

Georgina Public Library
Library Board Meeting
Agenda

May 20, 2021 @ 7:00 p.m.

Video conference

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 Addendum Items
5. Approval of the Agenda
6. Announcements
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – April 15, 2021 Board meeting minutes
9. Delegations/Speakers
 - a. None
10. Presentations
 - a. None
11. Consent Agenda
 - a. Branch Report
 - b. Work Plan Update
 - c. Financial Statement – April 2021
12. Verbal Communications

- a. CEO Update (V. Stevens)
- b. Board Chair Update (M.C. Macaluso)
- c. Friends of the Library Update (B. Sabatini)

13. Old Business

- a. Board Self-Evaluation survey (B. Sabatini)
- b. Patron Borrow History
- c. Seuss Discussion

14. New Business

- a. Policy Review: Adopt Town Violence/Harassment/Respectful Workplace Policies/Statements
- b. OLS Board Assembly Update (N. Rodrigues)

15. Other Business For Which No Notice Has Been Given

16. Closed Session - None

17. Next Meeting Date /Time

June 17, 2021 @ 7:00pm - Zoom

18. Adjournment

Georgina Public Library Board
Regular Board Meeting Minutes
April 15, 2021 @ 7:00 p.m.
Video Conference

1. Call to Order

The meeting was called to order by the Board Chair at 7:03 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
Rita Beechey
Adrienne McDowell
Naomi Davison
Shari Hawkins
Councillor Dave Neeson (arrived at 7:07)

The Following Board members were absent with notice:

Nancy Rodrigues
Leslie Johnstone

The following staff members were in attendance:

Valerie Stevens, *Director of Library Services/CEO*
Serena Hamlyn, *Executive Assistant (Recording Secretary)*
Nikki Sutherland, *Manager, Library eServices*
Amy Knifton, *Manager, Library Collections*

4. Introduction of Addendum Items

5. Approval of the Agenda

Moved by Bobbi Sabatini, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2021-028

That the Georgina Public Library Board meeting Agenda of April 15, 2021 be approved as presented.

Carried.

6. Announcements - *None*

7. Declarations of Pecuniary Interest - *None*

8. Adoption of the Past Minutes— March 18, 2021 Board meeting minutes

Moved by Rita Beechey, Seconded by Naomi Davison

RESOLUTION NO. GLB-2021-029

That the Minutes of the March 18, 2021 Board meeting be adopted as presented.

Carried.

9. Delegations/Speakers - *None*

10. Presentations - *None*

11. Consent Agenda

- a. Branch Report
- b. Quarterly Statistics
- c. Work Plan Update
- d. Financial Statement – 2020 Year End updated, March 2021

(D. Neeson arrived)

Moved by Bobbi Sabatini, Seconded by Naomi Davison

RESOLUTION NO. GLB-2021-030

That Item 11 - Consent Agenda be received as presented.

Carried.

12. Verbal Communications

a. CEO Update (V. Stevens)

COMMUNITY CONNECTIONS

- We received compliments from Jericho on their Facebook page: “Enjoying a nice story time at our program! A big shout out to Jo and the @georginapubliclibrary for providing all of our programs with a set of books each month! They can’t get enough of it! I guess you could say our participants really book it to story time! 📖 [#reading](#) [#literacy](#) [#youth](#) [#asp](#) [#georgina](#) [#georginapubliclibrary](#) [#smiles](#) [#afterschoolprogram](#) [#books](#) [#fun](#) [#friends](#)”

SPACES

- Upcoming presentation to MURC Steering Committee on April 26, and presentation to Council on May 5 for award of contract
- Managers are reviewing possibilities for a curbside pickup location in Sutton for the summer while the Sutton Multi-Use facility is undergoing roof replacement

PEOPLE & LEADERSHIP

- Kimberly Jackson will begin in the position of Circulation Coordinator on Monday, April 19
- Lynn McKinley completed H&S training (Public Services Health and Safety Association - JHSC Certification Part 1 & 2).

COLLECTIONS & PROGRAMS

- Interesting developments in the publishing industry around racist imagery in juvenile books; Amy Knifton will be reporting on these this evening

TECHNOLOGY

- Hotspot circulation is projected to start on April 20, 2021

MISCELLANEOUS

- Met with Town CAO & Deputy CAO on April 12 to discuss the Memorandum of Understanding (MoU) between the Board and the Town. The plan is to meet with relevant Directors to further flesh out and revise the MoU. The agreed-upon intention is to clarify

some of the murkiness around which body is responsible for what, while keeping the document reasonably concise and easy to understand. Once the Directors' group has met and made revisions, we intend to send it to the Town lawyers for assessment using both a Library and a Town lens, to assist us with coming to a final recommendation. At that point, the document will be brought to the Library Board for review before adoption by both parties. We are hoping to complete the entire process before end of 2021, circumstances willing.

