

## Port Colborne Public Library Board Meeting Agenda

**Date:** Wednesday, March 5, 2025  
**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**

1

**6. Consent Items**

6.1 Staff Reports

a. CEO's Report

6

b. Librarian Report, February 2025

8

6.2 Financial Reports

a. 2025 Operating Budget (as of February 28, 2025)

13

6.3	Circulation Reports		
	Awaiting attachments		
	a.	Circulation Report, February 2025	
	b.	Circulation Snapshot, February 2025	
6.4	Correspondence		
	a.	Proposed L.R. Wilson Centre For Learning And Daycare	15
6.5	Media Items		
	a.	CHECK IT OUT: More Than Books at the Library!	21
		Port Colborne Observer, February 13, 2025.	
	b.	Award-winning Port Colborne children’s book lands in schools	22
		Port Colborne Leader, February 28, 2025.	
	c.	Book created by local children to be shared with Port Colborne community	24
		City of Port Colborne, February 27, 2025.	
6.6	LiNC Policies		
		Updated February 27, 2025.	
	a.	LiNC Financial Oversight Policy	26
	b.	LiNC Circulation Policy	28
<b>7.</b>	<b>Policies</b>		
7.1	FN-05: Respect and Land Acknowledgement Statement		31
7.2	HR-01: Human Resources Management		33
7.3	HR-02: Health and Safety of Staff		41
7.4	HR-03: Prevention of Workplace Violence		52

7.5	HR-08: Health and Safety Policy Statement	
	Awaiting attachment	
7.6	HR-11: Electronic Monitoring	60
7.7	HR-12: Workplace Harassment and Discrimination	63
7.8	OP-24: Safety, Security, and Emergencies	74

**8. Discussion Items**

8.1 2025 Board Work Plan (R. Tkachuk)

**9. Confidential Items**

9.1 Minutes of the closed session of the February 5, 2025, meeting

**10. Roundtable**

**11. Next Meeting Date and Adjournment**



## Port Colborne Public Library Board Meeting Minutes

**Date:** Wednesday, February 5, 2025  
**Time:** 6:00 pm  
**Location:** Library Auditorium, Port Colborne Public Library  
310 King St, Port Colborne

Members Present: A. Desmarais, Vice Chair  
M. Bagu, Councillor  
H. Cooper  
C. MacMillan  
B. Beck  
M. Booth  
E. Tanini

Member(s) Absent: B. Ingram, Chair  
A. Smits

Staff Present: R. Tkachuk, Chief Executive Officer (Board Secretary-Treasurer)

Others Present: Mary Murray, Chief Human Resources Officer

### 1. Call to Order

The Vice-Chair called the meeting to order at 6:02 p.m.

### 2. Land Acknowledgement

The Vice-Chair recited the Land Acknowledgement.

### 3. Disclosures of Interest

There were no disclosures of interest.

### 4. Adoption of Agenda

The Confidential Items were reordered to Item 7 of the agenda.

Moved by C. MacMillan

Seconded by M. Booth

That the agenda dated February 5, 2025, be confirmed, as amended.

Carried

**5. Approval of Minutes**

Moved by M. Booth

Seconded by Councillor M. Bagu

That the minutes dated January 8, 2025, be approved, as circulated.

Carried

**6. Business Arising from the Minutes**

Nil.

**7. Confidential Items**

Moved by Councillor M. Bagu

Seconded by C. MacMillan

That the Board do now proceed into closed session in order to address the following matters at 6:10 p.m.

Carried

**7.1 Minutes of the closed session of the January 8, 2025, meeting**

Moved by C. MacMillan

Seconded by Councillor M. Bagu

That the minutes of the closed meeting dated January 8, 2025, be approved, as circulated.

Carried

**7.2 Confidential Human Resources (HR) Verbal Report**

The Chief Human Resources Officer provided an update for the Board.

**7.3 Confidential Human Resources Matter**

The CEO provided an update for the Board.

Moved by Councillor M. Bagu

Seconded by C. MacMillan

That the Board do now rise from closed session at approximately 6:20 p.m.

Carried

## **8. Consent Items**

Moved by C. MacMillan  
Seconded by Councillor M. Bagu

That consent items 8.1 to 8.5 be received, as presented.

