

**Georgina Public Library**

**Library Board Meeting**

**Agenda**

**January 20, 2022 @ 7:00 p.m.**

**Zoom**

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

a. Introduction of new *Manager, Library Customer Experience* – Sarah James

b. Introduction of new *Manager, Library Community Engagement* – Amy Butcher

7. Declarations of Pecuniary Interest

8. Adoption of the Past Minutes – December 16, 2021 Board meeting minutes

9. Delegations/Speakers

a. None

10. Presentations

a. None

11. Consent Agenda

- a. Branch Report
  - b. Quarterly Statistics
  - c. Work Plan Update
  - d. Financial Statement – December 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
14. New Business
- a. Policy Review: Adopt Town of Georgina's Health and Safety Policy and Respectful Workplace Policy and Procedures, Violence-Free Workplace Program
  - b. 2022 Work Plan
  - c. Discuss and adopt updated Land Acknowledgement:

The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and on behalf of the Mayor and Council, we would like to 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. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.

15. Other Business For Which No Notice Has Been Given
16. Closed Session - None
17. Next Meeting Date /Time
- February 17, 2022 @ 7:00pm - Zoom
18. Adjournment

**Georgina Public Library Board**  
**Regular Board Meeting Minutes**  
**December 16, 2021 @ 7:00 p.m.**  
**Zoom**

**1. Call to Order**

The meeting was called to order by the 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:

Bobbi Sabatini, Vice Chair  
Rita Beechey  
Leslie Johnstone  
Mary Catherine Macaluso  
Adrienne McDowell  
Naomi Davison  
Nancy Rodrigues  
Councillor Dave Neeson

The following Board members were absent with notice:

Shari Hawkins

The following staff members were in attendance:

Valerie Stevens, *Director of Library Services/CEO*  
Serena Hamlyn, *Executive Assistant (Recording Secretary)*  
Anna DeLong, *Library eServices technician / CUPE Representative*

4. **Introduction of Addendum Items**  
Date of March Board meeting added to Other Business
5. **Approval of the Agenda**

Moved by Leslie Johnstone, Seconded by Rita Beechey

**RESOLUTION NO. GLB-2021-108**

That the Georgina Public Library Board meeting Agenda of December 16, 2021 be approved as circulated.

**Carried.**

6. **Announcements – None**
7. **Declarations of Pecuniary Interest – None**
8. **Adoption of the Past Minutes**– November 18, 2021 Board meeting minutes

Moved by Bobbi Sabatini, Seconded by Adrienne McDowell

**RESOLUTION NO. GLB-2021-109**

That the minutes of the November 18, 2021 Board meeting be adopted as amended

**Carried.**

9. **Delegations/Speakers – None**
10. **Presentations – None**
11. **Consent Agenda**
  - a. Branch Report
  - b. Work Plan Update
  - c. Financial Statement – October 2021

Moved by Nancy Rodrigues, Seconded by Rita Beechey

## **RESOLUTION NO. GLB-2021-110**

That Item 11 – Consent Agenda be received as presented.

**Carried.**

### **12. Verbal Communications**

#### **a. CEO Update (V. Stevens)**

#### **COMMUNITY CONNECTIONS**

- Nothing to report

#### **SPACES**

- New signage for the road sign at the Pepperlaw Branch to cover the open hours of the facility has been installed. With the ongoing changes to open hours, the temporary sign simply redirects people to the library branch doors or the website.

#### **PEOPLE & LEADERSHIP**

- Amy Butcher has been hired as our new Manager, Library Community Engagement; start date January 10, 2022
- Significant staff movement in the wake of staff retirements, temporary position fills, and upcoming leaves; interviewing is ongoing

#### **COLLECTIONS & PROGRAMS**

- Due to staffing changes, Interlibrary Loan services are temporarily suspended from December 1 until early January. Items will continue to be returned to other library systems, however new loans to & from other library systems have halted. Usually, the service is suspended over the holiday period. GPL's suspension is extended by a couple of weeks at either end.
- Holiday craft sessions for children, adults, and families were enjoyed by many patrons

#### **TECHNOLOGY**

- Access to GPL's new catalogue, Bibliocommons, is available via a link at the top of our existing catalogue pages. Final migration will occur December 31, 2021.

#### **MISCELLANEOUS**

- Continuing to monitor government announcements as COVID numbers climb once again; no indication of any changes to library service models at this point.

- Province announced on Dec 16: “Throughout December to mid-January, two million rapid tests will be provided free of charge at pop-up testing sites in high-traffic settings such as malls, retail settings, holiday markets, public libraries and transit hubs, as well as providing vaccine education. Pop-up teams will be deployed at locations across the province...”

