

**INNISFIL PUBLIC LIBRARY BOARD
MEETING AGENDA
Monday, December 11, 2023 – 7:00 p.m.
Lakeshore Library – Community Room**

1. Call to Order, Welcome & Land Acknowledgement
2. Approval of Agenda (copy & motion)

[Motion #2023. – THAT the agenda of the December 11, 2023 meeting be approved as presented.]

3. Declaration of Pecuniary Interest
None at time of agenda creation
4. Delegations to the Board
None at time of agenda creation

Consent Agenda

5. Approval of Previous Minutes (copy)
6. Correspondence (copy)
7. Reports for Information
 - a) CEO Report (copy)
 - b) Municipal Council Report (copy & information sharing)
 - c) Library Board Report (information sharing)
 - d) Board Committee Reports (copy & information sharing)
 - i. Fundraising Committee
 - ii. CEO Evaluation Committee
 - e) Health & Safety Update (copy)

Consent Recommendation

[Motion #2023. – THAT the consent agenda items 5a.01.01 to 7e.01.01, and the recommendations contained therein be approved as presented.]



Agenda

8. Reports for Action
 - a) LIB-13-2023 Future Plans for Churchill Branch

[Motion #2023. – THAT the Staff Report LIB-13-2023 Future Plans for Churchill Branch be received and the recommendations contained therein be approved as presented.]

9. Business Arising
None at time of agenda creation

10. Policies

- a) **EMPLOYMENT – Respectful Workplace, Harassment & Violence Prevention Policy #E-2023-27**

(copy & motion)

Recommendation

[Motion #2023. – THAT the EMPLOYMENT – Respectful Workplace, Harassment & Violence Prevention Policy #E-2023-27 be approved as presented.]

11. Strategic Issues
None at time of agenda creation

12. New Business
None at time of agenda creation

13. Comments and Announcements
 - a) Calendar of Events

<https://innisfil.bibliocommons.com/events/search/index>

(link)



14. In Camera
No in camera at time of agenda creation

15. Adjournment

[Motion #2023. – THAT the meeting be adjourned]



CORRESPONDENCE LIST for December 11, 2023

6a.01.01	<i>Town of Innisfil - Strategic Plan 2030</i>	(copy)
6a.02.01	<i>County of Simcoe - Local Immigration Partnership - Community Settlement Strategy 2023</i> https://www.simcoe.ca/ChildrenandCommunityServices/Documents/Community%20Settlement%20Strategy.pdf	(Link)

**INNISFIL PUBLIC LIBRARY BOARD
MEETING MINUTES
Monday, November 20, 2023 – 7:00 p.m.
Lakeshore Library – Community Room**

In Attendance: Rob Nicol, Councillor Robert Saunders, Barb Baguley, Sue Bennett, Rhonda Flanagan, Cynthia Gordon, Raj Grover
Staff in Attendance: Erin Scuccimarri, Jennifer Miyasaki, Shannon Kelly-Robb
Regrets: Anne Smith, Councillor Jennifer Richardson

1. CALL TO ORDER, WELCOME AND LAND ACKNOWLEDGEMENT

- The meeting was called to order at 7:00 p.m.
- The Board Vice Chair delivered the Land Acknowledgement Statement.

2. APPROVAL OF AGENDA

Motion #2023.77

Moved by: Raj Grover
Seconded by: Rhonda Flanagan

THAT the agenda of the November 20, 2023, meeting be approved as presented.

CARRIED.

3. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

4. DELEGATIONS TO THE BOARD

- Shannon Kelly-Robb, Library Services Supervisor, presented an overview of the social services provided at the Library in partnerships with organizations and agencies. The evolving role of Library Services staff as a result of the increasing needs in the community was also discussed.
- The presentation was followed by a brief Q & A.
- It was suggested that this be included in the annual presentation to Council.

CONSENT AGENDA

5. Approval of Previous Minutes

6. Correspondence

7. Reports for Information

- CEO Report
 - Dr. Raj Grover represented the Library for Simcoe Reads and was recognized as this years Simcoe Reads Champion
 - CEO highlighted the story “I am a citizen thanks to the library”

- Book sanctuary was also featured
- Municipal Council Report
 - No further updates
- Library Board Report
 - Roundtable sharing; items included:
 - OLS Board Assembly meeting was attended
 - Little Free Library is being well used
 - Library Staff were invited to participate in Library Days at Queens Park; focus on additional funding and support from the Province

Committee Updates:

- Finance Committee
 - Met on November 6th to review the Q3 Capital and Operating results

Recommendation

THAT following the recommendation of the Board Budget Committee, the Board delegates the Manager overseeing Business Strategy to approve the CEO's business related expenses to a limit of \$5000. Expenses greater than \$5000 will require Board Chair approval.

- Staff Report: LIB-11-2023 Q3 2023 Financial Results
- Fundraising Committee
 - Met October 30th and November 13th – working on sponsorship gathering; event is on track; request Board members reach out to any contacts that could be a potential sponsor; Executive Assistant to share out gala event information to Board.
- Truth & Reconciliation Committee
 - Met on November 13th – working on updating/revising the Land Acknowledgement Statement; working on partnerships with Indigenous groups
- CEO Evaluation Committee
 - Committee met with CEO for self evaluation on November 3, 2023
 - It should be noted that although the Committee considered corporate partners and stakeholders in the initial appraisal process, it was decided to focus only on Board and Staff for input as per feedback from other library systems
- Health & Safety Update
 - JHSC Minutes included in package

- The Executive Assistant provided further details on JHSC membership changes

Motion #2023.78

Moved by: Cynthia Gordon

Seconded by: Rob Saunders

THAT the consent agenda items 5a.01.01 to 7e.01.01, and the recommendations contained therein be approved as presented.

CARRIED.

AGENDA

8. REPORTS FOR ACTION

- a) Staff Report LIB-12-2023 Organizational Review

Motion #2023.79

Moved by: Raj Grover

Seconded by: Cynthia Gordon

THAT the Staff Report LIB-12-2023 Organizational Review be received and the recommendations contained therein be approved as presented.

CARRIED.

9. BUSINESS ARISING

No business arising

10. POLICY

- a) **EMPLOYMENT** – *Wireless Mobile Communication Devices Policy #E-2023-24*
- b) **OPERATING & TECHNOLOGY** - *Public Internet and Technology Use Policy (formerly the Internet Service Policy) #2023-25*
- c) **OPERATING & TECHNOLOGY** - *Video Surveillance Policy #2023-26*

Motion #2023.80

Moved by: Rhonda Flanagan

Seconded by: Cynthia Gordon

THAT the EMPLOYMENT – Wireless Mobile Communication Devices Policy #E-2023-24; the OPERATING & TECHNOLOGY - Public Internet and Technology Use Policy (formerly the Internet Service Policy) #2023-25 and the OPERATING & TECHNOLOGY - Video Surveillance Policy #2023-26 be approved as presented.

CARRIED.

11. STRATEGIC ISSUES

There were no Strategic Issues to discuss this month.

12. NEW BUSINESS

- a) Proposed 2024 schedule of Board Meetings

13. COMMENTS AND ANNOUNCEMENTS

- a) Calendar of Events
 - o Link to Library offerings was provided in the agenda.

14. IN CAMERA

No in camera

15. ADJOURNMENT

Motion #2023.81

Moved by: Barb Baguley

THAT the meeting be adjourned at 7:56 p.m.

CARRIED.

DATE OF THE NEXT MEETING

The next Library Board meeting will be held on
Monday, December 11, 2023 at 7:00 p.m.
Innisfil Public Library & ideaLAB – Lakeshore Branch – Community Room

Anne Smith, Board Chair

Erin Scuccimarri, Secretary

TOWN OF INNISFIL

STRATEGIC PLAN 2030





A MESSAGE FROM THE MAYOR

Town of Innisfil | Strategic Plan 2030

On behalf of the Council of the Town of Innisfil, I'm very pleased to share our refreshed Strategic Plan with you. This plan will guide us in our efforts to preserve our past, build for the future, and serve the residents and businesses of Innisfil as effectively as we can. As a growing community, this plan will help us to meet the challenges that growth presents, and take advantage of its opportunities.

A lot has changed since we prepared our last Strategic Plan. We've made it through a global pandemic. We have new members of council around the table. That's why it made sense in 2023 to take stock and confirm the direction we wanted to take in the future. We gathered the input of council members, staff and the community and have agreed upon the bold vision that you see here. The plan is organized around four pillars – Grow, Sustain, Connect, and Serve.

I know I can speak for all members of council in saying that we are excited about this plan and are committed to making it happen. We will always be open to hearing your ideas and opinions about our community's future.

Let's keep working together to make Innisfil the very best place to call home.



LYNN DOLLIN
Mayor of Innisfil



VISION AND MISSION

Town of Innisfil | Strategic Plan 2030

VISION

Community First.
Future Ready.
Balance Always.

MISSION

Together, we are a unique and innovative community, strengthened by an inclusive population, and unified by the belief that there is no greater place to call home.



GUIDING VALUES

COMMUNITY FIRST

Locally minded and priding ourselves on fostering ways to support one another, we value the insights and contributions of those who live and work here. At the same time, we recognize our roles as members of a global community, welcoming all and recognizing we are stronger together. We are committed to upholding the principles of diversity, equity, inclusion, and accessibility in all we do.

FUTURE READY

Innisfil is fertile ground for inventive minds and those with an entrepreneurial spirit. Proactive decisions today, coupled with our ability to adapt and implement, enable us to stay on the leading edge of innovation. We forge boldly ahead, optimistically focused on the future.

BALANCE ALWAYS

Recognizing that in order to sustain the joy and prosperity our natural heritage brings, we must be guided by a commitment to responsible development. We believe it's possible to find harmony between growth and conservation. While we embrace elements of urban life, we are honoured stewards of our rural roots and the land upon which we live.



STRATEGIC PLAN **AT A GLANCE**

Town of Innisfil | Strategic Plan 2030

GROW

Proactively plan and manage growth

Promote a diversity of housing types

Build and diversify the local economy

SUSTAIN

Protect and preserve Innisfil's natural heritage and Lake Simcoe

Advance climate change mitigation and adaptation initiatives

Ensure continued financial sustainability

CONNECT

Enhance communication and civic engagement

Ensure a safe and reliable transportation network

Support a healthy, active and safe community

Continue to engage in advocacy and partnerships to deliver on community priorities

SERVE

Focus on continuous improvement in service delivery

Build organizational resilience

Establish the Town as a leader in Diversity, Equity and Inclusion



PRIORITY #1

GROW

We are a growing community. Through proactive and smart planning, we work towards the strategic balance of enabling Innisfil to grow and thrive while also celebrating and respecting the unique mix of urban, rural, and agricultural spaces that make it special.

1. Proactively plan and manage growth

- 1.1. Demonstrate an ongoing commitment to working collaboratively with our public and private-sector partners to grow into a complete community, being agile and responsible as we ensure growth occurs in the right places.
- 1.2. Facilitate the development of the Orbit and the new GO station to create a sustainable, compact, and complete new community in the heart of Innisfil.
- 1.3. Identify opportunities to streamline the development approvals process to keep up with growth and make it easy to do business in Innisfil.
- 1.4. Develop and implement a land acquisition strategy, including for the waterfront, to ensure the Town has the space to provide new facilities and meet the goals of our master plans in a financially sustainable way.

2. Promote a diversity of housing types

- 2.1. Develop and implement a sustainable housing strategy to build more homes and create a wider range of housing types that people in our community can afford, consistent with our housing targets, and in a manner that preserves our urban/rural balance.
- 2.2. Consider opportunities and incentives to support more affordable and attainable housing projects and ensure everyone can afford a home in Innisfil.

3. Build and diversify the local economy

- 3.1. Develop Official Plan policies to promote employment uses and create a wide range of jobs in more places around Innisfil.
- 3.2. Implement a Community Improvement Plan program for Innisfil Heights to ensure lands in Innisfil are put to their best use and that our local economy is thriving.
- 3.3. Develop and implement an Economic Development Strategy to attract investment, grow local businesses, and build a more diverse economy, including thriving main streets.
- 3.4. Continue to pursue strategies to support the future of gaming in Innisfil, in consultation with the Ontario Lottery and Gaming Corporation.



PRIORITY #2

SUSTAIN

We embrace the principles of sustainability as we actively protect, maintain, and enhance the environment, assets and amenities that our residents depend on.

1. Protect and preserve Innisfil's natural heritage and Lake Simcoe

- 1.1. Improve our stormwater infrastructure and monitoring programs to continue to protect Innisfil's precious water supply and environment, especially Lake Simcoe.
- 1.2. Develop and implement an urban biodiversity strategy to protect and enhance this unique resource, especially as we continue to grow as a community.
- 1.3. Recognize and protect our natural heritage features, including through seeking opportunities to partner with other landowners and agencies.

2. Advance climate change mitigation and adaptation initiatives

- 2.1. Develop and implement an Integrated Sustainability Master Plan to make sure we're doing our part to protect the environment and contribute to a globally sustainable future.
- 2.2. Develop and implement green strategies for our facilities and fleet to help reduce the Town's carbon emissions.
- 2.3. Develop a community-based strategy, in partnership with relevant stakeholders, to encourage residents to adopt more sustainable ways of living and reduce their carbon footprints.
- 2.4. Adopt new green urban design standards to ensure new developments are as sustainable as they can be and help us to adapt to climate change.

