



Health and Safety at Toronto Public Library

Employee and Labour Relations Committee

December 2, 2013





Health and Safety at Toronto Public Library

Presentation Content

1. Employee and Labour Relations Committee (ELRC) motions from September 12, 2013
2. Overview of Toronto Public Library's (TPL) Health and Safety (H&S) Program
 - Context for responses to ELRC motions
3. Responses to ELRC motions



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1. ELRC motions from September 12, 2013

That the Employee and Labour Relations Committee:

1. *Requests staff to report at the next meeting of the Employee and Labour Relations Committee on staff resources required to ensure that Toronto Public Library facilities do not have staff working in isolated areas, and costs associated with this, in consultation with the Union;*

2. *Requests staff to report to the next Employee and Labour Relations Committee on a new process for involving staff in the design process for branch renovation;*



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1. ELRC motions from September 12, 2013

That the Employee and Labour Relations Committee (cont'd):

3. *Requests the Director/Manager of Facilities to report on the installation of a secure door in the Main Street Branch requested by staff after past violent incidents;*

4. *Requests staff to report back on the concerns raised in the Toronto Public Library Workers Union, Local 4948 (CUPE) presentation – Slide No. 11 titled, “What We Don’t Do So Well”.*

2. Overview of TPL H&S Program

- Comprehensive – with programs in all legislated areas of workplace health and safety
- Meets all legislative requirements
- Review and consultation with Central and six (6) Regional Joint Health and Safety Committees (JHSC)
- Health and Safety Program is available on-line to all staff through ShareTPL
- On-line program is a resource for responding to Ministry of Labour visits and information requests



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The screenshot shows a Microsoft Internet Explorer window displaying the 'Health and Safety - Home' page of the Toronto Public Library. The page features a blue header with the library's logo and navigation links for Home, Collections Management, Human Resources, Public Service, and Support Services. A search bar is also present. The main content area is titled 'Human Resources/Health and Safety' and includes a brief description of the site's purpose, mentioning policies, forms, and reports. A 'Quick Links' sidebar on the left lists various documents and programs, such as Accident Investigation, AODA Individual Emergency Response Procedures, Critical Injuries, Ergonomics Team Documents, Ergonomics Team Minutes, Health and Safety Forms, JHSC Minutes, Joint Health and Safety Committee, Modified Work Program, Occupational Health and Safety Policy, WHMIS, Workplace Violence and Response, Workplace Violence Hazard Assessments, and WSIB. The status bar at the bottom indicates an 'Error on page.' and shows the system date and time as 4:31 PM.

2. Overview of TPL H&S Program

- Health and Safety Program includes:
 - JHSC Structure
 - WSIB
 - Workplace Inspections & Hazard Assessments
 - Fire Plans
 - Asbestos Management



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2. Overview of TPL H&S Program

- Health and Safety Program includes (cont'd):
 - Workplace Violence Prevention and Response
 - Critical Injuries response
 - Ergonomics
 - WHMIS
 - First Aid response

3. Response to ELRC motions

Motion 1

- Staff working in isolated areas:
 - Collective Agreement, Article 30.06:
 - 30.06 No working alone in branches

No employee in a branch shall work alone during hours open to the public. The Labour-Management Committee shall investigate situations where employees may be required to work alone in isolated areas

3. Response to ELRC motions

Motion 1

- Staff working in isolated areas (cont'd):
 - Concerns also addressed during workplace inspections and hazard assessments
 - On-going monitoring and reporting required
 - H&S principle: No employee is expected to place herself in harm's way



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3. Response to ELRC motions

Motion 2

Process for involving staff in design process for branch renovation:

- The current process for consultation with staff provides opportunities for staff input at key point throughout the renovation
- Staff provided with details of various aspects of the project

3. Response to ELRC motions

Motion 2

Process for involving staff in design process for branch renovation
(cont'd):