Carried

### **8.1 Staff Reports**

- a. **CEO's Report**

### **8.2 Circulation Reports**

- a. **Circulation Report, December 2024**
  - a. **December 2024 Snapshot**
  - b. **4th Quarter Circulation Report 2024**
    - a. **4th Quarter Snapshot**
  - c. **Circulation Report, 2024 Summary**
    - a. **2024 Summary Snapshot**

### **8.3 Financial Reports**

- a. **Operating Budget (as of December 31, 2024)**

### **8.4 Public Relations**

- a. **Librarian's Report, January 2025**

### **8.5 Correspondence**

- a. **Ontario Library Association and Federation of Ontario Public Libraries - Supporting Ontario's Public & School Libraries to Empower Local Communities**
- b. **Ontario Library Association and Federation of Ontario Public Libraries - Ontario Digital Public Library: Bridging the Digital Divide**

**9. Policy**

**9.1 OP-12: Circulation**

Moved by C. MacMillan

Seconded by M. Booth

That the Board approve the policy listed in 9.1, as presented.

Carried

**10. Discussion Items**

**10.1 Ontario Public Library Service Awards - Minister's Award for Innovation (R. Tkachuk)**

The CEO provided an update for the Board.

**10.2 Ontario Library Association Superconference - Verbal Report (R. Tkachuk)**

The CEO provided an update for the Board.

**11. Roundtable**

The Vice-Chair gave an update on the opening of a new Port Cares residence called Chestnut Place.

**12. Other Business**

Nil.

**13. Next Meeting Date and Adjournment**

The next meeting of the Port Colborne Public Library Board will be Wednesday, March 5, 2025, 6 p.m.

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

---

Bryan Ingram, Chair

---

Rachel Tkachuk, Chief Executive  
Officer (Board Secretary-  
Treasurer)







Date: February 5, 2025  
To: Port Colborne Public Library Board  
From: Rachel Tkachuk, Chief Executive Officer  
Subject: CEO's Report

---

## **Recommendation**

That the Port Colborne Public Library Board receive the CEO's Report, for information.

---

### **1. City Partnerships and Opportunities**

During February, the City released three surveys across various Port Colborne locations, including a station set-up at the library. The library distributed the following City surveys:

- Future of Healthcare in Port Colborne
- Port Colborne Childcare Survey
- Port Colborne Grain Terminal

City surveys were available on library computer workstations for the public. Survey information was shared on the library social media accounts and on the King St. digital sign.

### **2. Libraries in Niagara Cooperative (LiNC) Policies**

The following policies were updated at the LiNC CEO meeting of February 27, 2025. See attached policies: LiNC Financial Oversight/Control and LiNC Circulation.

### **3. New Community Connect Partnerships**

The Niagara Ontario Health Team have scheduled three Ambassador Table dates in March to promote their ConnectMyHealth program.

### **4. Minister's Award for Innovation / The Touch-a-Truck Book**

A press release about the Minister's Award for Innovation for the Touch-a-Truck Book was issued by the City of Port Colborne on February 27, 2025. Several news outlets picked up the story including, Niagara This Week and the St. Catharines Standard. The Touch-a-Truck Book was updated to include a note from the librarian about the Minister's Award for Innovation. Port Colborne elementary

schools will receive free copies of the book for their library collections. Copies of the book are available to purchase for \$10.00 as part of a fundraiser for the library.

**5. The Port Colborne Observer Newspaper**

An article about the Erwin Taylor Library of Things expansion was featured in a new community newspaper called the Port Colborne Observer. This is a new bi-weekly publication that will be distributed to residents and businesses. Additional copies will be made available at the library while supplies last.

**6. Invictus Games**

The Invictus Games is an international multi-sport event first held in 2014, for wounded, injured, and sick military service personnel, both serving and veterans. This year, the Invictus Games were held in Whistler, B.C. from February 8 – 16, 2025. Hometown Port Colborne athlete, Jeana Provias, was scheduled to compete in four events over the course of the week: skeleton, biathlon, sitting volleyball and indoor rowing. The Port Colborne community was invited to watch the Invictus Games broadcast at the library, which was streamed on the television in the Atrium throughout the week.

**7. Staff Development**

The library will be closing at 4 p.m. (one hour early) on Wednesday, April 23, 2025 for the annual Fire Alarm and Safety Training for all library staff.

**8. Evergreen ILS Upgrade**

The Evergreen ILS System was successfully upgraded to 3.14.2. on February 26, 2025, with minimal service disruptions.

**9. Annual Survey of Public Libraries**

The Ministry of Tourism, Gaming and Culture has advised that the Annual Survey of Public Libraries is now open. The deadline for completing the survey is April 30, 2025.