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

- The Board Chair attended the OLS Board assembly meeting.
- The Board Chair met with the CEO
- The CEO attended the Ground Breaking for the MURC

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

- The Friends have had a request for 8 of the Friends of the Library bags for the CYS department at the Library for book deliveries and have approved that request
- The Book a Friend initiative is ongoing and is picking up
- The Friends would like to note that it is required you be a resident of Georgina to either nominate someone and to receive a nomination

Moved by Nancy Rodrigues, Seconded by Rita Beechey

**RESOLUTION NO. GLB-2021-111**

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

**Carried.**

**13. Old Business**

- a. None

**14. New Business**

- a. Board Assembly update

The Board Chair provided a verbal update about the Board Assembly meeting attended in November

- b. Policy Review: Board Recognition

Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

**RESOLUTION NO. GLB-2021-112**

That the Board Recognition Policy be accepted as amended

**Carried.**

**15. Other Business For Which No Notice Has Been Given**

- a. March 2022 Board meeting date

Moved by Adrienne McDowell, Seconded by Dave Neeson

**RESOLUTION NO. GLB-2021-113**

That the March 2022 Board meeting date be changed to the 24<sup>th</sup> of the month

**Carried.**

D. Neeson provided an update to the Board members on the Federation of Ontario Public Libraries (FOPL) Government Relations Working Group meeting that was held on November 19<sup>th</sup>, 2021.

The communications received in the meeting were primarily surrounding the committee's priorities for the upcoming year, which include:

1. the expansion of First Nations Libraries,
2. sustainable funding under the Public Library's Operating Grant (PLOG), and
3. a commitment from the Ontario government to the Ontario Digital Public Library investment

The group advised that they were planning to, in the the last week of November, meet with Liberal Party leaders to voice these concerns.

Moved by Nancy Rodrigues, Seconded by Bobbi Sabatini

**RESOLUTION NO. GLB-2021-114**

Motion to accept the verbal report as presented

**Carried.**

**16. Closed Session** - *None*

**17. Next Meeting Date /Time**

January 20, 2022 @ 7:00 p.m. - Zoom

**18. Adjournment**

Moved by Bobbi Sabatini, Seconded by Leslie Johnstone

**RESOLUTION NO. GLB-2020-115**

That the Georgina Public Library Board meeting of December 16, 2021 adjourn at 7:00 p.m.

**Carried.**

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Board Chair

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Recording Secretary



## **JOINT BRANCH REPORT - DECEMBER 2021**

Submitted by: Amy Knifton – Manager, Library Collections  
Becky George - Manager, Library eServices  
Sarah James - Manager, Library Customer Experience

### **COMMUNITY CONNECTIONS**

- Nothing to report

### **SPACES**

- Holiday hours are in effect – the branches will be open Christmas eve and New Years' eve 10 am -12pm.
- Some soft seating has returned to each branch, inviting patrons to stay for longer periods of time. Seating remains socially distanced, and there are a few patrons returning to use the library for studying and computers.

### **PEOPLE AND LEADERSHIP**

- Sarah James, Manager, Library Customer Experience has joined the team as of December 13. She will spend her first few weeks in Keswick.
- Dana Kibble, student, began work in the Pepperlaw branch as of December 14.
- 3 more internal postings opened and closed for library assistants. Review of candidates and interviews will occur in early January.

### **COLLECTION AND PROGRAMS**

- Pepperlaw and Sutton Book Clubs met via Zoom for the month of December.
- Many new items are arriving for the collection, however some backlogs persist (large print, board books, and some audiobooks on CD). Overall, ~\$127,000 purchased and 8,200 new items shipped. There are still around 1,000 items still on order (as of December 31, 2021). Most spending has been completed and refreshes are well underway and shelved for mass market paperbacks, harlequins, and westerns. Plans are in motion for 2022 with the vendor.
- A final purchase for ebooks and e-audiobooks via Overdrive was completed before the end of the month, bringing the total spent for 2021 to nearly \$6,000 as budgeted. Overall in 2021, 301 new copies (183 titles) were purchased for Georgina patrons - with 45 new e-audiobooks and the remainder ebooks. To note, e-audiobooks are significantly more expensive than an ebook – similar dollar amounts spent, but fewer copies.
- Interlibrary loan is temporarily suspended due to staffing changes, and normal holiday closures. AmyK hopes to have the position filled, and services resuming in early 2022.

- Theme kits have returned to circulation after removal from the collection at the beginning of the pandemic. Some have been very well loved and will need refreshing in the new year.
- AmyK has purchased several new sets of board books to assist the programming team with new babytime themes and stories.
- The DVD collection has undergone a maintenance project, with some well used DVDs retiring and some replacements ordered.

