**HIGH PRAIRIE MUNICIPAL LIBRARY**

**BYLAW AND POLICY MANUAL**

**POLICY C-7**

**WORKING ALONE POLICY**

**BACKGROUND**

The Board recognizes there are times when staff will work alone. The safety of the Library staff is paramount, and the Board takes this responsibility seriously.

**POLICY**

The Board will cooperate, assess, and take steps to maintain safety of staff when working alone.

GUIDELINES

1. Facilities / Surrounding Area

* Ensure good lighting in the entrances, around the building, and parking lot
* Assess which entrances should be opened at night to minimize potential risks.
* Clear the main counter of accessible “weapons” like scissors, staplers, etc.
* Installed safety cameras

1. Staffing / Administration:

* Keep security a standing agenda item at staff meetings.
* Staff should be trained in assertiveness and the de-escalation of situations.

1. Staff Response:

* Call police, or ambulance as needed. Know the civic address of the library.
* Practice de-escalation of emergency skills. Respond sooner. Avoid use of empty threats.
* Enforce the Code of Conduct, policies, and procedures for all patrons consistently.
* Call schools or parents about behaviour issues, rather than only ask the problem to leave.
* If staff members face a menacing patron, they have the option of locking themselves in the manager’s office or they may leave the library and go next door, rather than defend the property.

Chairman: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Approval: November 16, 2013

Review Date: April 6, 2021