3. Ensure continued financial sustainability

- 3.1. Develop a long-term financial plan to guide future policy and budget decisions so that we maintain the Town's financial health and stability.
- 3.2. Focus on the implementation of our approved master plans, in alignment with Simcoe County and our utility companies, so that we can deliver on the priorities and opportunities that those plans have identified for our community.
- 3.3. Implement a comprehensive asset management program so that we know the condition of our infrastructure assets and can prioritize investments to meet the needs of tomorrow.
- 3.4. Ensure capacity to be able to pursue available grant opportunities to help us realize our priorities.



PRIORITY #3

CONNECT

We build connections at all levels – physically, socially, and culturally – to support the overall well-being and vitality of our community.

1. Enhance communication and civic engagement

- 1.1. Streamline and enhance the Town's online presence to improve more direct communication and information-sharing with community members.
- 1.2. Develop and implement an Indigenous Relationship Strategy to promote mutual understanding and to meaningfully advance reconciliation.
- 1.3. Explore opportunities, including partnerships and programs, to increase youth engagement in local government.

2. Ensure a safe and reliable transportation network

- 2.1. Expand our road rehabilitation program to make sure more of Innisfil's roads are in a state-of-good repair and can meet the demands of growth.
- 2.2. Implement the Transportation Master Plan to support the future mobility needs of the Innisfil community, including roads and active transportation, and take advantage of opportunities to coordinate and leverage planned capital work.
- 2.3. Implement a traffic calming strategy to improve safety for all road users.
- 2.4. Evaluate opportunities to expand local transit in Innisfil, including options such as expansion of the existing Uber partnership and Simcoe County's LINX program.

3. Support a healthy, active and safe community

- 3.1. Ensure the community knows about and can access local programs and services that promote physical, social, and mental health and wellness and food security.
- 3.2. Investigate options to attract more healthcare professionals, including family physicians and nurse practitioners, to make sure residents have the healthcare supports they need when they need them.
- 3.3. Continue to engage with Royal Victoria Regional Health Centre on its ongoing master planning and advocacy for the South Campus project.
- 3.4. Implement the Land & Lake Master plan so that our parks, waterfront, and Town facilities and programs can meet changing community needs as Innisfil grows and changes.
- 3.5. Deliver more year-round activities and events to encourage community togetherness, belonging and well-being.

4. Continue to engage in advocacy and partnerships to deliver on community priorities

- 4.1. Develop and implement a government relations and advocacy strategy to champion community priorities with other levels of government.
- 4.2. Engage in more technology partnerships to deliver better services and demonstrate that Innisfil is an innovative and forward-looking municipality.
- 4.3. Do more work with Simcoe County, community groups, and other agencies to ensure that people of all ages and abilities, including youth and seniors, can thrive in Innisfil.



PRIORITY #4

SERVE

We work together to deliver high quality programs and services, with a focus on accountability, value-for-money, and innovation.

1. Focus on continuous improvement in service delivery

- 1.1. Expand the Town's digital service delivery options, including the residential portal, to provide better and faster service to our local residents and businesses.
- 1.2. Measure our service levels, and always look for opportunities to streamline how we work so that we deliver services more efficiently and make the most of our organizational capacity.
- 1.3. Develop key performance indicators to set targets and track progress for the Town's priorities, as defined in this Strategic Plan.

2. Build organizational resilience

- 2.1. Create a corporate culture that recognizes the amazing contributions of our staff and ensures all employees feel valued and respected for everything they contribute to our Town.
- 2.2. Commit to supporting our staff's physical and mental health and well-being through our policies, resources, and management practices.
- 2.3. Through learning and development, professional networking, and succession planning, work to ensure that all staff can reach their full potential and grow within our organization.
- 2.4. Attract and retain the best staff through our policies, total compensation framework, and an exceptional organizational culture.
- 2.5. Promote Council member involvement and leadership in the municipal sector.

3. Establish the Town as a leader in diversity, equity and inclusion

- 3.1. Develop a diversity, equity and inclusion strategy to ensure that the Town welcomes and accommodates all people within our organization and across the programs and services we deliver.



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NOV 2023 CEO REPORT



RED SCARVES ACROSS SIMCOE & MUSKOKA Gilbert Centre's Red Scarf Campaign

The Red Scarf Campaign is a movement in raising awareness of the positive advancements in HIV/AIDS treatment and prevention. The campaign stands against stigma as it works to improve the lives of those living with, affected by, or at risk for HIV/AIDS. The Red Scarf Campaign runs in conjunction with International HIV Testing Week, HIV/AIDS Awareness Week, and World AIDS Day. The Gilbert Centre partnered with a variety of organizations to assist in co-ordinating the efforts of both volunteers and knitters for a successful rollout of the scarves. This year, Kellie Leeder (the Gilbert Centre's HIV Client Support Coordinator) visited our *Crafting for Humanity* program to share more about the campaign, and meet our crafters.



In the Library, the display also offers information about how easy it is to be tested for HIV. HIV is now considered a highly manageable chronic illness, helping to dispel the fear and stigma, yet there are people who still do not know their HIV status. An estimated 63 000 Canadians are living with HIV, and 1 in 8 people living with HIV are unaware of their status.

The Gilbert Centre is a community-based, not-for-profit, charitable organization that has been providing programs and services as the AIDS Committee of Simcoe County for over 25 years. In 2015, in part to recognize the reality of people with HIV not developing AIDS, but living healthy lives with HIV, the organization changed its name from the AIDS Committee of Simcoe County to the Gilbert Centre for Social and Support Services.

Open UP opportunities to strengthen connection & engagement with our community

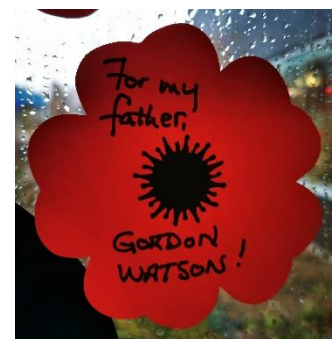
POPPIES OF REMEMBRANCE

Heartfelt Messages of Support and Gratitude

From October 27 to November 11, all three Library Branches featured Poppies of Remembrance displayed around the silhouette of a soldier. Patrons were invited to fill out a poppy, created in-house on the laser cutter, with a message of thanks, or the name of a loved one who served, as a way of honouring and recognizing the importance of Remembrance Day.

This was the third year that the Library has offered this interactive community art display, and it proved to be the strongest year yet with 123 poppies created between the three Branches! Several patrons reported to Library Services staff that they appreciated the project and were happy they could personally contribute. It is encouraging to see that the community engages with these kinds of collaborative art displays, even when they have participated in a previous year, and the heartfelt messages written have demonstrated that they are connecting with the initiative on a very personal level.

Library visitors shared numerous messages in honour of Remembrance day.



FROM ELEMENTARY TO HIGH SCHOOL

Kindergarten Card Outreach

In November, the Children's team began outreach visits to Kindergarten classes at local schools in order to ensure each child entering school in Innisfil has access to a Library card. The 30-minute visits include a storytime with rhymes and songs, a question period about the Library, and a robot demonstration with information about our Library of Things collection; all with the goal of introducing students to the Library in a fun and exciting way. These visits are also a great opportunity to highlight the differences between the school libraries and the Innisfil ideaLAB & Library, and share information about after school programs for the students, and resources like our Classroom Book Bag program with teachers. These visits will continue through December, with members of the programming staff visiting 29 classrooms at 7 elementary schools.



Crafting For Humanity Outreach with Nantyr Shores Secondary

Library Staff were invited to join the Personal Life Management class at Nantyr Shores Secondary School (NSSS) this year to help them complete a hand sewn Care Bag, a project inspired by the *Crafting for Humanity* program. This class focuses on preparing students for living independently and emphasizes practical experiences. The teacher reached out to the Library about providing a sewing tutorial where the projects could be donated back to the community, which combines nicely with the intent of the *Crafting for Humanity* program. This was the first time we were able to attend the class in person, as we had offered virtual outreach in previous years. It was a great opportunity to share information about the Library. Staff talked about various programs, including *After the Bell* and *Crafting for Humanity*, shared details about the *YouthCall* drop-in partner program happening every other Thursday, and spoke about the various *Tinkershops* that might interest them. As well, they shared information about opportunities to get Community Service Hours at the Library, like our Teen Book and Movie Review program, and directed the students to the teen section of our website.

The Life Skills class at NSSS has also reached out to the Library about helping with an ongoing *Crafting for Humanity* project that provides students in the class with the necessary supplies to make reusable shopping bags for the Troy Scott Community Fridges. Included in the bag making kit were canvas bags, fabric paint, stencils, precut heat-transfer stickers, and the portable Cricut press. The class completed and returned 22 decorated, reusable bags that will be available for those using the Community Fridges in December.



Build UP our reputation as a trusted community asset

COLLECTIONS

Yoto Audiobook Players

A new type of device was added to the Library's collection this month. The Yoto audiobook player is a screen-free device for children which has very few controls and is easy to intuitively understand. Each of the four devices is pre-loaded by Staff with ten audiobooks selected for the target age range. The two standard, larger players are for ages 0-4, and 4-6. The two mini-players are for ages 6-8, and 8-12. The audiobooks are activated by inserting the card for the title they want to listen to, and the player will remember the place in the book and resume where it left off each time it is turned on.

The players and audiobooks were added following some requests from residents. The devices are marketed directly to the public, and there are some people in the community who have their own and are primarily interested in borrowing just the audiobooks. This may be offered in the future, alongside loaning out devices, if there is sufficient demand and Staff can develop a model that makes sense from a procedural point of view. The first week the Yoto Players were available to borrow, they were checked out with 3-5 holds placed on each one.



PHYSICAL SPACES

Creating More Work Spaces with Quiet Pods

Two new quiet study/work spaces were added to the Lakeshore Branch at the beginning of the month. The “Solo Pods” provide a quiet workspace for a single person, and include lighting that can be adjusted for video meetings and reading, as well as an outlet for charging and a ventilation fan. The worktop is height adjustable, as is the built-in seat. The Pods were added in response to the high-demand for quiet work spaces. The existing Study Pods are heavily used, and booked most of the time the Branch is open. Providing space for a single person will allow the Study Pods to serve groups. The response from the public has been extremely positive, and the Solo Pods are highly sought after.

A quiet meeting pod produced by the same company, Framery, was installed at the Cookstown Branch. This Branch did not have any meeting spaces for the public that offered privacy or quiet. The new meeting pod can be used by up to four people, and is completely accessible (includes a ramp and automatic door opener). Features include built-in seats, an adjustable height worktop, lighting, ventilation fan, and charging ports.



The pods were immediately popular for those needing a quiet study space.

New Public Service Desk

A secondary service desk was added to the Lakeshore branch, located near the children’s area. Programming Staff will be scheduled to work at this service point during peak times in order to better serve customers where they are in the Branch, and to monitor behaviour at that end of the building which is not very visible to Staff working at the front desk.

PROFESSIONAL DEVELOPMENT

Inclusive Collections

The Manager and two Librarians in the Collection Services Department completed a three-part course titled “How to Build and Defend Inclusive Collections”. Multiple presenters specializing in different aspects of library collections and EDI principles spoke about:

- Methodologies for analyzing diversity of collections
- Defining and recognizing positive representations in materials
- Identifying common problematic stereotypes and tropes
- Cultural literacy concepts, including unconscious bias and cultural appropriation
- Strategies for revising collections policies to address censorship

The Collections Team will create a plan for assessing practices and procedures related to the acquisition and management of the Library’s Collections to make sure these processes prioritize diversity. Staff have already made some changes, and the Collection Management Policy was updated earlier this year, and included all of the strategies presented in the course.





Raise UP the Library's identity as an innovative hub

AWARD WINNING LIBRARY SERVICE

Library Wins the W. Kaye Lamb Award for Popular Seniors Kits Program

The Library is the recipient of the **2023 W. Kaye Lamb Award for Service to Seniors** for *Activity Kits for Older Adults*. This project increased the social participation for older adults, created opportunities for community connection, co-learning and shared experiences. These monthly Seniors Kits offered for free to Innisfil's senior community, contain crafting supplies, materials to support active lifestyles, and self-care supplies, as well as information about accessing important resources in the community. Staff have heard from the community how grateful they are for the monthly kits and these efforts have ensured our customers have been able to remain connected and engaged while creating new friendships and building new skills. The selection committee remarked on how the program provided a scalable model for other libraries interested in similar programming for their communities. Named for Canada's first National Librarian, the **W.K. Lamb Award**, named for Canada's first National Librarian, recognizes outstanding innovative and excellent library service to seniors. The award is co-sponsored by Ex Libris Association (ELA) and the Canadian Federation of Library Associations/Fédération canadienne des associations de bibliothèques (CFLA-FCAB) and is awarded biennially.

MUSINGS FROM THE MAKERSPACE

HackLAB Customers get ready for the Holidays

From holiday table runners made on the Cricut to 3D printed cookie cutters, countdown calendars, and more, HackLAB customers continued to build their tech skills with Tinkershops designed to create personalized items. Tinkershops are often filled with repeat customers, as once you begin to learn to design in the HackLAB the possibilities are endless. Staff are able to guide customers as they build their skills and confidence, and let their creativity take over as they become more comfortable with the tools and space. A senior customer shared how much she loves these programs as it's a great way to get her out and socializing with others in the community, while another remarked "What fun we had! Looking forward to taking my next Tinkershop!"