Dates	Program Name	Platform/format	Total views/ participants
Various dates	One-on-one technology help (eServices)	Email, chat, phone	23
December 7	Pefferlaw Book Club	Zoom	7
December 7	Sutton Book Club	Zoom	8
December 16	Pinecone Ornament Craft	Facebook	11 participants live/ 80views on Facebook
Previous uploads	All recorded videos, re-watched in December		28
		<b>TOTAL</b>	<b>77</b>

## TECHNOLOGY

- Bibliocore/new catalogue launch -- Dec 20
  - We have received a mix of comments from the community, many positive with people liking the updated look and feel, better searching, and more features. The negative feedback we are receiving just relates to why we made this change and a bit of a learning curve for accessing their account information.
  - Feedback received Dec. 22: "I love the new online experience in my accounts..thanks", and on Jan. 4: "I love the new interface!"
  - Staff training and instructions for the public on use of the new catalogue was completed.

- We will continue to roll-out additional features of the new catalogue in the months ahead, including ebook/audiobook integration and staff lists to promote our collections.

**January**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	2,831	544	-	48	118		0	3,541
Pefferlaw	518	139	-	-	122		0	779
Sutton	2,228	373	-	-	59		0	2,660
CYS			14	1,182	0			1,182
eBranch	6,215	9,166	73	1,017		29,322		45,720
<b>Total</b>	<b>11,792</b>	<b>10,222</b>	<b>87</b>	<b>2,247</b>	<b>299</b>	<b>29,322</b>	<b>0</b>	<b>53,882</b>

**February**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	3,276	589	-	52	116		0	4,033
Pefferlaw	825	152	-	-	132		0	1,109
Sutton	2,001	311	-	-	48		0	2,360
CYS			31	969	0			969
eBranch	5,666	8,364	57	505		31,820		46,355
<b>Total</b>	<b>11,768</b>	<b>9,416</b>	<b>88</b>	<b>1,526</b>	<b>296</b>	<b>31,820</b>	<b>0</b>	<b>54,826</b>

**March**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	3,912	719	-	32	308		0	4,971
Pefferlaw	733	172	-	-	77		3	985
Sutton	2,717	370	-	-	110		0	3,197
CYS			23	1,461	0			1,461
eBranch	6,264	9,715	11	363		30,793		47,135
<b>Total</b>	<b>13,626</b>	<b>10,976</b>	<b>34</b>	<b>1,856</b>	<b>495</b>	<b>30,793</b>	<b>3</b>	<b>57,749</b>

**April**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	4,088	697	0	0	324		0	5,109
Pefferlaw	953	205	0	0	92		1	1,251
Sutton	2,461	378	0	0	62		0	2,901
CYS			13	156	0			156
eBranch	6,144	9,358	27	247		31,545		47,294
<b>Total</b>	<b>13,646</b>	<b>10,638</b>	<b>40</b>	<b>403</b>	<b>478</b>	<b>31,545</b>	<b>1</b>	<b>56,711</b>

**May**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	4,012	728	0	0	253		0	4,993
Pefferlaw	724	185	0	0	77		0	986
Sutton	2,455	354	0	0	61		0	2,870
CYS			29	145	0			145
eBranch	6,393	8,742	26	291		27,679		43,105
<b>Total</b>	<b>13,584</b>	<b>10,009</b>	<b>55</b>	<b>436</b>	<b>391</b>	<b>27,679</b>	<b>0</b>	<b>52,099</b>

**June**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	3,963	794	0	0	290		2	5,049
Pefferlaw	606	173	0	0	88		0	867
Sutton	2,430	395	0	0	69		0	2,894
CYS			20	2,371	0			2,371
eBranch	6,271	9,286	5	122		30,092		45,771
<b>Total</b>	<b>13,270</b>	<b>10,648</b>	<b>25</b>	<b>2,493</b>	<b>447</b>	<b>30,092</b>	<b>2</b>	<b>56,952</b>

**July**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	6,224	1,568	0	0	352		133	8,277
Pefferlaw	746	220	0	0	105		18	1,089
Sutton	1,200	217	0	0	41		0	1,458
CYS			49	1,662	0			1,662
eBranch	5,965	9,960	19	307		744		16,976
<b>Total</b>	<b>14,135</b>	<b>11,965</b>	<b>68</b>	<b>1,969</b>	<b>498</b>	<b>744</b>	<b>151</b>	<b>29,462</b>