---

Respectfully submitted,



Rachel Tkachuk  
Chief Executive Officer

Date: March 5, 2025  
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. Class Visits**

- February 5, 2025 – Steele St – 20 students
- February 12, 2025 – Steele – 24 students
- February 12, 2025 – DeWitt Carter – 26 students
- February 19, 2025 – Steele St – 20 students
- February 26, 2025 – Steele St – 18 students

**2. Pop-Up Library & Outreach**

Pop-Up: Port Colborne High School

The librarian popped-up at PCHS on February 20, 2025 with a friendship bracelet craft, along with information on community service hours and teen programs at the library. Ten teens participated in the activity, and two registered for a library card.



A monthly pop-up is scheduled for the remainder of the school year.



**3. Programming**

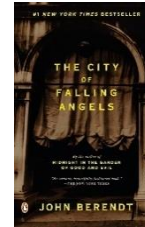
- PD Day Activity: Butterfly Craft  
Families were invited to celebrate friendship and make a beautiful butterfly craft with PFLAG Niagara. Ten participated in the activity.

- Lego Club  
Three Lego Club sessions were offered after school on Mondays in February. Children ages 5+ were encouraged to complete challenges or to use their imaginations to build something new.
- Baby Time  
Families met new friends, sang songs, and enjoyed stories during Baby Time. Two sessions were offered in February.
- Kid's Chess Club  
Kid's Chess Club continued with weekly sessions in February. Children learned tips to improve their chess strategy and competed against other children. Kid's Chess Club has 12 members and is volunteer-run.
- Kid's Craft Cart  
Four Kid's Craft Cart sessions were offered after school on Wednesdays in February. Children were encouraged to choose craft supplies and make a craft of their own choosing.
- 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 continued with weekly sessions in February. The program included a series of chess workshops for beginner and experienced players and is volunteer-run. Adult Chess Club has ten members.
- Documentary Films  
On Monday, February 24, 2025, there was a screening and discussion of the documentary film **A Mother Apart** (2024, 88 min.). The documentary, which radically re-imagines the essential art of mothering, was part of the library's celebration of Black History Month. In 2025, our Documentary Films Program is presented in partnership with the National Film Board of Canada.



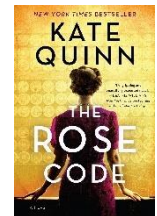
- Port Colborne Public Library Book Club

In February, the PCPL Book Club read **The City of Falling Angels** by John Berendt and met on Monday, February 10 to discuss the book. The book club has 15 members.



- Portal Village Book Club

In February, the Portal Village Book Club read **The Rose Code** by Kate Quinn and met on Tuesday, February 18 to discuss the book. The book club has 10 members.



- Music Makerspace

The Music Makerspace includes a keyboard, digital drum set, ukeleles, a guitar, and bells and shakers. The Music Makerspace is available for patrons to book a free 30-minute session.

#### 4. Passive Programming

- Blind Date with a Book

From February 1 to 14, patrons were invited to go on a blind date with a book by checking out a wrapped book for a surprise read.

- Take and Makes

Free Take and Make craft kits were available each week during February. Thirty kits were handed out each week, for a total of 120 kits distributed.

- Scavenger Hunts

Scavenger hunts were available daily on the library's main floor, with a different theme each week. Children reported how many scavenger hunt items they found to receive a small prize. In February, there were four scavenger hunts with over 140 participants.

- Design Our Bookmark Contest

In January, the theme for the monthly bookmark contest was "Create a

Cartoon Character”. The winning bookmark submission for January was designed by Jane, who drew a colourful cartoon dog named Rainbow.

Jane received a small prize package and her bookmark was handed out to all patrons at checkout.

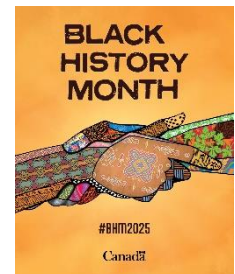
In February, the Bookmark Contest theme was “Favourite Foods.”



#### 5. Black History Month

Every February, people across Canada celebrate Black History Month by honouring the legacy of Black people in Canada and their communities.

The library celebrated Black History month with a book display and a screening and discussion of the documentary film **A Mother Apart**.



#### 6. Freedom to Read Week

Freedom to Read Week is an annual event that encourages Canadians to think about and reaffirm their commitment to intellectual freedom. The library celebrated Freedom to Read with a display of banned books and with an Instagram reel of library staff’s favourite banned books.

#### 7. Art in the Atrium

Each month, the library hosts a local artist in our Atrium gallery. The art show is open to the public for free.

In February, the library welcomed an exhibit by Niagara-based multidisciplinary artist and photographer Cleah Fast.