Makerspace Inspiration

Staff from Wasaga Beach Public Library visited the Lakeshore branch from a Library tour. They are currently undergoing a renovation and are set to reopen a new branch in mid-January. Their staff were eager to tour the mediaLAB and hackLAB spaces and had many questions about programming, equipment and supplies. These visits provide an opportunity for Staff to share their expertise with the Library community and make connections with colleagues from across the province.

A SPACE FOR COMMUNITY

Innisfil Studio Tour: Innisfil Autumn Art Show and Sale

The Innisfil Autumn Art Show and Sale is a two-day event hosted at the Lakeshore Branch the first weekend in November and showcased the vibrant and diverse talent within our community. The Library provided a welcoming setting with a layout facilitating easy navigation allowing for appreciation of each exhibit. The variety of diverse artworks created an immersive experience for attendees. The open and inviting atmosphere encouraged meaningful interactions between artists and visitors, facilitating discussions about the creative process of their pieces. Additionally, grade 12 students from Nantyr Shores, Maple Ridge, and Banting Memorial Secondary Schools showcased their talents through a mini canvas display at the entrance of the show. The event's success also supported local artists and contributed to the cultural enrichment of our community.



Rotary Club of Innisfil Annual Gingerbread Contest and Craft Show

The Rotary Club of Innisfil once again held their Annual Simcoe County Gingerbread House Contest at the Lakeshore Branch. This event brings together individuals of all ages to showcase their culinary and artistic talents through the beloved Gingerbread House Contest, where sweet structures become works of art. The Craft and Bake Sale offered an array of handmade crafts and delectable treats, providing a shopping experience for attendees while supporting local crafters and small businesses. The Library participated in a used book sale and the ideaSHOP also offered holiday items for purchase; showcasing what can be made in our HackLAB. This event not only fosters a sense of community within Innisfil but also serves as a significant fundraiser for Rotary Club initiatives. As a key library partner, the Rotary Club of Innisfil is excited to continue this cherished tradition, fostering community engagement and spreading joy and festive spirit of the holiday season through creativity and generosity.





Light UP pathways to personal & professional growth

CREATING NEW OPPORTUNITIES FOR FAMILIES

Introducing Imagination Station

In November, the Library launched the newest school age program, *Imagination Station*. Running on Saturday afternoons, the program targeted families unable to attend after school programs during the week, offering a wide range of activities similar to those found in after school programs. At the very first program, two parents approached the programmer to express how grateful they were that the Library was offering a Saturday program because it “broke up the day at home.” They talked about how their children attend private school, so they are not able to attend PA Day programs either, but they want to be able to participate in Library programming.

Like all Library programs, *Imagination Station* builds community and allows children to connect with each other in a safe and fun space. Two of the participants in the program talked about how they used to go to school together, and so their parents planned to bring them both to *Imagination Station* so that they could still hang out. These friends missed their time together and the Library became an ideal place for a play date.



Storytime Successes

The Library is a popular spot for playdates and meetups, even when children are not participating in programs. In Cookstown another two families planned for their children to come to the Library after school so they could catch up and play for a few hours, since they are not in the same class. *Drop-in Storytime* is also a popular program for playdates and meet ups. One family regularly attends the Friday morning storytime at the Lakeshore branch, and recently started inviting different friends and extended family to attend with them. The parent explained to staff that she knew her friends and their kids would enjoy the program and was so happy to share it with them. The sense of community at *Drop-in Storytime* was also demonstrated at a recent storytime in Cookstown, where one family was moving to Ottawa at the end of the week, but they wanted to come to one more storytime! Despite being from outside of Innisfil, they shared how much they have enjoyed storytime because of the community they found at the Library.

Drop-in Storytime aims to welcome all families and children, and allows them to participate as fully in circle time as they choose. For example, one week, a grandparent approached the programmer after Storytime to share how her granddaughter had recently been diagnosed with autism, and so she was thrilled that her granddaughter could participate in the program, noting that she especially loved the instruments and had been willing to take a turn in the felt activity. Staff were able to provide positive feedback to this family about the granddaughter's participation and encouraged them to continue attending. Finding support can be challenging for families, and storytime offers a flexible, welcoming environment that encourages all children to participate at their own level.



PA Day Programming

November 17th was a PA Day for both Catholic and Public schools in Simcoe County and so the Library offered a special afternoon program focusing on some of the lendable robots found in the Library of Things. The group selected which robots they were interested in exploring, and set out to build LEGO robots with the WeDo's and tested their driving skills with the Sphero BOLTs. At the end, one parent spoke with the programmer about how happy she was to see her son so engaged in the program. Another parent, whose child was focused on a LEGO WeDo project, asked about where to access a kit for her child, particularly with the holidays coming up. Despite being connected to Library programs and more traditional Library resources, many families are not aware of the Library of Things and all the additional materials available to them through their Library cards. Programs like this PA Day program help to highlight these unique parts of the Library's collection.

REMEMBRANCE DAY

With Special Guest Corporal Eugene Clifford

The Library hosted Corporal Eugene Clifford, an Avionics Technician from Base Borden, to speak to a small but enthusiastic group about his career in the Canadian Armed Forces as well as the meaning of Remembrance Day to someone who is actively serving. Corporal Clifford presented in a Q&A style that worked very well for this smaller group. He illustrated his knowledge and passion for his career as well as allowed our audience to ask all the questions they may not have typically had an opportunity to ask of someone in the armed forces. His unique experiences on a peacekeeping mission to Mali in Africa, as well as an equipment rescue mission in the Northwest Territories, provided some interesting perspective on the lives of people serving in technical roles.

This was the second time the Library has acquired an active duty speaker through the National Veterans Speakers Week program, offered by the Department of National Defence. Corporal Clifford commented that it was a fun experience for them to talk to a smaller group of primarily adults in a public library setting instead of larger crowds of children and teenagers at school events, which is more typically requested through this program. The Library will continue to provide these kinds of unique opportunities for people of all ages in our community.



APPENDIX A:

Level UP! Communications Insights

Media Outreach & Social Media Response

DATE PUBLISHED	NEWS OUTLET	TITLE
Nov. 1, 2023	Barrie Today	Services planned across Innisfil for Remembrance Day
Nov. 2, 2023	Innisfil Today	Your go-to list of upcoming South Simcoe holiday bazaars
Nov. 3, 2023	Innisfil Today	Good morning, Innisfil!
Nov. 3, 2023	Innisfil Today	Five events you need to check out in South Simcoe this weekend
Nov. 3, 2023	Innisfil Today	Ticket to ride: Innisfil introduces public transit voucher program
Nov. 3, 2023	Barrie Today	Uber-convenient? Innisfil introduces public transit vouchers
Nov. 4, 2023	Innisfil Today	Good morning, Innisfil!
Nov. 8, 2023	Innisfil Today	Innisfil library closes early due to freezing rain
Nov. 10, 2023	Innisfil Today	Beyond books: Librarian's job an ever-evolving role
Nov. 13, 2023	Innisfil Today	'Powerful trip': Rotarian speaks of volunteering in Rwanda

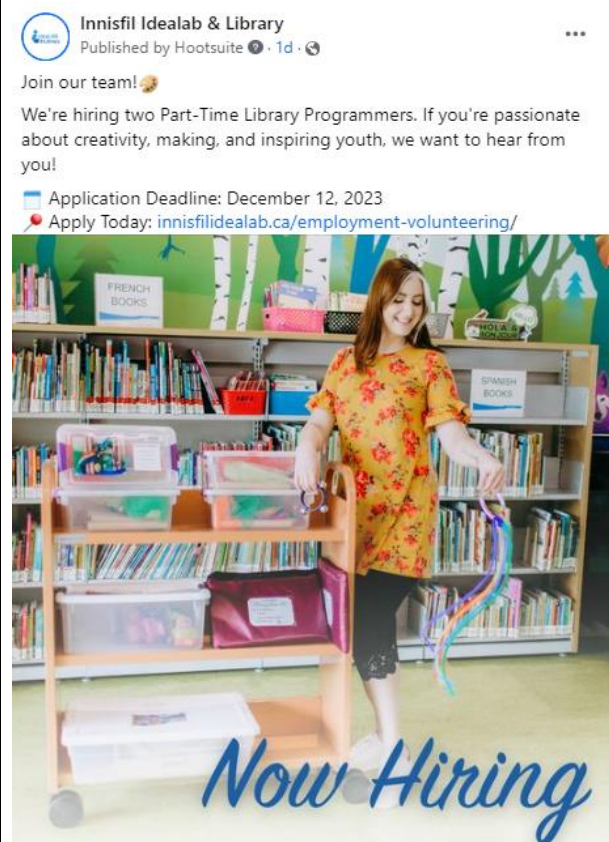
Nov. 15, 2023	CTV Barrie	Here's a simple way high school students can earn community service hours
Nov. 20, 2023	Rogers TV	INFO Simcoe Innisfil Santa Claus Parade Rogers tv
Nov. 21, 2023	Innisfil Today	'A great opportunity': Get help, network at business showcase
Nov. 24, 2023	Innisfil Today Bradford Today	Five events you have to check out in South Simcoe this weekend
Nov. 28, 2023	Barrie 360	New Resources For New Residents: Town Of Innisfil
Nov. 28, 2023	Innisfil Today	New in town? Innisfil launches online resource package for you
Nov. 28, 2023	Innisfil Today	'A sweet affair': Gingerbread house contest returns to Innisfil
Nov. 30, 2023	Simcoe.com	'It can be daunting to know where to start': Innisfil hands out welcome packages to newcomers
Nov. 30, 2023	Simcoe.com	CONTACT Community Services launches volunteerism in Innisfil
Nov. 30, 2023	Innisfil Today	A peek inside Innisfil's 'important' economic development team

Facebook Insights (November 1 to 30, 2023)


FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
3,759 (Followers) 3,219 Page Likes	55 during this period	787 engagements (658 reactions, 90 shares, 39 comments)	Posts earned 14K impressions over this period (number of times our posts have entered a person's screen)

Top Organic Post (based on reach):

Date: Nov. 29, 2023 2.5K Reach



Twitter Insights (November 1 to 30, 2023)

FOLLOWERS	# OF TWEETS	TOTAL ENGAGEMENT	TWEET IMPRESSIONS
1,526	39 during this period	25 engagements (15 likes, 7 retweets, 3 quote tweets, 0 reply)	5.3K impressions over this period (number of times users saw our tweets)
<p>Top Organic Post (based on reach): Top Tweet earned 763 impressions</p> <div>  <p>Innisfil ideaLAB & Library @InnisfilideaLAB</p> <p>Today, we pay our deepest respects to the brave individuals who sacrificed for our freedom.</p> <p>Take a moment to reflect, honour, and appreciate the heroes who have paved the way for our brighter tomorrow and those who serve and protect us today.</p> <p>#RemembranceDay #LestWeForget pic.twitter.com/pinT7FVMiT</p> </div>			

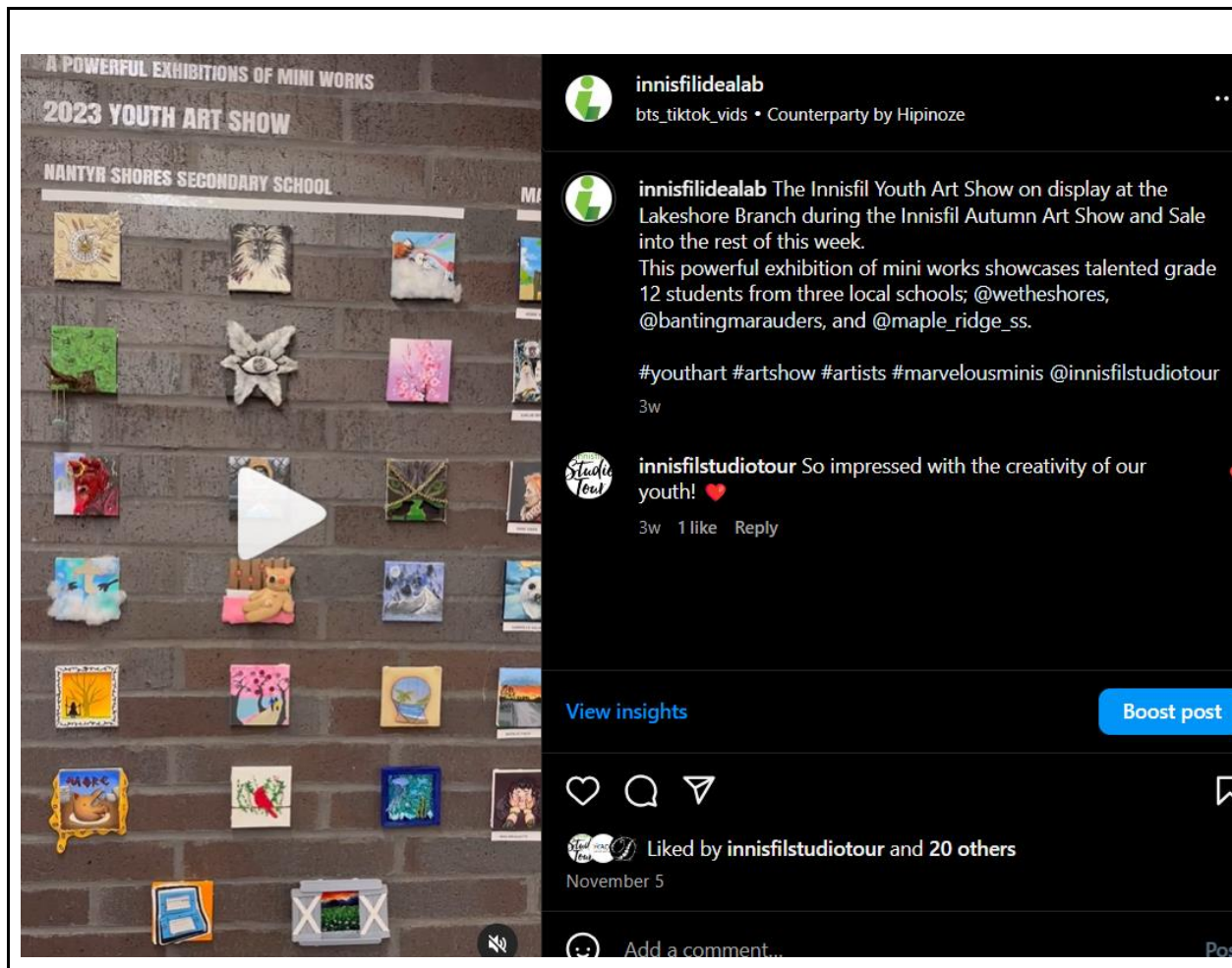
Instagram Insights (November 1 to 30, 2023)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
2,104	57 during this period	2360 accounts reached. 788 likes.	9 comments in total on content posted during this period

