

**INNISFIL PUBLIC LIBRARY BOARD
MEETING AGENDA
Monday, October 20, 2025 – 6:30 p.m.
Lakeshore Library – Board Room**

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

[Motion #2025. – THAT the agenda of the October 20, 2025 meeting be approved as presented.]

3. Declaration of Pecuniary Interest
None at time of agenda creation
4. Delegations to the Board
 - a) Debrief of Ontario Non Profit Network Session – Kathryn Schoutsen

Consent Agenda

5. Approval of Previous Minutes (copy)
6. Correspondence (copy)
7. Reports for Information
 - a) CEO Report (copy & information sharing)
 - b) Municipal Council Report (copy & information sharing)
 - c) Library Board Report (information sharing)
 - d) Board Committee Reports (information sharing)
 - o Truth & Reconciliation Committee
 - o Board Strategy Committee
 - e) Health & Safety Update (copy)
 - f) Library Associations Report (information sharing)



Consent Recommendation

[Motion #2025. – THAT the consent agenda items 5a.01.01 to 7f.01.01, and the recommendations contained therein be approved as presented.]

Agenda

8. Staff & Committee Reports
a) LIB-13-2025 Summer Usage (copy & motion)

[Motion #2025. – THAT the Staff Report LIB-13-2025 Summer Usage be received.]

9. Business Arising
a) Project Updates (information sharing)

10. Policies
a) **EMPLOYMENT** - Added Responsibility Pay #E-2025-15
b) **OPERATING & TECHNOLOGY** – Health & Safety Policy #2025-16
c) **OPERATING & TECHNOLOGY** – Information Services Policy #2025-17
(copy & motion)

Recommendation

[Motion #2025. – THAT the EMPLOYMENT - Added Responsibility Pay #E-2025-15; the OPERATING & TECHNOLOGY – Health & Safety Policy #2025-16; and the OPERATING & TECHNOLOGY – Information Services Policy #2025-17 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

(link)

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

14. In Camera

No in camera at time of agenda creation

15. Adjournment

[Motion #2025. – THAT the meeting be adjourned]

CORRESPONDENCE LIST for October 20, 2025

6a.01.01	<i>InSauga</i>, September 23, 2025, online article entitled <i>Dementia-Friendly Book Collection Launched at Ontario Library</i>, written by Glenn Hendry Dementia-friendly book collection launched at Ontario library INsauga	link
6a.02.01	<i>CBC.ca</i>, October 11, 2025, online article entitled <i>Free to All: Winnipeg's 1st Public Library Opened 120 Year Ago, Soon to Start New Chapter</i>, written by Darren Bernhardt 'Free to All': Winnipeg's 1st public library opened 120 years ago, soon to start new chapter CBC News	link
6a.03.01	<i>CityNews.ca</i>, (Ottawa) October 11, 2025, online article entitled <i>Library Board Looks at Expanding Free Membership to Include Indigenous Communities</i>, written by Rachel Morgan Library board looks at expanding free membership to include Indigenous communities	link

**INNISFIL PUBLIC LIBRARY BOARD
MEETING MINUTES
Monday, September 15, 2025 – 6:30 p.m.
Lakeshore Branch – Board Room**

In Attendance: Anne Smith, Councillor Jennifer Richardson, Councillor Robert Saunders, Barb Baguley, Sue Bennett, Rhonda Flanagan, Cynthia Gordon

Staff in Attendance: Erin Scuccimarri, Jennifer Miyasaki

Guests: Amanda Fellows, CFS Counselling + Wellbeing

Regrets: Rob Nicol, Raj Grover

1. CALL TO ORDER, WELCOME AND LAND ACKNOWLEDGEMENT

- The meeting was called to order at 6:32 p.m.
- Councillor Richardson delivered the Land Acknowledgement Statement.

2. APPROVAL OF AGENDA

Motion #2025.45

Moved by: Jennifer Richardson
Seconded by: Barb Baguley

THAT the agenda of the September 15, 2025 meeting be approved as presented and amended.

CARRIED.

3. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

4. DELEGATIONS TO THE BOARD

- a) Amanda Fellows of CFS Counselling + Wellbeing
 - Amanda Fellows, Community Programs Manager with CFS outlined the robust list of services and supports they provide to the community. Services and programs offered within the Library were highlighted.

CONSENT AGENDA

5. Approval of Previous Minutes

- No additions or changes

6. Correspondence

- No comments or additions

7. Reports for Information

- CEO Reports for June, July and August
The CEO highlighted some key items from the report, including:
 - The vast amount of summer programming done by staff, including the Library's summer students
 - A new, smaller scale HackLAB has been set up in Stroud
 - Outreach Vehicle updates and stories
 - Holds Locker at Sandycove
 - Many community events, including Fresh Air Flicks were very successful
- Municipal Council Report
 - Councillor Saunders added that he and Councillor Richardson also attended the AMO Conference.
- Library Board Report
 - Roundtable discussion of upcoming happenings, events attended and good news stories
- Health & Safety Update
 - Draft minutes from June and July meeting included in package; no meeting in August

Committee Updates:

- Finance Committee
 - The Committee met on September 9, to review the Q2 2025 Operating and Capital results (Report in Section 8 of agenda package)
- Fundraising Committee
 - The Committee met on September 9 to discuss fundraising initiatives and review policy
- Board Strategy Committee
 - The Committee requires at least one more volunteer to move forward
 - Barb Baguley volunteered to join the Committee.

Library Associations Report

- No reports included in package this month

Motion #2025.46

Moved by: Cynthia Gordon
Seconded by: Rob Saunders

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

CARRIED.

AGENDA

8. STAFF AND COMMITTEE REPORTS

- a) Committee Report LIB-10-2025 Q2 2025 Finance Report
 - o The CEO provided an overview of the operating and capital results for Q2 2025
 - o One item noted was the cessation of funding for the BSCF Grant at the end of 2025

Motion #2025.47

Moved by: Sue Bennett
Seconded by: Cynthia Gordon

THAT the Committee Report LIB-10-2025 Q2 2025 Finance Report be received for information.

CARRIED.

- b) Staff Report LIB-11-2025 Our Stories Innisfil – Digital Archive Infrastructure and Hosting Model Update
 - o The CEO provided further context on the issues with the digital archive and possible solutions to migrate the archive using a hosting service or implementing new software; budget implications were discussed.

Motion #2025.48

Moved by: Jennifer Richardson
Seconded by: Rob Saunders

THAT the Staff Report LIB-11-2025 Our Stories Innisfil – Digital Archive Infrastructure and Hosting Model Update be received; and

THAT the Library Board directs Staff proceed with developing a Capital Project proposal to be included in the Town's 2026 Budget Refresh.

CARRIED.

c) Staff Report LIB-12-2025 Children's Area Renovation Update

Motion #2025.49

Moved by: Cynthia Gordon

Seconded by: Sue Bennett

THAT the Staff Report LIB-12-2025 Children's Area Renovation Update be received for information.

CARRIED.

9. BUSINESS ARISING

No business arising

10. POLICY

a) **OPERATING & TECHNOLOGY** - Children & Youth Services Policy #2025-13

b) **OPERATING & TECHNOLOGY** - Facility Security Policy #2024-14

Motion #2025.50

Moved by: Barb Baguley

Seconded by: Rhonda Flanagan

THAT the OPERATING & TECHNOLOGY - Children & Youth Services Policy #2025-13; and the OPERATING & TECHNOLOGY – Facility Security Policy #2025-14 be approved as presented.

CARRIED.

11. STRATEGIC ISSUES

There were no Strategic Issues to discuss this month.

12. NEW BUSINESS

None

13. COMMENTS AND ANNOUNCEMENTS

a) Calendar of Events

- A link was provided in the agenda for Library offerings/events.

14. IN CAMERA

No in camera

15. ADJOURNMENT

Motion #2025.51

Moved by: Jennifer Richardson

THAT the meeting be adjourned at 8:06 p.m.

CARRIED.

DATE OF THE NEXT MEETING

The next Library Board meeting will be held on
Monday, October 20, 2025 at 6:30 p.m.
Innisfil ideaLAB & Library – Lakeshore Branch – Boardroom

Anne Smith, Board Chair

Erin Scuccimarri, Secretary

SEPT 2025 CEO REPORT

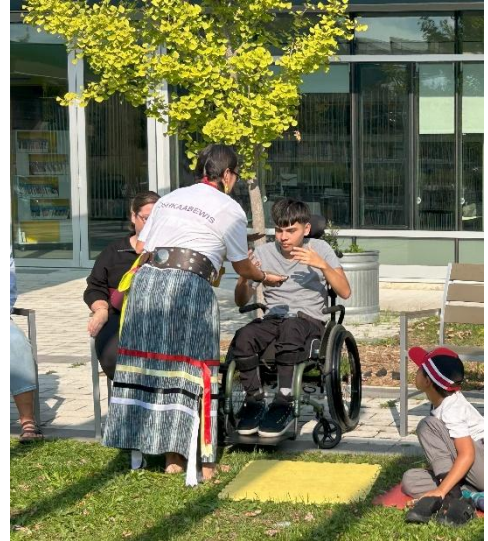


Speak UP for diversity & inclusion

WALKING TOGETHER

Exploring Traditional Indigenous Teachings

This month we began *Walking Together* a four-part series with Kelly Lavallee, an Anishinaabe-Métis Knowledge Keeper from the Deer Clan, and founder of Memengwaa Healing and Sitting Turtle Healing and Consulting. *Walking Together* explores the traditional Indigenous teachings of the Four Directions – East, South, West, and North. Each session invites participants to explore Indigenous knowledge and cultural practices through storytelling, hands-on learning, and guided reflection.



Kelly's first session focused on the Eastern direction and discussed the personal and ceremonial significance of tobacco. Through the workshop, Kelly introduced important stories and teaches, while weaving through hands on experiences and songs. So far, the series has proved to be a meaningful and affecting experience for participants both looking to connect with their own Indigenous cultures and those wishing to learn more.

WEEK OF WELCOME

Welcoming Newcomers in Simcoe County

Week of Welcome is an annual celebration dedicated to welcoming Newcomers in Simcoe County. This year at the Lakeshore branch, the Library was joined by community partners from the Town of Innisfil, Simcoe County, Spark'd from CFS, and the Innisfil Indian Association to share information and let people know about available services and programs. At the Library table, there was a lot of interest in our Library of Things lendable items, especially audiobook readers like the Yoto Player for school-aged children and the Envoy and Daisy players for adults. Staff was able to answer questions about program registration, language learning resources and items available in our Library of Things collection.



RHYTHM AND POETRY

Open Mic Night

On September 18th, Barrie's Poet Laureate "Ty the Poetess", and emcee Liftid hosted an open mic at the Library. Many community members came out to share their talents, all in the theme of mutual support. Some gave emotional performances of their own compositions, while others shared their version of their favourite tune. It was a great opportunity for everyone to share their creativity and love of music and poetry.



WEEKLY DROP-IN

With UPlift Black

UPlift Black began providing weekly drop-in services at the Lakeshore Branch this fall, offering mentorship, business coaching, and wellness activities for its members and the public. Their studio engineer is providing training and support for recording using the MediaLAB. This partnership supports UPlift Black's transition after losing their dedicated space in Barrie and aligns with the Library's commitment to community engagement and diverse programming. Staff continue to collaborate with UPlift Black to plan future joint initiatives that expand opportunities for connection and creative expression.





