

**Georgina Public Library**

**Library Board Meeting**

**Agenda**

**February 20<sup>th</sup>, 2020 @ 7:00 p.m.**

**P. Nicholls Board Room, Keswick Branch**

1. Call to Order
2. First Nations Acknowledgement Statement

“We would like to begin today’s meeting by acknowledging that the Town of Georgina is located over lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship.”

3. Roll Call
4. Introduction of new Manager, Library Customer Experience
5. Introduction of Addendum Items
6. Approval of the Agenda
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – January 16<sup>th</sup>, 2020
9. Delegations/Speakers
  - a. None
10. Presentations
  - a. None
11. Consent Agenda
  - a. Branch Report
  - b. Work Plan Update

- c. Financial Statement – 2019 Year End (as of Feb 11)
- 12. Verbal Communications
  - a. CEO Update
  - b. Board Chair Update
  - c. Friends of the Library Update
- 13. Old Business
- 14. New Business
  - a. Policy Review: Adopt Town Violence/Harassment/Respectful Workplace Policies/Statements
  - b. June meeting date
- 15. Other Business For Which No Notice Has Been Given
- 16. Closed Session - None
- 17. Adjournment
- 18. Next Meeting Date /Time

March 19<sup>th</sup>, 2020 @ 7:00pm @ Keswick Branch

**Georgina Public Library Board**  
**Regular Board Meeting Minutes**

**January 16<sup>th</sup>, 2020 @ 7:00 p.m**

**P. Nicholls Board Room, Keswick Branch**

1. Call to Order

The meeting was called to order at 7:04 p.m.

2. First Nations Acknowledgement Statement

*"We would like to begin today's meeting by acknowledging that the Town of Georgina is located over lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and thank them for sharing this land. We would also like to acknowledge the Chippewa's of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship."*

3. Roll Call

The following Board Members were present:

Mary Catherine Macaluso, Chair  
Bobbi Sabatini, Vice Chair  
Nancy Rodrigues  
Leslie Johnstone  
Adrienne McDowell  
Rita Beechey

The Following Board member was absent with notice:

Shari Hawkins  
Councillor Dave Neeson  
Naomi Davison

The following staff members were in attendance:

Valerie Stevens, Director of Library Services/CEO  
Serena Hamlyn, Executive Assistant (Recording Secretary)  
Lindsay Damecour, CUPE 905.13 Union Representative  
Nikki Sutherland, Manager, Library eServices

4. Introduction of new eServices Manager

The CEO introduced the new Library eServices Manager, Nikki Sutherland, to the Library Board members. Each Board member introduced themselves, and welcomed the new Manager to Georgina Public Library.

5. Chair's Remarks  
None

6. Introduction of Addendum Items
- a. Children's programming
  - b. Board member pics and bios
  - c. Regular Board meetings

7. Approval of the Agenda

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

**RESOLUTION NO. GLB-2020-001**

That the Georgina Public Library Board meeting Agenda of January 16, 2020 be approved as amended.

**Carried.**

8. Declarations of Pecuniary Interest  
None

9. Adoption of the Past Minutes - Minutes of December 19<sup>th</sup>, 2019 Georgina Public Library Board Meeting

Moved by Adrienne McDowell, Seconded by Bobbi Sabatini

**RESOLUTION NO. GLB-2020-002**

That the Minutes of the December 19<sup>th</sup>, 2019 Library Board meeting be adopted as circulated.

**Carried.**

10. Delegations/Speakers  
None

11. Presentations

12. Consent Agenda
- a. Branch Reports
  - b. Quarterly Stats

c. Financial Statement – December 2019

The Board members agreed that, in the near future, a discussion surrounding Succession Planning should be held at a Board meeting. It was decided that this topic would be on the April Board meeting Agenda.

The Board members noted that the CEO is due for an interim performance review, and the Board self-evaluation is also coming up.

Moved by Rita Beechey, Seconded by Nancy Rodrigues

**RESOLUTION NO. GLB-2020-003**

That Item 11 - Consent Agenda be received as presented.

**Carried.**

13. Verbal Communications

a. CEO Update

Community Connections

- Various community members participated in children's and youth programming over the fall (Community Friends Story Time in Keswick & Jericho After School Program in Sutton)

Spaces

- Sutton Service Desk has likely been delayed to spring, as we wait for the new manager to be in place. Sutton carpet will also be replaced (with carpet tiles), and we will endeavour to have the carpet in place prior to the desk being installed.
- The offer of donated artwork has been rescinded; the patron who was interested had a conversation with a lawyer and gained a deeper understanding of some of the complexities involved.
- Manager desk for the CYS office was assembled today

People and Leadership

- Nikki Sutherland (Manager, Library eServices) started on January 13
- Manager, Library Customer Experience has been hired and starts on February 3
- Circulation Coordinator position has closed to internal applicants; interviews will take place after the Manager, Library Customer Experience is in place
- Manager, Library Collections position has been posted and closes January 19

- New Master Schedule has been created and will be implemented February 22, 2020. Highlights:
  - All staff now have a minimum of one shift in a “secondary” branch per week
  - Better balance of evenings & weekends among staff
  - Better coverage by Library Assistants system-wide

## Collections & Programs

- Connors Christmas Showcase was very successful, with 75+ attendees.
- Very Merry Holiday at the Stephen Leacock Theatre was also a great success.
- Upcoming Ancestry: Library Edition class filled up, so will be running another one soon.
- Other upcoming notable programs: Soap Making in Pepperlaw on Feb 11; Bullet Journaling in SN on Feb 18; Valentines for Vets now until Feb 1; Valentines for Seniors Feb 1-9 1; Blind Date with a Book Feb 1-15; free tax clinics for qualifying low-income residents in March & April.