Submitted by: Valerie Stevens
Library Director/CEO

b. Board Chair Update (M.C. Macaluso)

- The Board chair has been meeting with the CEO weekly
- The Board Chair attended the two Strategic Planning Committee meetings that have taken place
- The Board Chair is currently prepping for the presentation to Council regarding the MURC

c. Friends of the Library Update (B. Sabatini)

- The Friends have a meeting coming up on Monday
- The cd player that was requested of the Friends was actually provided to the patron by CELA. The Friends will keep in mind if this is something they should offer in the future
- The Friends had a request from the Library for an author visit, which has been approved
- The Friends are busy working on their Visiting Library Service (VLS) - they have had quite a few new people enquiring about the service. This will be discussed at their upcoming meeting, keeping in mind that they need to limit the number of volunteers out there delivering at this time

d. Update from Strategic Planning Committee (R. Beechey)

- The Strategic Planning Committee held it's second meeting on April 6th.
- The guest speaker was Steven Kraus from Ontario Library Services (OLS-the newly amalgamated OLS-North and SOLS). He has a background working on Strat Plans for OLS North.
- Steven, through OLS, is willing to work with The GPL Board to develop our plan. Some of the services may have a fee attached on a cost recovery basis. Meetings such as this one have no fee attached.
- OLS has the capacity to help us explore and develop all aspects of the strategic planning process including mission, vision and values statements, customer surveys and focus groups.
- It was a useful and informative session.
- Some things for the full board to consider are:
 - Review of the current Strategic Plan:
 - What do we keep/what do we change?
 - How many years will the new plan cover? (with the speed of technology change, shorter may be better)
 - Many libraries have 3 – 4 year plans.

- Do we go with a high-level view as the previous plan or a more detailed granular view?
- Do our Mission/Vision/Values statements need to be modified?
- The next meeting of the Strategic Planning Committee will be Tuesday May 18th.
- This will be after the MURC Steering Committee makes its presentation to Council on May 5th, and Council awards the construction tender.
- We will have further information about the Discovery Branch after that council meeting.
- Thanks to Val and Adrienne for making great notes.
- We welcome input from all board members on the above questions. Please e-mail your ideas to the committee members

Moved by Adrienne McDowell, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2021-031

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

Carried.

13. Old Business

a. Privacy of Membership Information Policy

Moved by Rita Beechey, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2021-032

That the Privacy of Membership Information Policy and statement be adopted as presented.

Carried.

b. Board Self-Evaluation survey (B. Sabatini)

The Board discussed the timeline for the Board Self-Evaluation documents. It was agreed that the deadline for edits to the shared Google document will be April 29th, the Board Vice-Chair will then bring back a clean version of the document to the May Board meeting. The Deadline for completing the Self-Evaluation will be June 3rd, with the results presented at the June Board meeting.

Moved by Adrienne McDowell, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2021-033

That the Board Self-Evaluation timeline be accepted as discussed.

Carried.

14. New Business

a. Seuss Discussion (A. Knifton)

A. Knifton lead a discussion with the Board members regarding the Dr. Seuss Foundation's decision to stop publication on the following six titles due to people being portrayed a "hurtful and wrong"

- And to Think that I saw it on Mulberry Street
- If I Ran the Zoo
- McElligot's Pool
- On Beyond Zebra!
- Scrambled Eggs Super!
- The Cat's Quizzer

Moved by Rita Beechey, Seconded by Naomi Davison

RESOLUTION NO. GLB-2021-034

That Georgina Public Library Board table the decision of the steps to take with these Dr. Seuss books until the May Board meeting.

Carried.

15. Other Business For Which No Notice Has Been Given - None

16. Closed Session - None

17. Next Meeting Date /Time

May 20, 2021 @ 7:00 p.m.

18. Adjournment

Moved by Bobbi Sabatini, Seconded by Rita Beechey

RESOLUTION NO. GLB-2020-035

That the Georgina Public Library Board meeting of April 15, 2021
adjourn at 8:17pm

Carried.