Open UP opportunities to strengthen connection & engagement with our community

COMMUNITY GARDEN

The Community Veggie Patch Project

The *Community Veggie Patch* art project came to life over the summer at various outreach events, where community members of all ages were invited to colour laser cut wooden veggies created in our HackLAB. The garden was unveiled at *MakerFEST* on coroplast panels, and visitors gathered to find their creations and admire the Veggie Patch as a whole. This project celebrates Innisfil's farming roots while weaving in *Our Stories* Local History photos, creating a vibrant display that combines art, heritage, and community connection.

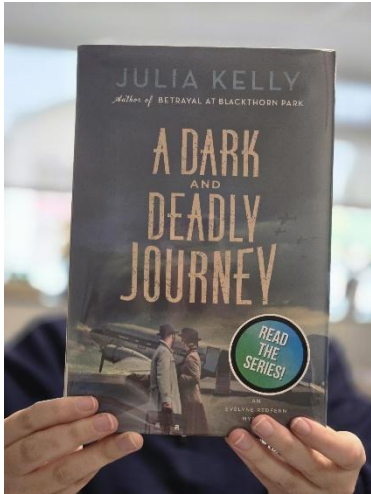


EMPLOYMENT SUPPORT

Agilec Partnership now at Lakeshore

Agilec is now available at the Lakeshore Branch every Tuesday from 9 a.m. to 4:30 p.m., offering on-site support to community members seeking employment assistance. Their presence aligns with one of the Ontario Works outreach days, ensuring coordinated access to Employment Ontario services for individuals receiving social assistance as well as those facing challenges in the job market. Agilec provides free, personalized support to both job seekers and employers through the Employment Ontario program. Services include job search assistance, resumé and cover letter guidance, interview preparation, and access to programs such as *Better Jobs Ontario* and *Employable YOU* (for youth aged 18–30). Eligible participants can complete immediate intakes, while employers can take advantage of hiring incentives, training subsidies, and pre-employment training opportunities.

Build UP our reputation as a trusted community asset



TOOLS FOR READER'S ADVISORY

Read the Series Stickers

To promote older books in the collection, the Collection Services team began adding special bookmarks in new Fiction books that were part of a series. The goal was to alert customers that there were other books in the series so that they would approach staff for help or seek out the previous titles themselves, increasing circulation. Collection Services is now piloting the introduction of stickers instead of bookmarks, for a more permanent way to notify customers that the book is part of a series.

WELCOMING SPACES

Preparing for the Children's Area Update

In preparation for the upcoming renovation of the Lakeshore Branch children's area, staff have begun relocating collections.

The adult fiction and non-fiction DVD collections were shifted from the front of the building to the back, aligning with the regular adult collections. Board books and easy readers from the children's area have been re-shelved and are now located near the Community Room, creating a more cohesive layout in advance of renovations.



New board books displayed near Community Room.

Raise UP the Library's identity as an innovative hub

UNLEASHING CREATIVITY

11th Annual MakerFEST

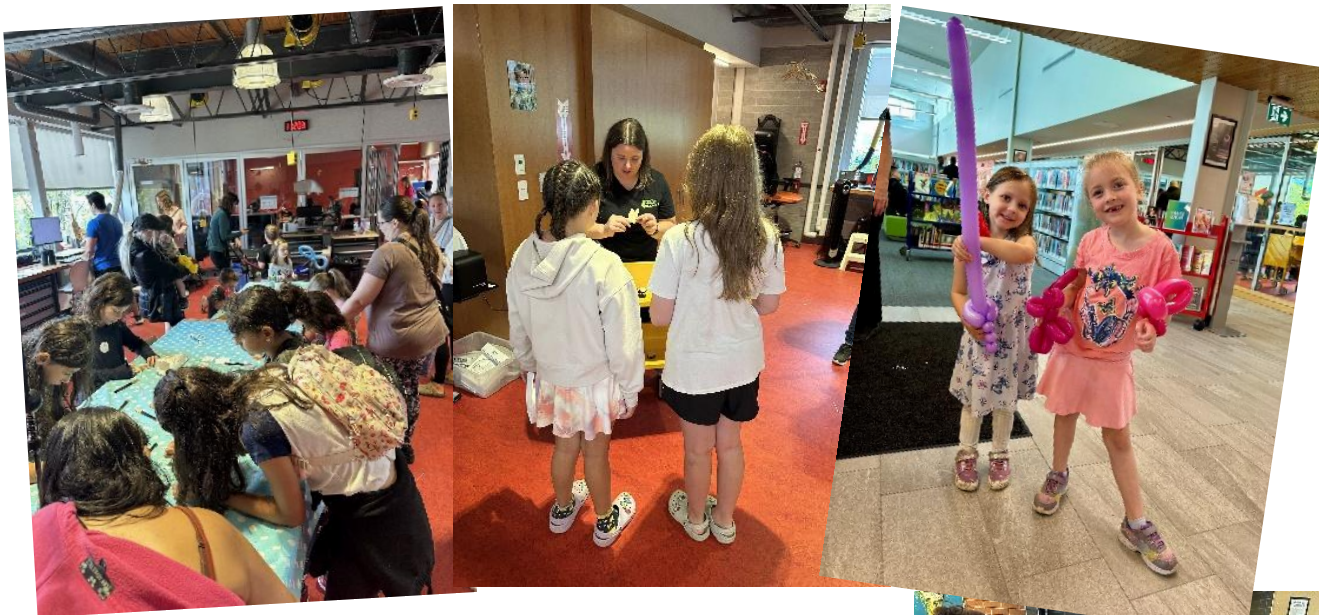
We hosted our 11th annual *MakerFEST* at the Lakeshore Branch on September 13th. The day was filled with energy and excitement as makers, artists, entrepreneurs, tech enthusiasts, and crafters came together to showcase their talents and connect with the community. Families and visitors of all ages explored a wide range of activities starting with *Storytime*. We had two amazing performances by Bumblebee, a robot character from the Transformers movies. The Library buzzed with discovery, whether it was families trying out LEGO robotics kits, attendees exploring creative technologies and makers or visitors realizing for the first time just how much their Library has to offer.



HackLAB programs were a major highlight, drawing steady crowds and incredible energy to the space throughout the day. Attendees were able to complete two different activities in the space; laser cut wooden *Labubu* keychains and sublimation bookmarks. Customers of all ages were excited to learn about the process of sublimation and personalize their creations. The laser cutter in action had many attendees fascinated and stopping to ask questions while they watched designs

take shape. One vendor, Alexandra French of AF Lake Design, an entrepreneur who participated in MakerFEST displayed skills they learned in the HackLAB to create custom 3D wooden lake signs. In an [InnisfilToday](#) feature published ahead of the event, French shared that she relies exclusively on the HackLAB to create her products. She credited Library staff with making it possible for local makers to grow their businesses, noting, *"The staff are amazing — they teach you how to use the tools, which makes it possible for makers like me to grow a business right here in Innisfil."*





The MediaLAB's green screen photo booth brought together families and friends with nearly 70 photos taken. Children and parents alike were excited to capture both the fun of the day and experience greenscreen technology. Many visitors were surprised to discover the MediaLAB and curious about its possibilities, asking about services ranging from recording music to booking the VHS to DVD station.

Families also gravitated toward the LEGO Spike kits, working together on projects, problem solving, and celebrating each other's successes. Many were eager to know how they could experience these kits through Library programs, showing just how much interest there is in hands-on learning.



Throughout the day, the library heard countless positive comments about the welcoming atmosphere and the opportunities to explore, learn, and create. MakerFEST continues to be one of the library's signature events, a true celebration of creativity and community in Innisfil.



YOUNG KIDS, NEW SKILLS

Learn to Sew Attracts Tweens

This month, the Library launched a new sewing program for Tweens (ages 10–13) called *Learn to Sew - Tweens*. This program has quickly become a popular and engaging way for kids to learn practical, hands-on skills while having fun. As part of this program, participants are introduced to the basics of using a sewing machine, including how to thread a bobbin, how to use different stitch patterns, and how to operate the machine safely. Participants have also used the sublimation printer to customize their polyester material to make their bags unique. In addition to building skills, this program has been designed to build confidence and creativity, giving tweens hands-on experience with tools they may not have used before. Beyond skill building, it has also been a wonderful opportunity for kids with shared interests to connect, collaborate, and support one another. Participants have expressed excitement about making their own small projects and learning alongside new friends. The supportive environment encourages curiosity and experimentation, making it a great fit for beginners.





Light UP pathways to personal & professional growth

FALL INTO LEARNING

Preschool and Afterschool Programs

With the return to school in September, the Library resumed a full and vibrant schedule of programs that welcomed families back into regular routines. Preschool programs like *Baby Bookworms* create space not only for early literacy development but also for caregivers to form supportive social networks. Programs like *Ready Set School* and *Reading Buddies* highlighted how targeted, small-scale initiatives can have a significant impact - whether by strengthening children's listening skills in preparation for kindergarten or by celebrating the milestone of reading an entire book aloud.

Other programs extended our reach and sparked new forms of creativity. *Library on the Loose* returned to weekly childcare centre visits, allowing staff to connect with families who may not yet visit a branch and build relationships directly in community settings. Creative programs like *STEAM Lab* and *Kid Creators* inspired children through hands-on exploration, from moon science experiments to inventive building challenges, blending fun with problem solving and collaboration.



MORE OPPORTUNITIES FOR EARLY LITERACY

Evening Storytime Expands

We have expanded our drop-in storytime offering to include an evening program at the Cookstown Branch. While we anticipate that it will take time to develop a consistent base of participants, we are already seeing new families attending Tuesday evening sessions

Unregistered early literacy programming continue to meet the needs of families seeking flexibility. Offering storytime in the evening has proven particularly valuable for working parents, providing opportunities to participate alongside their children outside of typical working hours. Early observations indicate that evening programming attracts a more diverse cross-section of families, including increased participation from racially diverse households. Several parents, especially fathers, have expressed appreciation for the evening option, noting that it is the only time compatible with their family routines. We expect evening storytime will continue to be a safe and consistent space where families can spend quality time together, connect with their community, and build important early literacy skills that set children on a path to a successful future.

In September, we offered a bilingual storytime to coincide with the County of Simcoe's *Week of Welcome*. With the assistance of two Spanish-speaking teen volunteers, the special bilingual storytime put a spotlight on our children's Spanish collection and was a reminder that everyone is welcome and celebrated at storytime. Families shared that they appreciated their children being exposed to both English and Spanish in a fun, familiar, and engaging setting.



