

Agenda

Committee of the Whole Meeting (COW 2020-03)

September 30, 2020 – 4:30 PM

Meeting Room #1 – Central Branch

1. Call to Order / Regrets
2. Adoption of the Agenda
3. Policy Review
 - 3.1. Ends (E1-E4) (*deferred to January 2021*)
 - 3.2. Governance Process (G1-G9) (*deferred to January 2021*)
 - 3.3. Executive Limitations (L1-L10) (*brought forward from October 2019*) (*deferred to January 2021*)
 - 3.4. Access to Information and Protection of Privacy (report and policy attached)
 - 3.5. Records Management (report and policy attached)
 - 3.6. Gifts, Donations and Planned Giving (report and policy attached)
 - 3.7. Accessibility for Users with Disabilities (report and policy attached)
 - 3.8. Health and Safety related policies (*brought forward from April 2020*) (report attached)
 - 3.8.1. Occupational Health and Safety (policy attached)
 - 3.8.2. Workplace Harassment (policy attached)
 - 3.8.3. Workplace Violence Prevention (policy attached)
4. Other Business
 - 4.1.
5. Adjournment
6. Next Meeting: Regular Board Meeting, Wednesday, October 21, 2020 at 4:30 PM, Meeting Room #1, Central Branch

The Kingston Frontenac Public Library exists to offer all people throughout our service area access to broadly based resources in support of personal enrichment, life long learning, and community interaction, in person or in virtual space. These services are provided by expending revenues in a fiscally responsible manner.

KFPL Report to the Board

Subject: Report on Access to Information and Protection of Privacy Policy

Date: September 22, 2020

Prepared by: L. Carter, Chief Librarian/CEO

Background:

The Access to Information and Protection of Privacy policy was last reviewed in October 2016 and is scheduled to be reviewed once per Board term.

Analysis:

No revisions are being suggested at this time.

Recommendations:

That the Library Board review and approve the amended policy as presented.

KFPL Statement of Policy

Access to Information and Protection of Privacy

1. Purpose

The purpose of this policy is to ensure:

- The Kingston Frontenac Public Library complies with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy;
- Members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA; and
- The privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

2. Scope

This policy applies to all services and operations of the Kingston Frontenac Public Library Board, its staff, Board members and volunteers.

3. Definitions

Disclosure means revealing a piece of information that was intended to remain confidential.

General records means general information that is organized and capable of being retrieved. The records contain no personal information.

Individuals means members of the public, about whom the Library retains “personal information”.

Personal information as defined by MFIPPA, means recorded or unrecorded information about an identifiable individual, including, but not limited to

1. information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
2. information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
3. any identifying number, symbol or other particular assigned to the individual,
4. the address, telephone number, fingerprints or blood type of the individual,

5. the personal opinions or views of the individual except if they relate to another individual,
6. correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
7. the views or opinions of another individual about the individual, and
8. the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

Personal information bank means a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual;

Record means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

1. correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and
2. subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

4. Guiding Principles

It is the policy of the Kingston Frontenac Public Library that the Library will make information about the Library available to the public and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

5. Policy

5.1 Access to Information

1. Library Board agendas and minutes, annual reports, policies and a variety of other information will routinely be made a matter of public record through the Kingston Frontenac Public Library website and through Library publications.

2. Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.
3. Access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
4. Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.
5. Requests for access to general records and recorded personal information should be directed to the Office of the Chief Librarian/CEO.

5.2 Protection of Privacy: Patrons

Collection and Use of Information:

- a) The Library will not collect any personal information about individuals without obtaining their consent to do so, subject to the exceptions as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the library and the provision of services and programs.
- b) Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.
- c) The Library will provide the following information to the individual when personal information is being collected on behalf of the Library:
 - i. legal authority
 - ii. principle purpose or purposes for use
 - iii. title, business address and telephone number of an official from the Library who can answer questions.
- d) Individuals are informed of the reasons for collecting personal information at or before the time of collection.

