

Working Alone Procedure

Boyle Public Library

Date Approved: September 22, 2020

Purpose

General outline for the day-to-day functions of the working alone policy. The Hazard Mitigation Procedure will deal with specific hazards and the mitigation strategy. This document is considered a live document and will be updated as necessary by the Library Board and Library Manager jointly.

General

- “Come Have Coffee”
 - This is a coded message to village staff on the phone for when you are feeling unsafe
- The Library hours have been amended to coincide with the Village of Boyle Office Hours. As such Library staff can contact Village staff in the event of emergency for assistance. The phone number of the village office is kept at the circulation desk.
 - If it is a health emergency say so directly.
 - If it is a person who makes you feel uneasy or unsafe call the village and say “Hey _____, Come have a coffee with me”.
- If an employee is working alone outside of regular Library hours, that person shall notify the Library Manager, Board Chair or designated person that they are working alone.
- Staff should be aware of who is entering the Library at all times.
 - Trust your instincts, if you are feeling uneasy contact the village office for someone to “come have coffee”.
- Money is to be kept in a locked cabinet. When dealing with cash it needs to be put away quickly, out of sight of patrons.
- Do not use the back door to let anyone in.
- Avoid blocking line of sight on the circulation desk, displays should not make it difficult to see your surroundings.
- Use furniture as intended and proper tools for the jobs at hand e.g. step stool or step ladder.
 - If possible any tasks involving climbing or heavy lifting or shelving should be done when there is assistance available.

- Do not stack items on top of furniture when possible to prevent items from toppling over.
- Cords are secured and taped down on the floor to reduce tripping hazards.
- Emergency Call chain (Library Manager, Board Chair, Village Office, Designated person) must be placed in plain view of the staff.
- New staff and volunteers will be orientated and trained on the Working Alone Policy and Procedures.
- Staff are expected to inform the Library Manager of any safety concerns they may have with any of the reporting systems. Concerns deemed significant should be reported to the Board Chair for discussion.
- If a situation arises that would endanger the workers personal safety, the worker is to:
 - Avoid confrontation with the offender and flee.
 - Notify the police.
 - Notify the emergency call chain.
 - Report all work site incidents by filling in an incident report within 24 hours of the event.
- Closing Time:
 - Make sure all patrons have left the premises at closing time.
 - Lock the doors, then follow end of day procedures.
 - If you are uneasy contact the village staff to walk out with you
 - Report suspicious activity to the RCMP.
- When travelling out of the office, the Library Manager or Board Chair should know the following details:
 - Destination.
 - Estimated time of arrival.
 - Return time or date.
 - Contact information.
 - Alternate plans in the event of bad weather, traffic problems, etc.