In March, the library will be hosting an exhibit by local artist Judy Wade.

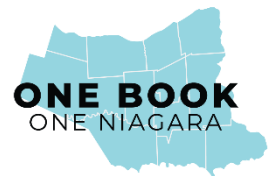
**8. Visiting Library Service**

The librarian coordinates volunteers to deliver library materials to patrons unable to visit the library due to illness, physical disability, or age. The program has two volunteers and two patrons.

**9. One Book, One Niagara**

One Book, One Niagara is an annual initiative that encourages the community to come together by reading the same book. It culminates in an in-person author event that is free to attend.

On February 19, the One Book, One Niagara committee met to discuss the 2025 event.



**10. Community Connect**

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

- February 1, 2025 – PFLAG Niagara
- February 3, 2025 – Birchway Niagara – Programs & Services
- February 4, 2025 – PC Works – Resume Refresh
- February 5, 2025 – Bridges CHC – Ontario Seniors Dental Care Program
- February 10, 2025 – Niagara Transit
- February 11, 2025 – PC Works – Resume Refresh
- February 15, 2025 – Elections Ontario
- February 18, 2025 – PC Works – Resume Refresh
- February 25, 2025 – PC Works – Resume Refresh





City of Port Colborne  
Library

For the Two Months Ending February 28, 2025

Ledger Account	Actual	Budget	Variance
Revenue	1,702.13	47,950.00	(46,247.87)
<b>Total Revenue</b>	<b>1,702.13</b>	<b>47,950.00</b>	<b>(46,247.87)</b>
Expense			
Personnel	104,371.27	750,800.00	646,428.73
Salaries and Wages	79,778.21	578,800.00	499,021.79
5000:Salaries and Wages - Full Time	68,489.20	504,800.00	436,310.80
5010:Salaries and Wages - Part Time	11,289.01	74,000.00	62,710.99
Benefits	24,593.06	172,000.00	147,406.94
5020:Employee Benefits - Full Time	22,853.87	166,100.00	143,246.13
5030:Employee Benefits - Part Time	1,739.19	5,900.00	4,160.81
Non-Personnel	24,724.07	132,295.00	107,570.93
Materials	19,410.70	121,095.00	101,684.30
5100:Communication and Public Relations		500.00	500.00
5105:Computer Software		1,000.00	1,000.00
5115:Equipment Purchase		7,000.00	7,000.00
5125:Hospitality	8.63	775.00	766.37
5135:Library Collection	18,124.29	77,000.00	58,875.71
5140:Membership Fees	900.00	1,500.00	600.00
5145:Postage and Courier		700.00	700.00
5150:Program Supplies	9.16	3,500.00	3,490.84
5160:Utilities		17,100.00	17,100.00
5170:Other Material and Supplies	217.64	4,320.00	4,102.36
5175:Training, Development and Travel	150.98	7,700.00	7,549.02
Contract Services	5,287.85	11,200.00	5,912.15
5200:IT Services	160.00	3,000.00	2,840.00
5210:Professional Services		7,200.00	7,200.00
5230:Repair and Maintenance Services	5,127.85	1,000.00	(4,127.85)
Rents and Financial Expenses	25.52		(25.52)
5410:Financial Expenses	25.52		(25.52)
<b>Total Expenses</b>	<b>129,095.34</b>	<b>883,095.00</b>	<b>753,999.66</b>



<b>Surplus/(Deficit) Before Allocation</b>	<b>127,393.21</b>	<b>835,145.00</b>	<b>707,751.79</b>
Allocation			
<b>Surplus (Deficit) After Allocation</b>	<b>127,393.21</b>	<b>835,145.00</b>	<b>707,751.79</b>
Transfer		(835,145.00)	(835,145.00)
Transfer Between Companies		(835,145.00)	(835,145.00)
<b>Surplus/(Deficit)</b>	<b>127,393.21</b>		<b>(127,393.21)</b>

# **Proposed**

## **L.R. Wilson Centre For Learning & Daycare**

An annexation to existing Library and Archives buildings;

Provides 8 – 10,000 square feet of additional built space (one story);

Access to playground area, museum, library and Downtown;

\*Requires relocation of existing L.R. Wilson Archives to the heritage building at 76 Main Street, Port Colborne - Visitor Centre