Top Post (based on engagement): Nov. 29, 2023 835 Reach



Top Reel (based on engagement): Nov. 5, 2023 816 Reach



Municipal Council Report

November 8, 2023 Council Meeting

- [Watch the meeting.](#)
- Delegations were received by members of the public from: Claire Malcolmson, Rescue Lake Simcoe, and Jack Gibbons, Lake Simcoe Watch, and Diane Hogarth re: Bradford Bypass and the Health of Lake Simcoe, and Deb Crawford re: Heritage Committee Meeting notice of intent to designate 6225 Yonge Street
- CAO Jerschow and Stacy Hushion of Strategy Corp. presented the Town of Innisfil community strategic plan. [View the full presentation.](#)
 - [2023.11.08 Strategic Plan Council Presentation:](#)
 - [2030 Town of Innisfil - Strategic Plan - Draft F \(Digital\):](#)
 - [Additional Information Memorandum - 2023 Revised Strategic Plan](#)
- Council endorsed the Municipal Housing Pledge and the Town's commitment to accelerating housing supply, including the strategies and actions the Town will adopt to meet the pledge. [Read the report.](#)
- [Development Charges Report](#) and according changes to by-laws were received and carried.
 - DC rates are proposed to increase overall for single dwelling units, however the allocation to Library Board will decrease by 1.1% or an average of \$30 per unit
- Council received the [Q3 Financial quarterly update.](#)
 - Staff are projecting an overall year end surplus of \$424K, which equates to 0.95% of the Town's net operating budget. This favourable variance is due to additional revenue related to bank and investment income, dividend income, and miscellaneous grant funding. In addition, vacancies throughout the organization have contributed savings in wages and benefits.
 - The original principle behind DCs is that "growth pays for growth" so that the cost of growth related infrastructure does not fall on the existing community in the form of higher property taxes or user fees. However, in an effort to increase the housing supply, the Province passed Bill 23- More Homes Built Faster Act, 2022, which is contrary to this principle as it further reduces the amount of DCs that a municipality can collect. Key Bill 23 changes that are significantly impacting the Town's ability to fully fund growth related infrastructure is:
 - Five-year mandatory phase-in of the calculated DC rates (beginning with a 20% reduction in Year 1, decreasing by 5% annually until Year 5)
 - Historical service level: extended from a 10 to 15-year planning period.
 - Studies: ineligible for recovery from DCs
 - Discounts for purpose-built rentals based on the number of bedrooms
 - Interest on DC deferrals and freezing of DC rates capped at prime plus 1% • Exemption for non-profit housing
 - Affordable/Attainable housing (not in force)

Municipal Council Report

- The flag and banner etiquette and use policy was updated to add commemorative days for the annual half-masting of flags at Innisfil Town Hall in honour of South Simcoe Police Service Constables Morgan Russell and Devon Northrup who were killed in the line of duty on October 11, 2022
- Community member Sarah Sekalala was added as a member to the Electoral Engagement Advisory Committee
- Nick Ippolito was appointed Deputy Chief Building Officer
- The Town received correspondence from the Province re: housing targets and strong mayor powers
 - [2023.10.23 Ministry of Municipal Affairs and Housing re Housing Targets](#)
 - [2023.11.01 Minister Letter Strong Mayor Powers & Eligibility for Building Faster Fund](#)
- Councillor Waters provided a notice of motion requesting that the Town of Innisfil send a letter to the Ministry of Transportation and the Ministry of Environment, Conservation and Parks requesting strategies for mitigating environmental harm from the proposed Bradford bypass.
- Mayor Dollin provided a notice of motion that resolved that the Council of the Town of Innisfil take a stance against Islamophobia and all forms of discrimination

November 15, 2023 Special Council Meeting - Public Planning Meeting

- [.Watch the meeting](#)
- A public planning meeting was held re: various zoning by-law amendments

November 22, 2023 Council Meeting

- [Watch the meeting.](#)
- Mercy4Mankind(M4M) a part of the Ahmadiyya Muslim Youth Association (AMYA) Run for Innisfil participated in a Cheque Presentation to Royal Victoria Regional Health Centre (RVH) South Campus
- Council received a presentation re: changes associated with the Strong Mayor Powers as they relate to the 2024 Budget update and process. [View the presentation.](#)
 - Municipal Act requires that Town of Innisfil readopt the 2024 budget however the budget will not be reopened.
- Council adopted a new [Community Safety Zone Policy](#)
- Amendments were made to the [Respectful Workplace Policy](#)
- Council received an information report on [Council Term Year One Progress](#)
- An update on the [Campus Master Plan](#) was received. On the basis of the varying outstanding legislative matters (Combined PPS/GP, OPA No. 7) and the timing to commence the Town's Official Plan Review in 2024, staff are of the opinion that it is appropriate to integrate the current Town Campus Master Plan into the Official Plan Update. This will allow for the Town Campus to be considered on a more comprehensive basis in the Town's Official Plan Update Project that is scheduled to be completed in 2024.

Municipal Council Report

News from the Community

- [Ticket to ride: Innisfil introduces public transit voucher program - Innisfil News](#)
- [All fun and games: Town brings back mobile seniors centre - Innisfil News](#)
- [Pickering College student from Innisfil impresses at DECA regionals - Innisfil News](#)
- [Hospital wait times an 'extreme' cost to South Simcoe police - Innisfil News](#)
- [Total calls for service approaching pre-COVID-19 level: South Simcoe police - Innisfil News](#)
- [Accessible playground, new walkway coming to Huron Court Park - Innisfil News](#)
- [How this Christmas for Kids 'Elf' made Tim Hortons patrons smile - Innisfil News](#)
- [Thousands of people line Santa Claus parade route in Innisfil - Innisfil News](#)
- [Three new community safety zones approved by Innisfil council - Innisfil News](#)
- [YMCA of Simcoe/Muskoka nets \\$37K on GivingTuesday - Innisfil News](#)
- [A peek inside Innisfil's 'important' economic development team - Innisfil News](#)
- [InnisfilToday nominated for national news award - Innisfil News](#)
- [YMCA of Simcoe/Muskoka annual report highlights growth, fundraising - Innisfil News](#)
- [COLUMN: RVH expansion will be eye-opening for taxpayers - Innisfil News](#)
- [Innisfil council hits brakes on 'prudent' Bradford Bypass motion - Innisfil News](#)
- ['Powerful trip': Rotarian speaks of volunteering in Rwanda - Innisfil News](#)
- [New Strategic Plan approved by Innisfil council - Innisfil News](#)
- [YMCA 'important and integral' to Innisfil for 15 years - Innisfil News](#)
- [Council rejects designation of 'prominent' Lefroy general store - Innisfil News](#)
- [Council sweeps in to protect site of town's first curling match - Innisfil News](#)
- ['Two years overdue': Innisfil Beach Road work nearly done - Innisfil News](#)
- [Innisfil farmer wins with lambs at Royal Winter Fair](#)
- [Innisfil hands out welcome packages to newcomers](#)

News from the County:

- [RVH receives \\$2.2M to help reduce emergency department wait-times - Innisfil News](#)
- [Springwater Public Library provides free period products](#)
- [Tiny Township library access long-standing agreement coming to an end | CTV News](#)
- [Former Barrie mayor says city should look south for land, not north - Innisfil News](#)
- ['Our two cents': Innisfil, Bradford mayors weigh-in on governance reform - Innisfil News](#)
- [Boundary issues: Mayors looking out for their own residents - Innisfil News](#)
- [Nuttall says it's 'unfortunate' where township talks have landed - Innisfil News](#)
- [Penetanguishene Library cuts back hours due to funding loss](#)

News from the Province

- [Brassard slams federal government's fall economic statement - Innisfil News](#)
- [Province drops \\$1.3M into Lake Simcoe for phosphorous reduction - Innisfil News](#)
- [Lehman, Hoggarth support Crombie in Liberal leadership bid - Innisfil News](#)

Strong Mayor Powers

- [Strong mayor powers 'complicate' budget process, Innisfil hears - Innisfil News](#)

JHSC Meeting Agenda

MEETING DATE: Thursday, November 16, 2023

TIME: 1:30PM

LOCATION: Ops Meeting Room 2 and Teams

CO-CHAIRS: Management Co-Chair – Eric Chudzinski
Worker Co-Chair (Acting) – Jennifer Sheremeto

MINUTES: Jennifer Sheremeto

ATTENDANCE Eric Chudzinski, Elishia LaRose, Kristi Prentice, Jennifer Sheremeto, Sierra Warren
Guest: Jeff Callender

REGRETS Paul Tomaszewski, Nick Ayres, Jennifer Miyasaki, Ken Schuler

Item	Agenda Item	Lead	Item Details	ACTION & NOTES
1.	<u>Call Meeting to Order</u>	Chair	- Time – opened	- Meeting started at 1:33 p.m.
2.	<u>Approval of Previous Minutes</u>	Chair	2023.10.19 JHSC Meeting Agenda Minutes Draft.docx (Desktop, Web, Mobile)	- Jennifer S. motioned to approve the minutes of the previous meeting. - Seconded by Elishia L. - All in favour; Motion Carried.
3.	<u>JHSC members</u>	Chair	2023.11.13 JHSC Members November 2023 (Desktop, Mobile, Classic Web)	- Updated names/titles/certification status of members; pillars removed due to updated strategic plan
4.	<u>Workplace Inspections WHIMIS LOTO</u>	Chair	Roundtable discussions	Jennifer M – All facilities have been inspected; some minor deficiencies noted and are still open but should be rectified shortly. SDS inspections completed with no issues. Nick – no update – Eric will complete this with Nick. Paul – no update – Paul has to complete items still. Jen S. – 3 deficiencies posted in MOAR for the Rizzardo, EcDev, and Town Square. The Rizzardo has some unlabelled spray containers in Café Kitchen. EcDev Office at 8000 Yonge has some housekeeping in janitor health safety room, and Town Square needs to repair weather stripping on bottom of door to staff entrance.

				<p>Kristi – there are many items at Town Hall that are not applicable to the question on the inspection. Discussion focused on some items that are facilities focus or health and safety. No major issues were reported.</p> <p>Sierra - Operations had some cleaning products that had no labels on them. The eye wash station at Sand Dome was turned off and is now working. Churchill – doors and chairs were blocking walking access. Lefroy Arena had some flammable chemicals not being stored properly. The chemicals are being addressed in the refrigeration room. Health and Safety boards were updated with current information.</p> <p>Elishia – completed 5 inspections with Sierra and will complete some inspections on her own starting January 2024. Focusing on Operations, Sand Dome, and Lefroy Arena.</p> <p>Eric – Going forward, the Corporate H&S Partner will be tracking monthly workplace inspections and will send out reminders to individuals who haven't completed their inspections. In general, the committee has been keeping up with inspections.</p> <p>Workplace Inspection List has been updated and now includes the Meeting schedule as well. Please post the schedule as part of a missing item on many workplace inspections. Schedule subject to change as needed 2023 JHSC Meeting & Workplace Inspection Schedule (Desktop, Mobile, Classic Web)</p> <p>ACTION – all inspectors are to take a closer look at the inspection questions that should be removed from their inspection location and let Eric know.</p>
5.	SOP's Corporate Policies	Chair	Any updates for discussion?	<ul style="list-style-type: none"> - No updates.
6.	Workplace Incidents & Accidents	Chair	Report on accidents since last meeting accidents (October 2023)	<ul style="list-style-type: none"> - 1 Injury (No First Aid) - Going forward, Corporate H&S Partner will be providing a Monthly Incident Summary Report for greater visibility.
7.	Budget & Training	Chair	1. Budget (status update) 2. Member Certifications	1. Below budget no new expenses. 2. Sierra is schedule to complete Part 2 next week. Elisha is starting Part 1 at the end of the month.