Examples of reasons are:

- a) Access to library materials and services
- b) Room rentals
- c) Library fund development
- d) Electronic communications including, but not limited to, hold alerts and overdue notices
- e) Non-identifying statistical purposes

- f) Protection of Library property and the safety of the public.
- g) Personal information may only be obtained from the individual to whom the record relates, as required in MFIPPA, unless the individual authorizes another manner of collection.
- h) A parent or guardian may supply information about a child under 16 years of age, in his or her custody.
- i) The Library will take reasonable steps to ensure that the personal information on the records held by the Library is accurate and up to date. The Library will change an individual's personal information if it is incorrect. The Library may ask for supporting documentation.
- j) Employee access to personal information is limited to those employees who need access in order to perform their assigned duties.
- k) The Library will maintain a personal information bank index of all personal information banks in the custody or under the control of the Library, as set forth in MFIPPA.

5.3 Disclosure of Information:

Notwithstanding the specific applications of MFIPPA cited in this policy, the Kingston Frontenac Public Library Board is subject to all requirements of disclosure in the MFIPPA.

- a) The Library will not disclose personal information, under its custody or control, related to an individual to any third party without obtaining consent to do so, subject to certain exemptions as provided in MFIPPA.

Situations where the Library will disclose this information include the following:

- a) The Library will disclose personal information to a parent or guardian of a child, under 16 years of age, whose names are recorded on the child's patron record.
- b) The Library will disclose relevant personal information about the individual enrolled in the Extension Services, to an authorized support person/family member, or staff of long term care facilities, for the purposes of service delivery, authorized by the individual.
- c) The Library will disclose personal information concerning an individual to a third party who has been assigned supplementary card privileges (pick up material on hold) provided that the individual and the third party have indicated their agreement and the agreement has been recorded in the patron record. Use of the card does not allow access to other services and programs or access to information in the individual's record.

- d) The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fines or fees.
- e) The Library will release information to the Family and Children's Services, under the authority of the *Child, Youth and Family Services Act*, 2017, S.O. 2017, c. 14, Sched. 1, which states that a person who believes, on reasonable grounds, that a child under 16 is at risk of harm, must report this suspicion to the Family and Children's Services immediately, directly and on an ongoing basis.
- f) The Library requires any contracted service provider that may have access to personal information (e, g. integrated library system provider) to sign a confidentiality agreement.

5.4 Retention of Records:

The Library will not retain any personal information, such as information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, longer than is necessary for the provision of library services and programs. Examples include:

- a) Personal information regarding library transactions is retained as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- b) As part of the Library's commitment to offering personalized service, patrons may register for an online service which will allow them to view their ongoing record of items borrowed. Use of this service will be entirely voluntary.
- c) The circulation records of Extension Library Services individuals are retained with their permission in order to assist the staff in selecting materials for the individual.
- d) Personal records of individuals who have not used their cards in the previous three (3) years and do not have a balance owing are purged on an annual basis.

5.5 Accountability:

The Chief Librarian/CEO is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance.

Any Library employee who becomes aware of any unauthorized disclosure of a record in contravention of this policy has a responsibility to ensure that the Chief Librarian and appropriate staff are immediately informed of the breach.

Once a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

The Chief Librarian/CEO will identify the scope of the breach and take steps to contain the

damage (e.g., determine if unauthorized access to the system has occurred, retrieve copies of recorded information, etc.).

The Chief Librarian/CEO will inform the Information and Privacy Commission and, if applicable, notify affected parties whose personal information was disclosed.

The Chief Librarian/CEO will conduct an internal investigation into the matter to review the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

5.6 Training

All Library staff will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.

5.7 Compliance

Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment

6. Related Policies

Video Surveillance Policy

Records Management Policy

7. Appendices

8. Authorities

Municipal Freedom of Information and Protection of Privacy Act R.S.O.1990, c. M56

Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1

Public Libraries Act, R.S.O. 1990, c. P.44

9. Document Control

Original Policy Date: February 2014 (previously entitled Patron Privacy)

Last Reviewed: October 2020

Changes made:

Next Review: October 2024

KFPL Report to the Board

Subject: Records Management Policy
Date: September 22, 2020
Prepared by: L. Carter, Chief Librarian/CEO

Background:

A records management program was developed in 2016 to ensure that the Library has access to the records required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.

The Records Management policy is scheduled to be reviewed once per Board term.

Analysis:

The program consists of the policy and the retention classification structure. No changes are being recommended to the policy at this time. Appendices have been updated to include the Citation Authority Summary.

Recommendations:

That the Library Board review and approve the policy as presented.

