - FN-03: Statement of Values
 - FN-04: Statement of Intellectual Freedom
 - FN-05: Respect and Land Acknowledgement Declaration
 - FN-06: Diversity, Equity, and Inclusion

2. I have read and understand the **Human Resources** policies of the Port Colborne Public Library. These also include policies created by the City and adopted by the Board. (This list will be updated as policies are added.)
 - HR-01: Human Resources Policy and Management
 - HR-02: Health and Safety of Staff
 - HR-03: Prevention of Workplace Violence
 - HR-04: Employee Conduct
 - HR-05: Accessibility and Staff
 - HR-06: Employee Recognition of Service
 - HR-07: COVID-19
 - HR-08: Health and Safety Policy Statement
 - HR-09: Staff Vaccinations
 - HR-10: Disconnecting from Work
 - HR-11: Electronic Monitoring
 - HR-12: Workplace Harassment and Discrimination
 - HR-13: Safety, Security and Emergencies

3. I understand that it is my responsibility to work within the Library's policies and procedures and to ask questions of the CEO if I need clarification.

4. I understand that the CEO will provide electronic notice of any updated policies and/or procedures. I will review these accordingly.

Employee Name	Employee Signature	Date
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HR-04: Employee Conduct
Port Colborne Public Library



Port Colborne Public Library

Part 2: Confidentiality Statement

1. I will not disclose or make improper use of, directly or indirectly, any confidential information that comes to my attention through my position with the Port Colborne Public Library to any person, except in accordance with requirements of the law.

Confidential information is:

- a) personal information, as defined in subsection 2(1) of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA) about library users and/or members of the public;
- b) personal information, as defined in subsection 2(1) of MFIPPA about library employees;
- c) information received or discussed in the completion of my work as an employee, including any meeting of the library, unless specifically exempted by the CEO or the Board;
- d) other information that the library decides is confidential.

2. I agree that section 1 (above) applies while I am an employee of Port Colborne Public Library.

3. I agree that section 1 (above) applies when I am no longer an employee of Port Colborne Public Library.

4. I understand that I am protected by "Whistle-Blower" clauses in legislation and may only breach confidentiality in these cases, and to the appropriate authorities. These situations have been explained to me by the CEO.

5. I understand that a breach of confidentiality will result in disciplinary action up to and including termination, and that I may be personally named in any legal cases which follow.

Employee Name

Employee Signature

Date

Witness Name

Witness Signature

Date

Health & Safety Commitment

As employers, the Corporation of the City of Port Colborne and the Port Colborne Public Library Board are committed to the safety of their staff and will conduct all site operations with a primary goal to ensure a healthy and safe environment to prevent injury and to make the workplace a safe environment for its employees. The City and Board encourage and promotes healthy lifestyles.

As public municipal entities, in respect of the City's citizens, its residents and its guests on municipal property or partaking in publicly supplied services including those provided by the library, the health and safety of these users is indistinguishable from the health and safety commitment for employees and staff. Accordingly, we are committed to the same level of safety and security for our citizens and guests that we offer to our employees.

Management will be responsible for effective implementation of the policy. **Supervisors** will take every reasonable precaution to ensure the health and safety of the worker. **Employees** have a responsibility and are encouraged to bring to the attention of management any condition or unsafe work practice that is not in agreement with the Occupational Health and Safety Act, Corporate Health and Safety Standards, or this policy. Each employee must personally conduct themselves in a way that promotes safe conditions and actions.

To fulfill this commitment, the City of Port Colborne and Port Colborne Library will:

1. Be diligent in its efforts to meet or exceed applicable laws and regulations, standards, and policies approved by Council from time to time and to maintain a safe and healthy work environment;
2. Communicate to staff and City volunteers their responsibilities and obligations in respect of health and safety matters;
3. Where appropriate and necessary, ensure employees or City volunteers are adequately trained to safely carry out their duties and responsibilities;
4. Ensure employees and City volunteers are accountable for health and safety behaviour;
5. Where appropriate, require contractors and their workers to meet or exceed legislated and Corporate health and safety standards while performing any in-city contract or work assignment for the City and ensure that such contractors and workers take responsibility for their own health and safety;
6. Promptly report and eliminate or control any health and safety hazards identified;
7. Review health and safety measures and procedures at least annually in light of current practice, knowledge and science.

