

#### 4.4. Grievance and Conflict Resolution

**Created** 11/08

**Revised** 05/17

Library personnel have a means of safely presenting any grievances or conflicts should they arise.

##### **Guidelines & Procedures**

- An employee or volunteer, having a grievance or concern arising from the interpretation, application, operation or alleged violation of the conditions of employment or other matter(s) relating to her/his employment, should first discuss the concern with the Library Manager to resolve the matter. If the Library Manager has a concern, he/she should discuss the matter with the Board Chairperson.
- If the grievor and the Library Manager or the Library Manager and the Board Chairperson cannot resolve the issue, a full written record of the concern should be made to the Board within 5 days of the discussion.
- The Board shall then act as the Grievance Committee. A written response or decision shall be forwarded to the grievor within 10 days of the original written concern being received.
- If the response or decision of the Board is unsatisfactory to the concerned parties, he/she has the right to appeal to the Alberta Labour Relations Board or other organizations as applicable.

#### 4.5. Health & Safety

**Created** 04/06

**Revised** 09/17

The Board strives to create and maintain a safe workplace to minimize and/or prevent occupational injuries, illnesses, and accidents for all library personnel. The Board is required to comply with Occupational Health and Safety Act, Occupational Health and Safety Code and its regulations.

The Board will establish and enforce programs and procedures to reduce the risk of occupational injuries, illnesses, and accidents as well as minimize and/or prevent violence and unacceptable behaviour in the workplace to foster the safety and security of employees and visitors.

##### **Definitions**

“Violence” may mean any of the definitions below:

- a) Library personnel are threatened or assaulted on the library premises or while executing job duties.
- b) Library personnel threaten or assault other personnel or a library visitor while executing job duties.
- c) A library member or visitor is threatened or assaulted on the library premises

##### **Guidelines and Procedures**

The Library Manager will:

- Examine and identify safety risks and ensure that library personnel are aware of potential risks.
- Ensure that working conditions are safe and suitable for library personnel. The Library Manager may close the Library at their discretion in the case of inclement weather that poses a risk to library personnel and visitors.