

FFPLTC Progressive Discipline Procedures

In order to ensure that staff and patrons are kept healthy and safe in the workplace, procedures regarding discipline have been put in place.

Policy Direction

Direction regarding patron discipline can be found in two policies:

HR-01- Prevention of Discrimination and Harassment states, "should it be found that any patron has harassed a staff member that person may be issued a no trespassing notice."

HR-02- Prevention of Workplace Violence states, "The CEO or Designate, at the request of an employee, or at his or her own discretion, may prohibit members of the public, including family members, from seeing an employee on FFPLTC property in cases where the employee suspects that an act of violence, will result from an encounter with said individual(s)."

Code of Conduct

The FFPLTC has a defined Code of Conduct describing behaviour expectations when using the library. It is reviewed regularly to ensure that the provisions are still adequate. The current Code states:

- Treat library staff, property, and other users with courtesy and respect
- Never enter the library under the influence of alcohol or drugs
- Always use language appropriate for all ages
- Never smoke near the doors
- Eat only at a table next to a sink

Suspensions

Minor Violations

Patrons who commit minor violations of the Code of Conduct may be suspended from the library for the rest of the day or up to two weeks, depending on the violation. Examples of minor violations include rough housing, obvious intoxication, excessive noise, disrespecting library staff or equipment, excessive swearing or consumption of drugs/alcohol in the library.

Medium Violations

Patrons who commit medium violations of the Code of Conduct may be suspended from the library for one, three or six months depending on the violation. Examples of medium violations include verbal abuse of staff and library users, use of slurs against staff and library users, deliberate damage or vandalism of the library/library equipment and theft of low value items. Whether or not the patron has received previous suspensions will also determine the length of the suspension.

Major Violations

Patrons who commit major violations of the Code of Conduct may be suspended from the library for one year or indefinitely depending on the violation. Examples of major violations include committing physical or sexual harassment/assault, violent behaviour toward library staff or users, theft, possession of a weapon in the library, or serious destruction/vandalism to the library/library equipment.

All suspensions greater than the rest of the day require the patron to be issued a letter of no trespass. The letter will outline how the Code of Conduct has been violated, the length of the suspension and when the patron will be allowed to return to the library. It also lets the patron know they can schedule a meeting with the CEO to appeal the letter. If a patron is banned indefinitely, they need to make an appeal to the Library Board who will determine if the patron will be allowed to return to the library.

Appendix A – Suspension Chart, outlines for staff when an incident report is required, when a letter needs to be written, whether the suspension requires CEO approval and if the OPP must be contacted.

Staff Communication

Incident Reports

Staff members must report incidents whenever they occur. The definition of what is reportable is broad and includes even situations where a staff member merely feels uncomfortable. A form is found on the Staff Drive that staff can fill out and leave on the CEO's desk. The CEO will review the report and add to the incident report binder, which is kept in the cupboard in the server room. All staff are encouraged to regularly check the incident report binder to stay updated on library incidents.

Ongoing issues binder

A binder is kept in the cupboard in the server room which includes an information sheet for everyone who is currently suspended from the library. It includes instructions as to what staff are to do if someone enters the library, if the patron has received their letter of no trespass and when the patron is allowed to return to the library. Staff are encouraged to regularly check the ongoing issues binder to stay updated on suspended patrons.

Appendix A - Suspension Chart

Length of Time	Reason for suspension	Examples for suspension	Requires Incident Report?	Requires letter of suspension?	Requires CEO approval?	Requires Contacting OPP?
Rest of the day	Non-aggressive, disruptive behaviour	Rough housing; obvious intoxication; excessive noise; behaviour reasonably considered obnoxious	Yes	No	No	No
2 weeks	Non-violent Code of Conduct infraction	Abusing Library equipment; flagrant disregard of staff authority; excessive swearing; consumption of drugs/alcohol in Library	Yes	Yes	No	No
1 month	Second non-violent Code of Conduct infraction within set amount of time	Person has previously received 2 week suspension within past 3 months; may be used for more serious first non-violent Code of Conduct infractions	Yes	Yes	Yes	No
3-6 months	Non-criminal, violent Code of Conduct infraction; Non-criminal Theft; Third non-violent Code of Conduct infraction within set amount of time	Verbal abuse of staff and library users; use of slurs against staff and library users; deliberate damage/vandalism of library equipment/facility; theft of low value items; person has previously received 1 month suspension within past 3 months	Yes	Yes	Yes	Yes
1 year	Criminal or near-criminal infraction	Serious damage/vandalism to Library facility; violent behaviour against staff or library users; theft of Library equipment; sexual harrassment of staff or library users	Yes	Yes	Yes	Yes
>1 year (up to lifetime ban)	Severe criminal infraction	Committing physical or sexual assault causing bodily harm in or near the Library; brandishing a weapon in the Library; serious destruction/vandalism to Library facility	Yes	Yes	Yes	Yes