

## FFPLTC Progressive Discipline Procedures

In order to ensure that staff and patrons are kept healthy and safe in the workplace procedures regarding progressive 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 for when people are 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

### Procedures

#### Minor Violations

The step taken if a person are violating the Code of Conduct in a minor way is to ask a patron to leave for the day. This is used if staff merely suspect that a patron may be under the influence or is causing a small disruption, for instance repeated swearing. Common language used by staff is “It seems like today isn’t a good day, how about you go home and we try again tomorrow.”

#### Medium Violations

If staff see someone drinking or using drugs on the property, someone is visibly and considerably intoxicated, or someone is behaving aggressively is to issue a break notice. This is not a notice of no trespassing and is not given to the police. All adult staff members are able to give these notices. It is a letter that outlines the importance of the Code of Conduct, how the person has violated the Code of Conduct, what further consequences might be if they do not change their behaviour, and the date they are able to return to the Library, which is one month from when they received the letter. It also lets them know they can make a meeting with the CEO if they wish to argue against the letter.

Once a person is allowed back into the Library they must meet with the CEO and sign a Code of Conduct Agreement. The Agreement outlines the Code of Conduct in more detail and explains more fully what

the Code means in practice (ie, what does respectful behaviour look like?). The CEO discusses the incident that led to the break notice with the person and what was unacceptable about the behaviour.

### Major Violations

For instances of harassment, potential or actual violence, and theft a notice of no trespassing is issued. These can range from 6 months to 1 year depending on the severity of the incident. A copy is faxed to the police station. In some instances, the CEO or staff may phone the police on their non-emergency line to be present when the notice is given, or if 911 has needed to be called a copy of the notice is given to police as the person is being removed.

Once the no trespassing period has ended the same procedures are followed as for the medium violations regarding meeting with the CEO.

### Progressions

People can progress through the procedures for the different violations if the behaviour is repeated over time. For instance, someone has a history of being intoxicated within the Library, they would progress to receiving a notice of no trespassing even if they consistently leave without arguing whenever they are asked and respect the terms of the break notice.

### Staff Communication

#### Incident Reports

Staff members are encouraged to 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 feel out and leave on the CEO's desk.

#### Ongoing issues binder

A binder is kept in the Server room which includes an information sheet for everyone who is either currently the subject of a break or no trespassing notice or whose notice has elapsed but still has not yet met with the CEO. It includes instructions as to what staff are to do if someone enters the library and any documentation the person needs to receive.