APPENDIX A: Level UP! Communications Insights

Media Outreach & Social Media Response

DATE PUBLISHED	NEWS OUTLET	TITLE
Sept. 10, 2025	FM101 Milton	MakerFEST returning to Innisfil Library this weekend
Sept. 10, 2025	Innisfil Today	'Celebrate the season': Town of Innisfil hosting second InnisFALL festival
Sept. 11, 2025	Innisfil Today	Town, library helping residents 'get involved' through Week of Welcome
Sept. 11, 2025	FM101 Milton	Innisfil holding Week of Welcome event next week
Sept. 11, 2025	Innisfil Today	How MakerFEST has become a 'true celebration' of Innisfil's 'creativity and curiosity'
Sept. 11, 2025	Simcoe.com	Events this weekend in the Simcoe County area from Sept. 12 to Sept. 14
Sept. 12, 2025	Bradford Today	Four events you have to check out in South Simcoe this weekend
Sept. 13, 2025	Barrie Today	Upcoming Innisfil festival to feature 'plenty of fall magic'
Sept. 13, 2025	Innisfil Today	From Transformers to VR technology, MakerFEST is a tech enthusiast's dream

Sept. 15, 2025	Innisfil Today	<u>Rotary club unveils 'visually stunning' Peace Pole at Cookstown library</u>
Sept. 17, 2025	Innisfil Today	<u>Celebrate 'our farming community' at Innisfil Rotary's 4th Harvest Dinner</u>
Sept. 19, 2025	Innisfil Today	<u>Four events you have to check out in South Simcoe this weekend</u>
Sept. 26, 2025	Innisfil Today	<u>Four events you have to check out in South Simcoe this weekend</u>
Sept. 30, 2025	Innisfil Today	<u>'Wonderful celebration': Sandycove birthday bash honours seniors with cake, music</u>

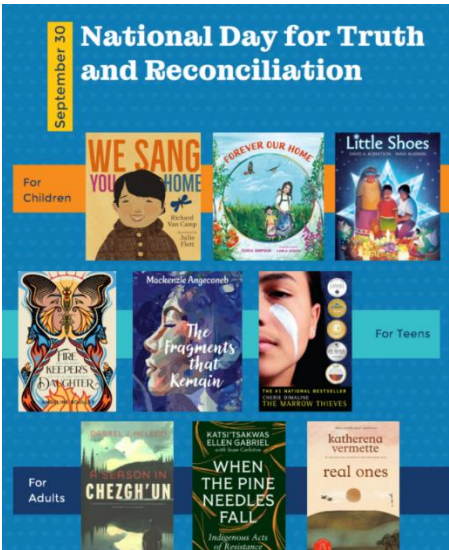
Facebook Insights (Sept. 1 to 30, 2025)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
4,196 (Followers) 3,433 Page Likes	33 during this period	2,555 engagements. 435 reactions.	Posts earned 54.9K impressions over this period (number of times our posts have entered a person's screen)
Top Organic Post (based on reach): Sept. 15, 2025, 1.7K Reach, 3K Views			
A huge THANK YOU to everyone who made our 11th Annual MakerFEST this past Saturday such a success! From the incredible vendors, crafters, creators, and artists who shared their talents, to the dedicated volunteers who kept everything running smoothly, and of course to all of you who came out to explore, learn, and celebrate creativity, we couldn't have done it without you.👏 This event continues to inspire and connect our community year after year, and we're so grateful for the passion and energy you all bring. See you next year, makers!			
			

Instagram Insights (Sept. 1 to 30, 2025)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
3,097	35 during this period	7,151 accounts reached. 626 likes.	2 comments in total on content posted during this period

Top Post (based on engagement): Sept. 30, 2025, 2.7K Reach



September 30 National Day for Truth and Reconciliation

For Children: WE SANG YOU HOME, FOREVER OUR HOME, Little Shoes

For Teens: The Keepers of the Earth, The Fragments that Remain, The 94 Calls to Action, The Marrow Thieves

For Adults: CHEZGH'UN, WHEN THE PINE NEEDLES FALL, katherena vermette, real ones

innisfilidealab

Today, we honour the Survivors of residential schools, the children who never came home, and the families and communities who continue to be impacted. Reconciliation is not a one-day event, it is a lifelong commitment to listening, learning, and taking action.

Join us for a screening of #SKODEN, a Hot Docs 2025 documentary feature, and part of the imagineNATIVE Film Festival's touring program tonight at our Lakeshore Branch at 6pm.

If you are beginning or continuing your journey towards reconciliation, here are some ways to learn and reflect:

- Continue your learning with our booklists: innisfil.bibliocommons.com/
- Learn about the 94 Calls to Action: bit.ly/3d5SZA9
- Explore the National Centre for Truth and Reconciliation Memorial Map to see where schools once stood: bit.ly/3y1v5m
- Learn about the land you live on: bit.ly/3ikfTJZ

View insights Boost post

Liked by townofinnisfil and 38 others

September 30

Add a comment... Post

Top Reel (based on engagement): Sept. 8, 2025, 713 Reach



innisfilidealab

Alex D'Rosso, Yusuf Alev, Kelly Matejcic • What a Feeling

Who's ready for MakerFEST 2025? Our 11th Annual event returns Saturday, September 13 from 10am-3pm. Don't miss out on this family-friendly, fun-filled day! 🎉

4w

View insights Boost reel

Liked by townofinnisfil and 27 others

Municipal Council Report

September 10, 2025 Council Meeting

- [Watch the meeting.](#)
- Innisfil Spartans Junior Hockey Club shared their participation in community events beyond the rink. From hosting energetic games to supporting local charities, the team aims to support athletic development and character growth. Season begins at the Innisfil Recreational Complex on September 20.
- Council directed Town staff to report back regarding no winter parking on Edward Street following a resident petition.
- Town Staff provided an update on the development of Innisfil's Transit Master Plan. The presentation shared possible future options and feedback heard through public engagement, including a desire for fixed routes, better regional connections, and fairer fares. The plan will be brought to Council for consideration in late 2025. [Review the presentation.](#)
- The Town's 2024 Consolidated Financial Statements were shared. Each year, an independent auditor reviews the Town's finances and the results are posted to their website.
- Community members were appointed to the Innisfil Council Compensation Review Ad Hoc Committee. This committee will provide recommendations for compensation level for the 2026-2030 term.
- A notice of appeal to the Ontario Land Tribunal was noted regarding the development applications for Friday Harbour (beach precinct, hotel, and additional amenities).
- The Office of the Mayor issued a letter to the Honourable Gary Anandasangaree, Minister Public Safety Canada in thanks for the Building Safer Communities Funding that has supported Teen Nights and preventative interventions for Innisfil's youth, reducing risk factors for gun and gang violence. The letter urged reconsideration for additional funding to maintain these programs.

September 24, 2025 Council Meeting

- [Watch the meeting.](#)
- Lake Simcoe Region Conservation Authority (LSRCA) shared a presentation about rising chloride levels in the Lake Simcoe waterhead and its environmental impacts. LSRCA emphasized the need for proactive salt management in winter to reduce how much is used and help protect the lake.
- In advance of National Day for Truth and Reconciliation, Town staff gave an [update](#) on the development of the Town's first Indigenous Relations Framework. This framework will guide Town staff and Council as they respond to the Truth and Reconciliation Commission of Canada's Final Report and 94 Calls to Action.
- Council passed a motion supporting the Association of Municipalities of Ontario's call for automated speed enforcement (ASE) advocacy, citing their success in reducing speeding and improving safety in school zones. The motion urged the Province to work with municipalities and AMO to develop improvements. The Province has since announced upcoming legislation to remove ASE cameras, and Town staff will monitor these changes and their impact on local road safety initiatives.

Municipal Council Report

News from the Community

- [Innisfil sees dramatic drop in building permits, residential builds over first half of 2025 - Innisfil News](#)
- ['Travel opens your mind': Innisfil author explores Western Canada in latest book - Innisfil News](#)
- ['Honour his memory': Teen hosts fundraising carnival in tribute to late uncle - Innisfil News](#)
- ['Outstanding' Nantyr Shores graduate wins prestigious leadership award - Innisfil News](#)
- ['My blood is boiling': Parents say walking route to Lefroy Catholic school is 'unsafe' - Innisfil News](#)
- ['Celebrate the season': Town of Innisfil hosting second InnisFALL festival - Innisfil News](#)
- ['Not a cash cow': Bradford, Innisfil mayors respond to Ford's speed camera comments - Innisfil News](#)
- [Innisfil Beach Park revamping beaches, washroom, park and paths](#)
- [Upcoming Innisfil festival to feature 'plenty of fall magic' - Barrie News](#)
- [HISTORY'S MYSTERIES: Innisfil's Indigenous roots revealed through archaeological digs - Innisfil News](#)
- [Northern Transformer to build \\$207M manufacturing facility in Innisfil - Innisfil News](#)
- ['Pivotal time': Hybrid option in driver's seat for Innisfil's draft transit plan - Innisfil News](#)
- [Innisfil legion celebrates 'outstanding' volunteers, veterans, partners and members - Innisfil News](#)
- [Town wants province to slow down 'cash-grab rhetoric' on speed cameras - Innisfil News](#)
- ['Focus and understanding': Innisfil looks to better ally with Indigenous community - Innisfil News](#)
- ['Wonderful celebration': Sandycove birthday bash honours seniors with cake, music - Innisfil News](#)

News from around the County:

- [Miss a meeting, you're fired? Trustees grapple with Education Act changes - Innisfil News](#)
- [Eight Simcoe County mayors charged up over federal EV mandate - Innisfil News](#)
- [BREAKING: Barrie mayor declares state of emergency around homeless camps - Innisfil News](#)
- [Innisfil backs 'passé' New Tecumseth motion to support Honda - Innisfil News](#)
- ['Difficult' budget cuts could see Bradford library close on Mondays - Innisfil News](#)
- [Blue Mountain Public Library celebrates 30 years – CTVNews](#)
- [Barrie city hall hands down new library budget policy](#)
- [TBM approves use of reserve funds for library space needs study - Collingwood News](#)
- [Citizenship ceremony, job fair mark Week of Welcome in Simcoe County - Innisfil News](#)
- [County of Simcoe considers 'very small' tax break for affordable housing - Innisfil News](#)
- [County hopes province frees up nearly \\$7M to cover ice-storm costs - Innisfil News](#)

Municipal Council Report

Library News from the Province and Beyond

- [Why libraries are designed the way they are – CTVNews](#)
- [Woodbrige Library celebrating grand reopening Sept. 6](#)
- [B.C. advocacy groups call for additional libraries funding](#)
- [Alberta pauses its book ban, so now what? and the reality series KPOPPED | Commotion with Elamin Abdelmahmoud | On Demand | CBC Listen](#)
- [Edmonton bookstore sees rise in sales of titles slated for removal from school libraries](#)
- [Alberta To Rewrite Its Book Ban Order – Here's Why - IN Magazine](#)
- [Public service: Library and Archives Canada to cut 70 jobs](#)
- [Alberta's Smith defends delayed book ban order coming Monday | Edmonton Journal](#)
- [Reimagining the future of libraries - UVic News](#)
- [New alliance urges Canada to adopt national literacy strategy - Innisfil News](#)
- [New Garden of Hope in Halton Hills aims to spark conversations on mental health and suicide - Halton Hills News](#)
- [AI-powered glasses are helping people with vision loss navigate the world around them | CBC Radio](#)
- [Caledon library branch extending its hours — but without staff](#)
- [All 100 Toronto libraries to be open on Sundays year-round - TorontoToday.ca](#)
- [Toronto Public Library expanding social, crisis support services to more branches | CBC News](#)
- [This kids' book got cancelled for making God a little girl](#)
- [5000 Canadian women have their stories told online, thanks to a woman in Cochrane | Morning North | On Demand | CBC Listen](#)
- [Housing Minister Christine Boyle shares a love of libraries | Vancouver Sun](#)
- [Margaret Atwood takes aim at Alberta's school library books ban with satirical story - Innisfil News](#)

JHSC Meeting Agenda

MEETING DATE: Thursday September 11, 2025

TIME: 1:00pm

LOCATION: Ops Meeting Room 2 and Teams

CO-CHAIRS: Management Co-Chair – Eric Chudzinski
Worker Co-Chair – Elishia LaRose

MINUTES: Sierra Warren

ATTENDANCE: Paul Anyia, Wes Chancey, Eric Chudzinski, Tom Ehlers, Elishia LaRose, Vivian Lough, Kristi Prentice, Jennifer Sheremeto, Sierra Warren

GUEST(S): Brendan Bone, Barrie Vickers

REGRETS:

Item	Agenda Item	Lead	Item Details	ACTION & NOTES
1.	<u>Call Meeting to Order</u>	Co-Chair	Time – opened	- Meeting started at 1:15pm
2.	<u>Approval of Previous Minutes</u>	Co-Chair	2025.07.17 JHSC Meeting Agenda Minutes Draft.docx	- Elishia motioned to approve the minutes of the previous meeting. - Seconded by Jennifer - All in favour; Motion Carried.
3.	<u>JHSC members</u>	Co-Chair	2025.05.02 JHSC Members List.docx	- No changes in membership.
4.	<u>Workplace Inspections WHIMIS LOTO</u>	All Members	Roundtable discussions - Findings worth sharing? - Additional action needed? - Repeat findings? - Changes to the schedule, or support needed.	Jen – Town Square – wood boards are still missing from the benches – advised that slats have been ordered and will be installed once received. Compressor room full of dead insects due to lights being left on. Requested spray for large number of spiders inside the building. Door of back room was blocked by a tent and boxes of material. Ladder was also not stored correctly when not in use. IT required to repair fobs. Ec. Dev – no deficiencies to report. Rizzardo – no deficiencies to report; however, house keeping is required in the shipping and receiving room. Advised that Facilities will be addressing. Centennial Park – no deficiencies to report. Ongoing construction is occurring near the washrooms.