**August**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	7,183	2,171	0	0	492		175	10,021
Pefferlaw	828	351	1	0	108		23	1,310
Sutton	1,278	173	0	0	62		0	1,513
CYS			36	1,181	0			1,181
eBranch	6,186	8,174	70	431		21,409		36,200
<b>Total</b>	<b>15,475</b>	<b>10,869</b>	<b>107</b>	<b>1,612</b>	<b>662</b>	<b>21,409</b>	<b>198</b>	<b>50,225</b>

**September**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	7,461	1,975	0	0	605		95	<b>10,136</b>
Pefferlaw	833	300	1	0	135		0	<b>1,268</b>
Sutton	3,016	692	0	0	125		3	<b>3,836</b>
CYS			31	307	12			<b>319</b>
eBranch	5,724	9,236	49	392		21,853		<b>37,205</b>
<b>Total</b>	<b>17,034</b>	<b>12,203</b>	<b>81</b>	<b>699</b>	<b>877</b>	<b>21,853</b>	<b>98</b>	<b>52,764</b>

**October**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	7,150	1,854	0	0	608		65	<b>9,677</b>
Pefferlaw	1,209	412	0	0	111		10	<b>1,742</b>
Sutton	3,170	207	0	0	144		8	<b>3,529</b>
CYS			0	0	13			<b>13</b>
eBranch	5,870	8,964	37	121		23,827		<b>38,782</b>
<b>Total</b>	<b>17,399</b>	<b>11,437</b>	<b>37</b>	<b>121</b>	<b>876</b>	<b>23,827</b>	<b>83</b>	<b>53,743</b>

**November**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	7,097	1,574	0	0	585		43	<b>9,299</b>
Pefferlaw	679	416	0	0	87		10	<b>1,192</b>
Sutton	2,988	1,405	0	0	136		9	<b>4,538</b>
CYS			0	0	7			<b>7</b>
eBranch	5,508	8,416	22	85		20,428		<b>34,437</b>
<b>Total</b>	<b>16,272</b>	<b>11,811</b>	<b>22</b>	<b>85</b>	<b>815</b>	<b>20,428</b>	<b>62</b>	<b>49,473</b>

**December**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	6,132	1,686	0	0	533		0	<b>8,351</b>
Pefferlaw	794	357	0	0	155		3	<b>1,309</b>
Sutton	3,499	1,335	0	0	105		5	<b>4,944</b>
CYS			0	0	4			<b>4</b>
eBranch	5,306	5,815	24	113		19,726		<b>30,960</b>
<b>Total</b>	<b>15,731</b>	<b>9,193</b>	<b>24</b>	<b>113</b>	<b>797</b>	<b>19,726</b>	<b>8</b>	<b>45,568</b>

**2021 TOTALS**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library
Keswick	63,329	14,899	0	132	4,584		513	<b>83,457</b>
Pefferlaw	9,448	3,082	2	0	1,289		68	<b>13,887</b>
Sutton	29,443	6,210	0	0	1,022		25	<b>36,700</b>
CYS			246	9,434	36			<b>9,470</b>
eBranch	71,512	105,196	420	3,994		289,238		<b>469,940</b>
<b>Total</b>	<b>173,732</b>	<b>129,387</b>	<b>668</b>	<b>13,560</b>	<b>6,931</b>	<b>289,238</b>	<b>606</b>	<b>613,454</b>

## Georgina Public Libraries Circulation & Active User Statistics

**2021**

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	2,831	2,228	518	6,053	11,630	13,344	
February	3,276	2,001	825	5,581	11,683	13,159	
March	3,912	2,717	733	6,073	13,435	13,036	
April	4,088	2,461	953	6,005	13,507	12,855	
May	4,012	2,455	724	6,175	13,366	12,742	
June	3,963	2,430	606	6,075	13,074	12,675	
July	6,224	1,200	746	5,871	14,041	12,107	SN closure & temp curbside location (roofing)
August	7,183	1,278	828	6,186	15,475	11,927	
September	7,461	3,016	833	5,666	16,976	11,783	SN back in-branch Aug 31
October	7,150	3,170	1,209	5,488	17,017	11,643	
November	7,097	2,988	679	5,313	16,077	11,497	
December	6,132	3,499	794	5,306	15,731	11,384	
<b>TOTALS</b>	<b>63,329</b>	<b>29,443</b>	<b>9,448</b>	<b>69,792</b>	<b>172,012</b>		
<b>Averages</b>	<b>5,277</b>	<b>2,454</b>	<b>787</b>	<b>5,816</b>	<b>14,334</b>	<b>12,346</b>	Active members lower than in past years due to past calculation errors. See comment for further details.