2006  
L.R. WILSON  
Centre For Learning And Daycare

Street view  
Showing proposed annex to library



One story 8 – 10,000 sq. ft. space

Rear View Perspective



L.R. Wilson Heritage Research Archives

# Thank you.

Submitted February 7<sup>th</sup>, 2025  
Robert Sheele, resident  
Port Colborne

ra  
RING  
ALTH



SALE

HEARING AID  
0% OFF



Brittany Mott  
Au D., Reg. CASLPO

Seneka Caruso  
MBA, H.I.S., Reg. AHIP

**NEW** Niagara Falls

4315 Drummond Rd, Unit 4  
Niagara Falls, ON L2E 6C4

Fort Erie

224 Garrison Road, Unit 5,  
Fort Erie, ON L2A 1M8  
(In the Barrel Pizza Plaza)

27  
com

are & Affordability Meet

ESSENTIALS  
CREMATION AND BURIAL  
SERVICES INC.



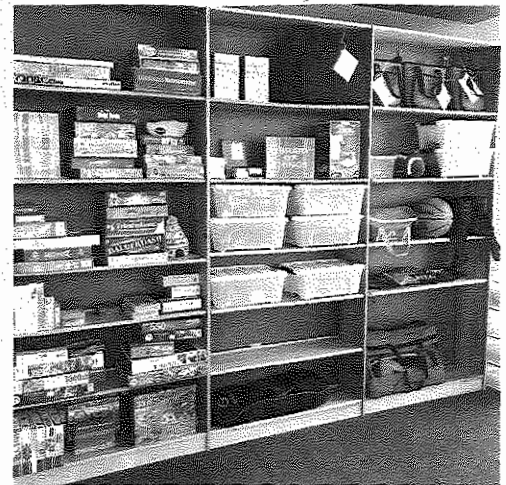
# CHECK IT OUT: More Than Books at the Library!

By KEASHA MAILE, PCO

The Port Colborne Public Library has expanded its popular Library of Things collection, adding a wide range of items aimed at fostering creativity, recreation, and lifelong learning. The initiative was made possible through a generous \$10,000 donation from the Erwin Taylor Charitable Foundation, allowing the library to introduce new tools, games, and technology for the community to borrow.

Rachel Tkachuk, CEO of the Port Colborne Public Library, highlighted the benefits of the expansion. "Some items could be useful for someone looking to use something once, like a screwdriver from the toolset, but then it saves them from having to purchase an entire toolset for that one-time use," she explained. "These kits might also be a good way to try out a new hobby and see if you like it."

The Library of Things now includes household items, sports equipment, crafting kits, technology, and wellness tools. The new additions include seasonal cookie cutters, gardening tools, a 148-piece tool kit, a bike repair kit, and a sewing machine. For those looking to try new sports or activities, the collection features disc golf sets, an agility field kit, lacrosse equipment, pickleball sets, snowshoes, and walking trek poles. Tech enthusiasts can borrow items such as microphones, a microscope, therapy lamps, and colourblind glasses. Families with young children will find educational Launchpad tablets



and Whazoodles, which are preloaded with games, songs, and stories.

The expansion was inspired by community feedback and the popularity of the existing collection, which includes board games, jigsaw puzzles, musical instruments, and video games. "Many of these items have never even been shelved at the library because as soon as they are returned, someone else is checking them out!" Tkachuk noted. The Nintendo Switch collection, for example, boasts over 70 games, with only a handful available at any given time due to high demand.

The new additions were introduced at the City of Port Colborne's New Year's Eve event at the Vale Health and Wellness Centre, where the response was overwhelmingly positive. "We saw faces light up when they realized that these items were available to borrow for free with their library card," Tkachuk said. "Many people shared how they would use the items, like taking their child snowshoeing or borrowing lawn games for a family gathering."

The Library of Things is prominently displayed in the library's front windows, ensuring that visitors can easily explore the wide variety of items now available to the Port Colborne community.



LIFE

# Award-winning Port Colborne children’s book lands in schools

The book features children’s artwork from last year’s Touch-A-Truck event.



By **Rose Lamberti**, Local Journalism Initiative Reporter Port Colborne Leader

Feb 28, 2025



Port Colborne Public Library chief executive officer Rachel Tkachuk, left, and librarian Hannah Madsen with a copy of the Touch-a-Truck book featuring artwork by local children, now available in school libraries and for purchase at the Port Colborne Public Library.

City of Port Colborne photo

A book created by children during Port Colborne’s Touch-a-Truck event last October is making its way into local school libraries after receiving provincial recognition.

The annual event gives children an interactive experience with municipal service vehicles such as fire trucks, snowplows and construction equipment.