				Kristi – Town Hall – Electrical panel and eyewash stations were blocked. Ladder was not secured properly with chain. Plate cover required to cover hole in wall that exposed wiring. A few facilities concerns – lights out in archive room and by Communications office space, garbage full in IT room across from IT office space, wellness bed in storage, TV leaning against wall in loading bay area. Facilities were sent tickets for work. Sierra – Operations – Paint was not being stored in flammable cabinet. Cabinet has since been ordered. Batteries (one regular battery and one lithium battery) were both lying on the floor in the sign shop. Both have since been removed and batteries will be stored in proper place while not being used/requires disposal. Churchill – Kitchen doors from hallway was blocked by garbage. Fridge was outside lying on its side – concerned glass doors would break. Panel was blocked in the mechanical room. Ladder was not stored correctly in the supply room as chain was broken. Knock – The new culvert on the pathway to the baseball diamond was raised and posed a tripping hazard. Parks staff have since add limestone screenings to the effected area. Elishia – Salt Dome – Trackless too close to the door blocking exit. Inspection on fire extinguisher missed for multiple months. Wasp nests were on every door on the south side of the building. There was one light out that required replacement. There were concerns on a few trusses on the ceiling that appeared to look broken – Facilities advised that there is no structural issue with the building as it's a dimensional lumber in a 'x' pattern that is used throughout the truss system. Stroud Arena – Light was out in the change room. The exit door and first aid kit were blocked in the Zamboni room. Lefroy Arena – Door was blocked in the compressor room that poses a risk to room users in the event the compressor has a failure or leak. Vivian – Cookstown Library – External door leading to the splash pad does not swing close and requires force to close it. This has since been fixed. Stroud Library – External door also not closing fully when swinging shut. Door has since been repaired. Lakeshore Library – First aid kit has been replaced due to expired supplies. Inspections on fire extinguishers have been missed since Marley Fire completed their annuals. Tom – Fleet – Tools are not being out away. Floors require regular cleaning. Garbage bins need to be changed more regularly.
--	--	--	--	--

				Brendan – Absent. Paul – will be joining Jen this month to be trained. Will be taking over Knock inspections from Sierra. ACTION: Eric to accompany Paul on the October Knock inspection. Barrie – Absent. Wes – No items to report. Eric – Advised that the ergonomic questions on the inspection list have been updated
5.	<u>SOP's Corporate Policies</u>	Co-Chair	1. Any updates for discussion?	- WSIB Health & Safety Excellence Program – Validation has been completed by the WSIB on four topics. Expect to receive a rebate later this year. Plan to enroll in the program again. - Sierra advised that Roads and Fleet SOPs will be updated in the coming months.
6.	<u>Workplace Incidents & Accidents</u>	Co-Chair	1. Report on accidents since last meeting (July and August 2025)	- Still compiling data for the monthly incident summary. Will send to members once completed. - However, we continue to see lower incident rates compared to this time last year.
7.	<u>Budget & Training</u>	Co-Chair	1. Budget 2. Training	- Budget is on track. - Tom and Brendan require Part 2. - Paul needs the re-cert before January. - Eric to assign incident investigation training to committee members.
8.	<u>JHSC Other Business</u>	All Members	1. Winter Vehicle Cleaning 2. Round Table	- It was mentioned that there is a safety issue when washing vehicles/units outside when it is below freezing. The water freezes on the vehicle (steps and handholds), creating the potential for slips and falls. - It was discussed that staff are required to wash the bulk of the dirt outside before bringing it into the wash bay to avoid clogged drains. - ACTION: Eric to discuss winter vehicle washing (RE: Slip and fall hazard) with Roads and Fleet supervisor/manager. - Vivian asked what the legislation changes require for washroom cleaning. - Eric discussed the cleaning requirements and Sierra sent Vivian information that was given at a recent Operations meeting.
9.	<u>ACTION ITEMS Follow up</u>	Co-Chair	Review of Action items from July 17, 2025, meeting minutes.	ACTION: Eric to review/update opioid risk assessment based on potential risk and need for Naloxone kits and training. – In Progress ACTION: Eric to schedule incident investigation training for the committee. – In Progress – Eric to assign the online course to committee members. ACTION: Eric to inquire with Roads Supervisors regarding the process for managing storage and

				disposal of hazardous waste found roadside. – In Progress ACTION: Eric to rework the language on the inspection form for ergonomics. – Complete ACTION: Wes to speak to Facilities regarding outstanding work that needs to be completed in Centennial Park. – Complete ACTION: Eric to pull up SDS for mouse traps. – In Progress ACTION: Eric and Paul to discuss taking over Churchill or Knock Inspections. – Complete ACTION: Eric to discuss training with Barrie. – In Progress ACTION: Wes to investigate mechanical room access for on-call staff at Operations. ACTION: Eric to accompany Paul on the October Knock inspection. ACTION: Eric to discuss winter vehicle washing (RE: Slip and fall hazard) with Roads and Fleet supervisor/manager.
10.	Close Meeting	Co-Chair	Time – closed	The meeting closed at 2:59pm

INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO.: LIB-13-2025

DATE: October 20, 2025

TO: INNISFIL PUBLIC LIBRARY BOARD

FROM: Erin Scuccimarri, CEO

SUBJECT: 2025 Summer Usage

RECOMMENDATION:

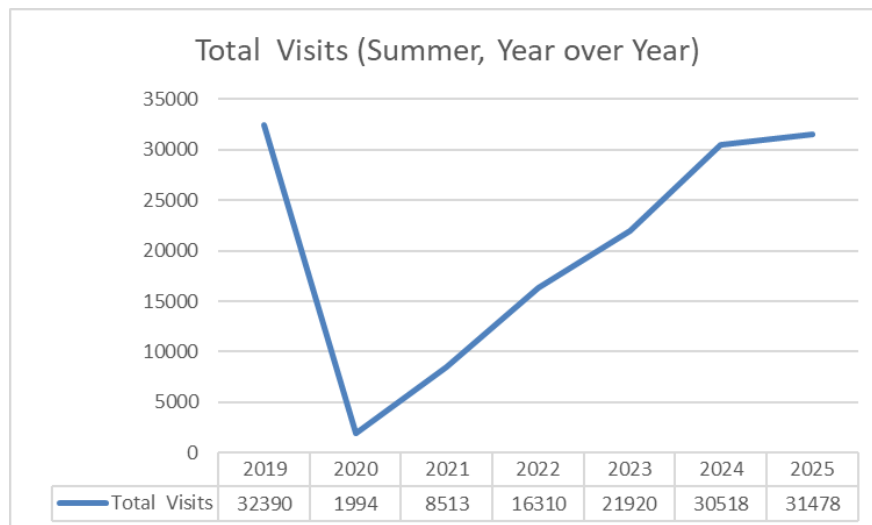
THAT Staff Report LIB-13-2025; 2025 Summer Usage be received as information.

BACKGROUND:

This report will provide an overview of public use of all Library Branches over the summer (July and August) through a review of various data points, including in-branch visits, programming, circulation of materials, and reference queries.

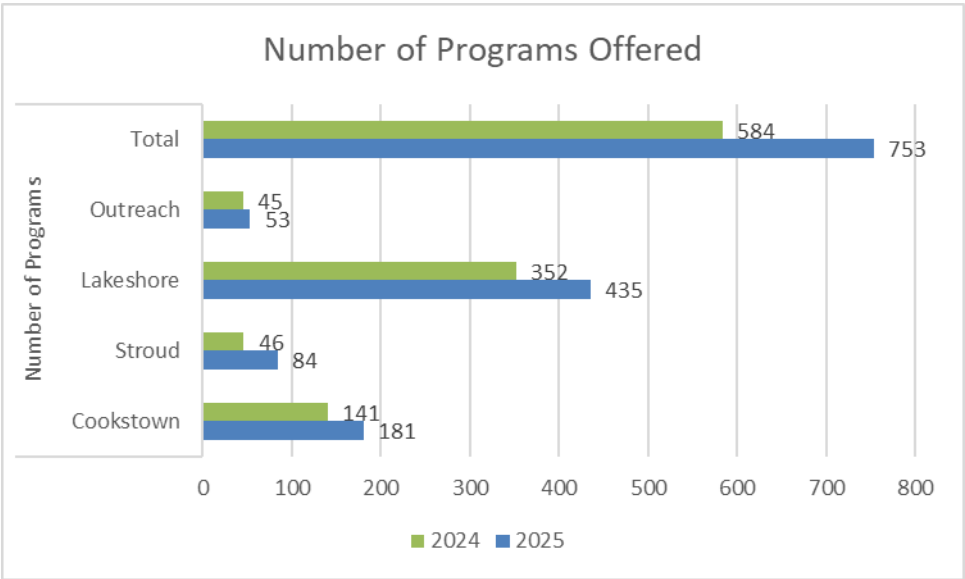
SUMMARY:

This summer continued to be a busy one at all locations. We are seeing a steadying of attendance at the branches, with only a 4% increase in attendance throughout July and August compared to 2024, while last summer (2024) saw an increase of 39% compared to the previous year in the number of in-person visits system wide. This year's modest growth in visits reflects a normalization of usage patterns, consistent with 2019 pre-pandemic benchmarks. The chart below shows the change in the total number of visits over the summer by year from 2019, noting the significant dips caused by the pandemic.



ANALYSIS:
Programming

Summer Program participation remained strong, with 7,264 total attendees across 753 programs, marking a 15% increase from Summer 2024. This increase is due in large part to the increase of the number and types of programs offered across all branches. The addition of the *Library on The Go* outreach vehicle model meant that the Library attended more outreach activities this summer due to having a staff member dedicated to planning, delivering, and promoting outreach opportunities.



An intentional decrease in the number of *Tinkershops* offered this summer reflect changes in how we deliver digital literacy programming. The Creative Making and Discovery team were deployed to run *Tech Talks* and *Computer Classes*, programs designed to increase and build digital literacy skills for adults. While the number of *Tinkershops* offered at Lakeshore were decreased to make room for other type of programming, we were able to increase the number of *Tinkershops* offered in Cookstown and Stroud providing more opportunities to engage in HackLAB programming across the branches for all residents.

Despite the overall numbers of visits to all branches remaining consistent, when we look at the data by branch, the Stroud branch saw a significant increase in visitors of 30% over the same period in 2024. The development of a small makerspace and the addition of *Tinkershops* and adult social programs at the Stroud branch contributed to increased visitor numbers. The number of programs offered in Stroud this summer increased by 45% from 46 to 84.

