

WORKPLACE HOSTILITY & VIOLENCE POLICY

The Library Director and Board of Trustees of the Connetquot Public Library are committed to actively encouraging the prevention of violence in the workplace and to the promotion of a violence free environment. Any act or threats of violence against employees and/or Library users are unacceptable and will not be tolerated.

The library, with effective procedures, shall ensure that every reasonable step is taken to promote a safe and comfortable environment that is free from all types of hostile behavior and violence, and one which is in compliance with local state, and federal laws.

Definitions:

Hostile Behavior: Behavior that creates an environment that a reasonable person would find intimidating, menacing or abusive and compromises a person's psychological or physical well-being. Examples include abusive or threatening language, rudeness or discourtesy, and/or malicious gossip toward employees, supervisors, and patrons.

Violent Behavior:

Behavior that includes but is not limited to, harassment, threats, and physical attack of employee or patrons, damage to or theft of Library, employee's and/or patron's property.

Physical attack:

This is intentional hostile physical contact with another person such as hitting, fighting and shoving, or throwing objects.

Procedure for Reporting Threats or Attacks:

Each incident of hostile or violent behavior, whether involving patrons or employees, must be reported to the Library Director. An Incident Report Form is available at the Adult Services Desks, Children's Services Desk, Circulation Desk, Personnel Office and on the staff intranet. An Incident Report needs to be filled out and left with the Library Director. The Library Director or supervisor-in-charge, will assess, investigate and determine the appropriate action to be taken. In critical incidents in which serious threat or injury occurs, Police, Fire and/or Ambulance personnel will be notified.

Disciplinary Process:

In an emergency situation involving actual or potential violence, the first priority is to protect the safety and well-being of the people involved. Because each situation involves unique factors, the following guidelines are intended to provide general guidance:

- A patron of the library who has been found in violation of this policy will be subject to a warning or removal from the library, and depending on the offense, may also be subject to prosecution by local law enforcement.
- An employee who has been found in violation of this policy will be subject to a verbal or written warning, and/or termination or removal from the library. Depending on the offense, the employee may also be subject to prosecution by local law enforcement.

Non-Retaliation:

This policy prohibits retaliation in any form against an employee who brings a complaint of violence, intimidation or harassment.

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