8.	<u>JHSC</u> <u>Other</u> <u>Business</u>	All Members	<ol style="list-style-type: none"> 1. MYSDS 2. Compressor Room Training 3. SDS Audits 4. Safety Theme/Slogan 	<ul style="list-style-type: none"> - Jeff presented to the group the new SDS software Facilities is using to store our SDS sheets. Providing an overview of the website and its functionality. Easy access with First Aid and PPE requirements. The company manages updates once a month. - Mysds.ca - 12 Town of Innisfil locations are included. Library and Fire Stations are not included at this time. - It would be beneficial to move toward using MySDS Town-wide where access to SDS's and First Aid information can be primarily obtained electronically rather than relying on the binders. <ol style="list-style-type: none"> 1. ACTION – incorporate the mysds.ca into workplace inspections. Further review with Facilities the opportunity to roll-out MySDS Town-wide, for all staff to have access. 2. ACTION – coordinate Compressor Room Training for committee members in the coming month. 3. ACTION – for buildings with MySDS.ca implemented, inspectors to audit 2-3 chemicals to ensure SDS is in the system/binder. . There will be a question added to MOAR for this. 4. ACTION – members to start thinking about new safety Slogan and Theme for 2024. Perhaps for 2024 we commit to another event around the National Day of Mourning (e.g. speaker). Everyone to brainstorm ideas and we will come up with a plan for 2024.
9.	<u>ACTION</u> <u>ITEMS</u> <u>Follow up</u>	Chair	Review of Action items from October 19, 2023 meeting minutes.	<p>ACTION: EC to formally document concerns and recommendations for the Committee to submit with respect to security cameras within the Town.</p> <ul style="list-style-type: none"> • managers have access to cameras they are accountable for and some can view the footage in a live feed and know when not working or not. <p>Sunscreen and bug spray supply was discussed. There is no policy/procedure that requires it be supplied. However, due to the risk in while working outdoors it is commonly supplied. Where the risk is present in other areas, the hazard and availability should be discussed with the supervisor/manager.</p>
10.	Close Meeting	Chair	Enter the time of the meeting closed.	The meeting closed at 3:15 p.m.



INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO. LIB-13-2023

DATE: December 11, 2023

TO: Innisfil Public Library Board

FROM: Erin Scuccimarri, CEO

SUBJECT: Future Plans for Churchill Branch

RECOMMENDATION:

THAT Staff Report LIB-13-2023 Future Plans for Churchill Branch dated December 11, 2023 be received as information, and

THAT the Library Board directs the Chief Executive Officer to send correspondence to Innisfil Town Council requesting their consent to lease the Churchill Library facility to an interested and appropriate third party as per the Public Libraries Act, R.S.O. 1990, c.P.44, s.19 (1).

BACKGROUND:

In 2022 the Library Board approved a Master Plan which mapped out strategies for services and facilities over the next 30 years. As part of this plan the current facilities of the Library were analyzed, and recommendations were made for each branch. The Plan recommended that the Churchill Branch be decommissioned, due to the community population and demographics, usage statistics, and limitations of the current facility in regard to accessibility and size.

Since that time, the Library Board has explored opportunities for new uses of the space, based on the needs of the community and the facility specifications. A viable option would be to lease the facility, to an interested and appropriate third party. This option would allow the facility to be used in a meaningful way, while also generating revenue. Leasing the facility under a fixed term would also enable the Library Board to revisit the needs of the community at a later date to determine if Library services are needed in the Churchill community in the future.

As per the Public Libraries Act, R.S.O. 1990, c. P.44, s. 19 (1):

A board may, with the consent of the appointing council or, where it is a union board, the consent of a majority of the councils of the municipalities for which it was established,

- (a) acquire land required for its purposes by purchase, lease, expropriation or otherwise;*
- (b) erect, add to or alter buildings;*

STAFF REPORT #LIB-13-2023 – Future Plans for Churchill Branch

- (c) *acquire or erect a building larger than is required for library purposes, and lease any surplus part of the building; and*
- (d) *sell, lease or otherwise dispose of any land or building that is no longer required for the board's purposes.*

Therefore, the Library Board will need to request consent from Innisfil Town Council in order to pursue opportunities to lease the Churchill Library facility.

ANALYSIS/CONSIDERATION:

The Churchill Library branch is a 1784 sq ft facility located at 2282 4th Line, Innisfil. Although a library operated in Churchill for years beforehand, this location became the home of the Library in 1974. The facility was purpose-built as a library at that time and construction costs were shared by the Library Board and the Township. Full operation and maintenance of the facility has been assumed by the Library Board since 1990.

In 2013 the Library Board completed a facility Master Plan. Information within that plan stated that the Branch had experienced dramatic decreases in yearly library visits and lower circulation levels. Further, that the Branch's washrooms and programming space located in the basement are inaccessible to persons with physical disabilities. The Master Plan recommended that:

The Churchill Branch should be phased out in order to reallocate that space and operational resources to other areas of Innisfil Public Library. The timing of closure for Churchill Branch is contingent upon its future utilization rates, which are expected to decline even further after a) the Lakeshore Branch expansion; b) the Lefroy Branch construction or c) continued reduction in community use.

In March 2020 the Library Board closed the doors to the Churchill Branch at the start of the pandemic. The facility was unable to be reopened during the pandemic due to the size and layout of the space, in relation to restrictions in place at the time from the Provincial government and the Health Unit.

In 2022 the Library Board adopted a new facility Master Plan which included the following recommendation:

The existing Churchill Branch is located within an inadequate, non-accessible building. The branch should be closed, and Innisfil or other partners should consider other uses that would complement the area.

Since the Master Plan was adopted, the Library Board has engaged the Town's real estate agent on record to review the property and provide recommendations for appropriate uses. The Library Board has also engaged with Town staff, including the Town's Economic Development staff to review the property and provide recommendations for appropriate uses and community needs, the Building Department to inspect the property and complete as built drawings, and the Town's Legal Department.

STAFF REPORT #LIB-13-2023 – Future Plans for Churchill Branch

Churchill Library Facility and Site Specifications

Municipal Address:

2282 4th Line, Churchill, ON L0L 1K0, Innisfil

Legal Description:

PIN: 58063-0131 (LT), Lot 18, Plan 1683, Innisfil

Facility Description:

The facility is a single level building, with a finished basement that measures 1784 sq ft.

The property is approximately 20,311 sq ft. Canada Post boxes are located adjacent to the parking lot on the west side of the property.

The property is zoned CS – Community Service. Uses permitted include:

- Cemetery
- Community centre
- Conservation use
- Day Nursery
- Government facility
- Hospital
- Indoor recreational centre
- Library
- Long term care home or nursing home
- Medical office
- Outdoor recreation use
- Park
- Passive recreation
- Place of worship
- Public uses
- Religious retreat or camp
- Retirement home
- School
- University or college

The most recent Building Condition and Assessment Report was completed in 2016, and the Designated Substance Survey was reassessed in 2022.

OPTIONS/ALTERNATIVES:

The Library Board could choose to not pursue leasing the Churchill facility, and therefore not seek consent from Town Council.

STAFF REPORT #LIB-13-2023 – Future Plans for Churchill Branch

FINANCIAL CONSIDERATIONS:

At this time there are no financial considerations associated with this staff report. However, if the Town Council provides the Library Board with consent to lease the Churchill facility there will be costs involved at that time that could be offset through the Library's current operating budget and future rental income.

CONCLUSION:

In accordance with the 2022 Library Facilities Master Plan, leasing the Churchill facility will create opportunity for that space to better meet the community needs. The facility cannot be improved to support modern library operations at this time; it offers a better opportunity for use by other organizations, partners, or businesses to complement the community need.

Policy Changes Summary

10a.01.01 EMPLOYMENT – Respectful Workplace, Harassment & Violence Prevention Policy #E-2023-27

Changes made to mirror the recently amended and approved Town of Innisfil policy which include:

- Clarification and examples of the persons/parties who interact with Library employees.
- Realignment of policy for ease of readability and application.
- Inclusion and development of a respectful workplace formal complaint form.
- Enhanced language on the “Informal Resolution by Employees” and “Formal Internal Complaint Process” procedures for resolving and investigating workplace harassment and discrimination incidents and complaints.
- Examples included under “Informal Resolution by Employees” on how employees can address behaviour they find unwelcome. This is valuable so that employees will be better prepared to address unwelcome conduct in the workplace.
- Inclusion of a new section on “Report of Incident or Complaint” (whether formal or informal). This section includes a description of how employees report incidents or complaints, including the information an employee should be providing. This provides employees with clear instructions on what they should be submitting, which will increase the efficiency and effectiveness of the investigation process.
- Overhaul of “Overview of Complaint Investigation Procedure”, “Procedure for Raising and Resolving Workplace Violence Concerns” and “Overview of Complaint Investigation Procedure”.
- Clarification on “Policy Awareness, Education, and Training”.



SUBJECT: EMPLOYMENT - RESPECTFUL WORKPLACE, HARASSMENT & VIOLENCE PREVENTION POLICY

Policy No: E-2023-27

Date: December 11, 2023

Review Date: December 2024

Pages: 33

PURPOSE

The Innisfil Public Library Board is committed to maintaining a work environment that is conducive to personal and professional growth, and that strives to ensure that everyone is treated with dignity, respect, and inclusion. The Library is committed to providing a healthy and safe work environment that is free from bullying, discrimination, retaliation, violence and harassment, including sexual harassment.

Employees have the right to a workplace free from discrimination and harassment in accordance with the Ontario *Human Rights Code* (the “Code”), the *Occupational Health and Safety Act* (“OHSA”) and the *Accessibility for Ontarians with Disabilities Act* (AODA).

The purpose of this Respectful Workplace, Harassment and Violence Prevention Policy (the “Policy”) is to establish programs and procedures to:

- Minimize and prevent workplace discrimination, harassment and violence from taking place, as well as to act on incidents and complaints of such behaviour quickly and fairly with due regard to confidentiality.
- Ensure the safety and security of library staff and other third parties in the workplace.
- Ensure that all library employees are aware of, and consistently comply with the policy at all times.

POLICY

Application

This policy applies to all Board Members, Staff, customers, volunteers, community partners, consultants and contractors. All members of the Library's workplace community are expected to meet individual responsibilities as outlined in this policy.

This policy also applies to any location in which employees or other members of the workplace community engage in work-related activities. This includes, but is not limited to:

- The workplace.
- During work-related travel.
- At restaurants, hotels or meeting facilities that are being used for business purposes.
- In library owned or leased facilities.
- During telephone, email and other communications, including, but not limited to social media.
- Dialogue that extends from the workplace about work or workplace relations, as well as comments made on social media pertaining to, or associated with employees, work or the workplace.
- Any work-related social events, regardless of whether they are sponsored by the library.

This policy also applies to situations in which employees encounter harassment, discrimination, or violence in the workplace by individuals who are not Library employees, such as suppliers, contractors, consultants, third party service providers, members/representatives of partner organizations, clients, their families, customers, community stakeholders, and other members of the public. However, the available remedies may be constrained by the situation and the fact that these individuals are not Library employees. Library employees are also obligated to ensure that their comments and conduct do not harass or discriminate against individuals who are not Library employees.

Nothing in this policy will limit:

- The rights of any employee to refuse unsafe work.
- The Library's right to respond to any incident. This policy is a complaint and incident driven policy, meaning that nothing in it will limit the library's right to respond to incidents of bullying, discrimination, retaliation, violence, and harassment, including sexual harassment.

- The Library's right to discipline. Nothing in this policy will limit, or otherwise affect the right of the Library to discipline employees, whether or not their action was accompanied by an act of bullying, discrimination, retaliation, violence and harassment, including sexual harassment.

Definitions

Balance of Probabilities: a standard that is used to determine if an event did or did not occur. In a case where harassment is found based on a balance of probabilities, the evidence provided has determined that the occurrence of the event was more likely to have happened than to not have happened.

Complainant: an individual making a complaint regarding alleged breach of Policy.

Discrimination:

i) Workplace Discrimination

Workplace discrimination includes any distinction, exclusion or preference based on the protected grounds in the Ontario Human Rights Code, which nullifies or impairs equality of opportunity or equality in the terms and conditions of employment.

Discrimination does not have to be intentional to be unlawful. Discrimination may be direct, indirect, or systemic.

Indirect discrimination may result from practices or policies that appear to be neutral but have a negative impact on certain groups or individuals because of their membership in particular groups. Systemic discrimination refers to patterns of behaviour, policies or practices that are part of the structures of an organization which create or perpetuate disadvantage based on a protected ground.

The Human Rights Code prohibits differential treatment based on prohibited ground. The protected grounds of discrimination are:

- Race, colour, ancestry
- Citizenship
- Ethnic origin
- Place of origin
- Creed, including religion

- Age
- Gender identity and gender expression
- Sexual orientation
- Sex (including pregnancy and breastfeeding)
- Marital status (including married, single, widowed, divorced, separated or living in a conjugal relationship outside of marriage, whether in a same-sex or opposite-sex relationship)
- Family status (such as being in a parent and child relationship)
- Disability or perceived disability (including mental, physical, developmental, or learning disabilities, as well as drug and alcohol dependency)
- Record of offences for which a pardon has been granted under the criminal records act (Canada) and has not been revoked, or an offence in respect of any provincial enactment

ii) Discriminatory Harassment

Discriminatory harassment includes comments or conduct based on the protected grounds in the Ontario Human Rights Code, which the recipient does not welcome or that offends them.

The Ontario Human Rights Code defines harassment as:

Engaging in a course of vexatious (i.e., annoying or provoking) comment or conduct which is known or ought reasonably to be known to be unwelcome.