Total Visitors by Branch

	COOKSTOWN	STROUD	LAKESHORE	TOTALS
2024	4046	2884	23588	30518
2025	4153	3763	23832	31748
Percent Change from 2024 to 2025	3%	30%	1%	4%

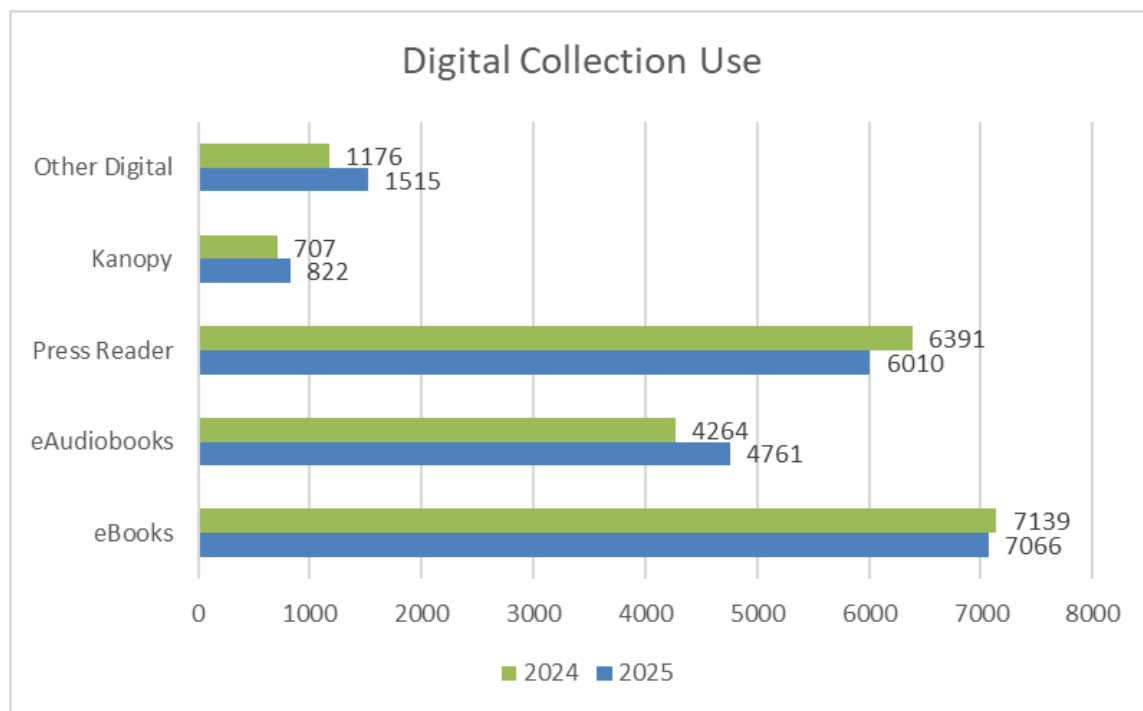
Circulation

Overall circulation of physical materials remained steady compared to last summer (0% change). Children's collections continue to drive most of the borrowing, spurred by the TD Summer Reading Club's focus on rewarding children for summer reading. Strong growth in decodable books (+102%) and juvenile graphic novels (+38%) reflect sustained interest in literacy-support and visual formats. Young adult graphic novels (+46%) and nonfiction (+70%) also showed notable gains.

Use of French materials rose sharply across nearly all categories, while newly added Ukrainian and Russian titles saw early engagement. Yoto Kits and Cards grew significantly, reinforcing demand for screen-free listening options. Declines were seen in magazines, mass market paperbacks, and books on CD, consistent with reduced use of legacy formats.

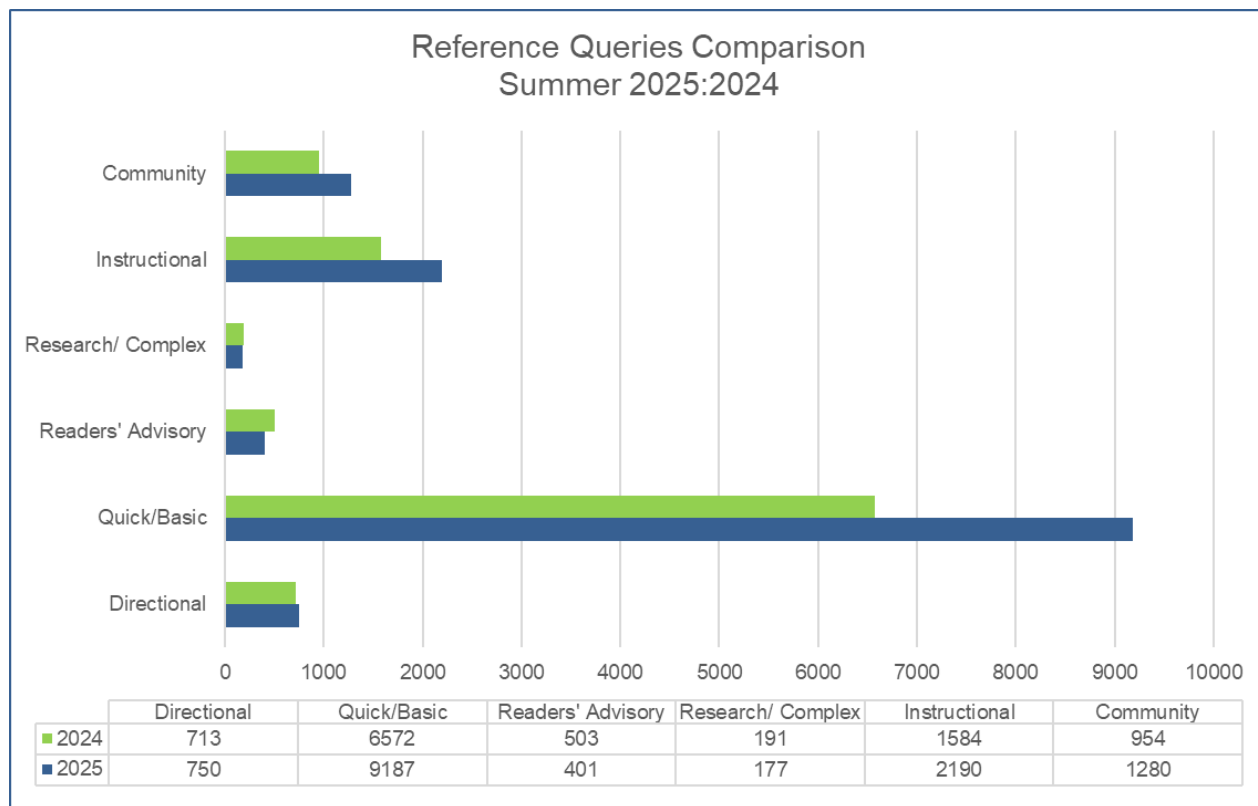
Overall, borrowing patterns point to stable use of print collections alongside continued growth in literacy tools and multilingual materials. These trends align with broader goals to diversify collections and support early literacy, accessibility, and inclusion.

Digital usage remained strong through summer 2025, with total checkouts across all platforms rising by 3% compared to the same period in 2024 (20,174 vs. 19,677). The largest increases were seen in Other Digital platforms (up 29%), which includes comics plus and new video streaming via Cloud Library, and Kanopy video streaming (up 16%), reflecting continued interest in diverse digital media options beyond traditional eBooks. eAudiobooks also grew by 12%, continuing a steady upward trend in listening formats. Overall, digital engagement continues to expand, with year-over-year gains underscoring strong demand for flexible and accessible library services.



Reference Queries

The continued increase in visits this year once again correlates with a rise in the number of reference queries staff answered - up 33% overall compared to 2024. Reference questions range from quick directional requests to more complex and time-intensive interactions requiring multiple resources or referrals. The largest growth occurred in Quick/Basic (+40%), Instructional (+38%), and Community (+34%) categories, reflecting higher day-to-day engagement at service desks and an increased demand for guidance on technology use, digital resources, and local information.



Quick/Basic questions remain the most common type of interaction, with staff responding to over 9,000 this summer. These include everything from account help and catalog searches to questions about library services and programs. The rise suggests more visitors are seeking in-person assistance and are using the library as an entry point for broader support.

Instructional queries also saw strong growth, continuing the upward trend of customers seeking one-on-one support to learn how to use digital tools, devices, and online resources. Community questions increased significantly as well, further establishing the Library as a trusted information hub for local services, events, and partnerships.

While Readers' Advisory and Research/Complex interactions saw modest declines, these categories continue to represent a smaller but vital portion of staff work. The decline in Readers' Advisory may reflect a shift toward digital discovery tools, self-service browsing, or be the result of an increased focus on staff-recommended book displays. The decline in complex questions may reflect the success of the Human Services Navigator, who has taken on much of the workload related to helping customers navigate community resources and social service needs. Complex questions remain the most time-consuming interactions, often involving in-depth research, document support, or referrals to partner agencies.

Human Services Navigator

The Human Services Navigator saw 122 clients over the summer and continues to play a crucial role in supporting residents with increasingly complex needs that extend beyond traditional library services. Most cases related to financial insecurity, housing instability, and employment challenges.

The Navigator has reported supporting residents by:

- Assisting with applications for social and financial assistance.
- Connecting individuals to housing resources to reduce the risk of homelessness.
- Preventing utility disconnections through emergency support coordination.
- Referring clients to employment and skills development programs.
- Linking residents with peer-support and social groups to reduce isolation.
- Providing access to essential items such as food and clothing.
- Advocating on behalf of clients navigating complex service systems.

CONCLUSIONS

Regular data analysis enables the library to make informed decisions and respond effectively to the changing needs of the community. Summer 2025 demonstrated steady and sustainable growth across library services. Branch visits, circulation, and digital engagement all stabilized following several years of sharp growth and change, indicating that residents have reestablished consistent patterns of library use. Programming participation, outreach, and reference interactions continue to rise, demonstrating the library's expanding role as both a learning hub and a connector to community resources.

Policy Changes Summary

10a.01.01 EMPLOYMENT - Added Responsibility Pay Policy #E-2025-15

- Minor wording and format changes

10b.01.01 OPERATING & TECHNOLOGY – Health and Safety Policy #2025-16

- Minor wording and format changes
- Updated Health and Safety Statement from the Town of Innisfil.

10c.01.01 OPERATING & TECHNOLOGY – Information Services Policy #2025-17

- Minor wording and format changes



SUBJECT: EMPLOYMENT – ADDED RESPONSIBILITY PAY POLICY

Policy No: E-2025-15

Date: October 20, 2025

Review Date: October 2029

Pages: 2

PURPOSE

To outline the process of providing financial recognition to those employees who are temporarily undertaking on additional responsibilities, above and beyond the scope of their job description.

POLICY

General

Occasionally, employees may need to take on additional responsibilities due to various factors. The Library recognizes that assuming these extra duties can enhance skills and create growth opportunities beyond the current role. However, the Innisfil Public Library Board emphasizes that employees must continue to perform their existing duties effectively while managing these added responsibilities.

Application

This policy applies to all Library employees including, but not limited to, full-time, part-time, contract, seasonal, and casual staff who are requested to take on added responsibilities.

Definitions

Added Responsibility or **Acting Pay** is financial recognition for employees who undertake additional duties beyond their standard roles. It is not applicable to employees temporarily moving into a higher-level position without continuing their current duties. Additionally, this pay does not cover situations where employees assist colleagues occasionally, engage in specialized training, or adapt to new processes or equipment.