## Technology

- Following the closure of ILS, the Town network is mostly back up and running. There were a few days in December during which all library branches had intermittent connectivity (all Town facilities were affected). Pepperlaw branch is still not fully connected, though IT has come up with some temporary workarounds. Work is ongoing.

## Other

- OLA Super Conference coming up January 29-February 1
- b. Board Chair Update
- The Board Chair wished everyone a Happy New Year
  - The Board Chair congratulated the Library Staff on all the amazing programs they ran last year
- c. Friends of the Library Update
- The Friends held a potluck for its members
  - Planning and preparation for the Spelling Bee, coming up on April 24<sup>th</sup>, is starting to ramp up now.
  - The Library program, Blind Date with Book, running Feb 1-14, is usually sponsored by the Friends. They provide a gift card to the winner.
  - B. Sabatini is trying to work with Imagine Theatre on holding events there
  - The next Friends meeting is on Monday, January 20<sup>th</sup>

Moved by Leslie Johnstone, Seconded by Adrienne McDowell

**RESOLUTION NO. GLB-2020-004**

That items 12 a., b., and c. – Verbal Communications be received as presented.

**Carried.**

14. Old Business

a. Inclusivity & Freedom of Speech discussion – L. Johnstone

The Board members discussed GPL's Room Rental Policy and Public Code of Conduct Policy in relation to the topic of inclusivity & freedom of speech. They discussed how to ensure that patrons renting a room at the Library are reading the Library's Room Rental Policy.

i. GPL Room Rental Policy

The Board members reviewed GPL's Room Rental Policy, suggested changes and additions to be made to the Policy.

The CEO noted that members of the public who rent a room at any of the Library branches, do so through the Town of Georgina. They also sign any documents relating to the room rental with Employees at the Town. The suggestion was made to have an appendix including the Library's policy accompany any documents people will be signing at the Town, or to incorporate certain parts of the Room Rental Policy into the contract they sign.

R. Beechey proposed incorporating wording from the Human Rights Code into point #3 of GPL's Room Rental Policy, then have that particular wording of the policy added to the room rental form that is signed with the Town.

The Board members thought it would be a good idea to perhaps have the N6 Libraries work together to have similar room rental policies.

The CEO will bring the information to the N6 CEO meeting in February.

The topic was tabled and will further be discussed at a future meeting, after gathering more information.

ii. Public Code of Conduct

The Board members reviewed the Public Code of Conduct Policy.

Moved Rita Beechey, Seconded by Bobbi Sabatini

**RESOLUTION NO. GLB-2020-005**

Motion to accept the Public Code of Conduct Policy with the addition of vaping to point #2.

**Carried.**

15. New Business  
None

16. Other Business For Which No Notice Has Been Given

- a. Children's programming – turning away patrons due to class size limitations

The CEO provided the Board members with some stats regarding CYS programming. With the entirety of Fall, there were a total of 98 turn-aways for programs. There is now double class size for Ready, Set, Kindergarten! on Thursday mornings. The Library is waiting for some feedback on if patrons prefer the increased class size or not.

- b. Board member bios and pics

The CEO confirmed with the Board members that they are happy allowing each branch to choose how they want to display the member bios and pics within the branches. Any Board member who wants to change their bio or picture, be sure to get that update in as soon as possible.

- c. Regular Board meetings

The Public Libraries Act now stipulates a minimum of 7 Library Board meetings per year, down from the previous minimum of 10. The GPL Board members decided that they will stick with 10 meetings per year, however, will update the wording in the Board Structure Bylaw Policy to reflect the 7 meetings from the Public Libraries Act.

CEO will do make some of the suggested updates to the Policy and bring it back to next month's meeting, for the Board members to review.

17. Adjournment



Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

**RESOLUTION NO. GLB-2020-006**

That the Georgina Public Library Board meeting of January 16<sup>th</sup>, 2020 adjourn at 8:59 pm

**Carried.**

18. Next Meeting Date /Time

February 20, 2020 @ 7:00 p.m. @ Keswick Branch

## **Joint Branch Report**

### **January 2020**

#### **Community Connections**

- Becky Stark was a guest on the Rogers' morning show "Georgina Life" on Jan. 6. Becky talked about the Arts and Crafts Swap in Sutton, March Break programs, the Homeschool Hangout program in Pefferlaw, and gave a "save the date" for FanFest5. The producer has already invited Becky back for another guest appearance in March!
- Becky Stark visited Rixon Manor on Jan. 13 to exchange donated books.
- Becky Stark met with Jessica from Jericho Youth Services on Jan. 20, to discuss previous and future partnered programs, during the summer and also on a regular basis through the year.
- Becky Stark attended the Opioid Action Plan Community Workshop on Jan. 29. This workshop included representatives from organizations and businesses across York Region, and provided the opportunity to learn more about opioid usage in York Region, and learn about support services for those dealing with drug dependency.
- Becky Stark visited Hospice Georgina on Jan. 29. The topic this month was tropical travel destinations, so the participants perused some of the latest travel guides from the library collection, looked at live streams of beaches from various tropical locations on an iPad, and discussed their own travel adventures.

#### **Spaces**

- The fire alarm went off in Keswick on January 24. The building was evacuated without issue and it turned out to be a false alarm triggered by the work going on at the Ice Palace.

#### **People and Leadership**

- We welcomed our new Manager of Library e-Services, Nikki Sutherland, on Jan. 13, and our Manager of Library Customer Experience, Ryan Moniz, on Feb. 3.
- Becky Stark, Nikki Sutherland, and Val Stevens attended sessions at the annual OLA Super Conference Jan. 29-31.