Some examples of discriminatory harassment include:

- Offensive comments, jokes or behaviour that disparage or ridicule a person's membership or perceived membership in one of the protected grounds, such as race, religion or sexual orientation.
- Unequal treatment or offensive comments, jokes or behaviour based on an individual's association or relationship with a person identified by a protected ground.
- Imitating a person's accent, speech, or mannerisms.
- Persistent or inappropriate questions about whether a person is pregnant, has children or plans to have children.
- Inappropriate comments or jokes about an individual's age, sexual orientation, or sex.

- Words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning or unwelcome, based on a protected ground.

Harassing comments or conduct can poison someone's working environment, making it a hostile or uncomfortable place to work, even if the person is not being directly targeted. This is commonly referred to as a poisoned working environment, which is a form of harassment defined below.

iii) Sexual and Gender-Based Harassment

Sexual harassment includes conduct or comments of a sexual nature that the recipient does not welcome or that offends them. Sexual and gender-based harassment also includes negative or inappropriate conduct or comments that are not necessarily sexual in nature, but which are demeaning to an individual because of their gender or sex. Comments or conduct of a sexual nature or that are based on gender or sex that are not necessarily directed at a particular individual but are unwelcome or offensive to an individual or group, can also constitute sexual or gender-based harassment.

The Ontario Human Rights Code provides protection from sexual harassment in employment as follows:

- (i) Every person who is an employee has a right to freedom from harassment in the workplace because of sex, sexual orientation, gender identity or gender expression by their employer or agent of the employer or by another employee.
- (ii) Every person has a right to be free from a 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; or a reprisal or a threat of reprisal for the rejection of a 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.

The Occupational Health and Safety Act defines workplace sexual harassment as:

- (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.

Anyone can be a victim or perpetrator of sexual or gender-based harassment. Some examples of sexual or gender-based harassment include:

- Sexual advances or demands that the recipient does not welcome or want.
- Unwelcome solicitation or advances from a manager, supervisor or other person who has the power to reward or punish the employee.
- Threats, punishment or denial of a benefit for refusing a sexual advance.
- Offering a benefit in exchange for a sexual favour.
- Leering (persistent inappropriate staring).
- Displaying sexually offensive material such as posters, pictures, calendars, cartoons, screen savers, pornographic or erotic websites or other electronic material.
- Distributing sexually explicit email messages or attachments, such as pictures or video files.
- Sexually suggestive or obscene comments or gestures.
- Unwelcome remarks, jokes, innuendoes, propositions or taunting about a person's body, clothing or sex.
- Sexual banter.
- Persistent and unwanted attention after a consensual relationship ends or where the person knew or ought to have known the attention was not welcome or wanted.
- Physical contact of a sexual nature, such as touching or caressing.
- Gossip or rumours regarding a person's sexual activities or relationships, regardless of whether they are malicious.
- Sexual assault.

iv) Harassment and Bullying

Workplace harassment is also a health and safety issue covered under the Occupational Health and Safety Act.

Workplace harassment is defined in the Occupational Health and Safety Act as:

- (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 (as defined on Page 6 of this policy).

Some examples of workplace harassment are:

- Offensive or intimidating comments or jokes.
- Verbally abusive behaviour such as yelling, insults, ridicule and name-calling, including, but not limited to, remarks, jokes or innuendos that demean, ridicule, intimidate or offend.
- Workplace pranks, vandalism, bullying, hazing or aggressive behaviour.
- Gossiping or spreading rumours, whether or not they are malicious.
- Excluding or ignoring someone, including persistent exclusion of a particular person from work-related social gatherings.
- Demeaning or abusive workplace supervision.
- Humiliating someone.
- Sabotaging someone else's work.
- Displaying or circulating offensive pictures or materials.
- Offensive or intimidating phone calls, emails, texts, or social media communications.
- A manager, or supervisor impeding an individual's efforts at promotions or transfers for reasons that are not legitimate.
- Making false allegations about someone in memos or other work-related documents.
- Menacing behaviours such as staring, glaring, inappropriate gestures or unwelcome physical closeness.

What Is Not Harassment

The Occupational Health and Safety Act states:

- (i) A reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function. These include, but are not limited to:

Measures to correct performance deficiencies, such as placing someone on a performance improvement plan.

- Imposing discipline for workplace infractions.
- Requesting medical documents in support of an absence from work.
- Enforcement of workplace rules and policies.

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

The Test of Harassment

It does not matter whether you intended to offend someone. The test of harassment is whether you knew or should have known that the comments or conduct were unwelcome to the other person. For example, someone may make it clear through their conduct or body language that the behaviour is unwelcome, in which case you must immediately stop that behaviour.

Although it is commonly the case, the harasser need not have power or authority over the recipient. Harassment can occur, for example, from co-worker to co-worker, Manager/Supervisor to employee and employee to Manager/Supervisor.

Respect in the workplace is everyone's responsibility. Any acts that demean, harm, exclude or are not aligned with our culture and should be addressed promptly in accordance with the procedures set out below.

Poisoned or Hostile Work Environment: a situation in which inappropriate, derogatory, or demeaning behaviour intrudes upon a person's dignity or creates an intimidating, hostile or offensive atmosphere for a person that may or may not be directly targeted. For example, jokes, offensive literature (example: pin-ups), derogatory

comments or other activities based on sexual, racial, or other protected characteristics, can constitute a poisoned or hostile work environment for members of a certain sex or gender, or a certain racial or religious group, even without any individual member of the groups being targeted. A poisoned work environment also includes comments and actions from the members of workplace community that are unwelcome, offensive, disrespectful and have the effect of an intimidating environment. A poisoned or hostile environment is a form of harassment prohibited by law.

Respondent: an individual who has been alleged to have acted in a manner contrary to Policy.

Workplace: includes any place where business or work related activities are pursued. Workplace includes, but is not limited to the physical work premises, any remote work setting, virtual meeting, work-related social functions, such as holiday parties, golf games, etc., work assignments outside of the office, work-related travel, work-related conferences or training activities and all work-related communication, regardless of timing (within/outside of regular work hours) or format. Further, the workplace includes any video communication platforms, instant messaging applications, telephone (including text messaging), email or social media posts related to or posted by a member of the workplace community.

Behaviour taking place through instant messaging, telephone or email communications and on social media will be considered an extension of the workplace, regardless of whether or not these communications are made during work time or using Library applications, platforms, computers, devices or internet connections, if the behaviour can reasonably be expected to affect the workplace or work relationships.

Workplace Violence: Workplace violence is defined as (under the Occupational Health and Safety Act):

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

Examples of workplace violence include but are not limited to:

- Physically threatening behaviour, such as shaking a fist at someone, finger pointing, destroying property, throwing objects, etc.
- Verbal or written threats to physically attack an employee
- Leaving threatening notes or sending threatening emails
- Wielding a weapon at work
- Stalking someone
- Physically aggressive behaviours. This includes, but is not limited to hitting, shoving, standing excessively close to someone in an aggressive manner, pushing, kicking, throwing an object at someone, physically restraining someone or any other form of physical violence or assault
- Domestic violence that can impact the workplace

Accidental situations, such as an employee tripping over an object and pushing a co-worker as a result are not meant to be included as workplace violence.

Violence from outside the normal workplace that has an impact on the working environment (including working relationships) may also be considered violence in the workplace.

Roles and Responsibilities

a) Respectful Workplace

All members of our workplace community have a mutual interest and shared responsibility in securing and maintaining a respectful, civil and inclusive workplace that is harassment, discrimination, and violence free. All members of the Library's workplace community are expected to meet individual responsibilities as outlined in this Policy.

(i) The Library's Commitment

The Library will do its part by not tolerating or condoning discrimination, harassment, and violence in the workplace. This includes making everyone in our workplace community aware of what behaviour is and is not appropriate, investigating complaints and incidents and imposing suitable corrective measures.

(ii) **Management Responsibilities**

The CEO and Management Team are responsible for providing a work environment consistent with the objectives stated in this policy. This responsibility includes promoting a positive work environment and intervening whenever conduct below the standards set out in this policy occurs. Managers and Supervisors are responsible for their own actions and for dealing with inappropriate conduct that comes to their attention.

Responsibilities of the CEO and Management Team under this policy include the following:

1. Understanding and upholding the principles of this policy by setting a good example.
 - Communicating to employees that you take issues of workplace misconduct seriously
 - Not participating in or ignoring discrimination, harassment, and violence issues.
 - Ensuring your dealings with employees are conducted in a civil and respectful manner.
2. Taking the necessary steps to ensure that employees conduct themselves in a manner consistent with commitments under this Policy.
3. Ensuring that employees are informed of the Library's Policy and procedures for dealing with concerns of harassment, discrimination or violence.
4. Effectively responding to any concerns or issues of behaviour contrary to this policy that come to your attention and treating all issues seriously while working to resolve them.
5. Conferring with the CEO regarding effective processes for handling any concerns raised under this policy
6. Not allowing or condoning any behaviour contrary to this Policy.
7. Discussing the concerns raised with the employee who is alleged to have engaged in problematic conduct, as they may be unaware that their behaviour is offensive.
8. Keeping a record (Supervisors and Managers should keep a personal record of all discussions) with employees who raise concerns under this policy as well as their response to the situation.

(iii) Employee Responsibilities

Every employee is responsible for adhering to the spirit and intent of this Policy.

1. Employees must do their part by ensuring that their behaviour does not violate this policy and by fostering a work environment based on respect and free of harassment, discrimination and violence.
2. Employees, when they feel safe to do so are encouraged to communicate to co-workers that their conduct or comments are objectionable whenever they witness conduct contrary to this Policy.
3. Employees are encouraged to discourage co-workers from persisting with comments, discussions and conduct that is inconsistent with the spirit of the Policy.
4. Employees should advise their Supervisor, member of Management or the CEO of any workplace harassment, discrimination or violence which they become aware.

(iv) Non-employee Responsibilities

Any individual who interacts with a Library employee must ensure that their interactions are consistent with the standards of this Policy. Such persons include, but are not limited to volunteers, elected representatives, appointed officials, contractors, consultants, and members of the community accessing the Library's services.

b) Violence Protection

(i) CEO and Management Team Responsibilities

1. Ensure that an effective Workplace Violence Prevention Program is developed and implemented.
2. Ensure that measures and procedures identified in the Workplace Violence.
3. Prevention Program are carried out and that Management is held accountable for responding to and resolving complaints of violence.
4. Ensure compliance by all persons who have a relationship with the Library such as employees, employees, Board members, contractors, consultants, volunteers, etc.
5. Ensure violence prevention action plans are prepared and updated for local worksites.
6. Inform workers and Supervisors of the nature and the extent of the risks of violence.
7. Take corrective action and monitor its effectiveness.
8. Ensure regular evaluation of the workplace violence prevention program.

9. In consultation with the Joint Health and Safety Committee (JHSC), ensure risk assessments are done periodically and safe work procedures are developed to address existing or potential risks for each assignment under their supervision.
10. Establish and deliver training and education for all workers.
11. Ensure that any critical injuries or deaths are reported to the Ministry of Labour inspector, the police, the JHSC and investigated with the JHSC.
12. Ensure reports are provided to Workplace Safety Insurance Board (WSIB) for all accidents where a worker loses time from work and requires health care.
13. Respond to media presence and/or follow up questions relating to any incident of violence.

(ii) Management and Supervisor Responsibilities

1. Ensure compliance with all aspects of the *Workplace Violence Prevention Program*.
2. Ensure the reporting, investigating and documenting of incidents of violence are in place in accordance with the WSIB and Ministry reporting procedures.
3. Ensure members of the workplace community are held accountable to work consistently with the measures adopted to minimize the risk of violence and threats of violence.
4. Facilitate ongoing discussion of workplace violence issues with workers.
5. Ensure appropriate training and education in violence prevention procedures and response procedures are provided to workers.
6. Provide input into risk assessments.
7. Comply with reporting, investigation and documenting procedures.
8. Advise workers on the existence of any potential or actual danger to the health and safety of the workers of which management or the supervisor is aware.
9. Instruct workers on procedures for the prevention of violence.
10. Promote and encourage reporting of violent incidents.
11. Advise workers of available medical services including referrals.

(iii) Worker Responsibilities

1. Ensure workers make their necessary contribution to violence prevention by being responsible and accountable for the following.
2. Comply with the requirements of this policy and refrain from any conduct that constitutes or that could be interpreted as workplace violence, attempts to commit workplace violence or threats of workplace violence.

3. If the worker experiences workplace violence or witnesses workplace violence, they should take all necessary and reasonable steps to ensure their own safety and the safety of others, once safe the worker should contact the police and/or other emergency services for assistance.
4. Provide input into risk assessment.
5. Attend education and training sessions.
6. Provide input into the development of local workplace violence prevention action plans.
7. Follow established procedures for the prevention and reporting of incidents of violence.
8. Promptly and accurately report incidents of violence and provide input into and cooperate with the incident investigation.

(v) **Joint Health & Safety Committee Responsibilities**

1. Shall be consulted about the development and implementation of the Workplace Violence Prevention Program and associated procedures.
2. Shall be consulted and make recommendations to the employer to develop, establish and provide training in violence measures and procedures.
3. Take part in a review, at least annually, of the Workplace Violence Prevention Program.
4. A worker designate should investigate all deaths and critical injuries related to violence.
5. Receive and review reports of any critical injury or death immediately.