Guidelines

Employees may be required to assume additional duties due to factors such as vacation, illness, reorganization, or major deadlines. This policy excludes roles where statutory requirements or job descriptions already include acting on behalf of an immediate supervisor. The CEO has sole discretion over the assignment of "added responsibility," and the following conditions will apply:

1. The employee will receive an increase equivalent to 10% of their current base salary or hourly rate for the duration of the added responsibility.
2. To be eligible for Added Responsibility Pay, the employee must undertake the majority of the additional position's duties and responsibilities for a minimum of three days.
3. The CEO or designate will formally communicate the start and planned end dates of the assignment to the employee. Upon completion, the CEO will notify the employee that the assignment has ended.

Approved by the Innisfil Public Library Board, October 20, 2025
Motion Number: 2025.XX

Supersedes Policy #E-2021-17, approved October 18, 2021, Motion #2021.78;
Policy #E-2017-09, approved March 20, 2017, Motion #2017.29



SUBJECT: HEALTH AND SAFETY POLICY

Policy No: 2025-16

Date: October 20, 2025

Review Date: October 2026

Pages: 2

PURPOSE

To ensure that all Library employees are committed to and exposed to a safe working environment where health and safety is always a top priority.

POLICY

Application

This policy applies to all Library employees including, but not limited to, full-time, part-time, contract, seasonal, casual, student/co-op employees, long-term volunteers, and Board Members. For the purposes of this policy, the reference to “employees” will include all individuals outlined in the statement above.

Guidelines

The Innisfil Public Library Board has adopted the Town of Innisfil’s current Corporate Health & Safety Policy CP.11.2.2 (Appendix 1) and the Town of Innisfil’s current Health & Safety Policy Statement signed July 16, 2025 (Appendix 2).

Approved by the Innisfil Public Library Board, October 20, 2025, Motion Number: 2025.XX

Supersedes Policy #2025-03, approved on January 20, 2025, Motion #2025.05; and policy #2023-18, approved on September 18, 2023, Motion #2023.66; and Policy #2022-27, approved October 17, 2022, Motion #2022.78; and Policy #2021-21, approved December 13, 2021, Motion #2021.94; and Policy #2020-24, approved September 21, 2020, Motion #2020.70 & Policy #2019-17, approved September 16, 2019, Motion#: 2019.58 & Policy #2018-14, approved September 17, 2018, Motion #2018.67; & Policy #2017-16, approved October 16, 2017, Motion #2017.75; & Policy #2016-23, approved November 21, 2016, Motion #2016.95; & Policy #2015-18, approved November 16, 2015, Motion #2015.88; & Policy #2015-09, approved June 15, 2015, Motion #2015.61; &

Policy #2014-14, approved June 16, 2014, Motion #2014.46; &
Policy #2013-07, approved June 17, 2013, Motion #2013.69; &
Policy #2012-06, approved May 22, 2012, Motion #2012.41; &
Policy #2011-13, approved May 16, 2011, Motion #2011.37.

Corporate Policy



One Town One Team

CP.11.2.2

Section: People and Talent

Subsection: Health Safety and Wellness

Subject: Corporate Health and Safety Policy

Approval Authority: Oliver Jerschow, CAO

Effective Date: July 21, 2022

1. Policy Statement

The Town of Innisfil is committed to the health and safety of our workers and providing a healthy and safe work environment. Our goal is a healthy, injury-free workplace for all workers.

As the employer, the Town is ultimately responsible for the health and safety in the workplace and will take every precaution reasonable in the circumstances for the protection of a worker. The Town is committed to complying with safety requirements under the *Occupational Health and Safety Act (OHSA)* and Regulations.

The Town is further committed to continue improvement as part of a safety focused culture through engagement, awareness, education, and training. A safe working environment is a top priority for everyone involved in a work activity and workers' own personal commitment to safety will ensure that injury to persons and damage to property are minimized.

2. Purpose

The purpose of this policy is to demonstrate the Town's commitment to the continuing objectives of workplace safety and eliminating hazards and "near misses", which will greatly reduce the risk of injury and illness. In addition, this policy will outline the health and safety accountabilities and responsibilities of all workplace parties.

3. Definitions

Workplace – is defined under as "any land, premises, location or thing at, upon, in or near which a worker works".

Employer – is defined as a person who employs one or more workers or contracts for the services of one or more workers and includes a contractor or subcontractor who performs work or supplies services and a contractor or subcontractor who undertakes with an owner, constructor, contractor, or subcontractor to perform work or supply services.

Supervisor – is defined under the Occupational Health and Safety Act (OHSA) and Regulations as a person who has charge of a workplace or authority over a worker.

Worker (Also referred to as Employee in Town of Innisfil policies) – is defined under the Occupational Health and Safety Act (OHSA) and Regulations as any of the following:

- a. A person who performs work or supplies services for monetary compensation.
- b. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
- c. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university, private career college or other post-secondary institution.
- d. Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

Competent Worker – is defined under the Occupational Health and Safety Act (OHSA) and Regulations as:

- a. Qualified because of knowledge, training, and experience to perform the work,
- b. Familiar with the Occupational Health and Safety Act and with the provisions of the regulations that apply to the work, and
- c. Having knowledge of all potential or actual danger to health or safety in the workplace.

Competent Person - is a defined term under the Occupational Health and Safety Act (OHSA) and Regulations as:

- a. Is qualified because of knowledge, training, and experience to organize the work and its performance,
- b. Is familiar with the Occupational Health and Safety Act and the regulations that apply to the work, and
- c. Has knowledge of any potential or actual danger to health or safety in the workplace.

Internal Responsibility System (IRS) – is defined as the underlying philosophy of Occupational Health and Safety Legislation in Canada. It's foundation is that everyone in the workplace – workers and employer – is responsible for their own safety and the safety of others.

Joint Health and Safety Committee (JHSC) – is defined as a forum for bringing the internal responsibility system into practice. The Joint Health and Safety Committee (JHSC) consists of workers and management representatives who meet on a regular basis to deal with health and safety issues.

Town of Innisfil Director – is defined as a person who has charge of a workplace or authority over a Manager, Supervisor, or worker within an assigned service area.

Psychological Health and Safety in the Workplace - is defined under the CSA Standards as: workplace that promotes workers' psychological well-being and actively works to prevent harm to worker psychological health including in negligent, reckless, or intentional ways.

Psychological health is related to mental health, which is also defined as a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community.

4. Responsibility

The People and Talent Team is responsible for the overall implementation and monitoring of the Corporate Health and Safety Policy.

5. Application

This policy applies to all Town workers including but not limited to full-time, part-time, contract, seasonal, casual, student/co-op workers, Members of Council, and Volunteer Firefighters.

Compliance with the policy is required regardless of workplace location, including workers working on-site, remotely, or in a hybrid model.

6. Administration

Roles and Responsibilities:

All members of our workplace community have a mutual interest and shared responsibilities contributing to our health and safety environment. All members of the Town's workplace community are expected to meet individual responsibilities as outlined in this policy.

(i) All Individual Members of Staff

- All workers, regardless of work location, are responsible to be aware of, understand, and follow all health and safety policies and procedures.
- All workers must be aware of the health hazards in their workplace(s) and of the preventative measures to be taken to protect themselves, fellow workers, and Town property.
- All workers who work remotely must take steps to ensure that they have a safe environment free from hazards in which to work. Workers who are unsure if their remote environment is safe or free from hazards should contact their Supervisor/Manager or People and Talent for assistance.
- Anyone who observes a hazard or health and safety violation in the workplace has a duty to report the situation to their Supervisor/Manager. Once identified, management has a duty to investigate the problem and eliminate, reduce or adequately control the hazard that could possibly injure a worker.

(ii) The Town as the Employer

It is the responsibility of the Employer to: *(as based upon OHSA s. 25-26)*

- Ensure equipment, materials and protective devices:
 - as prescribed are provided
 - are maintained in good condition
 - devices are used as prescribed
- Ensure prescribed measures and procedures are carried out in the workplace.

- Ensure all areas of the workplace are capable of supporting all loads to which it may be subjected without causing the materials therein to be stressed beyond the allowable unit stresses established under the *Building Code Act*.
- Provide information, instruction and supervision to a worker to protect the health and safety of the worker.
- When appointing a Supervisor, or any person who is required to exercise supervisory functions, that a competent person is appointed.
- Ensure a worker, or person in authority over a worker, is acquainted with any hazard in the work and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent.
- Ensure assistance and co-operation is afforded to a Joint Health and Safety Committee (JHSC) and/or a Health and Safety Representative in the carrying out, by the Joint Health and Safety Committee (JHSC) and the Health and Safety Representative, of any of their functions.
- Require only a person over such age as may be prescribed is employed in or about the workplace.
- Require a person who is under such age as may be prescribed, is not knowingly permitted in or about a workplace. (Exception: Take Our Kids to Work Program).
- Take every precaution, reasonable in the circumstances, to protect a worker.
- The law requires employers to prepare, and review at least annually, a written Workplace Health and Safety Policy, and to develop and maintain a program to implement that policy. The Town of Innisfil will ensure due diligence and comply with all requirements set out in the *Occupational Health and Safety Act (OHSA)* and Regulations.
- Post a copy of the *Occupational Health and Safety Act (OHSA)* and any required explanatory material prepared by the Ministry of Labour, Training and Skills Development, in the workplace, both in English and the majority language of the workplace, outlining the rights, responsibilities and duties of workers.
- Accurately record the handling, storage, use and disposal of biological, chemical or physical agents as prescribed, and are kept and maintained.
- Accurately keep and maintain and make available to the worker affected such records of the exposure of a worker to biological, chemical or physical agents as may be prescribed.
- Notify a Ministry of Labour, Training and Skills Development (MLTSD) Director of the use or introduction into a workplace of such biological, chemical or physical agents as may be prescribed.
- Monitor at such time or times or at such an interval or intervals the levels of biological, chemical or physical agents in the workplace and keep and post accurate records thereof as prescribed.
- Comply with a standard limiting the exposure of a worker to biological, chemical or physical agents as prescribed.

- Where so prescribed, only permit a worker to work or be in a workplace who has undergone such medical examinations, tests or x-rays as prescribed and who is found to be physically fit to do the work in the workplace.
- Where so prescribed provide a worker with written instructions as to the methods and procedures to be taken for the protection of the worker.

(iii) Town of Innisfil Director(s)

It is the responsibility of Town of Innisfil Director to:

- Be responsible for the administration and direction of the Town's Occupational Health and Safety Program within their own service areas.
- Ensure Supervisors and Managers of workers who work remotely take steps to ensure that each worker has a safe environment free from hazards in which to work. Any Town of Innisfil Director who is unsure whether a worker has a remote environment that is safe or free from hazards should contact People and Talent for assistance.
- Provide leadership in all safety activities including the development of safe work practices.
- Ensure that service area standards and procedures are developed and maintained to administer the health and safety policies and regulations.
- As may be applicable, ensure that their Supervisors and Managers are instructed in the procedures and requirements of the *Occupational Health and Safety Act*, *Highway Traffic Act* and other applicable legislation/regulations and corporate and/or service area policies pertaining to their safety in their workplace(s).
- Review incident/accident reports, safety audit reports, incident statistics and other related material to evaluate the effectiveness of the health and safety program in their respective service areas.
- Review and ensure follow-up on recommendations arising from Corporate and/or Fire and Rescue Services Joint Health and Safety Committee (JHSC) recommendations.
- Determine realistic health and safety goals for their department and periodically report on the results of same to the Chief Administrative Officer (CAO).
- Participate in health and safety training including the required online Ministry of Labour, Training and Skills Development Health and Safety Awareness Training for Workers and Supervisors (including Managers/Directors).
- Take every precaution reasonable in the circumstances for the protection of their workers.
- Encourage and promote psychological health and safety in the workplace.