Health & Safety Principles

All City of Port Colborne operations and the library will strive to be models of high-quality health and safety practices.

The following principles have been established to guide management and all employees in their daily activities. We believe that:

1. A safe and healthy environment is a benefit to employees, visitors, and the community;
2. All injuries and occupational illnesses are preventable;
3. Safe work practices are a job requirement for every position in the City of Port Colborne and must be integrated into every activity;
4. Off-the-job safety and health is as important as on-the-job health and safety;
5. Employees must be adequately trained to ensure the highest level of health and safety practices;
6. To achieve excellence, management must demonstrate leadership and set the example in its commitment to safety and health; and
7. Involvement in safe and healthy practices develops knowledge, increases awareness of hazards, and helps prevent incidents of illness, injury and environmental harm.



C. Scott Luey
Chief Administrative Officer



Michael Cooper
Port Colborne Public Library Board, Chair



Disconnecting from Work

Policy Number: **HR-10**

Initial Policy Approval Date: **June 1, 2022**

Last Review/Revision Date: **2024**

Year of Next Review: **2026**

Purpose

The Port Colborne Public Library Board recognizes that changes in technology have allowed employees to be constantly connected. The board recognizes the right of an employee to disconnect from work outside of scheduled work hours and this policy demonstrates our commitment to support the work-life balance of our employees.

Work-related pressure and the inability to disconnect from employment can lead to stress and deterioration of mental health. The purpose of this policy is to support staff wellness and minimize excessive sources of work-related stress. The Port Colborne Public Library Board encourages and supports its employees in prioritizing their own well-being, in part by having the capacity to disconnect from work as appropriate.

Scope

This policy applies to all employees of the Port Colborne Public Library, as defined by the Ontario *Employment Standards Act* (ESA), whether they are working remotely or in the workplace.

Policy Statement

Disconnecting from work is important for an individual's well-being and helps employees achieve a healthy and sustainable work-life balance. The Board supports its employees in balancing their work and personal lives, whether working traditional hours in the workplace, remotely or flexibly. This policy will encourage employees to disconnect from work where both possible and appropriate.

Definitions

"Disconnecting from work" under this policy means not engaging in work or work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages such that employees are free from working outside of their normal

working hours in accordance with the *ESA* and this policy, including the exceptions detailed below.

Employer, Management and Employee Obligations

The library, its management and employees must work together to ensure that everyone is able to disconnect from work outside of normal working hours in accordance with this policy.

1. Employer Obligations

- a) To provide new employees with a copy of this policy within 30 days of the employee's start date;
- b) To review and amend this policy as often as may be required;
- c) To provide existing employees with a copy of any amended versions of the policy within 30 days of the amendment;
- d) To provide employees with information regarding their normal hours of work given the nature of their work and any other information required to assist employees with complying with this policy;
- e) To take all reasonable steps to ensure that management and employees are able to disconnect from the workplace at appropriate times as detailed in this policy; and,
- f) To refrain from penalizing or taking any other reprisal action against employees who have questions regarding this policy or request compliance with it. Legitimate employer direction and/or corrective action towards employees is not considered "reprisal action."

2. Management Obligations

- a) To take all reasonable steps to ensure that the employees under their management are able to disconnect from work outside of their normal hours of work in accordance with this policy;
- b) To try to resolve any employee concerns about this policy;
- c) To advise employees of the limited instances in which they may be expected to perform work outside of their normal hours of work; and
- d) To refrain from penalizing or taking any other reprisal action against employees who have questions regarding this policy or request compliance with it. Legitimate management direction and/or corrective action towards

employees is not considered “reprisal action.”

3. Employee Obligations

- a) To fully cooperate with any time recording methods which the Library uses to track hours of work;
- b) To take all reasonable steps to ensure that their colleagues are able to disconnect from work in accordance with this policy;
- c) To take and use all their scheduled breaks (including meal breaks) and time-off entitlements (including vacation time) for rest, relaxation, and personal pursuits;
- d) To notify the **CEO** if they feel undue pressure to work or respond to work-related communications outside of their normal working hours, or if they are otherwise unable to comply with this policy.