JOINT BRANCH REPORT - APRIL 2021

Submitted by: Amy Knifton – Manager, Library Collections
Kristen Lemay - Manager, Library Community Engagement
Ryan Moniz – Manager, Library Customer Experience
Nikki Sutherland – Manager, Library eServices

COMMUNITY CONNECTIONS

- We have continued with the monthly curbside flyer, featuring Job Skills in the Community Corner for the month of April.
- Kristen and Amy met with the Georgina Equity and Diversity Advisory Committee to promote library programs and collections.
- Kristen met with Karen Foster, Librarian at the Chippewas of Georgina Island First Nation Public Library, to re-establish the relationship between the two systems.

SPACES

- Pefferlaw Library had carpet repairs performed to alleviate a tripping hazard in front of the circulation desk, and behind the circulation desk on April 10.

PEOPLE AND LEADERSHIP

- Circulation coordinator, Kim Jackson began working on April 19 out of the Keswick branch.
- Anna Delong passed her trial period for the part-time eServices Technician position on April 12.
- Grace Croome was hired as the Summer Reading Club Assistant. She begins work on May 17.
- Ryan met again with the Customer Service Implementation Strategy team of representatives from departments across the Town of Georgina. The objective for the group is to identify potential service enhancements and new frameworks for customer service to ensure that customers are able to seamlessly access the information and service they're looking for.

COLLECTION AND PROGRAMS

- Georgina Public Library entered into a partnership with libraries in York Region and Durham Region to offer a line-up of virtual author visits for youth during July and August. Kristen will be meeting with the working group biweekly throughout May and June.
- Virtual programming continued with a range of activities, including quizzes, videos that promote library materials, adult book clubs via Zoom, and children's programs.
- Grab and Go bags continue to be popular across all branches, boosting circulation numbers for the month.
- Collections Corner webpage featured Drop Everything and Read day (Monday, April 12) and lists by target audiences for National Poetry Month.

Dates	Program Name	Platform/format	Total views/ participants
Various dates	One-on-one technology help (eServices)	Email, chat, phone	29
April 14, 27	Trivia Tuesdays	Kahoot	15
April 2, 9, 16, 23	Fun Photo Fridays	Facebook	39
April 6	Pefferlaw Book Club	Zoom	7
April 6	Sutton Book Club	Zoom	7
April 1	Resilience & Resistance: WWII	Pre-recorded video	17
April 13	Poetry Buffet - “I carry your heart with me”	Pre-recorded video	35
April 22	Austen Power: Revisiting Jane Austen	Pre-recorded video	8
April 23	Despite Everything: Uplifting Tales	Pre-recorded video	3
April 30	Don’t Judge a Book by its Cover	Pre-recorded video	9
Previous uploads	All recorded videos, re-watched in April		90
		TOTAL	259

NOTE: *Fun Photo Fridays* views were measured using "10s views."

TECHNOLOGY

- Hotspots were launched to the public on Wednesday April 28. Only 10 of the 15 hotspots were made available to the public, as five hotspots were held back to support staff working from home (due to the Stay-at-Home order). As of May 10, eight of the 10 hotspots have been checked out and there are 12 patrons on the holds list. The Town's Economic Development and Tourism office is working on a new program that will allow entrepreneurs and business owners to borrow hotspots to complete a business training program. They have reached out to the library for guidance.

2021 Work Plan – April Update

Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Development Succession Planning	Board Chair	Q1-2021	Q2-2021		Deferred from 2019
Emergency Preparedness	Val Stevens/ Board Chair	Q4-2020	Q2-2021		Draft operational continuity plan prepared by Board sub-committee, adopted December 2020
Library Advocacy	Board	Q1	n/a	On going	In support of the MURC Discovery Branch. Presentation dates to Steer Comm & Council are TBD once again.
2019 Annual Report	Val Stevens	Q3-2020	Q1-2021	Complete	Delivered March 2021
2020 Annual Report	Val Stevens	Q2	Q3		
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	2021?	In Progress	Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library. Currently with School lawyers. Likely on hold due to pandemic.
Library & School Boards Agreement on Sutton Branch	Val Stevens	Q1-2019	2021?	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer. Likely on hold due to pandemic.
MoU between Library Board & Town	Val Stevens	Q4-2020	Q4-2021	In Progress	Memorandum of Understanding between Library Board and Town. Met early May 2021 with ToG, continued work on draft.
Board Evaluation	Board Chair				

Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	2021	In Progress	Tender closes mid-April; contract to be awarded at Town Council meeting, date TBD
Mobile Hotspots	Nikki Sutherland	Q1	Q1	Complete	Delivered February 2021

Security Camera Installation	Town Facilities/ Ryan Moniz	TBD	Q4		Facilities dept. is very busy right now; planning has not yet begun
Teen area-Keswick branch	Kristen Lemay	Q2-2021	Q4-2021	Deferred from 2020	Delayed due to pandemic
Pefferlaw children's area furniture	Kristen Lemay	Q4-2020	Q2-2021	Deferred from 2020	Delayed due to pandemic
iPad for Programming	Nikki Sutherland	Q4-2020	Q1-2021	Complete	
Update self-check units	Nikki Sutherland	Q1-2020	Q1-2021	Complete	Installation of Monitors and Scanners completed March 2021.
Cell phones for managers	Val Stevens	Q1-2020	Q2-2021	Complete	Final phone arrived March 2021

Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Kristen Lemay	Q1	Q3	In progress	Successful for Canada Summer Jobs grant; will pay the bulk of wage for FT contract SRCA position (16 weeks)-we will top up from budgeted amount
Adult Programming support	Kristen Lemay	Q1	Q2-2021		3 hrs/wk to provide support for adult programming; delayed due to pandemic; updated end date to reflect this

Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Circulating Mobile Hotspots	Nikki Sutherland	Q1	Q1	Complete	Launched April 28, 2021

Georgina Public Library

Financial Statement - April 2021

Date: May 10, 2021

	2021 Actuals	2021 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	843,346.67	2,530,040	1,686,693	33%	33%	Pro-rated
Provincial Grants	20,867	62,600	41,733	33%	33%	Pro-rated
Misc Grants	-	9,240	9,240	0%	33%	
School Board Revenue	19,500	58,500	39,000	33%	33%	Pro-rated
Donations	592	1,800	1,208	33%	33%	
Fines	150	27,100	26,950	1%	33%	
Misc Fees	4	3,100	3,096	0%	33%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	-	8,500	8,500	0%	33%	
Program Registrations	-	4,200	4,200	0%	33%	
Book Sale	7	2,400	2,393	0%	33%	
Room Rentals	-	4,100	4,100	0%	33%	
Provision from Reserve	-	-	-	100%	33%	
Total Revenues	884,467	2,711,580	1,827,113	33%	33%	
Expenses						
Salaries & Benefits	469,029	1,895,850	1,426,821	25%	33%	
Library Board	1,280	4,800	3,520	27%	33%	
Library Operations	47,873	359,380	311,507	13%	33%	Utilities, cleaning, courier, supplies, etc.
Training	3,814	18,800	14,986	20%	33%	
Collections	93,103	228,520	135,417	41%	33%	
Telecommunications	5,165	30,040	24,875	17%	33%	
Covid-19 Expenses	2,808	-	(2,808)	N/A	N/A	No allotted budget
Misc	630	3,300	2,670	19%	33%	
Contribution to Reserve	56,963	170,890	113,927	33%	33%	Pro-rated
Total Expenses	680,665	2,711,580	2,030,915	25%	33%	
Net	203,802	-	(203,802)			



Georgina Public Library Board Self-Evaluation Form (covering 2019-2021)

5 – Strongly Agree; 4 – Agree; 3 Neutral; 2 – Disagree; 1 – Strongly Disagree; 0 – N/A or Insufficient Data

Section A: How Well Has the Board Done Its Job?

Statement		Rating					
		5	4	3	2	1	0
1	Georgina Public Library Board operates with a strategic plan or a set of measurable goals and priorities.						
2	The Board's regular meeting agenda items reflect our strategic plan or priorities.						
3	The Board has created or reviewed, in this period, some key governance policies.						
4	The Board collaborates with the Library CEO/Director to set goals, reference, and revise policies when appropriate.						
5	The Board has identified and reviewed the Library's relationship with each of its key stakeholders.						
6	The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.						
7	The Board has understood and respected that our role is in governance and not operations.						



Georgina Public Library Board Self-Evaluation Form (covering 2019-2021)

5 – Strongly Agree; 4 – Agree; 3 – Neutral; 2 – Disagree; 1 – Strongly Disagree; 0 – N/A or Insufficient Data

Section B: How Well Has the Board Conducted Itself?