(iv) Service Area Manager(s)

It is the responsibility of the service area Manager(s) to:

- Understand this policy and comply with *Fire Code*, *Occupational Health and Safety Act (OHSA)* and Regulations, *Highway Traffic Act (HTA)*, and other applicable legislation and corporate and/or service area policies and procedures pertaining to their safety.
- Ensure that worker(s) read and understand this policy and any service area policy, standards, practises, etc. for any tool, machine, vehicle, equipment, or process prior to the start of any work.
- Ensure operational training requirements, such as driver training, proper use of tools, machinery, and equipment, be provided to workers based on the position held. Ensure appropriate records of training are maintained.
- Ensure that any tool, machine, vehicle or equipment under their management are maintained in good working condition as per service area requirements to ensure the safety of all workers.
- Ensure that Supervisors/Managers who oversee workers who work remotely take steps to ensure that each worker has a safe environment free from hazards in which to work.
- Provide prompt and serious consideration to all recommendations for a safer and healthier work environment, better protective equipment, and safer work procedures.
- Appoint competent persons as Supervisors.
- Encourage positive health and safety attitudes among workers by promoting hazard identification, reporting, and implementing controls.
- Ensure that training and resources are available for the implementation of this policy.
- Encourage and promote psychological health and safety in the workplace.

(v) Supervisor(s)

It is the responsibility of the Supervisor to: (*as based upon OHSA s. 27*)

- Ensure that a worker works in the manner and with the protective devices, measures and procedures required by the *Occupational Health and Safety Act (OHSA)* and the Regulations.
- Ensure that any equipment, protective device, or clothing (PPE) required by the employer is used or worn by the worker.
- Advise a worker of any potential or actual health or safety dangers known by the Supervisor.
- When prescribed, provide a worker with written instructions about the measures and procedures to be taken for the worker's protection.
- When overseeing workers who work remotely, Supervisors must take steps to ensure that each worker has a safe environment free from hazards in which to work. A Supervisor who is unsure whether a worker has a remote environment that is safe or free from hazards should contact People and Talent for assistance.

- Participate in health and safety training including the required online Ministry of Labour, Training and Skills Development Health and Safety Awareness Training for Workers and Supervisors (including Managers/Directors).
- Take every precaution reasonable in the circumstances for the protection of workers.
- Encourage and promote psychological health and safety in the workplace.

(vi) Worker(s)

It is the responsibility of the Worker(s) to: *(as based upon OHSA s. 28)*

- Understand and comply with the *Fire Code*, *Occupational Health and Safety Act (OHSA)* and Regulations, *Highway Traffic Act (HTA)*, and other applicable legislation and Corporate and/or service area policies and procedures pertaining to their safety.
- Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
- Participate in health and safety training including the required online Health and Safety Awareness Training for Workers.
- Report to their employer or Supervisor/Manager the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger themselves or another worker.
- Report to their employer or Supervisor/Manager any contravention of the Occupational Health and Safety Act or the regulations or the existence of any hazard of which they know, and if necessary, to a member of the Joint Health and Safety Committee (JHSC).
- Not remove or make ineffective any protective device required by the regulations or by their employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately.
- Report any hazardous conditions or operate any equipment, machine, device or thing or work in a manner that may endanger themselves or any other worker.
- Report all incidents, accidents, injuries and near miss situations no matter how minor in nature to the Supervisor/Manager.
- Not engage in any prank, contest, feat of strength, unnecessary running, or rough and boisterous conduct.
- Encourage and promote psychological health and safety in the workplace.

(vii) People and Talent

It is the responsibility of People & Talent to:

- Oversee the overall health and safety program for the Town acting as a health and safety resource to service areas and the Joint Health and Safety Committees (JHSCs).
- Ensure, together with the service areas and Joint Health and Safety Committees (JHSCs), that the Town is meeting its obligations as an employer under the *Occupational Health and Safety Act (OHSA)* and Regulations.
- Co-ordinate all monitoring and surveillance programs in consultation with the Joint Health and Safety Committee (JHSC). Ensuring that the Joint Health and Safety Committees (JHSCs) have the appropriate/required composition, that the Joint Health and Safety Committees (JHSCs) maintain the required records, and that the Joint Health and Safety Committees (JHSCs) achieve the required workplace circulation and/or posting of legislation/regulations.
- Facilitate employer response to formal complaints or recommendations made by the Joint Health and Safety Committee(s) and/or workers.
- Establish a comprehensive recording system for the Town's health and safety program in consultation with service areas and the Joint Health and Safety Committee (JHSC) and report at least annually on program status.
- Analyze statistical information related to workplace incident/accident reports and identify trends of potentially hazardous conditions. Respond to notifications and directions of workplace risks and hazards, provide guidance, direction and advice on health and safety issues to all levels of the organization.
- Co-ordinate and/or deliver health and safety training of a corporate and general nature. Note: operational training requirements, such as driver training, proper use of tools, machinery and equipment, will be provided by the appropriate service area under which the worker is a member and based on the position held.
- Develop policies and procedures to ensure that workers who work remotely have a safe environment free from risks and hazards in which to work.
- Monitor the Joint Health and Safety Committee's (JHSC) work, including ensuring that the Joint Health and Safety Committees (JHSCs) have the appropriate/required composition, maintain the required records, ensuring the required workplace circulation and/or posting of legislation/regulations is completed, and facilitating incident and work refusal investigations.
- Facilitate employer response to formal health and safety complaints or recommendations made by the Joint Health and Safety Committee(s) (JHSC) and/or workers.
- Administer the Workplace Safety and Insurance Board (WSIB) claims portfolio.
- Prepare and administer an annual corporate health and safety budget.
- Encourage and promote psychological health and safety in the workplace.

(viii) Contractor(s)/Sub-Contractor(s)

It is the responsibility of Contractor(s)/Sub-Contractor(s) to:

- Demonstrate the establishment of a Health and Safety Policy Statement and the maintenance of a health and safety program, with objectives and standards consistent with applicable legislation and the Town of Innisfil's Health and Safety Policy and requirements.
- Implement adequate provisions in their health and safety management system to reach and maintain a consistently high level of health and safety.
- Ensure that the workers they employ are adequately trained in the work being undertaken and hazards involved; are aware of any hazardous substances that may be in use at the workplace; and wear the appropriate personal protective equipment (PPE) required for the work. Copies of all hazardous materials Safety Data Sheets (SDS) will be readily available at the work site for inspection by Town representatives.
- Provide all required information to the Project Manager and/or Purchasing Services with respect to current Workplace Safety and Insurance Board (WSIB) registration and coverage. The minimum responsibilities, or similar specific to the contracted job, will be included in all contracts tendered and proof of the above may be required by the Town at any time from tendering to project completion.

(ix) Visitor(s)/General Public

This classification is external to the Town of Innisfil's organization and includes all those individuals or organizations not identified in the above classifications under responsibilities. It is the responsibility of visitor(s)/general public to:

- Obey where appropriate, posted signs at Town facilities to inform visitors and the general public about restricted access or the requirement to report to a Town representative before proceeding further.
- Visitors and general public will not be permitted to wander unescorted, through areas that are normally restricted to workers.
- In the event it is required to enter a work area that is normally restricted to workers, the Supervisor/Manager shall be responsible for ensuring that the visitor is aware of the relevant workplace safety rules and is under the supervision of a Town worker.
- Required personal protective equipment (PPE) will be provided by the service area and used by the visitor for any PPE identified zone within or on a Town owned and operated facility, property or identified place of business to which the Town is responsible.

Joint Health and Safety Committees (JHSCs):

The *Occupational Health and Safety Act* (OHSA) provides for the establishment of Joint Health and Safety Committee(s) (JHSC) in the workplace. The Joint Health and Safety Committee (JHSC) is comprised of both worker and management representatives. The following Joint Health and Safety Committees (JHSC) operate for the health and safety of workers for the Town of Innisfil:

- **Corporate Joint Health and Safety Committee (JHSC)** (multi-site) including the Innisfil Idea Lab and Library.

- **Fire and Rescue Services Joint Health and Safety Committee (JHSC)** (multi-site).

The Joint Health and Safety Committees (JHSCs) are accountable for:

- The Corporate Joint Health and Safety Committee (JHSC) is responsible for advising and assisting management and workers in the development, implementation and operation of the Occupational Health and Safety Program for the Town.
- The Fire and Rescue Services Joint Health and Safety Committee (JHSC) is responsible for advising and assisting management and workers in the development, implementation and operation of the Occupational Health and Safety Program for the Town's Fire and Rescue Services.
- To champion the spirit of the *Occupational Health and Safety Act* (OHSA), the functions of the Joint Health and Safety Committee (JHSC) both Corporate and Fire and Rescue Services will be to:
 - Identify, evaluate, and recommend resolution through the *Occupational Health and Safety Act* (OHSA) and Legal resources for all matters pertaining to health and safety in the workplace to the Management of the Town of Innisfil.
 - Ensure adequate education and training programs so all workers are knowledgeable in their rights, restrictions, responsibilities and duties under the *Occupational Health and Safety Act* (OHSA), and Regulations.
 - Address matters related to Workplace Hazardous Materials Information System (WHMIS) and Designated Substance Regulations where applicable according to the Global Harmonized System (GHS).
- Deal with matters that are directly related to the health and safety of workers. Identifying conditions that may be a source of danger, risk or hazard to workers.
- Make recommendations for the establishment, maintenance and monitoring of programs, standards and procedures for the health and safety of workers.
- Make recommendations to ensure workers who work remotely have a safe environment free from hazards in which to work.
- Review incident/accident and near miss statistics, and health and safety training records and make recommendations for the improvement of the health and safety of workers.
- Assist in developing communications and in the promotion of health and safety in the workplace.
- Enhance awareness of safety issues in the workplace in accordance/compliance with current and applicable legislation.
- Advise on matters of mutual concern to the various other health and safety committees operating within the Town; and to make recommendations to service area Leadership as appropriate.
- Receive reports from the Joint Health and Safety Committee (JHSC) representatives on service area health and safety meetings and to provide assistance when required/requested.
- Recommend and/or co-ordinate health, wellness and safety promotional/educational activities and special events.

- Make recommendations on the standardization of incident/accident reports and forms and regular workplace/equipment inspections; to review same; and ensure appropriate follow-up or make recommendations on preventative programs.
- Ensure the Joint Health and Safety Committee (JHSC) Members are knowledgeable of their role and duties as representatives, and to encourage/improve their education in this field by recommending appropriate/required seminars and workshops.
- Make recommendations to the Town on health and safety initiatives and programs of benefit to its workers.
- Encourage an atmosphere of co-operation between management and workers to achieve a safe work environment and safe work practices.
- Review Workplace Safety and Insurance Board (WSIB) information and Town claims statistics and make recommendations on appropriate programs/action to ensure minimum charges are incurred.
- Provide input to People and Talent in the preparation of an annual budget for the health and safety function within the Town.