Working Hours

While employee working hours may vary, each employee’s hours of work are defined by past practice, their employment contract and/or by agreement with the **CEO**. If employees have any questions regarding their normal hours of work, they should consult the **CEO**.

It is generally expected that all employees are able to complete their work, including reviewing and responding to any work-related communications, during their normal hours of work. The Library has no expectation that employees engage in work or work-related communications outside of their normal hours of work, subject to the exceptions detailed below.

If an employee is regularly unable to complete their work or attend to work-related communications within normal hours of work, they must notify the **CEO**.

Exceptions

There are situations when it is necessary for employees to perform work or communicate with colleagues outside of their normal hours of work, including, but not limited to the following:

- Where an emergency or exigent circumstances arise, with or without notice;
- To assist or fill in at short notice for a colleague;

- Where the nature of the employee's duties requires work and/or work-related communications outside of their normal hours of work;
- To contact employees on sick or other leave for limited information related to their return to work;
- Unforeseeable business or operational reasons;
- An employee's request or agreement to work certain hours or have flexible working hours; and
- Other unusual circumstances as the **CEO** may advise or which are inherent to an employee's position.

Meetings, Calls, and Work-Related Communications

Employees should make all reasonable efforts to book meetings and calls during the attendees' normal hours of work, subject to the exceptions detailed above. Similarly, employees should only review and send work-related communications during their normal working hours, subject to the exceptions detailed above.

Work-related communications should not be sent to or from employees' personal mobile phones, personal e-mail addresses, personal telephone numbers or other personal devices, subject to the exceptions detailed above or an agreement to communicate in this manner.

Some library employees' hours of work may differ. As a result, certain employees may attend to work-related communications outside of other employees' normal hours of work. Where this is the case, the sender should consider the timing of their communications and understand that the recipient will not be expected to respond until their return to work at the earliest. The sender should also consider all appropriate safeguards on other employees' normal hours of work, including but not limited to the following:

- Using the "Delay Delivery" function for e-mail messages in Microsoft Outlook so that their message is sent during regular working hours; and
- Including a line in their e-mail signature as follows: *"I am sending you this email now because it is convenient for me. I do not expect you to respond to it outside of your normal hours of work."*

Automatic Replies

Employees are required to activate an automatic e-mail response whenever taking vacation or a leave from work. The automatic response should be sent automatically in

response to all e-mail communications and advise the sender that the recipient is absent from work. The response should include the start and end date of the recipient's absence and provide an alternative contact's information. The automatic response should be active for at least the duration of the employee's absence from work.

Employees may also be required to activate an automatic e-mail response at the end of their normal working day. If applicable, this automatic response should advise the sender of the recipient's normal hours of work and any other relevant information.

Handheld and Remote Work Devices

The Library may provide some employees with handheld devices, such as a mobile phone, laptop, tablet or other device to assist with working remotely. These devices are provided to employees to encourage flexibility in completing their work. Possession of these devices does not mean that an employee is expected to make themselves available for work or work-related communications outside of their normal working hours.

Questions and Concerns

Employees should consult with the **CEO** if they have any questions or concerns about this policy. If any question or concern regarding this policy cannot be resolved with the **CEO**, the **CEO** may refer the matter to the City Human Resources department for assistance.

Related documents:

- Employment Standards Act (2000)
- Corporation of the City of Port Colborne. Disconnecting from Work Policy (June 2022)



Port Colborne Public Library

Employee Acknowledgement

I have read the Disconnecting from Work Policy set forth above. I understand its contents, agree to abide by it and acknowledge that the policy forms part of my contract of employment. I also agree to seek clarification from the **CEO** regarding any aspect of this policy on which I am unclear.

Employee Name:		Date:	
Employee Signature:		Date:	

Workplace Harassment and Discrimination

Policy Number: **HR-12**

(Formerly contained in HR-02: Health and Safety of Staff)

Initial Policy Approval Date: **Mar. 2023**

Review/Revision Dates: **Mar. 2024**

Year of Next Review: **2025**

The Port Colborne Public Library Board (the 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 all employees, board members, and volunteers and all are expected to uphold this policy. Workplace discrimination or workplace harassment will not be tolerated from any person in the library including members of the board, supervisors, co-workers, volunteers, family members, patrons, and members of the public.