**2020**

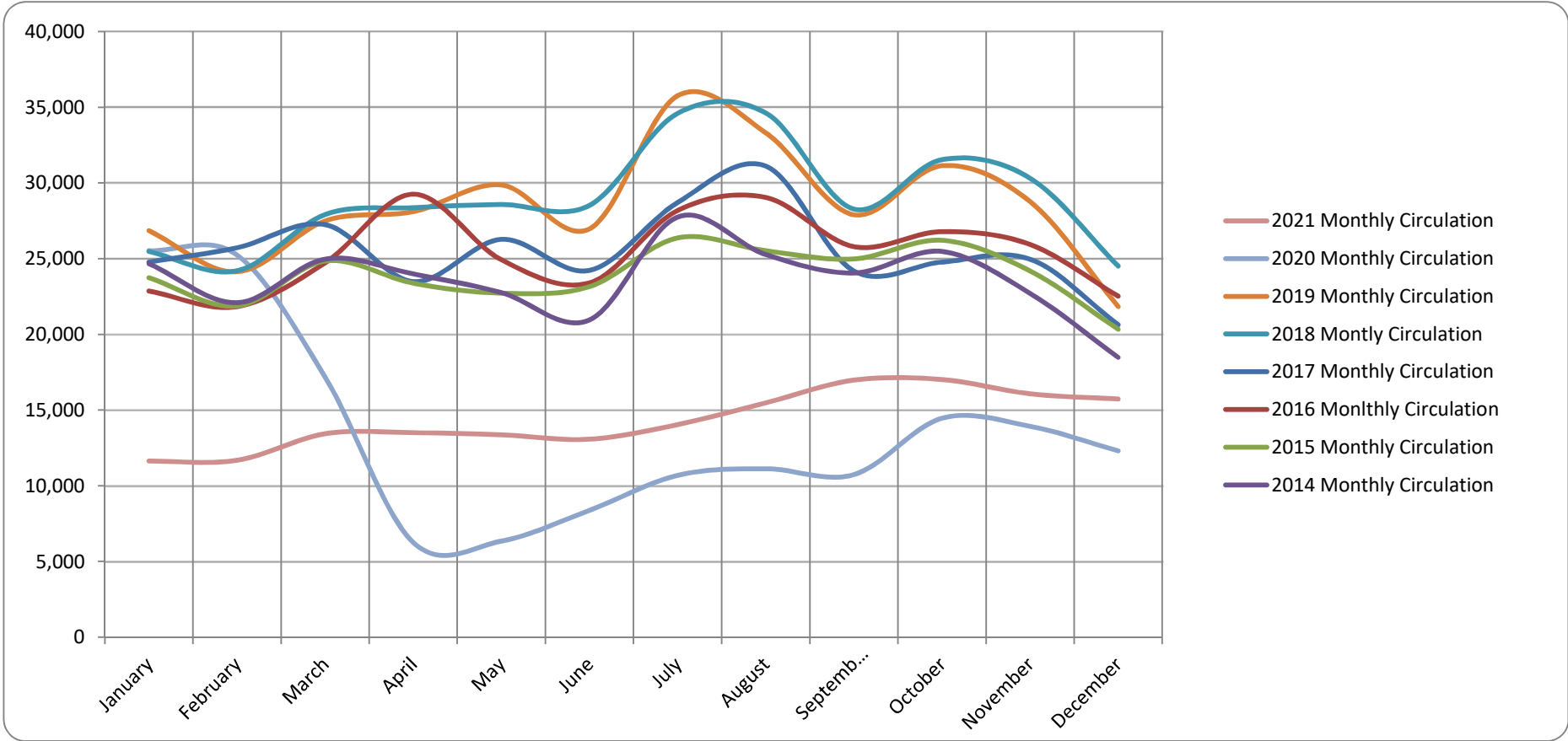
Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	12,578	6,057	1,714	5,176	25,525	15,264	
February	13,396	5,795	1,496	4,551	25,238	15,432	
March	7,170	3,986	769	5,251	17,176	16,072	
April	51	26	0	6,180	6,257	16,074	online renewals
May	10	0	23	6,315	6,348	16,078	online renewals
June	1,215	994	285	5,883	8,377	16,086	
July	2,644	1,729	391	5,925	10,689	16,104	
August	2,743	2,052	459	5,873	11,127	16,106	
September	3,842	597	523	5,771	10,733	16,131	Sutton closed for most of Sept for carpet & desk
October	6,285	1,898	684	5,592	14,459	16,221	
November	5,010	2,617	677	5,624	13,928	16,260	
December	4,058	1,936	632	5,678	12,304	16,291	
<b>TOTALS</b>	<b>59,002</b>	<b>27,687</b>	<b>7,653</b>	<b>67,819</b>	<b>162,161</b>		
<b>Averages</b>	<b>4,995</b>	<b>2,341</b>	<b>638</b>	<b>5,649</b>	<b>13,623</b>	<b>15,984</b>	