Composition of the Joint Health and Safety Committee (JHSC) - Corporate:

In accordance with the multi-site JHSC Terms of Reference, the Corporate Joint Health and Safety Committee (JHSC) should be comprised of a minimum of six (6) worker members, representing the unions and service areas of the Town:

- three (3) members from Operations, one (1) being each from Roads, Parks/Arenas/Facilities, Fleet Services
- one (1) member from Town Hall
- one (1) member from Inspection (i.e. Engineering, Planning and Community Development Standards Branch)
- one (1) member from the ideaLAB and Library

Worker members/representatives shall be selected by the workers they represent; or, if unionized, such workers who shall be selected by their Union and the Union shall so notify People and Talent in writing.

The Joint Health and Safety Committee (JHSC) shall also consist of minimum two (2) but not more than three (3) Management members:

- two (2) management members from any service area.

Management members/representatives must be appointed by the Town of Innisfil Steering Group with the approval of the Chief Administration Officer (CAO).

The Joint Health and Safety Committee (JHSC) will have two (2) co-chairs, one of whom shall be appointed by Management and the other whom shall be selected by the worker members of the Joint Health and Safety Committee (JHSC).

The Joint Health and Safety Committee (JHSC) will also include the Corporate Health and Safety Partner, who will act as a permanent advisor with non-voting rights to the Joint Health and Safety Committee (JHSC) or may serve as the Management co-chair with the approval of

the CAO.

Composition of the Joint Health and Safety Committee (JHSC) – Fire and Rescue Services:

In accordance with the multi-site JHSC Terms of Reference, the Fire and Rescue Services Joint Health and Safety Committee (JHSC) shall be comprised of a minimum of five (5) worker members, representing the Association and Volunteer Fire and Rescue Services:

- Five (5) Fire Fighters (full-time and/or volunteer firefighters) one (1) from each of the five Stations.

Worker members/representatives shall be selected by the workers they represent; or, if unionized, such workers shall be selected by their Association and the Association shall so notify People and Talent in writing.

The Joint Health and Safety Committee (JHSC) shall also consist of not more than two (2)

Management members

- Management members must be appointed by the Fire Chief with the approval of the Chief Administration Officer (CAO).

The Joint Health and Safety Committee (JHSC) will have two (2) co-chairs, one of whom shall be appointed by Management and the other whom shall be selected by the worker members of the Joint Health and Safety Committee (JHSC).

The Joint Health and Safety Committee (JHSC) will also include the Corporate Health and Safety Partner, who will act as a permanent advisor with non-voting rights to the Joint Health and Safety Committee (JHSC).

Health and Safety Training:

Workers of the Town will receive all required legislative health and safety training, and identified internal training as required by the OHSA and Regulations and industry best practises.

All new workers will receive instruction as part of their onboarding and orientation on the following subjects during their probationary period:

- Duties and responsibilities as prescribed by the *Occupational Health and Safety Act* and/or any other applicable safety legislation.
- The provisions of this policy.
- Service area health and safety Standard Operating Procedures (SOP's), Safe Work Practices (SWP's), policies and protocols, as provided by their service area Manager and/or Supervisor.
- Applicable occupational health and safety (or other) regulations for their specific position.
- Incident/accident, near miss, hazard, and unsafe work refusal reporting procedures.
- Workplace Hazardous Materials Information System (WHMIS), which is aligned to Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

- All workers and Supervisors/Managers/Directors must complete the required online Health and Safety Awareness Training for Workers (4 Steps), and Supervisors (5 Steps), including Managers/Directors.

People and Talent will monitor to ensure the required training is conducted, either directly or as reported through the service areas as part of service area onboarding and/or regular health and safety training initiatives.

All workers will be given required legislated training, or industry “best practice” refresher training, as needed, in the performance of their duties, coordinated by People and Talent, or their service area, based upon the nature and scope of the training (general/legislative or operational).

Personal Injury Reports:

Every occupational injury, no matter how minor or where the injury occurred, must be immediately reported by worker(s) to their Supervisor/Manager and to People and Talent.

Accidents which cause personal injury will be investigated (as required or legislated) and be reported appropriately within a timely process in the spirit of eliminating and or reducing further injury in the workplace.

The purposes of such a reporting procedure are:

- to comply with the *Workplace Safety and Insurance Act* (WSIA)
- to comply with the *Occupational Health and Safety Act* (OHSA) and Regulations, where applicable
- to determine the root cause of the incident
- to analyze and mitigate the risk for potential reoccurrence

Critical Injury response shall be provided and adhered to as defined by the *Occupational Health and Safety Act* (OHSA).

Non-Compliance:

Any violations and/or breaches of this policy or health and safety regulations, procedures, standard work practices, etc. is subject to the Corrective Action Policy and may result in discipline up to and including termination of employment.

7. Exceptions

There are no exceptions to this Policy.

8. References

- Occupational Health and Safety Act (OHSA)
- Corrective Action Policy

9. Revision History

Revision No.	Date	Summary of Changes	Approval Authority
--------------	------	--------------------	--------------------

V1	2005.07.27	Adoption	CR—337.5
V2	2022.07.21	Review and Amend	CAO – O. Jerschow



THE CORPORATION OF THE TOWN OF INNISFIL HEALTH AND SAFETY POLICY STATEMENT

PURPOSE

The Town of Innisfil is committed to providing an effective Health and Safety Program ensuring a safe work environment for our workers and preventing occupational illness and injury. To express that commitment, we issue the following policy statement on occupational health and safety.

POLICY

The Town of Innisfil is committed to the health and safety of our workers regardless of workplace location, including workers working on-site, remotely, or in a hybrid model. Protection of workers from injury or occupational disease is a top priority. We are committed to continuous improvement and aim for an incident-free workplace through effective supervision, education, and training. We expect all workplace parties to be dedicated to the continuing objectives of workplace safety and eliminating hazards and “near misses”, with the goal of reducing the risk of incidents and injuries.

The well-being of our workers is heavily linked to the health and safety of our workforce. The Directors and Officers of this Corporation will take every reasonable precaution in the circumstances for the protection of all our staff. No job is to be regarded so urgent that time cannot be taken to do it in a safe manner. The welfare of the individual worker is our greatest concern.

Supervisors/Managers are responsible for the health and safety of workers under their supervision. They are also committed to workplace ergonomics and psychological health and safety. All workplace parties must jointly participate in identifying and correcting ergonomics and psychological health and safety risk factors. Supervisors/Managers are responsible for ensuring that all machinery, tools, vehicles, and equipment required for use by each worker are safe and that each worker works in compliance with established safe work practices and procedures for each piece described. Workers must receive adequate training in their specific work tasks to protect their health and safety prior to starting work.

The Town, through all levels of management, will co-operate with the Joint Health and Safety Committee(s) (JHSC), and workers to create a healthy and safe work environment. The workers of the Town will be required to support this organization's Health and Safety Program and to co-operate with the JHSC and its Representatives exercising authority under the applicable legislation. It is the duty of each worker to report to the Supervisor/Manager, as soon as possible, any hazardous conditions, injury, incident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Municipal, Provincial, and Federal Legislation and Regulations as prescribed by the Town.

Everyone from the Chief Administrative Officer (CAO) to new workers has the responsibility to ensure a safe and healthy workplace. Let us all work together to prevent incidents from creating unwanted losses and personal injuries or illnesses.

Health and Safety is everyone's responsibility at the Town of Innisfil.

Oliver Jerschow
Chief Administrative Officer

July 16th, 2025

Date



SUBJECT: INFORMATION SERVICES POLICY

Policy No: 2025-17

Date: October 20, 2025

Review Date: October 2029

Pages: 4

PURPOSE

To provide guidelines to assist in the provision of Information Services to the customers of the Innisfil ideaLAB & Library. Information Services are those services provided by the Library that link customers to resources in order to fulfill informational, educational, cultural, and recreational needs.

POLICY

General

All information requests will be answered efficiently, accurately, and as completely as possible in a professional manner free from judgment and personal biases. Employees will provide the highest quality of service possible, consistent with available time and resources.

Library Employees will be proactive in the provision of information services. The relationships Employees establish with customers are the foundation for outstanding service, and enable Employees to anticipate the needs of individuals and make tailored recommendations for materials and information resources.

Application

This policy applies to any members of the public who use the Library, and, all Library employees including, but not limited to, full-time, part-time, contract, seasonal, casual, student/co-op employees, long-term volunteers, and Board Members.

Guidelines

Types of Service

Library Employees will facilitate access to different types of information and services using various resources, tools, and formats, in consultation with the requesting customer to determine the suitability of an accessible format or communication support:

- *Instruction* – training in use of the Library catalogue, online Library accounts, print and digital resources, various technology related skills, hacker/maker/digital media processes, etc.
- *Library Orientation* – to services and resources available at the Library.
- *Quick Reference* - questions that can be answered immediately using readily available resources.
- *General Reference* - information requests that may require multiple resources to answer and can be answered during a single interaction.
- *Complex Reference* - information requests which require in-depth research using numerous resources, and which may require multiple visits to the Library and/or repeated interactions.
- *Readers' Advisory* - the process of recommending reading materials tailored to the individual's interests, reading level, and format needs or preferences.
- *Local History* – Employees will assist customers in using the Local History collection, including the historical databases and the equipment required in accessing items in that collection.

Limitations on Service

Library Employees do not:

- Interpret information outside of the scope of this policy, including but not limited to medical, legal, financial, and statistical information.
- Conduct genealogical research on a customer's behalf, but will refer customers to resources and provide instruction in their use.
- Complete applications, registrations, or transactions on a customer's behalf, but will assist in accessing forms and websites, and provide instruction in the use of computers and interfaces necessary to complete a form.

Forms of Communication

Information requests may be made in person, by telephone, electronically, or by mail.

- *In-Person*.
- *Telephone* - Customers requiring extensive reference assistance may be asked to visit the Library in order to participate in the research process.
- *Electronic* - Employees will respond to information requests received through electronic communications channels (e.g., email). Customers requiring extensive reference assistance may be asked to visit the Library to participate in the research process.
- *Mail* – information requests by mail may take longer to process and may require additional forms of communication with the requesting customer.

Priorities of Service

The extent of assistance provided to each customer is dependent upon the number of customers requiring assistance at any given time. When necessary, requests will be prioritized in the following order:

1. In Person
2. Telephone
3. Electronic
4. Mail

Assistance may require referral to other community partners, service agencies, other libraries or partnering library organizations.

Customer Confidentiality

Library customers have the right to confidentiality regarding information requests. Any personal information collected as part of the reference process will be handled in accordance with the Innisfil Public Library Board's current Confidentiality Policy, which is subject to all applicable legislation including the *Municipal Freedom of Information and Protection of Privacy Act*.

Accessibility

Staff will be trained to respond to customer service requests according to Accessibility for Ontarians with Disabilities Act and its applicable service standards and regulations.

Statistics and Evaluation

A record of the type and quantity of reference transactions will be kept for evaluation and/or reporting purposes.

Customer Feedback

Customers who have comments or suggestions regarding services and collections covered by this policy will be promptly assisted at the time and if further communication is required or desired, will be directed as to how to proceed.

Related Policies

Local History Policy

Resource Sharing Policy

Confidentiality Policy

Accessibility - Integrated Accessibility Standards Regulation 191/11(AODA 2005) Policy

Rules of Conduct

Approved by the Innisfil Public Library Board, October 20, 2025
Motion Number: 2025.XX

Supersedes Policy #2021-18, approved October 18, 2021, Motion #2021.79;
Policy #2017-15, approved October 16, 2017, Motion #2017.74 &
Policy #2013-19, approved December 9, 2013, Motion #2013.108; &
Policy #2010-08, approved March 8, 2010, Motion # 2010.30; &
Policy #2006-16, approved May 8, 2006, Motion #2006.48; &
Policy #2005-10, approved December 12, 2005, Motion #2005.59.