Statement		Rating					
		5	4	3	2	1	0
1	Board members have been provided with enough information through orientation packages and training to successfully fulfill our roles and responsibilities.						
2	The Board agenda is provided in advance and includes all necessary details to complete meetings in a timely manner.						
3	Board members come to meetings prepared.						
4	The Board receives relevant reports prior to meetings.						
5	Decisions are made collaboratively with consensus following parliamentary protocols.						
6	Board meetings are engaging and provide personal development.						
7	Opportunities for Board training and / or joining subcommittees is offered in a fair and transparent manner.						



Georgina Public Library Board Self-Evaluation Form (covering 2019-2021)

5 – Strongly Agree; 4 – Agree; 3 Neutral; 2 – Disagree; 1 – Strongly Disagree; 0 – N/A or Insufficient Data

Section C: The Board's Relationship with the CEO / Director

Statement		Rating					
		5	4	3	2	1	0
1	There is good two-way communication between the Board and the CEO.						
2	The Board trusts the judgement of the CEO.						
3	The Board has discussed and communicated the kinds of information and level of detail it requires from the CEO.						
4	The Board has developed formal criteria and a process for evaluating the CEO.						
5	The Board, or a committee of the Board, has formally evaluated the CEO within the last 12 months.						
6	The Board evaluates the CEO primarily on the accomplishment of the organization's strategic goals and priorities and adherence to policy.						
7	The Board regularly provides the CEO with feedback and recognition.						



Georgina Public Library Board Self-Evaluation Form (covering 2019-2021)

5 – Strongly Agree; 4 – Agree; 3 – Neutral; 2 – Disagree; 1 – Strongly Disagree; 0 – N/A or Insufficient Data

Section D: Feedback to the Chair of the Board

Statement		Rating					
		5	4	3	2	1	0
1	The Chair is well prepared for Board Meetings.						
2	The Chair helps the Board stick to the agenda.						
3	The Chair tries hard to ensure that every Board member has an opportunity to be heard.						
4	The Chair has demonstrated versatility in facilitating Board discussions.						
5	The Chair knows how to be direct with an individual Board member when necessary.						
6	The Chair helps the Board work well together.						
7	The Chair demonstrates good listening skills.						
8	The Board supports the Chair.						



Georgina Public Library Board Self-Evaluation Form (covering 2019-2021)

5 – Strongly Agree; 4 – Agree; 3 – Neutral; 2 – Disagree; 1 – Strongly Disagree; 0 – N/A or Insufficient Data

Section E: My Performance as an Individual Board Member (not shared)

Statement		Rating					
		5	4	3	2	1	0
1	I am aware of what is expected of me as a Board member.						
2	I have a good record of meeting attendance.						
3	I read the minutes, reports, and other materials in advance of our Board meetings.						
4	I am familiar with what is in the organization's by-laws and governing policies.						
5	I am encouraged by other Board members to express my opinions at Board meetings.						
6	I am a good listener and remain engaged throughout Board meetings.						
7	I follow through on things I have said I would do.						
8	I maintain the confidentiality of all Board decisions.						
9	I support Board decisions once they are made even if I do not agree with them.						
10	I promote the work the work of Georgina Public Library in the community and / or social media whenever appropriate.						

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. [162](#))
- Violence-Free Workplace Program
 - o Violence-Free Workplace Policy Statement
 - o Harassment-Free Workplace Policy Statement

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 February 20, 2020 May 20, 2021



Original Approval Date: December 2002
Policy Last Updated: 2020
Approved by: CAO

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, 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 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
- 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 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 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.

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.

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 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.

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.

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 automatically be escalated to the Integrity Commissioner for investigation and recommendations.

The results of the investigation and recommendations from the Integrity Commissioner will be reviewed and shared with the Mayor and Chief Administrative Officer.

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.

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. 15 – Recruitment and Selection

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

Policy No. 3 – 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

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: _____

Acknowledgment Form

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 4th of January, 2021

David Reddon
Chief Administrative Officer

Margaret Quirk, BA Sc.
Mayor



GEORGINA

HARASSMENT- FREE WORKPLACE POLICY STATEMENT

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 4th of January, 2021

Dave Reddon
Chief Administrative Officer

Margaret Quirk, BA Sc.
Mayor



GEORGINA

VIOLENCE-FREE WORKPLACE POLICY STATEMENT

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 4th of January, 2021

David Reddon
Chief Administrative Officer

Margaret Quirk, BA Sc.
Mayor