The Port Colborne Public Library compiled a collection of artwork done by children attending last year’s event into a book that went on to win the Minister’s Award for Innovation during the Ontario Library Association Super Conference at the end of January.

With the book now receiving wider attention, the Port Colborne Public Library is donating a copy to every elementary school library in Port Colborne, and making copies available for purchase at the library.

All proceeds from the sales will be used to support children’s library programming.

ARTICLE CONTINUES BELOW

In a news release, Rachel Tkachuk, the library’s chief executive officer, said the project celebrates children’s creativity and the engagement of the community.

“It’s great to be able to share this type of project with libraries from across the province,” she said.

Copies of the book can be preordered for \$10 at the library.

More details about the Port Colborne Public Library and its programs can be found on its [website](#).

## Related Stories

---



Niagara restaurants vulnerable as tariffs and rising costs threaten industry



*Rose Lamberti’s reporting is funded by the Canadian government through its Local Journalism Initiative. The funding allows her to report on stories about the communities of Fort Erie and Port Colborne. Reach her [rlamberti@metroland.com](mailto:rlamberti@metroland.com)*

---

REPORT AN ERROR

JOURNALISTIC STANDARDS

ABOUT US



**PORT COLBORNE**

---

---

---

## Book created by local children to be shared with Port Colborne community

---

Posted on Thursday, February 27, 2025



An award-winning book created by Port Colborne children will now be available in local school libraries as well as for purchase at the Port Colborne Public Library.

Created at the City of Port Colborne's Touch-A-Truck event on Oct. 3, the book features a compilation of pictures drawn by local children to reflect their experiences exploring different trucks, vehicles, and equipment that help City staff perform their day-to-day jobs.

The pictures were then compiled by the Port Colborne Public Library into a book that was made available to check out from the library and recently won the Minister's Award for Innovation at the Ontario Library Association Super conference on Jan. 30.

Now, the library will be donating a copy of each book to all elementary school libraries in Port Colborne, and making the book available for sale, with any proceeds going towards children's programming at the library.

Port Colborne Public Library CEO Rachel Tkachuk said the book is a celebration of children's voices in the city.

"The Touch-a-Truck Book inspires literacy and allows children to see themselves reflected in their community by making them published authors in their own schools and library," she said. "We are grateful for the opportunity to collaborate with the City on this project."

Tkachuk said the recent award recognition has created greater awareness of the book.

"We are deeply honoured to receive the Minister's Award for Innovation, and we are grateful for the recognition of our efforts to connect the community through storytelling and creativity," she said. "It's great to be able to share this type of project with libraries from across the province."

Copies of the book can be pre-ordered for \$10 at the library. Orders will be printed on demand and payment can be made with cash, a debit card or cheque.

More information about the Port Colborne Public Library and its initiatives can be found at [Portcolborne.ca/library](http://Portcolborne.ca/library)

---

© 2020 City of Port Colborne, 66 Charlotte St, Port Colborne ON, L3K 3C8, Tel: [905-835-2900](tel:905-835-2900)

Designed by [eSolutionsGroup](http://www.esolutionsgroup.ca) (<http://www.esolutionsgroup.ca>)

Policy Type: **Governance**

Policy Number:

Policy Title: **Financial  
Control/Oversight**

Initial Policy Approval Date: **February  
27, 2025**

Last Review/Revision Date:

Year of Next Review: **2027**

---

The LiNC CEO group is accountable to the LiNC Cooperative for the Cooperatives financial affairs. LiNC must ensure adequate controls are in place to manage finances and see that the Cooperative has adequate resources to deliver service and fulfill its mission. This policy sets out the financial oversight and practices of LiNC.

### **Section 1: Accountability**

#### 1. Financial year

The financial year of LiNC shall terminate on the 31<sup>st</sup> day of December in each year.

#### 2. Bank accounts

LiNC has an account in the name of the cooperative at the Fort Erie branch of Meridian.

#### 3. Signing officers

- a) The board shall appoint at least three signing officers, one of which will be the treasurer.
- b) All cheques or other orders for the payment of money in the name of LiNC shall be signed by any two signing officers.
- c) These signing officers shall be the signing officer for contracts with vendors and granting agencies.

#### 4. Budget

- a) The LiNC CEO group, with the assistance of the treasurer, shall develop an annual operating budget showing potential revenue from all sources (province, local, donations, self-generated) and proposed expenses for LiNC operations.
- b) The LiNC CEO group, with the assistance of the treasurer, may prepare a long-term capital budget which supports the Cooperative's approved long-term goals.
- c) The Annual Operating and Capital budgets shall be approved at a meeting of the LiNC CEOs.

