Mississippi Mills Public Library

Policy Type:	**Operational**	Policy Number:	**OP-17**
Policy Title:	**Safety, Security and Emergencies in the Library** (includes Appendix: MMPL Crisis Communication Management Plan)	Initial Policy Approval Date:	**April 27, 2016**
		Last Review/ Revision Date:	**Sept. 13, 2023**
		Year of Next Review:	**ANNUAL**

The Mississippi Mills Public Library Board (MMPL) is committed to providing a safe and secure environment for staff, volunteers and members of the public who use the Library. The Board also acts to protect and secure library property.

1. The Board, CEO/Chief Librarian, and Library employees share the responsibility to ensure a safe and secure place for the public.

2. The Board requires individual staff member to take responsibility for his or her own safety, as well as that of the library user.

3. All Board members, staff and volunteers will take initiative on public safety issues and will work to solve problems and make improvements on an ongoing basis.

4. The Board ensures that funding, time and resources are dedicated to training the staff in safety, security and emergency procedures.

5. The CEO develops written safety and security <u>programs</u> that include procedures, implementation plans, enforcement, and reporting for prevention and mitigation of:
   a) harassment and violence (see also relevant policies: HR-02, HR-03 and HR-09) that compromise the safety and health of staff and the public
   b) safe work practices, including WHMIS, ergonomics, working alone, and indoor air quality
   c) crime
   d) disasters that threaten collections, furniture and equipment, including fire and flood

6. Staff members will enforce the *Conduct of Patrons* (OP-05) policy in order to ensure safety and security in the Library.

7. In accordance to *Ontario Regulation 191/11 Integrated Accessibility Standards*, all emergency procedures, plans or public safety information will be made available to the public in an accessible format or with appropriate communication supports, upon request.

8. Closing the Library may be necessary in emergencies or catastrophes including, but not limited to, extreme weather and power failure. The primary consideration is the safety of all persons in the building and on the property. The CEO or designate will determine when to close the Library during an emergency.

9. The Library cooperates with other agencies responsible for health and safety and local emergency preparedness (e.g., Leeds, Grenville and Lanark District Health Unit).

   The Mississippi Mills Public Library also follows the Municipality of Mississippi Mills Policies and Procedures for Health and Safety. The Municipality's Guidelines and Checklists for Health and Safety are maintained in a binder at the Library and regulated inspections are conducted by a staff member as required.

RELATED DOCUMENTS

- Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
- Ontario Regulation 191/11 Integrated Accessibilities Standards s. 13
- Emergency Management and Civil Protection Act (EMCPA) Ontario Regulation 263/20
- Mississippi Mills Public Library Policies
- Ontario Library Service, Trillium Public Library: Sample Policies

APPENDIX

CRISIS COMMUNICATION MANAGEMENT PLAN
Mississippi Mills Public Library

This plan creates a structure for communicating with stakeholders and media in the event of a crisis at the Library.

POSSIBLE CRISES

- criminal charges of a staff member
- allegations of harassment or bullying
- allegations of physical, mental or sexual abuse
- death/injury of patron in the library
- public protest about library's collections, programs or meeting room policy

CRISIS TEAM

- Chair (spokesperson-policy)
- CEO/Chief Librarian (spokesperson-operations)
- Vice-Chair (alternate spokesperson-policy)
- CEO designate (alternate spokesperson-operations)
- Library management team

OTHER CONTACTS

- Cyndy Woods – Mississippi Mills HR delegate
- Vince Panetta – vince-panetta@hicksmorley.com - t: 613.541.4003 (legal)

ACTIVATION

The Crisis Communication Management Plan can develop from several avenues:
- Email to staff or board member
- Phone call to staff or board member
- Social media post noticed by staff or board member
- In-person meeting including staff or board member

It is vital that staff and board members know how and when to activate the crisis management team. For information on how to decide if an incident is a crisis, see the "Possible Crises" list above. Board and staff members should not take it upon themselves to respond to a possible crisis, instead should use the steps below. If a board or staff member is concerned about an incident, but it is not on the list, follow the steps below anyway, and allow the Chair or CEO/Chief Librarian to decide.

Step 1 – As soon as possible, as conditions merit, telephone CEO/Chief Librarian and/or Library Board Chair. If neither are available, telephone Vice Chair, and then other staff members until contact is made, and information is passed on.

Step 2 – CEO/Chief Librarian and/or Library Board Chair will discuss the situation and together, find more information if required.

Step 3 – CEO/Chief Librarian and/or Library Board Chair will notify the board and staff that an event has occurred and that the Crisis Communication Management Plan has been activated.

Step 4 – Contact professional support part of the Crisis Management Team if required for legal, HR, grief support professional, communications and policy.

Step 5 – Develop an immediate communications plan possibly including:
- Pre-define initial statements - "We have implemented our crisis response plan, which places the highest priority on the health and safety of our patrons and staff."
- Press release
- Talking points for staff and Board members
- Email notification to members
- Spokesperson fully briefed on talking points, legal and policy issues

Step 6 – Build an Action Plan including:
- Financial considerations – emergency funding requirements
- Support structures – grief, fundraising, member support
- Communications – social media, how often to update board and members, press releases
- Purchasing
- Logistics – central meeting location, computer access
- Rest – it is important to build in times for the emergency management team to take a break

Step 7 – Continue to manage through the crisis:
- Work with the plan that was built
- Continue communicating with stakeholders until the crisis is resolved
- Send out a final communication to confirm once the crisis is resolved

CRISIS CONTACT LIST (groups to consider when sending communications)

- Crisis team
- Board
- Municipal Council and staff
- Neighbouring library systems
- Ontario Library Service
- News outlets and social media

RECORD KEEPING (CEO/Chief Librarian will update these when plan is approved and filed)

- Clearly identify where the Crisis Communication Management Plan and documentation is kept
- Clearly identify where contact list is kept, team list, stakeholders

DEBRIEF AND CONCLUSION

- Clearly identify lessons learned, and suggestions for changes to the Crisis Communication Management Plan. Include all incident stakeholders in debrief. Communicate all findings to crow@mississippimills.ca.
- Update the MMPL Crisis Communication Management Plan, if needed.