- Staff participation includes:
 - Goals & objectives overview at staff meetings by Director/Manager/Architect
 - Developing plans on specific requirements for the design team
 - Receive progress reports and respond to requests for feedback
 - Consulted about furniture, fabrics and finishes

3. Response to ELRC motions

Motion 2

Process for involving staff in design process for branch renovation
(cont'd):

- Plans and drawings posted in staff areas for comment
- Participate in staff meeting at which updates about the renovation are a standing item
- Workplace Hazard Assessments and health and safety inspections are reviewed during renovation process

3. Response to ELRC motions

Motion 2

Process for involving staff in design process for branch renovation
(cont'd):

- Staff input may be modified or not reflected in final design due to:
 - Service objectives
 - Budget
 - Standardized designs for TPL
 - Security

3. Response to ELRC motions

Motion 2

Process for involving staff in design process for branch renovation
(cont'd):

- The Library engages in Public Consultations when the project involves:
 - New capital projects
 - Major renovations that expand and/or change service levels; or involve major technology-based projects
 - A branch closure and/or temporary changes in service at other branches

3. Response to ELRC motions

Motion 3

Installation of secure door at Main Street Branch:

- A shatter-proof window (Lexan pane) was installed into the solid-core wood workroom door, following violent incident
- Door includes the following security features:
 - Security fobs on workroom doors
 - Door opens into the Branch
 - Door jamb prevents door being forced into the workroom



3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Decision Makers on JHSC (cont'd)
 - 6 Regional JHSC and Central JHSC
 - Managers on Regional Committees have local Branch/Department responsibilities; and the greatest awareness and ability to resolve local issues
 - Central JHSC made up of Worker and Management co-chairs of Regional JHSC
 - 20 Managers involved in JHSC activities

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Decision Makers on JHSC (cont’d)
 - All JHSC recommendation go to Directors or the City Librarian; and written responses required in 21 days
 - Director, Human Resources and Divisional Support Manager, Human Resources attend Central JHSC meetings

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Reinstatement Process
 - Rules of Conduct Policy, Procedures and Staff Training in place for many years – and are regularly reviewed
 - Actions by members of the public that result in exclusions are documented in Incident Reports – all Incident Reports provided to appropriate Regional JHSC

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Reinstatement Process (cont’d)
 - Exclusions and reinstatements involve many individual, complex and sometimes conflicting issues
 - Exclusions/reinstatements are an operational issue in which new legislation, and its application, is evolving:
 - Bill 168 (amendment to OHSA re workplace violence and harassment)
 - MFIPPA
 - Human Rights Tribunal
 - Library Board appeals process

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- **Reinstatement Process (cont'd)**
 - **Reinstatement procedures call for affected staff to be consulted - Management considers staff input in reinstatement decision**
 - **Customers have access to progressive “appeal” procedures**
 - **Reinstatement decisions must reconcile the public’s right to access to library facilities and services with the security and safety of the staff and public**
 - **On-going training and dialogue between staff, JHSC and Management is required to ensure proper due diligence**

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Hazard Assessment Program
 - All library locations have been assessed
 - Locations re-assessed following violent incident or renovation
 - Work orders arising from assessments put in priority order – most priority 1 and 2 items have been completed

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Hazard Assessment Program (cont’d):
 - Some big projects addressed through SOGR or future capital projects
 - JHSC members or any employee can raise concerns about health and safety in the workplace at any time
 - Health and Safety Concern forms require written response from Management

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Training Programs:
 - 2013 Statistics:
 - 15 different training programs offered related to health and safety and Rules of Conduct
 - 39 training sessions conducted
 - 591 employees attend training sessions

3. Response to ELRC motions

Motion 4

TPLWU – “What we don’t do so well”:

- Training Programs (cont’d):
 - Training Priorities:
 - Rules of Conduct (on-going)
 - Workplace Violence Prevention and Response
 - Ergonomics
 - Supervisory responsibilities regarding Health & Safety (to build strong in-branch support for H&S program)



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Thank you