#### **Collections & Programs (Adult)**

- Becky Stark hosted an Arts and Crafts Swap at the Peter Gzowski branch on Jan. 19. A total of 14 crafters stopped by to bring craft supplies to share, pick up craft supplies, or both! The few supplies that were leftover at the end of the swap

were offered to the library's CYS staff, teachers at St. Bernadette and Black River Schools, and then taken to a local thrift store. Many of the participants commented that they loved the idea and would like to see another Swap happen in the spring, when folks tend to do their spring cleaning. There were also some helpful suggestions of some local organizations who might like to participate and tell their clients about this event.

- A new "passive program" (an unsupervised, unscheduled activity that is available to anyone who comes into the library) was initiated and organized by Lori Puckett for all three of our branches in January. The program, called Valentines for Vets, is run by Veteran Affairs Canada. Schools and community organizations across the country are encouraged to make hand-made valentine cards for veterans, send them to VAC, and VAC distributes the valentines to veterans living in long-term care facilities across the country by February 14. Lori headed up the effort to set up drop-off stations at all the branches, and in just two weeks we collected 184 valentines from our patrons to send along to veterans. Thank you Lori!
- Now that we have BlueCloud Analytics, it is possible to pull reports identifying items that have been miscataloged. We have begun running the reports and making corrections to these items, so that patrons are able to find them on the shelves and in the catalogue.

Programs – All Locations			
Date	Program Name	Location	Participants
Jan. 2	Book Club	PE	On break for this month
Jan. 2	ESL Conversation Circle	KE	0
Jan. 2	Knitting Group	KE	11
Jan. 4	Purls and Chains	SN	4
Jan. 8	Book Club	KE	On break for this month
Jan. 9	ESL Conversation Circle	KE	5
Jan. 9	Knitting Group	KE	10
Jan. 9	Book Club	SN	8
Jan. 10, 17, 24, 31	Meditation through Movement	KE	2, 4, 4, 4
Jan. 11	Purls and Chains	SN	3
Jan. 12	Wordsmiths	SN	2
Jan. 16	ESL Conversation Circle	KE	5
Jan. 16	Knitting Group	KE	13
Jan. 17-31	Valentines for Vets	KE	184
Jan. 18	Purls and Chains	SN	7
Jan. 19	Arts and Crafts Swap	SN	14
Jan. 23	ESL Conversation Circle	KE	6
Jan. 23	Knitting Group	KE	13
Jan. 24	Ancestry Library Edition	KE	Interrupted by fire alarm
Jan. 25	Purls and Chains	SN	3

Jan. 26	Scrabble	SN	4
Jan. 29	Downsizing Diva	PE	18
Jan. 29	Camera Club	KE	8
Jan. 30	ESL Conversation Circle	KE	0
Jan. 30	Knitting Group	KE	14
Jan. 31	Ancestry Library Edition	KE	4
Various dates	One-on-one technology help		15
		<b>TOTAL</b>	<b>365</b>

## Technology

- The only Unicode font that our circulation system supports is Arial Unicode MS, which was not available on the new Windows 10 computers. As a result, the text for items in other languages (e.g. Chinese) was showing up as squares, instead of the proper characters. We were able to locate a copy of the Arial Unicode MS font and Ruth has finished installing it on all computers. Staff can now view and catalogue multilingual materials in the original language.
- Pepperlaw was put back on the regular network and the scan-to-email service has been restored. However, our circulation system is having connectivity issues. We are reporting these issues to IT as they arise and IT is monitoring the situation. According to IT, the circulation system at the Pepperlaw branch will continue to experience dropped connections until a tower is built and operational at the new Pepperlaw Fire Hall.

**Submitted by: Becky Stark & Nikki Sutherland  
Managers**

## 2020 Work Plan – February Update

### Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Succession Planning	Board Chair	Q2	Q4		Deferred from 2019
Emergency Preparedness	Val Stevens	Q2	Q3	Deferred	Deferred from 2019
Library Advocacy	Board	Q1	n/a	On going	In support of the MURC Discovery Branch.
2019 Annual Report	Val Stevens	Q2	Q3		
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	Q4	In Progress	Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library. Currently with School lawyers.
Library & School Boards Agreement on Sutton Branch	Val Stevens	Q1-2019	Q4	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer.

### Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	2021	In Progress	Detailed design session with architects & library managers Feb 6
Teen area-Keswick branch	Becky Stark	Q2	Q3		
Sutton Service Counter	Ryan Moniz	Q1-2019	Q3	In Progress	To be coordinated with SN carpet replacement
Pefferlaw children's area furniture	Becky Stark	Q2	Q2		
Upgrade Pefferlaw phone system	Nikki Sutherland	Q2	Q4		
iPad for Programming	Becky Stark	Q2	Q2		

Update Accessible computer station software	Nikki Sutherland	Q1	Q2		
Update self-check units	Nikki Sutherland	Q1	Q1	In Progress	Kits are ordered; arranging installation dates
Cell phones for managers	Val Stevens	Q1	Q2	In Progress	Three managers have cell phones; third will be ordered when third manager is in place

## Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Becky Stark	Q1	Q3	In Progress	First grant application submitted Jan 2020.
Summer Reading Club Assistant-wage increase	Becky Stark	Q2	Q2		SRCA wages increased to match 90% Library Clerk I.
Additional evening hours-Sutton	Val Stevens	Q1	Q1	Completed	12 hours added on weekday evenings in Sutton, starting with new staff schedule effective Feb 22, 2020.
Library Executive Assistant-increase hours	Val Stevens	Q1	Q1	Completed	Permanent hours increased as of Jan 1, 2020.
eServices Technician-new P/T position	Nikki Sutherland	Q1	Q2		21 hrs/wk
Adult Programming support	Becky Stark	Q1	Q2		3 hrs/wk to provide support for adult programming.

## Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
BlueCloud Mobile app	Nikki Sutherland	Q2-2019	Q2	In Progress	Waiting on final bugs to be cleaned up
ILLO materials & postage	Val Stevens/ Collections Mgr.	Q1	ongoing	In Progress	Will be included in annual operating budget.
Telephone contracts/ maintenance agreement	Nikki Sutherland	Q2	Q4		Ongoing maintenance agreement costs in operating budget.
FanFest 5	Becky Stark	Q2	Q2		Planning is in progress

## Georgina Public Library

### Financial Statement - December 2019

Date: February 11, 2020

	2019 Actuals	2019 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
<b>Revenue</b>						
Town Grant	2,389,050.00	2,389,050	-	100%	100%	Pro-rated
Provincial Grants	62,600	62,600	-	100%	100%	Pro-rated - Provincial Grant received early Dec 2019
Misc Grants	8,060	9,240	1,180	87%	100%	
School Board Revenue	58,500	58,500	-	100%	100%	
Donations	13,324	1,800	(11,524)	740%	100%	Kathy Foch Donation for FanFest
Fines	24,956	27,100	2,144	92%	100%	
Misc Fees	2,772	3,100	328	89%	100%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	10,507	8,500	(2,007)	124%	100%	
Program Registrations	5,233	4,200	(1,033)	125%	100%	
Book Sale	1,660	2,400	740	69%	100%	
Room Rentals	6,924	4,100	(2,824)	169%	100%	
Provision from Reserve	13,000	13,000	-	100%	100%	Contributions to Reserves Pro-rated
<b>Total Revenues</b>	<b>2,596,585</b>	<b>2,583,590</b>	<b>(12,995)</b>	<b>101%</b>	<b>100%</b>	
<b>Expenses</b>						
Salaries & Benefits	1,666,367	1,793,480	127,113	93%	100%	
Library Board	3,400	4,800	1,400	71%	100%	
Library Operations	262,289	332,690	70,401	79%	100%	Utilities, cleaning, courier, supplies, etc.
Training	10,990	18,800	7,810	58%	100%	
Collections	182,709	228,520	45,811	80%	100%	
Telecommunications	17,020	15,700	(1,320)	108%	100%	
Misc	1,915	2,100	185	91%	100%	
Contribution to Reserve	187,500	187,500	-	100%	100%	Pro-rated
<b>Total Expenses</b>	<b>2,332,188</b>	<b>2,583,590</b>	<b>251,402</b>	<b>90%</b>	<b>100%</b>	
<b>Net</b>	<b>264,396</b>	<b>-</b>	<b>(264,396)</b>			

# Georgina Public Library Board Policy Manual

## Policy Title: Violence and Harassment Free Workplace

### *Intent*

The Ontario Occupational Health and Safety Act and the Ontario Human Rights Code defines the duties and responsibilities of the employer, employees and others to prevent workplace violence and workplace harassment. In compliance with the legislation, the Georgina Public Library Board adopts the following policies of the Town of Georgina, and its accompanying programs and statements, as amended from time to time:

- Respectful Workplace Policy and Procedures (Policy No. 2)
- Violence-Free Workplace Program

POLICY HISTORY:	
Initial Draft	August 20, 2010
Draft Presentation Review	
Board Presentation:	September 23, 2010
Board Adoption:	September 23, 2010
Board Review:	February 15, 2018





## **HUMAN RESOURCES POLICIES, GUIDELINES AND PROCEDURES**

Policy No. 2 – Respectful Workplace Policy and Procedures

Prepared By: Pat Jennings  
Learning & Development Consultant  
Status: Approved

Approved on: November 15, 2017  
Effective Date: November 15, 2017  
Revision Date: October 20, 2017

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## **RESPECTFUL WORKPLACE POLICY & PROCEDURES**

### **PURPOSE:**

Town of Georgina employees, elected official and appointees are required to comply with this policy and be aware of the policies, procedures, laws and regulations that affect their job. The Town of Georgina is committed to providing a workplace free from discrimination, harassment and bullying, in which all individuals are treated with respect and dignity, are able to contribute fully and have equal opportunities.

This policy and procedures establish a problem solving approach to deal with harassment and discrimination issues. In the event that harassment or discrimination is alleged, every effort will be made to work with the people involved to find a fair and timely resolution of the matter.

### **LEGISLATIVE AUTHORITY:**

This policy complies with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee based on the following prohibited grounds:

- Race
- Colour
- Ancestry
- Place of Origin
- Citizenship
- Ethnic Origin
- Disability (Physical, Mental or Learning)
- Creed (Religion)
- Gender Identity
- Gender Expression
- Family Status
- Marital Status
- Age
- Record of Offences (in employment only)
- Sex (including Solicitation, Pregnancy and Breastfeeding)
- Sexual Orientation
- Association or Relationship

### **POLICY STATEMENT:**

The Town will take all reasonable steps to provide its elected representatives, employees, appointees, people under contract, students, volunteers and patrons with a work and service environment that is free of any form of discrimination, including harassment, personal harassment and bullying.

This policy is consistent with the Town's Values of Integrity, Accountability, Responsibility, Responsiveness, Professionalism and Respect. The Town of Georgina's Mission Statement is "Dedicated to providing exceptional municipal services" which extends to all employees, vendors,



## HUMAN RESOURCES POLICIES, GUIDELINES AND PROCEDURES

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customers and the public. Through both words and actions, we must promote to a positive culture of tolerance, acceptance and inclusiveness.

### **DEFINITIONS:**

#### **Abuse of Authority:**

Exercising undue power or authority related to his/her position with the intention of compromising someone's employment.

- Managing through fear, command and control rather than collaboration.
- Singling out an employee, selective denial of freedoms, selective access to resources or privileges, undercutting one's performance, skills or competencies.

#### **Bullying:**

Bullying is a form of harassment and involves acts that could physically or psychologically hurt or isolate a person in the workplace. It can involve negative physical contact, repeated incidents or a pattern of behavior intended to intimidate, offend, degrade or humiliate a particular person or groups of people which could be regarded as undermining the individual's right to dignity in the workplace. A single act of sufficient severity may constitute bullying.