Administration

Discrimination and Harassment

Discrimination and harassment on any ground which may be prescribed under the Human Rights Code will not be tolerated at the Library.

All members of the Library's workplace community share an obligation to provide a civil, respectful, and inclusive workplace free of discrimination and harassment and conduct themselves in a manner consistent with this policy. All members of the Library's workplace community are responsible for contributing to a civil, respectful, and inclusive workplace by ensuring that their conduct and behaviour adhere to this policy. Any behaviour that constitutes discrimination or harassment is prohibited, including conduct that exposes members of the workplace community to abusive, hostile, or disrespectful conduct.

The Library will take the necessary and appropriate steps to prevent and address harassment and discrimination in all of its forms from occurring in the workplace. Such actions include, but are not limited to:

- Providing greater awareness of harassment and discrimination.
- Providing the knowledge to encourage and enforce acceptable standards of conduct.
- Offering internal, impartial and efficient resolution and complaint procedures to support the early detection and resolution of harassment and discrimination.
- Providing all employees with fair and consistent procedures for dealing with issues of workplace harassment and discrimination that could affect the workplace.

The Library will investigate and deal with all complaints or reported incidents of harassment and discrimination in a fair, respectful, and timely manner.

The Library will also ensure that there is an accessible process for reporting concerns and for the timely investigation and resolution of reports of harassment, discrimination, and violence, including the determination of appropriate consequences for breaches of this policy.

Procedure for Resolving and Investigating Workplace Harassment and Discrimination Incidents and Complaints

Employees can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, employees are to use the Respectful Workplace Formal Complaint Form (Appendix A). When reporting verbally, you and the person to whom you are reporting will complete the Complaint Form collectively. The Library encourages employees to report incidents or complaints of workplace harassment as soon as possible after experiencing or witnessing the incident so that the matter can be investigated promptly.

All members of the Library's workplace community benefit from a prompt, efficient and effective resolution of workplace concerns. The Library is committed to early detection, reporting and resolution of complaints involving workplace harassment or discrimination.

The Library encourages members of our workplace community experiencing any concerns or conduct inconsistent with this policy to select a resolution method (by

which you report your concerns) in a way you are most comfortable with. However, employees should understand that in some circumstances, the Library may have a legal obligation to investigate incidents of potential harassment, even if a formal complaint is not filed.

a) Informal Resolution by Employees

If you believe that you are being harassed or discriminated against, the first thing to do (if you feel comfortable doing so) is to tell the person to stop. Do so as soon as you receive any unwelcome comments or conduct. Although this may be difficult to do, telling the person you don't like their actions is often enough to stop the behaviour.

Some of the things you can say that might stop the behaviour include:

"I don't want you to do that."

"Please stop doing or saying..."

"It makes me uncomfortable when you..."

"I don't find it funny when..."

If the harassment or discrimination continues after you have confronted the individual, you may want to provide the person with a written statement of the situation.

You can also report the incident(s) to your supervisor, any member of management or the CEO.

It helps to keep a record of any incident(s) that you experience. This includes when the harassment started, what happened, whether there were any witnesses and what your response was.

If you believe that someone who is not a Library employee (e.g., a supplier, contractor, consultant, third party service provider, member/representative of a partner organization, client, their family, customer, community stakeholder, or a member of the public, etc.), has harassed or discriminated against you, please report the incident(s) to your supervisor, any member of management or the CEO. Although the Library has limited control over third parties, we will do our best to address the issue and prevent further problems from happening.

Advisory Support- Management Informal Support and Intervention

The CEO, Managers and Supervisors have a responsibility to assist employees experiencing conduct inconsistent with this policy.

The CEO, Managers and Supervisors have been trained to support employees in facilitating early informal resolution of harassment and discrimination complaints.

Where an employee is uncomfortable communicating directly with the person engaging in the objectionable conduct, or where such communication has failed to stop the conduct, employees are encouraged to report the conduct to a Supervisor, Manager, or the CEO.

Where an employee is not comfortable raising the issue with their direct Manager or Supervisor, they should seek assistance from another member of management or the CEO.

The Managers, Supervisors or the CEO will review resolution options with the employee and assist them in identifying and pursuing an informal resolution strategy or a formal complaint, where appropriate.

The Manager or Supervisor will provide informal resolution support confidentially and as collaboratively as possible.

Manager, Supervisor or the CEO will maintain confidential records of any informal support or intervention provided to an employee.

b) Formal Internal Complaint Process

Where informal efforts to resolve concerns of behaviour contrary to this policy are ineffective or inappropriate, a formal complaint and investigation may be requested or initiated. You may bring a formal complaint to a supervisor, a member of your management team, or the CEO. The Library is committed to providing an efficient, effective, objective, and inclusive internal complaint process.

In some cases, the complainant(s), respondent(s), or witnesses may decide to have a support person accompany them throughout the process. The investigator will advise these individuals of this entitlement. Similarly, the role of the support person throughout the investigation process is to observe and provide support.

Any employee has the right to file a formal complaint about conduct they believe to be harassment, discrimination or otherwise inappropriate under this policy. A formal complaint may be filed electronically.

When bringing a formal complaint forward, provide as much written information as possible, including the name(s) of the person(s) harassing or discriminating against you, the place, date and time of the incident(s) and the names of any possible witnesses. Any relevant information is to be included on the Respectful Workplace Formal Complaint Form. Information regarding what must be included with your report of an incident or complaint is set out in the 'Report of Incident or Complaint (whether formal or informal) section below.

It is important that you provide your complaint as soon as possible so the issue doesn't escalate or happen again. Once the CEO receives your complaint, the CEO may initiate an investigation if it is deemed to be appropriate in the circumstances.

Discrimination and harassment are serious matters. Therefore, if a decision is made not to make a formal complaint by the individual, the Library still has a legal obligation to undertake an investigation and steps may be required to prevent further discrimination or harassment.

The complaint should be directed to the CEO. If the complaint is against the CEO, it should be provided to the Board Chair.

c) Report of Incident or Complaint (whether formal or informal)

Your report of an incident or complaint can be completed with help from a supervisor, any member of management or the CEO, if you wish, and must include:

- Your name and contact information.
- The name of the alleged harasser(s), their position and contact information (if known).
- Names of any witness(es) (if any) or other person(s) with relevant information to provide about the incident(s) and contact information (if known).
- Details of what happened including date(s), frequency, and location(s) of the alleged incident(s).
- Any supporting documents you may have in your possession that are relevant to the incident(s)/complaint.

- A list of any documents you believe a witness, another person or the alleged harasser(s) may have in their possession that are relevant to the incident(s)/complaint.

Overview of Complaint Investigation Procedure

Where a complaint is filed, or where an investigation is otherwise appropriate or legally necessary, the Library will investigate and deal with all complaints or incidents of workplace harassment or discrimination in a fair and timely manner. An investigation the Library deems appropriate in the circumstances will be undertaken as quickly as possible.

At its sole discretion, the Library may conduct interviews in person or using a video communication platform.

The CEO may choose to use either an internal investigator trained in workplace investigations or a qualified external investigator, depending on the nature of the incident. The CEO will determine whether an external investigator is required.

The investigator will ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. While the investigation is on-going, the complainant, respondent and any witnesses should not discuss the incident, complaint, or investigation with each other. At the Library's sole discretion, interim measures may be taken after the complaint is received and during the investigation. These interim measures include but are not limited to authorizing a leave of absence with pay, temporary transfers or schedule changes, temporary changes to reporting relationships or corrective action.

The specific steps taken as part of the investigation will depend on the circumstances of the complaint, but may include:

- Interviewing the complainant and respondent to ascertain all the facts and circumstances.
- Interviewing witnesses (if any) deemed relevant by the investigator.
- Reviewing any related documentation.
- Making detailed notes and statements of the investigation and maintaining them in a confidential file.

Once the investigation is complete, the investigator(s) will prepare a detailed written report for review by the CEO based upon the situation, which will generally include:

- A summary of the steps taken during the investigation.
- The details of the complaint and the allegations.
- The respondent's responses.
- A summary of the evidence gathered, including information provided by witnesses.
- Findings of fact and a conclusion about whether a breach of this policy occurred.

The CEO or designate will recommend and determine what action should be taken as a result of the investigation. Within 10 days of the report being provided to the CEO or designate, the CEO or designate will meet separately with each of the complainant and respondent (provided they are Library employees) to make them aware in writing of the findings by providing them with a letter stating whether the incident or complaint constituted harassment. Alternatively, at the discretion of the CEO or designate, the investigator will meet separately with each of the complainants and respondent to provide them with this information in writing. The complainant and the respondent will be provided in writing information regarding corrective action taken or that will be taken in respect of the respondent, if any, and any steps the Library has taken or will take to prevent similar incidents in the future.

The CEO or designate and any other applicable representatives of the Library deemed appropriate by the CEO or designate will determine the appropriate amount of information to be shared with the complainant and respondent.

The goal is to complete any investigation and communicate the results to the complainant and respondent as quickly as possible after becoming aware of an incident or when a complaint is received. All efforts will be made to complete the investigation within 90 days if possible. However, the timeframe within which an investigation can be completed varies depending on the circumstances of each investigation and the investigation may take longer.

Corrective Action

Harassment and discrimination will be considered a violation of the conditions under which an employee is employed or engaged by the Library. Substantiated complaints about any incident(s) of harassment or discrimination will be addressed by the Library's management.

If a finding of harassment or discrimination is made, the Library will take appropriate corrective measures, regardless of the respondent's seniority or position. Corrective measures may include, but are not limited to one or more of the following:

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

Any employee who condones or ignores violations of this policy will also be subject to disciplinary action, up to and including termination for just cause.

Workplace Violence

The Library is committed to providing a workplace free of violence.

The Occupational Health and Safety Act defines workplace violence broadly enough to include acts that may be considered criminal. For the definition of "workplace violence" and examples of such behaviour, please see the Definitions portion of this policy.

The Library will take the necessary and appropriate steps to prevent and address workplace violence in all of its forms from occurring in the workplace. Such actions include, but are not limited to:

- Providing greater awareness of workplace violence.
- Providing the knowledge to encourage and enforce acceptable standards of conduct.
- Offering internal, impartial and efficient resolution and complaint procedures to support the early detection and resolution of workplace violence.
- Providing all employees with fair and consistent procedures for dealing with issues of workplace violence that could affect the workplace.

The Library will investigate and deal with all complaints or reported incidents of workplace violence in a fair, respectful, and timely manner.

The Library will also ensure that there is an accessible process for reporting concerns and for the timely investigation and resolution of reports of workplace violence, including the determination of appropriate consequences for breaches of this policy.

Violence will not be tolerated in the Library's workplace community. Any such conduct, even a first offence, will result in corrective action up to and including termination of employment for just cause.

Domestic Violence

If the Library learns of or has reason to believe that an employee is experiencing domestic violence that would likely expose the employee or other employees to physical injury in the workplace, the Library will take every precaution reasonable in the circumstances to provide protection to the employee and others in the workplace community. This may include some or all of the following:

- Creating a safety plan.
- Contacting the police.
- Establishing a schedule for regular video calls.
- Establishing enhanced security measures (e.g., implementing a panic button, setting up a "dummy" email address, introduction of a code word(s), and other similar door and access security measures).
- Screening telephone calls and blocking certain email addresses.
- Setting up preferred parking arrangements or providing escorts to your vehicle.
- Adjusting working hours and location so that they are not predictable.
- Facilitating access to counseling through the employee and family assistance program or other community programs.

The Library appreciates the sensitivity of these issues and will do our best to assist an employee as discreetly as possible while maintaining their privacy.

Persons with a History of Violence

If the Library becomes aware or has reason to believe that a person with a history of violent behavior is likely to expose an employee or other employees to workplace violence in the workplace, the Library will ensure every precaution reasonable is taken to protect the employee and others in the workplace community. In these circumstances, the Library will provide information, including personal information, about the risk of workplace violence and will do its part to ensure employees are not put at risk. The Library's precautions may include some or all of the methods described above in relation to domestic violence.

Duties and Obligations

It is our mutual responsibility to ensure that we create and maintain a violence-free workplace and address violence and/or the threat of violence from all possible sources. These sources include, but are not limited to supervisors, managers, employees, contractors, consultants, clients, students, customers, strangers, family, friends, and domestic/intimate partners.

(i) The Library's Duties

The Library will do its part by not tolerating or condoning violence in the workplace.

This includes:

- Making everyone in our organization aware of what behaviour is and is not appropriate
- Assessing the risk of workplace violence
- Investigating complaints and incidents
- Imposing suitable corrective measures

(ii) CEO and Management Team Responsibilities

The CEO and Management will do their part in preventing and addressing violence in the workplace by:

- Ensuring that an effective Workplace Violence Prevention Program is developed and implemented.
- Ensuring that measures and procedures identified in the Workplace Violence Prevention Program are carried out and that management is held accountable for responding to and resolving complaints of violence.
- Ensuring that all members of our workplace community comply with the Workplace Violence Prevention Program.
- Ensuring violence prevention action plans are prepared and updated for local worksites.
- Informing employees and Supervisors of the nature and the extent of the risks of violence.
- Taking corrective action and monitoring its effectiveness.
- Ensuring regular evaluation of the Workplace Violence Prevention Program.