### **Section 3: Financial Monitoring**

1. The LiNC CEO group monitors the finances to ensure that the ongoing financial position of the Cooperative is consistent with the priorities approved by the LiNC CEOs. The LiNC CEO group shall monitor the quarterly financial report as prepared by the treasurer, at each meeting.

Review Date: 2027

## **Purpose:**

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

## **Cardholder Conditions:**

- a. Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans, restricted access to the electronic resources offered by each LiNC library, and certain special collections held by LiNC libraries, as determined by each member library.
- b. Regardless of a member's place of residence, the LiNC library that a cardholder initially registers at is considered their home library for that library card.
- c. New library card memberships will not be issued to anyone whose borrowing privileges have been suspended by another LiNC library.
- d. LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to check out materials or access their account. If the card cannot be presented, valid photo I.D. is required.
- e. Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Library accounts can be updated at any LiNC library with appropriate verification of account details.
- f. By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:
  - Responsibility for the care of all items checked out on their cards
  - Paying outstanding fines and fees
  - Paying for lost or damaged material and associated processing fees
  - Reporting a lost or stolen card
  - Reporting change of name, address, telephone number, email address
  - Presenting library card or acceptable identification every time material is borrowed
  - Understanding that the holder is responsible for materials should the card be loaned to another user

Not fulfilling the above responsibilities may result in the suspension of cardholder privileges.

## Lending Periods, Fines and Fees

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	3	Yes
DVDs, Blu-Rays	7 days	3	Yes
Magazines	7 days	3	Yes

\*Overdue fines will be assessed per individual LiNC library, please see individual library policies for their fine schedule.

### Overdue Materials Notification

- a) Cardholders are notified when their material is overdue. For those cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

### Replacement Fees

- a) Damaged library materials will have a processing fee of \$5.00 and the replacement cost of the material applied to the card holder’s account.
- b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.
- c) Payments for lost or damaged materials can be made at any LiNC library and will be kept by that library.
- d) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

### Limits

- a) Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.
- b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

### Reciprocal Borrowing:



- a) Libraries may enter into reciprocal borrowing agreements.
- b) Reciprocal borrowers have access to all LiNC library collections as outlined in Cardholder Conditions (a) above.

## Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);
- all records identifying users of public computers;
- all reference questions;
- all inter-library loan transactions;
- all holds placed, trapped, or held;
- all online searches and their results;
- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

## Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.

## **Respect and Land Acknowledgement Declaration**

Policy Number: **FN-05**

Initial Policy Approval Date: **Nov. 2019**

Last Review/Revision Date: **Mar. 2025**

Year of Next Review: **2029**

---

The Port Colborne Public Library understands the need to recognize and embrace the principles of Truth and Reconciliation with Ontario's Indigenous population, as outlined in the Truth and Reconciliation Commission Report.

### **Section 1: Declaration**

With this understanding, the Port Colborne Public Library acknowledges the First Peoples on whose traditional territories we live and work. We believe that acknowledging territory shows recognition of and respect for Indigenous Peoples, both in the past and the present. We believe that the territorial acknowledgements is not simply a pro forma statement made before a meeting; but a vital part of the business. We believe that recognition and respect are essential elements of establishing healthy, reciprocal relations and are key to reconciliation.

The Port Colborne Public Library will use this Respect and Acknowledgement Declaration at the beginning of all meetings held at the library.

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hattiwendaronk, 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.

### **Section 2: Collection**

The Port Colborne Public Library will provide collections relating to Indigenous cultures, languages, and peoples. Our collection will include titles by and about First Nation communities, and will include titles presented in the First Nation Communities Read program.

### **Section 3: Services**

The Port Colborne Public Library will provide welcoming spaces and library services to Indigenous peoples, and share elements of First Nations culture with non-Indigenous persons.



## **Section 4: Training**

Training for personnel (staff, board, and volunteers) on Indigenous cultural awareness and reconciliation efforts will be shared throughout the organization.

## **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, Mar. 2025**

Year of Next Review: **2026**

---

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 Polices**

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, Mar. 2025**

Year of Next Review: **2026**

---

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: Workplace Harassment and Discrimination

- 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, Mar. 2025**

Year of Next Review: **2026**

---

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.