#### **Collusion:**

Secret agreement or cooperation especially for an illegal or deceitful purpose acting in collusion with the opposing parties. Getting together to discuss an investigation to ensure consistent recounting of events.

#### **Complaint:**

A verbal or written allegation of an incident of discrimination, harassment or bullying.

#### **Complainant:**

The complainant is the individual who lodges a complaint.

#### **Discrimination:**

Discrimination is any distinction, intentional or not, based on prohibited grounds, which has the effect of imposing burdens, obligations or disadvantages on an individual that are not imposed on others, or which withholds or limits access to opportunities, benefits and advantages available to others.

#### **Fairness for All:**

Complainants should feel free to bring their complaints forward and those against whom allegations are made should have full and fair opportunity to respond to those allegations.

#### **Harassment:**

A course of vexatious comments or conduct directed toward an individual or group of individuals that is known or ought reasonably to be known to be unwelcome or unwanted. Harassment consists of comments or conduct linked to one of the prohibited grounds, which are hateful, insulting, intimidating, humiliating, malicious, degrading or offensive. Single acts of sufficient severity may constitute



## HUMAN RESOURCES POLICIES, GUIDELINES AND PROCEDURES

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harassment.

### **Incident:**

Circumstances that involve a potential violation of this policy and which is witnessed by those covered under the scope of this policy.

### **Investigator:**

The investigator is the individual who conducts an investigation into the allegations brought forward.

### **Malicious**

Resulting from a need to see others suffer.

### **Mediation:**

Mediation is a form of alternative conflict resolution assisting two or more individuals in resolving their issues by reaching a mutual agreement.

### **Mediator**

The mediator is an individual who assists in conflict resolution, based on allegations brought forward, through a mediation resolution process. The mediator is an active participant in the discussions and attempts to work out a solution agreeable by all parties involved.

### **Mobbing**

This is malicious, non-sexual, non-racial, workplace harassment by several co-employees, subordinates or superiors conspiring together or “ganging up” to force someone out of their workplace through rumour, innuendo, intimidation, humiliation, discrediting and isolation.

### **Official (Elected or Appointed):**

A person who holds a public office or membership on a Council Committee with the Town of Georgina whether obtained by election or appointed by the Town Council or the Municipality of the Town of Georgina.

### **Patron:**

A person who is a customer, client, resident or guest of the Town of Georgina.

### **Personal Harassment**

Properly discharged management responsibilities are not considered to be acts of personal harassment. Personal harassment involves patterns or repeated incidents of comment or conduct of an excessive nature that are known or ought reasonably to be known as unwelcome/unwanted, hateful, offensive, intimidating, hostile or inappropriate, but are not related to one of the prohibited grounds as defined in the Ontario Human Rights Code. Examples include but are not limited to:

- Repeated negative attacks on an individual’s personal or professional performance
- Excessive criticism in the presence of others
- Withholding information with the impact of affecting an individual’s ability to do their job or tasks, spreading malicious rumours



## HUMAN RESOURCES POLICIES, GUIDELINES AND PROCEDURES

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- Making malicious allegations on a repeated basis

### **Poisoned Work Environment:**

Certain individuals subjected to attitudes, behaviours and conditions of employment different from those experienced by others. Creation of a negative working environment that affects the ability to participate on equal footing.

### **Prohibited Grounds as per Human Rights Code:**

The prohibited grounds refer to those personal attributes that are recognized as the most common targets of harassing and discriminatory actions. For offensive behaviour to be considered discrimination or harassment, the focus of the comment or conduct must be directed toward one of the prohibited grounds listed under Legislative Authority page 1 of this policy.

### **Reprisal:**

The threat or action of retaliation for claiming or enforcing one's rights.

### **Resolution Agreement:**

An agreement that is signed by both the complainant and respondent outlining actions that have been agreed to based upon a facilitated discussion. This agreement provides the final resolution of the complaint.

### **Respondent:**

The respondent is the individual who is alleged to have been the source of the discrimination, harassment, or bullying.

### **Rules of Evidence:**

"Evidence" is the information and material that an investigator uses to reach "findings of fact". The findings of fact that the evidence generates are "what happened" for all intents and purposes. The "standard of proof" for fact-finding is "balance of probabilities". If the investigator hears directly contradictory evidence from two different witnesses, it will look to surrounding circumstances, other evidence of the witnesses, demeanour and documents, whatever is available, to see if there is some reason to prefer the evidence of one witness over the other. The evidence that they believe more, necessary, will be the evidence they hold as true, or to be a "fact".

### **Sexual Harassment:**

Sexual workplace harassment means engaging in a course of vexatious comment or conduct against an employee in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome.

Sexual workplace harassment can also be in the form of making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual workplace harassment is one or a series of comments or conduct of a gender-related or sexual



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nature that is known or ought reasonably to be known to be unwelcome/unwanted, offensive, intimidating, hostile or inappropriate. Sexual workplace harassment also includes sexual advances and requests for sexual favours where submitting to or rejecting this conduct is used as the basis for decisions which affect an employee's employment, interferes with an employee's job performance, creates an intimidating or offensive workplace.

### **Social Interaction:**

This policy recognizes that it is natural and common for people to develop social relationships through the workplace. On the other hand, if one person makes it known that they no longer consent to the relationship and the other person persists, this may be considered as a violation under this policy.

### **Vexatious, or Made in Bad Faith Complaints:**

Vexatious complaints are without sufficient grounds and serve only to cause annoyance, frustration, or worry towards another individual. Complaints, which are found to be vexatious or made in bad faith, will result in a penalty against the complainant. The severity of the penalty will be determined based on the seriousness and impact of the complaint following an investigation.