- In consultation with the Joint Health and Safety Committee, ensuring risk assessments are done periodically and safe work procedures are developed to address existing or potential risks for each assignment under their supervision.
- Establishing and delivering training and education for all employees.
- Ensuring that any critical injuries or deaths are reported to the Ministry of Labour, Immigration, Training and Skills Development Inspector, the police, and the Joint Health and Safety Committee. These injuries or deaths will also be investigated by the Joint Health and Safety Committee.
- Ensuring reports go to the Workplace Safety Insurance Board (WSIB) about all injuries where an employee loses time from work or requires health care.
- Responding to media presence or follow up questions relating to any incident of violence

(iii) Management and Supervisor Responsibilities

Management and supervisors will do their part in addressing and preventing violence in the workplace by:

- Ensuring compliance with all aspects of the Workplace Violence Prevention Program.
- Ensuring that proper procedures for reporting, investigating and documenting incidents of violence are in place and complied with, in accordance with the Workplace Safety and Insurance Board and Ministry of Labour, Immigration, Training and Skills Development.
- Ensuring members of the workplace community work consistently with the measures adopted to minimize the risk of violence and threats of violence.
- Facilitating ongoing discussion of workplace violence issues with employees.
- Ensuring appropriate training and education in violence prevention procedures and response procedures are provided to employees.
- Providing input into risk assessments.
- Advising employees of the existence of any potential or actual danger to the health and safety of employees which management or supervisors are aware.
- Instructing employees on procedures for the prevention of violence.
- Promoting and encouraging reporting of violent incidents.
- Advising employees of available medical services, including referrals.

(iv) Employee Responsibilities

Employees are responsible for ensuring they contribute to violence prevention by being responsible and accountable for the following:

- Complying with the requirements of this policy and refraining from any conduct that constitutes, or that could be interpreted, as workplace violence, attempts to commit workplace violence or threats of workplace violence.
- Taking all necessary and reasonable steps to ensure their own safety and the safety of others if they experience or witness workplace violence. Once safe, the employee should contact the police or other emergency services for assistance.
- Providing input into risk assessment.
- Attending education and training sessions.
- Providing input into the development of local workplace violence prevention action plans.
- Following established procedures for the prevention and reporting of incidents of violence.
- Promptly and accurately reporting incidents of violence and providing input into and cooperating with the incident investigation.

(v) The Joint Health and Safety Committee

The Joint Health and Safety Committee (JHSC):

- Will be consulted about the development and implementation of the Workplace Violence Prevention Program.
- Will be consulted and make recommendations to the Library to develop, establish and provide training in violence measures and procedures.
- Review the Workplace Violence Prevention Program, at least annually.
- Receive and review reports of any critical injury or death immediately.

In addition, a JHSC worker designate should investigate all deaths and critical injuries related to violence.

Procedure for Raising and Resolving Workplace Violence Concerns

Formal Investigation Process

Under the Occupational Health and Safety Act, employees have a responsibility to report workplace hazards. Workplace violence is considered a hazard in the workplace. Therefore, if employees are aware of workplace violence, even if they are not a recipient or witness to the violence directly, it must be reported.

The employee must report the existence of any workplace violence or threat of workplace violence to their Manager or Supervisor or the CEO. The existence of any workplace violence or threat of workplace violence may be reported electronically. The CEO will ensure that an investigation is conducted that is timely and appropriate in the circumstances. The CEO may choose to use either an internal investigator trained in workplace investigations or a qualified external investigator, depending on the nature of the incident.

If an employee is believed to be in imminent physical danger or physical assault has occurred, it must be immediately reported to the police. In all reports of workplace violence, the employee should immediately remove themselves from the violent situation, report the situation as soon as possible to their immediate Manager or Supervisor and contact the police. The employee's Manager or Supervisor will ensure the employee is kept in a safe place until the situation can be investigated.

If the complainant(s), respondent(s), or any witnesses are members of a bargaining unit, they will be entitled to bargaining unit representation throughout the formal complaint process, if they so choose. The role of the union representative throughout the investigation process is to observe and provide support.

If the complainant(s), respondent(s), or witnesses are not unionized, they are entitled to have a support person accompany them throughout the process instead of a bargaining unit representative. The role of the support person is also to observe and provide support. The investigator will advise these individuals of this entitlement.

Overview of Complaint Investigation Procedure

Any reports or incidents of workplace violence will be taken seriously. All reports and incidents of workplace violence must be investigated. If a Manager or Supervisor learns of, or witnesses acts or threats of violence, even if these events or actions are not reported to them by an employee they must initiate an investigation and corrective and preventive actions by reporting this to the CEO.

At its sole discretion, the Library may conduct interviews in person or using a video communication platform.

The Library will ensure that the necessary steps to determine the facts and circumstances relevant to the complaint are taken. The specific steps taken will depend on the circumstances of the complaint, but may include:

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

The goal is to complete any investigation and communicate the results to the complainant and respondent as quickly as possible after learning of an incident or receiving a complaint. The timeframe within which an investigation can be completed varies depending on the circumstances of each investigation.

Once the investigation is complete, the investigator will prepare a written report appropriate in the circumstances, which will generally include:

- A summary of the steps taken during the investigation.
- The details of the complaint and allegations.
- The respondent's response.
- A summary of witness evidence and other evidence gathered.
- A report setting out the findings of fact and a conclusion about whether workplace violence occurred. A copy of the findings will be provided to management and the health and safety representative.

Disciplinary Action

The CEO will recommend and determine what action should be taken as a result of the investigation. If a finding of workplace violence is made, appropriate corrective measures will be taken, up to and including termination of employment for just cause, regardless of the respondent's seniority or position.

(i) Corrective Actions

If a finding of workplace violence by an employee is made, the Library will take appropriate corrective measures, regardless of the employee's seniority or position. Corrective action is within the sole discretion of the Library.

Corrective action may include, but is not limited to:

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

Any employee who condones or ignores violations of this policy will also be subject to disciplinary action, up to and including termination for just cause.

Complaints Against the CEO or the Board

For complaints of harassment or workplace violence against the CEO or members of the Innisfil Public Library Board, an investigation will be conducted by the following personnel or their external designates:

CEO	Board Chair and Vice-Chair
Board Chair	Vice-Chair and CEO
Board Vice-Chair	Board Chair and CEO
Board Members	Board Chair and Vice-Chair

Risk Assessments

Managers and Supervisors must take every reasonable precaution to protect employees from workplace violence, including conducting risk assessments for workplace violence. Risk assessments are to be conducted as often as necessary to prevent injury in the workplace, for example:

- After an event or threat has occurred
- If the work or workplace has changed
- When a safety concern related to workplace violence has been raised

Risk assessments may include evaluating a person's history of violent behaviour to determine whether and to whom this person poses a risk. In making this evaluation, Managers and Supervisors should consider:

- Whether the person's history of violence was linked to the workplace or work.
- Whether the history of violence was directed at a particular employee or employees in general.
- How long ago the incidence of violence occurred.

The Library will advise the Joint Health and Safety Committee of the results of a risk assessment, provide a copy of the assessment in writing and reassess the risks of the workplace violence to continue to protect employees.

Education and training will be provided to employees with respect to the risks identified and the prevention initiatives to be implemented.

In some cases, Managers and Supervisors may have a duty to provide information about a risk of workplace violence from a person with a history of violent behaviour if an employee can be expected to encounter that person during their work and the risk of workplace violence is likely to expose the employee to physical injury. Managers and Supervisors will only release as much personal information about the person with a history of violent behaviour as is reasonably necessary to protect the employee from workplace violence. Managers and Supervisors are required to consult each other prior to releasing information about a person with a history of violence.

General Procedure for Responding to Workplace Violence

Employees have the right to refuse work (following the work refusal process as prescribed in the Ontario Health & Safety Act) if workplace violence is likely to endanger them. In that case, the employee should immediately remove themselves from the threat of violence and contact their Manager or Supervisor, at which point appropriate measures will be taken to protect the employee and investigate the situation. If the employee is on the physical work premise, the employee will be moved to a safe place as near as reasonably possible to their normal workstation. The employee will need to be available for the purpose of investigating the incident. In some circumstances, subject to provisions in any collective agreement (as applicable), the employee may be provided with reasonable alternative work during normal working hours.

Certain employees may have a limited right to refuse work when the risk is inherent in their job duties.

Depending on the circumstances, the Library may contact the police or other emergency responders to assist, intervene or investigate workplace violence. Details about the measures and procedures for summoning immediate assistance will be provided and may include:

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

Provided the situation is dealt with quickly and the danger is removed, the need for work refusal may be alleviated.

Protection from Retaliation or Reprisal

The Library will not tolerate retaliation, taunts or threats against anyone who files a harassment, discrimination, or violence complaint, or takes part in any investigation. Any person who taunts, retaliates against, or threatens anyone in relation to a harassment, discrimination or violence complaint or investigation may be subject to discipline, up to and including termination for just cause.

The Library will not punish an employee for reporting any act of suspected harassment or violence in good faith. Action which may be required and/or necessary to accommodate an employee during or as a result of a complaint and investigation shall not be considered a reprisal under this policy.

If an employee reports an incident or makes a complaint in good faith and without malice, regardless of the outcome of the investigation, they will not be subject to any form of discipline. However, any person who brings a false and malicious complaint may be disciplined up to and including termination of employment.

Confidentiality of Complaints and Investigations

The Library recognizes the sensitive nature of harassment, discrimination and violence complaints and will keep all complaints confidential, to the extent that the Library is able to do so. The Library will only release as much information as is necessary to investigate and respond to the incident or complaint, to protect an employee, to take corrective action or if required to do so by law. The Library may be

required to disclose pertinent information to protect an employee from injury where a reasonable threat of workplace violence exists.

Yet, the respondent to a complaint is entitled to know and understand the allegations against them so they may respond. In order to provide fairness and due process, the Library cannot keep the details of the allegations confidential from the respondent. The Library may also not be able to keep the details of the complaint confidential from any witness or person involved in the investigation.

Reports will be kept confidential if it has been determined that a reasonable threat of workplace violence does not exist or where reasoned and practical in the circumstances.

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

All employees, representatives and support persons are required to fully cooperate in the investigation process and to not in any way impede, obstruct, or behave in a manner that potentially jeopardizes the integrity of the investigation. Breaching confidentiality or acting in a manner that obstructs, impedes, or affects the integrity of the investigation is subject to discipline, up to and including termination for just cause.

The Library will further work to ensure confidentiality by:

- Circulating, educating employees on, and enforcing this policy
- Reminding the complainant, respondent, witnesses and anyone else involved in, or aware of the investigation, of their duties of confidentiality
- Maintaining documentation related to investigations in a file separate from unrelated documents
- Releasing information only on a strict need-to-know basis or in the circumstances described above, including to investigate and respond to the incident or complaint, protect an employee, take corrective action or if required by law.

Policy Awareness, Education and Training

This policy will be made available to all employees and will be provided as part employee onboarding and orientation. It will also be available and accessible on the Library's network storage location. Employees will participate in training from time to time, as necessary.

All employees will receive training on harassment and violence prevention as soon as practicable after they begin working for the Library, and as often thereafter as the Library deems necessary. The Library will also work with the employee to incorporate training into their schedule.

Such training will include:

- Workplace harassment and violence
- Respect in the workplace
- The duties and responsibilities associated with preventing harassment and violence in the workplace
- A review of the risks of violence inherent in the employee's workplace
- A review of violence prevention procedures
- Incident reporting procedures
- Correct response procedures
- Workplace emergency procedures

Program Evaluation

The effectiveness of this policy and associated programs will be evaluated by management and reviewed by the safety representative as often as necessary, but at least annually.

Trauma Support

Employees who have witnessed or experienced a traumatic event may need special support. These special needs will be acknowledged and accommodated by the Library. The Library will encourage employees to use the Employee Assistance Program or other services as appropriate. The CEO, or designate, will advise affected employees of their support options and will coordinate any special assistance that may be required.

Exceptions

There are no exceptions to this policy.

Related Policies:

Corrective Action Policy

Equity, Diversity and Inclusion Policy

Health & Safety Policy

Working Alone Policy

Related Program:

Respectful Workplace, Harassment & Violence Prevention Program

References:

Canadian Human Rights Act <https://laws-lois.justice.gc.ca/eng/acts/h-6/>

Ontario Health and Safety Act <https://www.ontario.ca/laws/statute/90o01>

Ontario Human Rights Code <https://www.ohrc.on.ca/en/ontario-human-rights-code>

Approved by the Innisfil Public Library Board, December 11, 2023. Motion Number: 2023.XX

Supersedes Policy #E-2022-24, approved September 19, 2022, Motion #2022.66; and Policy #E-2021-14, approved May 17, 2021, Motion #2021.46; and Policy #E-2020-13, approved May 19, 2020, Motion #2020.40 & Policy #E-2019-06, approved Monday, April 15, 2019, Motion #2019.33; & Policy #E-2018-08, approved Monday, April 16, 2018, Motion #2018.33; & Policy #E-2016-25, approved November 21, 2016, Motion #2016.97; & Policy #E-2016-10, approved May 16, 2016, Motion #2016.46; & Policy #E-2014-21, approved November 17, 2014, Motion #2014.83; &

Combines and Supersedes ***Employment-Respectful Workplace Policy*** Number E-2011-07, approved March 21, 2011, Motion Number 2011.22, and

Employment-Workplace Violence Prevention Policy Number #-2010-14, approved June 14, 2010, Motion #2010.47; &

Supersedes ***Respectful Workplace Policy*** #2007-02, approved September 17, 2007, Motion #2007.39