# 2019

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	14,082	6,951	1,737	4,076	26,846	13,884	
February	13,164	5,297	1,725	3,936	24,122	14,021	
March	15,072	6,418	1,789	4,214	27,493	14,232	
April	15,146	7,538	1,458	3,962	28,104	14,447	
May	15,646	8,056	1,942	4,222	29,866	14,583	
June	15,402	5,776	1,789	3,999	26,966	15,312	SN circ decline due to no school CKO's
July	21,069	8,148	2,105	4,428	35,750	15,612	SRC
August	19,238	7,135	2,287	4,652	33,312	15,726	
September	15,000	6,672	1,706	4,514	27,892	15,869	
October	15,321	9,043	1,870	4,904	31,138	16,016	
November	14,368	8,169	1,438	4,793	28,768	16,145	
December	11,207	5,102	1,124	4,401	21,834	16,227	
<b>TOTALS</b>	<b>184,715</b>	<b>84,305</b>	<b>20,970</b>	<b>52,101</b>	<b>342,091</b>		
<b>Averages</b>	<b>15,773</b>	<b>7,200</b>	<b>1,804</b>	<b>4,336</b>	<b>29,114</b>	<b>15,077</b>	

**2014 - 21 Annual Total Circulation By Month Comparison**



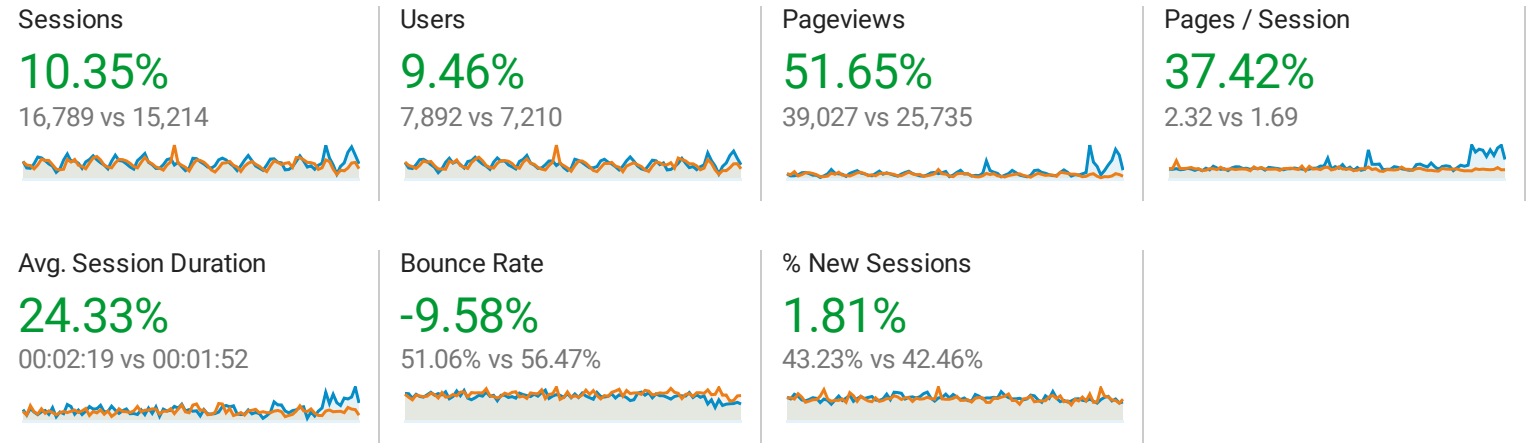
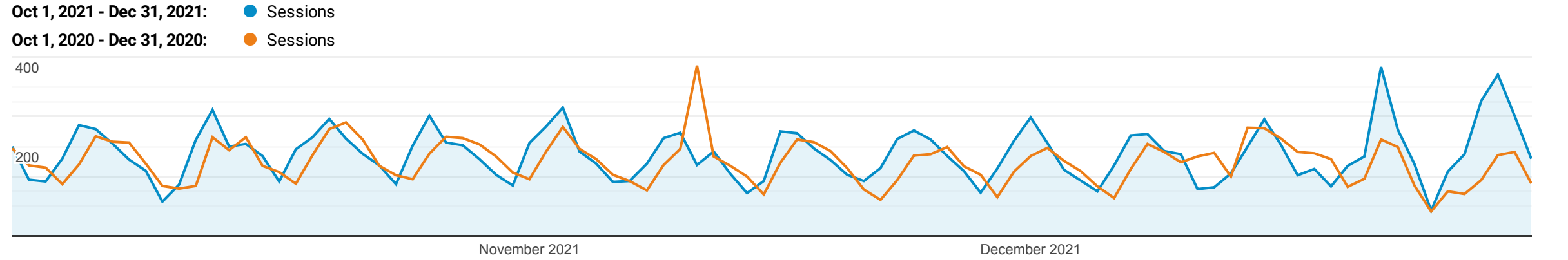
Audience Overview

