

Purpose: The City of Brooks Library Board strives to provide a healthy, respectful and inclusive work environment for its users and employees free from abuse, harassment, and violence of any kind. The Board will not tolerate any form of abuse, harassment or violence by, or directed at, any library employee, Board member, or member of the public. The Board is committed to investigating reported incidents of harassment and providing appropriate follow up with the victim and the alleged offender.

1. Definitions

- 1.1. **Abuse:** an attempt to control the behavior of another person through misuse of power (IE: use of threats, humiliation, forced social isolation, intimidation) with the intention of causing harm.
- 1.2. **Harassment:** repeated offensive comments and/or actions which demean and belittle an individual and/or cause personal humiliation or embarrassment.
- 1.3. **Violence:** the threatened, attempted or actual conduct of a person that causes or is likely to cause physical injury.

Reasonable, justifiable, consistent and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline, is not to be construed as abuse or harassment.

- 2. Abuse, harassment, or violence by a member of the public toward a staff member will be addressed through the City of Brooks Library Board's Bylaw 3.0 Admittance to/ Conduct in the Building.
- 3. The alleged offender must be made immediately aware of any behaviour or conduct that is offensive and given the opportunity to cease such behaviour or conduct.
- 4. If the behaviour or conduct does not cease:
 - 4.1. Should the situation warrant it, employees will remove themselves from physical harm or altercation. Where emergency services are required, they should be contacted immediately and then the Library Director is notified when safe to do so.



- 4.2. Non-urgent incidents of perceived abuse, harassment or violence will be brought to the attention of the Library Director within 24 hours.
- 4.3. The complainant will document the incident using the Incident Report (HR.10 Health and Safety Policy, Attachment C).
- 4.4. The Library Director is responsible for investigating the complaint promptly and thoroughly. This may involve interviewing the alleged offender, the complainant and any staff who may be able to provide additional information. In the case of serious incidents, the Library Director will inform the Human Resources and Finance Committee.
- 4.5. Appropriate disciplinary action will be taken if the investigation reveals evidence to support the complaint. If the investigation does not reveal evidence to support the complaint no documentation will be placed in the alleged offender's file but all parties will receive a copy of the Resolution Notification (HR.2 Grievance Policy, Attachment A).
5. The complainant and all involved staff members will be advised of their right to contact the Alberta Human Rights Commission to file a complaint.