### **Workplace:**

Any location where an employee is considered to be in the course of employment. This includes municipally owned locations or vehicles, such as a municipal building, lunchroom, washroom, worksite, but also includes locations not owned by the municipality such as on private property when an employee is at that location for the purposes of fulfilling their employment duties. Workplaces may also include social gathering locations, conferences, training sessions or business travel vehicles and destinations.

### **Workplace Harassment:**

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known to ought reasonably to be known to be unwelcome.

## **RESPONSIBILITY:**

### **Everyone is Responsible:**

Everyone associated with the municipality has a responsibility to ensure our environment is free from harassment. This means not engaging in, allowing, condoning or ignoring behaviour contrary to this policy. Anyone who believes harassment is taking place is encouraged to notify his/her supervisor and/or the Human Resources Department.

### **Management/Supervisor Responsibility:**

The Ontario Human Rights Code and Ontario Occupational Health and Safety Act provides that a person such as a manager or supervisor who has the authority to prevent or discourage harassment and discrimination will be held responsible for failing to do so. All managers and supervisors have a particular duty to act and deal with such incidents when they ought reasonably to have known that there is an issue to address. This duty includes the obligation to be familiar with and uphold this policy



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and any associated procedures. Any failure to act that results in harassment or bullying will not be tolerated and will be subject to discipline up to and including discharge from employment.

### **Policy Advisors:**

All managers, supervisors and fire officers are responsible to act as policy advisors.

### **Respectful Workplace Policy Coordinator (RWPC):**

The Director of Human Resources or designate to serve as the (RWPC). This person will have overall responsibility for the administration of this policy.

### **Investigator Responsibilities:**

- Investigating complaints filed under this policy
- Examining the circumstances of a complaint
- Exercising objectivity
- Ensuring confidentiality
- Recording/maintaining appropriate documentation
- Discussing findings, conclusions and recommendations with the department head or Manager, as appropriate

## **WHAT IS NOT HARASSMENT?**

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

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

- Measures to correct performance deficiencies, such as placing someone on a performance improvement plan
- Imposing discipline for workplace infractions
- Requesting medical documents in support of absence from work
- Enforcement of workplace rules and policies
- Respectful workplace supervision, discipline and direction

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

### **TRAINING:**

The municipality is committed to maintaining ongoing training initiatives to ensure compliance with this policy and procedures and its application.



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All employees are required to review this policy and procedures. Additional training will be provided as needed, or when the policy and procedures is revised.

### **COMPLAINT/INVESTIGATION PROCEDURES:**

A complaint should be made as soon as possible after the allegation of discrimination, harassment or bullying occurred, and normally within one year of the incident of discrimination, harassment or bullying.

When a complaint is reported (verbal or written) to their supervisor, manager, director or a member of Human Resources, the complaint will be assessed by the recipient in consultation with the RWPC, or designate, and an appropriate method of resolution will be determined, such as:

- Option 1: Individual Action
- Option 2: Informal Action
- Option 3: Facilitated Discussion
- Option 4: Formal Investigation

#### **OPTION 1 – INDIVIDUAL ACTION**

If an employee alleges that he/she is being discriminated against, harassed or bullied, contrary to this policy and procedures, the first recommended approach is for the complainant to tell the respondent that his/her behaviour/actions are unwelcome and must stop. This can be done verbally or in writing. If done verbally, it is recommended that detailed notes of the discussion be kept by the employee. It is recommended that the employee advise his/her director, manager or supervisor that this occurred.

#### **OPTION 2 – INFORMAL ACTION**

If an employee is not comfortable taking individual action or if the alleged discrimination, harassment, or bullying has continued after speaking with the respondent, the complainant should take his/her complaint to the supervisor, manager, director or a member of Human Resources, preferably in writing. Upon receipt of the complaint, the consultation with the RWPC, or designate, may determine that based upon the details provided by the complainant, an appropriate informal course of action will likely resolve the complaint. This may include the following:

The supervisor, manager, director or a member of Human Resources will meet with the respondent to explain the concern and provide an opportunity to respond. Based on the information received, an informal resolution may be achieved (i.e. an apology or actions, which will resolve the matter).

#### **OPTION 3: FACILITATED DISCUSSION**

A facilitated discussion is a voluntary process that the complainant and respondent have consented to whereby a facilitator (internal or external) assesses the complaint with the complainant. Once the





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facilitator has sufficient information, the complaint will be shared with the respondent. The respondent's side of the story is documented, then shared with the complainant. As long as both parties are willing to proceed to discuss the complaint with good will intent, a facilitated discussion will occur. Both the complainant and the respondent are allowed to be accompanied by a support person outlined below. In some cases a resolution agreement is developed in writing and signed by both parties.

If resolution is not reached, the facilitator shall advise the RWPC in writing, at which time appropriate actions will be identified which may include a formal investigation.

If a determination is made that the complaint falls under this policy and procedures and an informal process is not acceptable, or if the complainant does not consent to the informal process, a formal investigation may be commenced.

### **Support Person/Representation:**

All employees have the opportunity to request a support person during an investigation, interviews or any other step arising in relationship to this policy and procedures. Unionized employees can opt to have a union representative in lieu of a support person.

There may be circumstances in which a requested support person is not approved by the Director of Human Resource Officer (RWPC) or designate for reasons related to the preservation of the integrity of the investigation process and/or the corporate appropriateness of the individual requested. Examples of this may include where the requested support person is also potentially a party to the complaint (i.e. as a complainant, respondent or witness). Another example may be where the requested support person is the supervisor of both complainant and respondent. Another example may be where the requested support person has previously conducted themselves in an unprofessional manner. All efforts will be made to honour the support person requested but final approval will be reserved to the reasonable judgement of the RWPC or designate.