Cyberbullying: Cyberbullying is the use of electronic communication to harass,

intimidate, or bully a co-worker. It can take many forms, including emails, texts, social media posts, video calls, and online discussions, such as:

- Sending unsolicited and/or threatening e-mail or messages.
- Encouraging others to send unsolicited and/or threatening e-mail or messages to overwhelm the victim with e-mail messages.
- Sending viruses (electronic sabotage).
- Making defamatory comments.
- Harassing the victim during a live chat.
- Leaving abusive messages online, including social media sites.
- Sending graphic material that is knowingly offensive.
- Creating online content that depicts the victim in negative ways.

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-08: Health and Safety Policy Statement.
- 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.

## **Electronic Monitoring**

Policy Number: **HR-11**

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

Last Review/Revision Date: **Mar. 2025**

Year of Next Review: **2027**

---

The Port Colborne Public Library values trust, discretion, and transparency and believes employees deserve to know when and how their work is being monitored. This policy is to be used in conjunction with other policies and is intended to establish guidelines for Library practices and procedures related to the electronic monitoring of employees.

### **Section 1: Definitions**

1. **Employee:** a person who performs work for an employer for wages, as set out in the Employment Standards Act.
2. **Electronic monitoring:** includes all forms of employee and assignment employee monitoring that is done electronically.
3. **Personal information:** any factual or subjective information about an identifiable individual.

### **Section 2: Policy Statement**

The library has the capability to monitor library staff, but will only access such data under specific circulations as outlined below.

The City of Port Colborne provides electronic support for library operations including email, website, networking, cameras and surveillance recording. The City may conduct electronic monitoring and uses information gathered from such monitoring as follows:

#### **1. Cameras and Surveillance Equipment**

Video and audio transmissions and recordings are monitored, saved, and archived for security purposes, and to monitor compliance with applicable policies, procedures and expectations. Areas being monitored include all City-owned facilities (including the Library), buildings, and public parks which are considered workspaces for many City and, on occasion, Library employees.

## **2. Email and Website Activity**

The library uses the City's email and website services for Board purposes. The City may retrieve messages from City/Library email accounts or review websites visited during work hours in order to retrieve information following a computer failure, identify sensitive information leaving the organization, investigate acts of potential wrongdoing, and to monitor compliance with applicable policies, procedures, and expectations.

## **3. Handheld Devices**

Library staff use both City- and Library-issued handheld devices. The Board and the City may review all communications on devices that utilize the network, including telephone logs and internet usage.

## **4. General Provisions**

Other Purposes: Information gathered via the aforementioned electronic monitoring activities may also be used to assess productivity, protect the Board and the City's legal and business interests, and in the investigation of alleged violations of law, regulations, or applicable Board and/or City policies, procedures, and expectations, or other instances of misconduct. Any information collected by electronic monitoring may be used during performance reviews or during consideration of disciplinary decisions.

## **5. Privacy and Confidentiality**

All information collected through electronic monitoring will be securely stored and protected by the City on behalf of the Board where applicable. If any personal information is collected, its use and disclosure will be limited to achieve the stated purpose of its collection. The City will adhere to all privacy and confidentiality legislation that applies to the collection, use, and disclosure of personal information obtained by electronic monitoring.

## **6. Posting, Notice, and Retention**

- a) The CEO shall provide a copy of the Electronic Monitoring policy to each library employee within 30 calendar days of implementation.



- b) Should the City make any changes to its policy, the City shall notify the CEO immediately who will update the Board policy and provide each Library employee a copy of the revised policy within 30 days of the changes being made.
- c) The CEO shall provide a copy of this policy to all new employees upon onboarding and within 30 calendar days of the employee commencing employment with the library.
- d) All data collected pursuant to this policy will be retained in accordance with both the City's and Board's Record Retention policies.
- e) The library shall retain a copy of this and any revised version of this policy for three years after it ceases to be in effect.

**Related Documents:**

- City of Port Colborne. Electronic Monitoring (CAP-73)

## **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

Cyberbullying: Cyberbullying is the use of electronic communication to harass, intimidate, or bully a co-worker. It can take many forms, including emails, texts, social media posts, video calls, and online discussions, such as:

- Sending unsolicited and/or threatening e-mail or messages.
- Encouraging others to send unsolicited and/or threatening e-mail or messages to overwhelm the victim with e-mail messages.
- Sending viruses (electronic sabotage).
- Making defamatory comments.
- Harassing the victim during a live chat.
- Leaving abusive messages online, including social media sites.
- Sending graphic material that is knowingly offensive.
- Creating online content that depicts the victim in negative ways.

## 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 Policies
  - 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: **OP-24**

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

Review/Revision Dates: **Feb. 2021, Mar. 2022, Apr. 2023, Mar. 2024, Mar. 2025**

Year of Next Review: **2026**

---

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.