Any instances of workplace violence or harassment will be addressed as detailed in this policy. In accordance with the Ontario Human Rights Code, all persons employed within the library have a right to a workplace that is free from harassment of any kind by the employer, or agent of the employer, or by another employee because of their membership within a protected class as outlined within the Code.

The library's Workplace Violence and Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing behaviour. It is important to remember it is the perception of the receiver of the potentially offensive message - be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or condoned.

The CEO will develop and maintain a Workplace Discrimination and Harassment Program in cooperation with the Multi-Workplace Joint Health and Safety Committee. (See Appendix A of this policy for a copy of the current program.)

Section 1: Definitions

1. The Occupational Health and Safety Act (OHSA) defines “workplace harassment” and “workplace sexual harassment” as follows:
 - a) “Workplace harassment” means:
 - i. 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
 - ii. workplace sexual harassment;
 - b) “Workplace sexual harassment” means:
 - i. engaging in a course of vexatious comment or conduct against a worker in a workplace because of 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, or,
 - ii. 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.
2. The Ontario Human Rights Code, R.S.O. 1990, chapter H.19 s. 5 (1) 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.”
 - a) Within this context, discrimination may include abuse of authority or position of power as follows:
 - i. to endanger an employee’s job
 - ii. to undermine the performance of that job
 - iii. to threaten the economic livelihood of an employee
 - iv. to interfere with or influence the career of an employee in any way

Section 2: Workplace Harassment and Workplace Sexual Harassment

1. Within the Ontario Human Rights Code, every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee.
2. The Ontario Employment Standards Act (ESA) prohibits employers, and anyone acting on their behalf, from harassing or penalizing an employee in any way because the employee asks the employer to comply with the ESA or asks the employer about employee rights under the ESA.
3. **Harassment** may include:
 - a) making remarks, joke or innuendos that demean, ridicule, intimidate, or offend
 - b) displaying or circulating offensive pictures or materials in print or electronic form
 - c) bullying
 - d) repeated offensive or intimidating telephone calls or e-mails
 - e) inappropriate sexual advances, suggestions or requests
4. Under the Occupational Health and Safety Act (OHSA), **workplace harassment** can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers, in a workplace. It can also include behaviour that intimidates, isolates or even discriminates against the targeted individual(s).

A reasonable action taken by an employer or supervisor relating to the management and direction of works or the workplace, within the conditions of the Occupational Health and Safety Act, is not workplace harassment.

5. **Personal Harassment**

Definition: Any unsolicited, unwelcome, disrespectful or offensive behaviour that has an underlying sexual, bigoted, stigmatized connotation and can be typified as:

- a) behaviour that is hostile in nature, and/or intends to degrade or isolate an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and/or any other Human Rights protected grounds

- b) sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome
- c) reprisal or a threat of reprisal for the rejection of sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person
- d) unwelcome remarks, jokes, innuendos, propositions, or taunting about a person's body, attire, sex or sexual orientation and/or based on religion
- e) suggestive or offensive remarks
- f) bragging about sexual prowess
- g) unwelcome language related to gender
- h) **gossiping**
- i) **any actions that create a hostile, intimidating or offensive workplace. This may include physical, verbal, written, graphic or electronic means.**
- j) **any threats of violence that endangers the health and safety of the employee**

Racial/Ethnic Harassment: Any conduct or comment which causes humiliation to an employee because of their racial or ethnic background, their colour, place of birth, citizenship or ancestry. Examples of conduct which may be racial or ethnic harassment include:

- unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- displaying racist or derogatory pictures or other offensive material
- insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment
- refusing to speak to or work with someone or treating someone differently because of their ethnic or racial background

Anti-Stigma Harassment: Any conduct or comment which is related to the stigmatization of an individual with mental illness, including Post-Traumatic Stress Disorder (PTSD). The City of Port Colborne is committed to fostering a workplace where our employees are protected from stigma associated with mental illness. The City will ensure that all employees are treated with respect and dignity. Harassment and acts of discrimination will not be tolerated. Anyone who is found to be stigmatizing another individual may be subject to disciplinary action. Types of behaviour and acts that contribute to stigma include:

- prejudicial attitudes and discriminating behaviour directed towards individuals
- trivializing or belittling people suffering from mental illness, or mental illness itself
- insulting people who are suffering from mental illness
- patronizing people who are suffering from mental illness by treating them as if they are not as good as other people
- ostracizing people who are suffering with mental illness, or their friends and supports

6. Workplace Sexual Harassment

The OHSA defines **workplace sexual harassment** as:

- a) engaging in a course of vexatious comment or conduct against a worker, in a workplace because of 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
- b) making a sexual solicitation or advance where the person making it 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 the solicitation or advance is unwelcome

Workplace sexual harassment may include:

- a) asking questions, talking, or writing about sexual activities
- b) rough or vulgar humour or language related to sexuality, sexual orientation, or gender
- c) displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form
- d) leering or inappropriate staring
- e) invading personal space
- f) unnecessary physical contact, including inappropriate touching
- g) demanding hugs, dates, or sexual favours
- h) making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes
- i) verbally abusing, threatening, or taunting someone based on gender or sexual orientation
- j) threatening to penalize or otherwise punish a worker if they refuse a sexual advance

7. Where the conduct or behaviour includes inappropriate or uninvited sexual touching, this may also constitute a criminal offence such as sexual assault. In such cases, the police will be notified.
8. The Ontario Employment Standards Act (ESA) prohibits employers and anyone acting on their behalf from harassing or penalizing an employee in any way because the employee asks the employer to comply with the ESA or asks the employer about employee rights under the ESA.
9. A reasonable action taken by an employer or supervisor relating to the management and direction of works or the workplace, within the conditions of the Occupational Health and Safety Act, is not workplace harassment.

Section 4: Responsibilities

1. One of the primary purposes of the Occupational Health and Safety Act (the Act) is to facilitate a strong Internal Responsibility System in the workplace. This means that everyone in the workplace has a role to play in keeping workplaces safe and healthy. Workers in the workplace who see a health and safety problem such as a hazard or contravention of the Act in the workplace have a duty to report the situation to the employer or a supervisor. Employers and supervisors are, in turn, required to address those situations.
2. Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.
3. Managers, supervisors and workers are expected to adhere to this policy and will be held responsible by the employer for not following it.
4. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.
5. The CEO will develop and maintain a Workplace Discrimination and Harassment Program in consultation with the joint health and safety committee which will set out:

- a) the process for dealing with and investigating complaints will include how parties involved will be made aware of outcomes and corrective action and how confidentiality will be maintained
 - b) procedures for reporting incidents of workplace discrimination and workplace harassment including measures for reporting incidents to an outside source if necessary
 - c) a formalized training program as required by Bill 132 and the system for maintaining all associated records should an inspection by the Ministry of Labour or employee inquiries occur. See Appendix A of this policy for a copy of the current program
6. This policy (HR-12) and the Workplace Discrimination and Harassment Program (HR-12: Appendix A) will be:
- a) reviewed by the library board as often as necessary but at least once a year
 - b) posted on the staff health and safety bulletin board

If a worker needs further assistance, the worker may contact their Union (CUPE) representative, the Joint Health and Safety Committee, health and safety representative, or the employee assistance program.

Section 5: Adoption of Municipal Policies

1. The Port Colborne Public Library adopts the current Health and Safety Policies of the City of Port Colborne and the City of Port Colborne's current Health and Safety Policy Statement.
2. Health and Safety policies include but are not limited to:
 - a) working alone
 - b) workplace harassment and discrimination
 - c) prevention of workplace violence
 - d) safety, security, and emergencies
3. **The board has based its policy on the City of Port Colborne Workplace Violence and Harassment Policy (CAP55). Where the library's policy does not address an issue, the library will refer to the City's policy.**
4. The board may adopt policies of the municipality with the understanding that those policies must also apply to and satisfy the specific legal obligations of the board in

terms of its governance structure, its duties and responsibilities to its employees, library operations, and the public library building.