The availability of a support person will not unreasonably delay the mediation or investigation process.

The support person may not interfere with the process or participate by giving or coaching answers or other information.

### **OPTION 4: FORMAL INVESTIGATION**

Following is the Formal Investigation process:

The RWPC, or designate, will develop a communication strategy, if necessary, with the manager or director, or designate, when a formal complaint has been received by that department.

At the earliest opportunity, the RWPC, or designate, will meet with the complainant to obtain the details of the allegation(s) including names, dates, places, times and potential witnesses. The complainant may be asked to provide such information in writing.





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An investigator will be assigned by the RWPC, or designate, and will be provided with the complaint. The investigator will meet with the complainant and will determine the order in which the respondent and witnesses will be interviewed. The respondent will be advised of the complaint and provided with a fair opportunity to respond. This process may entail one or more meetings with the involved parties. The respondent may be requested to respond in writing.

In consultation with the complainant and respondent, the investigator will determine whether the matter should be referred to mediation. If the parties agree to mediation, the process outlined in the mediation procedures below shall be followed.

If mediation is not appropriate or is not consented to by the parties, or is not successful, the investigator will continue with the investigation of the complaint, which shall include interviewing witnesses as well as any other individuals who reasonably appear to have information relevant to the matters in dispute.

The investigator will conduct the investigation fairly, objectively and in a timely manner. The investigator will make, maintain, and preserve, interview notes and preserve all information received in an investigation file and forward to the RWPC, or designate.

Throughout the course of the investigation, the RWPC, or designate, will keep the complainant and respondent updated about the status of the investigation.

Following the conclusion of the investigation, the investigator will prepare an investigation report that includes findings of fact based on the balance of probabilities and with consideration given to the credibility of the information obtained from all concerned parties and witnesses. The investigation report will be provided to the RWPC, or designate, and will remain confidential unless necessary for taking corrective action with respect to the incident or complaint or is otherwise required by law.

If the investigator concludes that discrimination, harassment and/or bullying has occurred, the RWPC, or designate, in consultation with the appropriate member/s of Senior Management Team, will determine what action is appropriate in the circumstances. This may include discipline up to and including dismissal.

If the RWPC, or designate, determines that no discrimination, harassment and/or bullying occurred, a record of the complaint together with the summary of the investigation report will be retained by the RWPC, or designate, in the investigation file.

If the RWPC, or designate, concludes that the complaint was made frivolously, vexatiously or in bad faith, a determination will be made regarding what discipline, if any, is appropriate with respect to the complainant.

The RWPC, or designate, will meet individually with the complainant and respondent and advise them, in writing, of the investigation results and corrective actions subject to legal requirements to maintain confidentiality.



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### **MEDIATION PROCEDURES:**

At any time throughout the investigation process, the investigator may recommend that the complaint would best be resolved through a mediation process. If all parties involved agree to engage in the mediation process, the complaint would be referred back to the RWPC, or designate, and the mediation process as described below would be followed:

The investigator, in consultation with the RWPC, or designate, will appoint a mediator which may be the same individual assigned to investigate depending on the circumstances of the case.

The mediator will be provided with a statement of facts or a copy of the complaint and response and any witness statements.

During the mediation process the rules of evidence will not apply, no record of proceedings shall be made and legal counsel shall not be used by either the complainant or the respondent.

The mediator will have the authority to meet separately with the complainant and the respondent.

The mediator shall not provide legal advice nor will he/she have the authority to compel resolution of the complaint. The mediator shall have the authority to exercise discretion and terminate the mediation process at any time.

At the conclusion of mediation, the mediator will provide the RWPC, or designate, a summary of what the parties agreed, or if no agreement was reached, at which point the matter shall be returned to the investigator to complete the steps in the formal investigation.

If a mediated resolution is achieved, a summary of the resolution shall be placed in the investigation file.

### **COMPLAINTS REPORTED TO SUPERVISOR, EXCEPT WHERE THE SUPERVISOR IS THE SUBJECT OF THE COMPLAINT:**

Complaints should be reported initially to an employee's supervisor, except where the supervisor is the respondent. The supervisor must then report the matter to their respective Director and Human Resources.

Complaints involving the supervisor as respondent shall be reported to the respondent's supervisor. Where the respondent's supervisor is also a respondent or otherwise involved in the complaint, the complainant may escalate the report upward to the Director, Human Resources or Chief Administrative Officer.

### **COMPLAINTS INVOLVING ELECTED OFFICIALS AND MEMBERS OF BOARDS AND COMMITTEES:**

Where complaints involves an elected official or members of boards and committees, the complaint will be referred by the Director, Human Resources Director, in consultation with the Chief



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Administrative Officer, to an outside third party to investigate the matter. The results of the investigation and recommendations of the investigator will be submitted to the Director, Human Resources Director who will review with the Chief Administrative Officer and Mayor. A copy of the report will be maintained in the file opened for that purpose.

### **CO-OPERATION EXPECTED:**

Everyone has an obligation to ensure the workplace is free from discrimination, harassment and bullying. The municipality expects that everyone contacted in the course of mediation or an investigation will participate fully and with good will intent. The confidentiality of everyone participating in the investigation will be protected to the degree possible and subject to any disclosure requirements at law and the principles of procedural fairness.

### **NO REPRISALS OR FALSE ACCUSATIONS:**

It is a violation of this policy and procedures for anyone to take any reprisal against any person for the reason that he or she invoked this Policy and Procedures or participated in a mediation or investigation.

If it is determined that an employee makes a false, frivolous, malicious and/or bad faith complaint, or abuses the process, he/she may be subject to discipline up to and including dismissal.

### **MAINTAINING CONFIDENTIALITY:**

All information received about an incident or complaint, including identifying information about any individuals involved, shall be kept confidential and will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law.

