

# Madawaska Valley Public Library Policy Manual

Policy Type: Human Resources

Policy Number: HR-07

Policy Title: Workplace Harassment  
and Discrimination

Initial Approval Date: July 21, 2010  
Last Review / Revision Date: 2020  
Review Date: 2021

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## Objective

To establish guidelines to ensure that discrimination and harassment is not tolerated in the Township of Madawaska Valley Public Library (the Library) or at any location where library functions and services may be conducted.

## Scope

The Library recognizes the dignity and worth of every person and is committed to providing a workplace free from discrimination and harassment, and ensuring that any complaint is resolved quickly and with fairness and confidentiality.

Managers, supervisors, members of the Township of Madawaska Valley Public Library Board (the Board), staff, volunteers and clients are expected to uphold this policy. Workplace discrimination or harassment will not be tolerated from any person in the library including co-workers, Board members, supervisors, volunteers, clients and family members.

## Section 1: Discrimination

1. The Library adheres to Ontario *Human Rights Code* (HRC) with respect to rights of freedom from discrimination in employment; it states: “*Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*” HRC R.S.O. 1990, CHAPTER H.19 s. 5.1.
2. Discrimination may include abuse of authority or position of power as follows:
  - a. To endanger a staff member’s job
  - b. To undermine the performance of that job
  - c. To threaten the economic livelihood of a staff member
  - d. To interfere with or influence the career of a staff member in any way

## Section 2: Workplace Harassment

1. Within the Ontario *Human Rights Code*, every person who is a staff worker has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another staff member.
2. The Library recognizes the definition of workplace harassment as set out in the *Occupational Health and Safety Act* (OHSA) which defines “workplace harassment” as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known as unwelcome. As of September 2016, workplace harassment includes “workplace sexual harassment”, that is, engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or

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gender expression or making a sexual solicitation or advance and the person knows or ought reasonably to know that the solicitation, advance, comment or conduct is unwelcome.

3. The Ontario *Employment Standards Act* (ESA) prohibits employers and anyone acting on their behalf from harassing or penalizing a staff member in any way because the staff member asks the employer to comply with the ESA or asks the employer about employee rights under the ESA.
4. Prohibited harassment in the library workplace includes grounds under the Ontario *Human Rights Code* (race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability).
5. The *Occupational Health and Safety Act* does not prescribe the nature of harassment, however, prohibited harassment in the library workplace includes that which is personal in nature and not necessarily based on identification with a recognized group.
6. Harassment may include:
  - a. Making remarks, jokes or innuendos that demean, ridicule, intimidate or offend
  - b. Displaying or circulating offensive pictures or materials in print or electronic form
  - c. Bullying
  - d. Repeated offensive or intimidating phone calls or e-mails
  - e. Inappropriate sexual advances, suggestions or requests
7. Uninvited sexual touching will be considered assault and reported to police.
8. A reasonable action taken by a staff member or supervisor relating to the management and direction of workers or the workplace, within the conditions of the *Occupational Health and Safety Act* is not workplace harassment.

### Section 3: Responsibilities and False Reports

1. The Chief Executive Officer (CEO) must develop and maintain a workplace discrimination and harassment program. See Appendix A of this policy for a copy of the current program.
2. The workplace discrimination and harassment program will set out:
  - a. the process for dealing with and investigating complaints including how parties involved will be made aware of outcomes and corrective action and how confidentiality will be maintained
  - b. procedures for reporting incidents of workplace discrimination and workplace harassment including measures for reporting incidents to an outside source if necessary
  - c. A formalized training program, as required by Bill 132 and

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- d. the system for maintaining all associated records should an inspection by the Ministry of Labour or employee inquiries occur
3. The Board prohibits any form of retaliation against an employee who files a discrimination or harassment complaint or assists in the investigation of a complaint.
4. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.
5. This policy (HR-07) and the Workplace Discrimination and Harassment Program (HR07-Appendix A) will be:
  - a. Reviewed by the Board annually
  - b. Posted in the staff room

### Related Documents:

**Human Rights Code** R.S.O. 1990 CHAPTER H.19, section 5(1)

**Occupational Health and Safety Act** R.S.O. 1990, CHAPTER 0.1

**Bill 132:** An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Statutes of Ontario, 2016, Chapter 2)

**Bill 168:** An Act to amend the *Occupational Health and Safety Act* with respect to violence and harassment in the workplace and other matters. (Statutes of Ontario, 2009, Chapter 23)

Policy Number HR-08: **Prevention of Workplace Violence**

Policy Number OP-02: **Safety, Security and Emergency**

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## Appendix A

### Workplace Harassment and Discrimination Program

#### 1. Awareness of Discrimination and Workplace Harassment Policy and Program

The Workplace Harassment and Discrimination Policy (HR-07) will be included in the library's policy binder and will be posted in the staff area along with this Workplace Harassment Program (HR-07-Appendix A).

#### 2. Training on Discrimination and Workplace Harassment Policy and Program

All staff members and volunteers will receive information and instruction, if possible, on the contents of policy HR-07 and the related program, as part of the initial orientation and renewed on an annual basis. Each person will sign off that they received this training and this information will be included in the training records for library staff.

#### 3. Reporting Incidents of Workplace Discrimination and Harassment

The Board encourages any staff member or volunteer who believes that he or she has been subjected to discrimination or harassment to discuss the situation with the CEO. In the event that there is a complaint against the CEO or a conflict of interest, a complaint shall be filed with the Board Chair. The Board may conduct an investigation or designate an individual to investigate and issue a report.

At any time during a meeting or interview concerning a complaint, the staff member lodging the complaint has the right to be represented and accompanied by a person of his or her choice. The same right is also granted to the person against whom the complaint has been lodged.

The staff member with a complaint must provide written notes about the events leading up to the complaint which include:

- a) What happened – a description of the events or situation
- b) When it happened – dates and times
- c) Where it happened
- d) Who saw the incident, if anyone

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Any related documents or materials having to do with the complaint are to be made available.

In the case of harassment, information about the incident or complaint, including identifying information about any individual involved will be kept confidential unless disclosure is necessary for the purpose of investigation or taking corrective action, or required by the law.

### 3. Complaint Investigation and Resolution Procedures

An investigation that is appropriate in the circumstances will be conducted into incidents and complaints of harassment. The CEO will advise the person against whom the complaint has been lodged of the investigation. The library recognizes and acknowledges that, under Bill 132, an inspector from the Ontario Ministry of Labour has the power to order the library board, as employer, to have an impartial third party conduct an investigation at the library's expense, and report the outcome of their findings to the complainant.

The CEO or his or her designate begins a confidential investigation immediately and finishes within 30 days. Throughout the process, the investigator keeps all parties informed; interviews the staff concerned and witnesses; collects evidence; prepares a report; and informs the parties, in writing, of the decision and the underlying reasons for the decision.

The CEO is responsible for imposing any disciplinary or corrective measures.

Any staff member may file a complaint with the Ontario Human Rights Commission when the harassment or discrimination is related to one or more of the *Human Rights Code*'s prohibited grounds – race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, or disability.