5. The board reserves the right to establish additional Health and Safety policies and to modify the City's policies in order to satisfy the board's specific legal duties and responsibilities.
6. Additions, modifications, or exclusions to any policy adopted from the municipality will be stated in the board policy and communicated to the City's Human Resources Department.
7. The board must be notified of any amendments to the City's Health and Safety policies and the Health and Safety statement that may occur in the future.
8. The City will ensure that policies are reviewed and amended according to legislative requirements.
9. The library will be identified as a work site in the City of Port Colborne's Multi-Workplace Joint Health and Safety Committee and will be represented on the Committee.
10. This policy and appendices will be reviewed annually or more frequently as deemed necessary by the board to ensure compliance with legislation and to accurately reflect current practices.
11. All programs, including the board's and the City's Workplace Violence Programs, the Workplace Discrimination Programs, and Harassment Programs will be reviewed annually or more frequently as deemed necessary by the board. All programs will be posted on the library's Health and Safety Bulletin Board.
12. Reporting Structure: Applies to all Human Resources Polices
 - a) Library staff report to the CEO, or Library Services Manager as designated
 - b) The Library Services Manager reports to the CEO
 - c) The CEO reports to the Port Colborne Public Library Board

Related Documents:

- Human Rights Code, R.S.O. 1990, chapter H.19, section 5 (1)
- Occupational Health and Safety Act, R.S.O. 1990, chapter O.1

- Bill 132: An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Statutes of Ontario, 2016, Chapter 2)
- Bill 168: An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters. (Statutes of Ontario, 2009, Chapter 23)
- Port Colborne Public Library. HR-08: Prevention of Workplace Violence
- Port Colborne Public Library Policy. OP- 02 Safety, Security and Emergency
- City of Port Colborne. Health and Safety Policies.

Appendix A: Program to Address Discrimination and Workplace Harassment

1. Awareness of Discrimination and Workplace Harassment Policy and Program

The Workplace Harassment and Discrimination Policy (HR-12) will be included in the library's policy binder and posted on the staff Health and Safety bulletin board, along with this Workplace Harassment Program information.

2. Training on Discrimination and Workplace Harassment Policy and Program

All employees and volunteers will receive information and instruction on the contents of policy HR-11 and the related program, as part of their initial orientation and renewed on an annual basis. Each person will sign off that they received this training. This information will be included in their training records.

3. Reporting Incidents of Discrimination and Workplace Harassment

Definitions:

Complainant: A person who has made a complaint about another individual who they believe committed an act of violence or harassment against them.

Respondent: A person whom another individual has accused of committing an act of violence or harassment.

Any employee or volunteer subjected to discrimination or harassment in the workplace should discuss the situation with the CEO. In the event that there is a complaint against the CEO or a conflict of interest, a complaint shall be filed with the board chair. The board may conduct an investigation or designate an individual to investigate and issue a report.

At any time during a meeting or interview concerning a complaint, both the employee lodging the complaint and the person against whom the complaint has been lodged has the right to be represented and accompanied by a person of their choice.

Any related documents or materials having to do with the complaint are to be made available and the employee with a complaint must provide written notes about the events leading up to the complaint which include:

- What happened: description of the events or situation

- When it happened: dates and times
- Where it happened
- Who, if anyone, saw the incident

In the case of harassment, information about the incident or complaint, including identifying information about any individual involved will be kept confidential unless disclosure is necessary for the purpose of investigation or taking corrective action, or required by the law.

4. Complaint Investigation and Resolution Procedures

An investigation that is appropriate in the circumstances will be conducted into incidents and complaints of harassment. The CEO will advise the person against whom the complaint has been lodged of the investigation. The library recognizes and acknowledges that, under Bill 132, an inspector from the Ontario Ministry of Labour has the power to order the library board, as employer, to have an impartial third party conduct an investigation at the library's expense, and report the outcome of their findings to the complainant.

The CEO initiates a confidential investigation immediately and finishes within 30 days. Throughout the process, the investigator keeps all parties informed; interviews the employee concerned and witnesses; collects evidence; prepares a report; and informs the parties, in writing, of the decision and the underlying reasons for the decision.

The CEO is responsible for imposing any disciplinary or corrective measures.

Any employee may file a complaint with the Ontario Human Rights Commission when the harassment or discrimination is related to one or more of the Human Rights Code's prohibited grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, or disability.

