

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.

- Ensure an effective means of communication, and other security measures shall be available to all library personnel who work alone or in isolation.
- Develop and publish a comprehensive Emergency Response Manual for library personnel ensuring that appropriate health and safety standards are implemented in accordance with Alberta statutes.
- Ensure that employees receive proper medical treatment when injured and that accident and injury reports are properly prepared and issued.

Library personnel will:

- Report any incident of violence in the workplace to the Library Manager and complete and incident report.
- Ensure they are working safely and in compliance with accepted safe work practices, procedures, and legislated health and safety standards.
- Ensure the safety of all visitors to the Library premises by following the guidelines in the Emergency Response Manual.

4.6. Working Alone	Created 03/18
	Revised

The Board recognizes that there may be times where an employee may be required to work alone in the Library. This may include but may not be limited to:

- Working when additional staff support is not readily available
- Being at the library after everyone has left for the day, or coming into the library before opening hours,
- Driving alone to or from library outreach and professional development locations.

Guidelines & Procedures

Whenever possible, Library personnel will:

- Notify the Library Manager if they intend on being in the Library outside of regular operational hours.
- Know how to reach the Town after hours emergency contact person.
- Adhere to safe working procedures.

Whenever possible, the Library Manager will:

- Identify and assess situations where working alone may be required.
- Maintain open communication with personnel who are required to work alone.
- Work with library personnel to develop safe work procedures.

4.7. Leave	Created 03/18
	Revised

The Board recognizes the need to provide leave to library personnel on a variety of occasions. Any leave of absence utilized for purposes other than that for which the leave was granted may be grounds for dismissal.