All Users  
+0.00% Sessions

Oct 1, 2021 - Dec 31, 2021

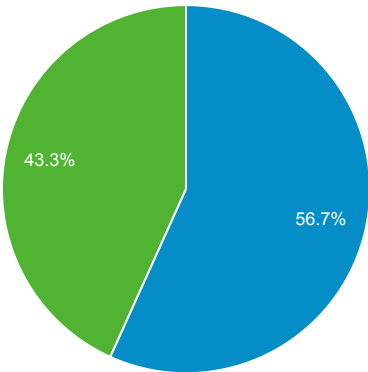
Compare to: Oct 1, 2020 - Dec 31, 2020

Overview

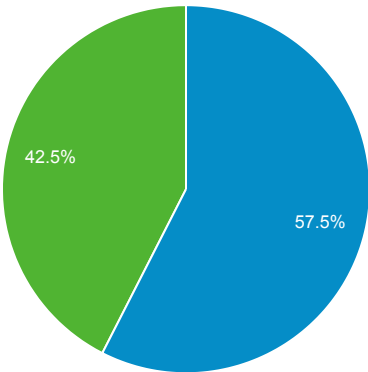


Returning Visitor   New Visitor

Oct 1, 2021 - Dec 31, 2021



Oct 1, 2020 - Dec 31, 2020



Language	Sessions	% Sessions
1. <a href="#">en-ca</a>		
Oct 1, 2021 - Dec 31, 2021	7,429	44.25%
Oct 1, 2020 - Dec 31, 2020	4,509	29.64%
% Change	64.76%	49.30%
2. <a href="#">en-us</a>		
Oct 1, 2021 - Dec 31, 2021	7,220	43.00%
Oct 1, 2020 - Dec 31, 2020	7,655	50.32%
% Change	-5.68%	-14.53%
3. <a href="#">en-gb</a>		
Oct 1, 2021 - Dec 31, 2021	1,371	8.17%
Oct 1, 2020 - Dec 31, 2020	1,303	8.56%
% Change	5.22%	-4.65%
4. <a href="#">en-CA</a>		
Oct 1, 2021 - Dec 31, 2021	282	1.68%
Oct 1, 2020 - Dec 31, 2020	0	0.00%
% Change	100.00%	100.00%
5. <a href="#">en</a>		
Oct 1, 2021 - Dec 31, 2021	243	1.45%
Oct 1, 2020 - Dec 31, 2020	1,540	10.12%
% Change	-84.22%	-85.70%
6. <a href="#">zh-cn</a>		
Oct 1, 2021 - Dec 31, 2021	94	0.56%
Oct 1, 2020 - Dec 31, 2020	64	0.42%
% Change	46.88%	33.10%
7. <a href="#">en-au</a>		

7. <a href="#">en-fa</a>	Oct 1, 2021 - Dec 31, 2021	32		0.19%
	Oct 1, 2020 - Dec 31, 2020	15		0.10%
	% Change	113.33%		93.32%
8. <a href="#">ko-kr</a>	Oct 1, 2021 - Dec 31, 2021	21		0.13%
	Oct 1, 2020 - Dec 31, 2020	15		0.10%
	% Change	40.00%		26.87%
9. <a href="#">es-419</a>	Oct 1, 2021 - Dec 31, 2021	15		0.09%
	Oct 1, 2020 - Dec 31, 2020	2		0.01%
	% Change	650.00%		579.64%
10. <a href="#">ko</a>	Oct 1, 2021 - Dec 31, 2021	13		0.08%
	Oct 1, 2020 - Dec 31, 2020	1		0.01%
	% Change	1,200.00%		1,078.05%