The parties who are the subject of the complaint or incident, and any witnesses, are expected to maintain confidentiality. Breaches of this expectation may result in corrective and/or discipline, up to and including dismissal.

This section does not preclude the complainant and/or witnesses from consenting to the release of their identity.

Any potential breaches of confidentiality should be immediately reported to the RWPC, or designate.

### **ALTERNATIVE COURSE TO HUMAN RIGHTS TRIBUNAL AND/OR MINISTRY OF LABOUR:**

Nothing in this policy and procedures prevents an employee from exercising their rights under the Ontario Human Rights Code and/or the Occupational Health and Safety Act.



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### Ontario Human Rights Commission

If an individual feels that their human rights have been violated under a protected ground they may at any time file a complaint directly with the Ontario Human Rights Commission.

### Ontario Ministry of Labour

An employee has the right to pursue a complaint of general workplace harassment or sexual workplace harassment under the Occupational Health and Safety Act to the Ontario Ministry of Labour.

Note: Other available resources include union representative, Joint Health and Safety Committee member or Health and Safety Representative and utilizing Employee Assistance Program where applicable.

### Occupational Health and Safety Act

Note: This policy and procedures will be reviewed on an annual basis.

### **Reference Policies, Guidelines and Procedures**

Policy No. 1 – Recruitment Practices

Health and Safety Manual: Section 5.15 – Violence Free Workplace Program

Policy No. 29 – Code of Conduct

Policy No. DAS-IT01 Responsible Computing Guidelines Policy

Policy No. DAS-IT02 Electronic Mail & Messaging Systems Usage Policy & Guidelines.

Policy No. CORP-ACC-01 Accessibility Policy



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### Workplace Harassment/Discrimination Complaint Form

Name and contact information of worker who has allegedly experienced workplace harassment/discrimination (your name):

Name of alleged harasser(s) and contact information, if available:

Details of the complaint of workplace harassment/discrimination:

Please describe in as much detail as possible the bullying and harassment/discrimination incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details (attach additional pages if required)

Relevant Documents/Evidence:

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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I, acknowledge that I have read and understand the Respectful Workplace Policy and Procedures applicable to Town of Georgina employees. I agree to adhere to this Respectful Workplace Policy and Procedures. I understand that if I violate this Respectful Workplace Policy and Procedures, I may face disciplinary action up to and including the termination of my employment, as well as any necessary legal action required or taken by the Corporation.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**GEORGINA**

## **HEALTH AND SAFETY POLICY**

Commitment to Health and Safety is an integral part of our organization. Protection of employees from injury or occupational disease is a major continuing objective of the Corporation. We are dedicated to providing a safe, healthy work environment for our staff.

It is in the best interests of workers, supervisors and department heads to consider health and safety in every activity. Every worker is responsible for his or her own safety by working in compliance with all applicable federal and provincial legislation and with the health and safety practices and procedures established by the Corporation. Every precaution will be taken to ensure that all machinery and equipment is in a safe operating condition and that workers receive adequate training in their specific work tasks to protect their health and safety. Every worker must also make a personal commitment to safety, to help reduce injuries in the workplace.

The Corporation, as the employer, is ultimately responsible for the health and safety of its workers. Department heads and supervisors are accountable for the health and safety of employees under their supervision. We give you our commitment that every reasonable precaution will be taken for the protection of our employees.

Signed this 13<sup>th</sup> of January, 2020

David Reddon  
Chief Administrative Officer

  
Margaret Quirk, BA Sc.  
Mayor





# HARASSMENT- FREE WORKPLACE POLICY STATEMENT

**GEORGINA** The Town of Georgina is committed to providing a work environment in which all individuals are treated with respect and dignity. Everyone is expected to uphold this policy and work together to prevent workplace harassment.

Harassment is defined under the Occupational Health and Safety Act and the Human Rights Code as:

a) "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome", or

The Occupational Health and Safety Act also defines Workplace Harassment as:

b) "workplace sexual harassment" defined as "engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome."

Harassment may also relate to a form of discrimination (race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability) as set out in the Ontario Human Rights Code. Harassment includes gossiping or spreading malicious rumors.

Workplace harassment may arise from a variety of sources including customers, contractors, employers, supervisors, workers, members of the public and domestic/intimate partners.


Reasonable action or conduct taken by an employer, director, manager or supervisor relating to the management and direction of workers or the workplace would not normally be considered workplace harassment (i.e. performance evaluation, disciplinary action, etc.).

There is a harassment-free workplace program that implements this policy. It includes measures and procedures for reporting and investigating workplace harassment.

Workers are encouraged to report any incidents of workplace harassment. Management will investigate and address all incidents of workplace harassment in a timely manner while respecting a workers' privacy whenever possible.

Signed this 13<sup>th</sup> of January, 2020

  
David Reddon  
Chief Administrative Officer

  
Margaret Quirk, BA Sc.  
Mayor





# VIOLENCE-FREE WORKPLACE POLICY STATEMENT

**GEORGINA** The Town of Georgina is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take all reasonable steps to protect our workers from workplace violence. Everyone is expected to uphold this policy and work together to prevent workplace violence.

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

- (a) the exercise of physical force by a person against a worker, in a workplace that causes physical injury to the worker,*
- (b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,*
- (c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.*

Violent behaviour in the workplace is unacceptable from anyone. Workplace violence may arise from a variety of sources including customers, contractors, employers, supervisors, workers, members of the public and domestic/intimate partners.

There is a violence-free workplace program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

The Town of Georgina, as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

Management will investigate and address all incidents of workplace violence in a timely manner while respecting a worker's privacy as much as possible.

Signed this 13<sup>th</sup> of January, 2020

David Reddon  
Chief Administrative Officer

  
Margaret Quirk, BA Sc.  
Mayor