Safety, Security, and Emergencies

Policy Number: **HR-13**

Initial Policy Approval Date: **Mar. 2020**

Review/Revision Dates: **Feb. 2021, Mar. 2022, Apr. 2023, Mar. 2024**

Year of Next Review: **2025**

The Port Colborne Public Library Board is committed to providing a safe and secure environment for staff, volunteers and members of the public who use the library. The board also acts to protect and secure library property.

1. The board, Chief Executive Officer (CEO) and library staff, and volunteers share the responsibility to ensure a safe and secure place for all.
2. The board requires individual staff members to take responsibility for their own health and safety, as well as that of the public.
3. All board members, library staff, and volunteers will take initiative on health and safety issues, and **contribute to solving problems and prevent hazards on an ongoing basis.**
4. The Board will ensure that funding, time, and resources are dedicated to training staff, Board members, and volunteers in safety, security, and emergency procedures.
5. The CEO will develop safety and security programs that include procedures, implementation plans, enforcement, and reporting for:
 - a) harassment and violence that compromise the health and safety of staff and the public, including bomb threats, harmful, abusive and dangerous behaviour by individuals, and medical emergencies
 - b) safe work practices, including WHMIS, ergonomics, working alone, and indoor air quality
 - c) crime
 - d) disasters that threaten library collections, furniture and equipment, including fire and flood
6. Library staff will enforce policy OP-03: Code of Conduct (Public) to ensure safety and security in the library.

7. In accordance with Ontario Regulation 191/11 Integrated Accessibility Standards, all emergency procedures, plans or public safety information will be made available to the public in an accessible format or with appropriate communication supports, upon request.
8. Closing the library may be necessary in emergencies or catastrophes including, but not limited to, extreme weather and power failure. The primary consideration is the safety of all persons in the building and on the property. The CEO, or the **Library Services Manager** in consultation with the CEO, will determine when to close the library during an emergency or catastrophe.
9. The library cooperates with **the City of Port Colborne** and other agencies responsible for health and safety and local emergency preparedness.

Related Documents:

- **City of Port Colborne. Inclement Weather, Hazardous Event (CAP-61)**
- **City of Port Colborne. Emergency Plan.**

Appendix A: Evacuation, Bomb Threat, Weapons

1. Emergency Evacuation Procedure

1. Familiarize yourself with all available exits.
2. In case of a fire or fire alarm, close door to fire area if possible.
3. Call 911 for emergency assistance.
4. Exit the building via the safest route and convene with others at designated evacuation site (corner of King and Elgin Street)
5. Provide assistance to others only if safe to do so.
6. Complete an incident report when safe to do so.

2. Bomb Threat Procedure

Any bomb threat is to be treated as real and is to be addressed as a serious threat to the safety and security of all in the building.

If you receive a call or notification regarding a bomb threat, keep the caller on the phone for as long as possible and WRITE DOWN as much of the following information as you can obtain:

- Time the bomb is set to go off
- Location of the bomb in the building
- Reason the bomb was set
- Type of bomb, what it looks like, etc
- Any other information that might prove useful to authorities in locating the bomb or identifying the caller: background noises, speech patterns, unusual phrases, etc

If the bomb threat is immediate:

1. Evacuate the building immediately and convene with others at the designated evacuation site
2. Once outside and away from immediate danger, call 911 for emergency assistance.
3. Complete an incident report when safe to do so.

3. Weapon Procedure

If you hear or see use of a weapon, notify the CEO or supervisor to determine if staff and public should evacuate or lockdown in place.

Call 911 or push a panic button (if available) for emergency assistance.

In the event of evacuation, follow the Emergency Evacuation Procedure.

In the event of lockdown in place:

1. Attempt to gather in a designated lockdown area with others, if safe to do so (repair room, computer room, basement kitchen)
2. Lock all doors and cover windows.
3. Turn off lights and silence radios, cell phones, or other electronics.
4. Stay away from doors and windows.
5. Call 911 for emergency assistance.
6. Request identification and/or documentation from an official to confirm their identity before opening doors or windows.
7. Complete incident report when safe to do so.
8. Participate in debriefing and seek personal support as needed.