## 2021 Work Plan – December 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	<ul style="list-style-type: none"> <li>• In support of the MURC Discovery Branch. Tender awarded at Town Council June 23, 2021. Intending to break ground fall 2021.</li> <li>• Councillor Neeson connected with FOPL Government Advocacy Working Group (Sept 2021).</li> </ul>
2019 Annual Report	Val Stevens	Q3-2020	Q1-2021	Complete	Delivered March 2021
2020 Annual Report	Val Stevens	Q2	Q3	Complete	Delivered October 2021
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	2022?	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. Updated projected end to 2022.
Library & School Boards Agreement on Sutton Branch	Val Stevens	Q1-2019	2022?	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer. Likely on hold due to pandemic. Updated projected end to 2022.
MoU between Library Board & Town	Val Stevens	Q4-2020	Q1-2022	In Progress	Memorandum of Understanding between Library Board and Town. Meeting planned with ToG on Dec 15, 2021; continued work on draft. Updated projected end to Q1-2022.
Board Evaluation	Board Chair	Q2	Q3	Complete	

## Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	Q3-2023	In Progress	Ground breaking on Nov 10, 2021.
Mobile Hotspots	Manager, Library eServices	Q1	Q1	Complete	Delivered February 2021
Security Camera Installation	Town Facilities/ Manager, Library Cust. Exp.	Q1 2022	Q4 2022		Facilities dept. is very busy right now; planning has not yet begun. Deferred to 2022.
Teen area-Keswick branch	Manager, Comm. Engagement	Q2-2021	Q3-2022	Deferred from 2020	Delayed due to pandemic
Pefferlaw children's area furniture	Manager, Comm. Engagement	Q4-2020	Q3	Complete	Deliveries received July 2021.
iPad for Programming	Manager, Library eServices	Q4-2020	Q1-2021	Complete	
Update self-check units	Manager, Library eServices	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	Manager, Comm. Engagement	Q1	Q3	Complete	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	Manager, Comm. Engagement	Q1	Q4-2021	Complete	Adult Programming Library Assistant started Oct. 2021

## Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Circulating Mobile Hotspots	Manager, Library eServices	Q1	Q1	Complete	Launched April 28, 2021

## Georgina Public Library

### Financial Statement - December 2021

Date: January 11, 2022

	2021 Actuals	2021 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
<b>Revenue</b>						
Town Grant	2,530,040.00	2,530,040	-	100%	100%	Pro-rated
Provincial Grants	62,600	62,600	-	100%	100%	Pro-rated
Misc Grants	8,342	9,240	898	90%	100%	
School Board Revenue	58,500	58,500	-	100%	100%	Pro-rated
Donations	2,285	1,800	(485)	127%	100%	\$500 donated by Kathy Foch for SRC prizes
Fines	1,386	27,100	25,714	5%	100%	
Misc Fees	111	3,100	2,989	4%	100%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	531	8,500	7,969	6%	100%	
Program Registrations	-	4,200	4,200	0%	100%	
Book Sale	99	2,400	2,301	4%	100%	
Room Rentals	-	4,100	4,100	0%	100%	
Provision from Reserve	-	-	-	100%	100%	
<b>Total Revenues</b>	2,663,895	2,711,580	47,685	98%	100%	
<b>Expenses</b>						
Salaries & Benefits	1,634,368	1,895,850	261,482	86%	100%	
Library Board	3,720	4,800	1,080	78%	100%	
Library Operations	191,527	359,380	167,853	53%	100%	Utilities, cleaning, courier, supplies, etc.
Training	10,547	18,800	8,253	56%	100%	
Collections	185,333	228,520	43,187	81%	100%	
Telecommunications	20,085	30,040	9,955	67%	100%	
Covid-19 Expenses	7,116	-	(7,116)	N/A	N/A	No allotted budget
Misc	4,267	3,300	(967)	129%	100%	
Contribution to Reserve	170,890	170,890	-	100%	100%	Pro-rated
<b>Total Expenses</b>	2,227,853	2,711,580	483,727	82%	100%	
<b>Net</b>	436,042	-	(436,042)			



# Georgina Public Library Board Policy Manual

## Policy Title: Health and Safety Policy

### ***Intent***

Georgina Public Library acknowledges its responsibility to provide and maintain a safe and healthy work environment for our staff. In compliance with federal and provincial legislation, the Georgina Public Library Board adopts the Town of Georgina's Health and Safety Policy and its accompanying policies and statement, as amended from time to time.

POLICY HISTORY:	
Board Adoption:	June 17, 2021
<u>Board Review:</u>	<u>January 20, 2022</u>



**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 4<sup>th</sup> of January, 2022

  
Ryan Cronsberry  
Chief Administrative Officer

  
Margaret Quirk, BA Sc.  
Mayor

# 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; <a href="#">January 20, 2022</a>



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

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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, 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**

## **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 4<sup>th</sup> of January, 2022

Ryan Cronsberry  
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 4<sup>th</sup> of January, 2022

  
Ryan Cronsberry  
Chief Administrative Officer

  
Margaret Quirk, BA Sc.  
Mayor