KFPL Statement of Policy

Records Management

1. Purpose

The purpose of this policy is to ensure:

- Accessibility to accurate, authentic and reliable Kingston Frontenac Public Library Records in all formats, including electronic, to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.
- The Library will retain and will not destroy any of its records that are required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.
- Transitory records and records that are no longer required to meet legislated requirements, support the effective management of the Library and/or record the history of the library are destroyed according to pre-determined records retention guidelines and schedules.

2. Scope

This policy applies to all records, in all formats, created or received by the Library (including its Board and Employees) in the course of carrying out job-related responsibilities.

3. Definitions

- a) **Active record** is a record that is retained in employee offices and on-site storage areas and is required for the day-to-day business of the Library.
- b) **Archival record** is a record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational or administrative value.
- c) **Disposition** means the disposal of records that have no further value, or the transfer of archival records to permanent storage.
- d) **Destruction/destroy** means to eliminate permanently (e.g. through shredding) a record within a record series at a time indicated on the Retention Classification Structure.
- e) **Record** is any information, however recorded, and regardless of its form or characteristics. Records include, but are not limited to: documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films.

- f) **Record series** is a group of related files that are normally used and filed together
- g) **Records management** is the process of planning, organizing, directing and controlling all the steps involved in the life cycle of records.
- h) **Retention Classification Structure** is a description of what record series are being managed and how long they need to be retained and what will be their final disposition based on legal, compliance, business, operational and historical requirements.
- i) **Transitory Record** means any record that has a temporary usefulness and is not required to meet legislated requirements, set policy, establish guidelines and procedures, certify a transaction, become a receipt or provide evidence of a legal, financial, operation or other decisions of the Library. Examples of such records include: duplicate copies, working documents, notes from a meeting for which the reports and minutes have been finalized or adopted.

4. Guiding Principles

The Kingston Frontenac Public Library will maintain and apply records management policy and procedures which ensure that records in the custody of the Library are:

- Available and accessible to support strategic and operational business decisions;
- Held in an efficient and cost-effective manner;
- Secured and properly protected;
- Available to support the business recovery process;
- Retained active records as long as required; and
- Disposed of in accordance with established retention schedules.

The policy, procedures and retention schedules will be consistent with or exceed the legislated requirements and professional standards.

All records are the property of the Kingston Frontenac Public Library Board.

The holdings of the Kingston Frontenac Public Library Board shall include all the records of the institutions which amalgamated into the Kingston Frontenac Public Library at January 1, 1998 by order of the Minister of Municipal Affairs and Housing.

5. Policy

5.1 General Directives

All records created or received by an employee of the Kingston Frontenac Public Library Board in the course of official business are not exempt from KFPL records management practices and procedures.

It is the responsibility of every employee holding or maintaining Library records to deliver all such records to one's successor or to the Chief Librarian/CEO or designate upon leaving employment.

Security measures must be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed, stored and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of all records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.

Transfer of original Library records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, duplication, format conversion, binding, conservation, or other records management and preservation procedures or authorized by policy, legislation or contractual agreement.

Records in the custody of consultants and contractors performing work for the Library may be under the control of the Library and subject to the *Municipal Freedom of Information and Protection of Privacy Act*.

Records created by volunteers under the direction of a Library employee are corporate records subject to this policy and to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

5.2 Retention and Disposition

The retention classification structure is a timetable which prescribes a life span of records information from creation to final disposition.

In accordance with approved schedules, final disposition action must take place in a timely manner at the end of the inactive retention period.

5.3 Preservation of Archival Records

Records with archival value are those where the long term value of the records justifies their preservation. Archival records are preserved most effectively and economically when they are managed for preservation throughout the information life cycle.

Archival records must be created in formats that ensure the longest possible life of records or of the information contained in them. They must be handled and stored in a manner that minimizes damage and deterioration while in use.

Archival records must be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media.

5.4 Transitory Records

Transitory records are those that have temporary usefulness and are only required for the completion of a routine action, or the preparation of another record.

They are not an integral part of a records series and are not filed regularly with standard records or filing systems.

Transitory records are not required to meet statutory obligations or to sustain administrative or operational functions.

After a final record has been produced and incorporated into the regular filing system, the working materials involved may become superseded or obsolete transitory records and may be destroyed unless otherwise legislated or specified in the records retention schedule.

Working materials which are required for ongoing legal, fiscal, audit, administrative or operational purposes are not transitory records.

Transitory records that are the subject of ongoing legal proceedings or a request under the *Municipal Freedom of Information and Protection of Privacy Act* must not be destroyed until after the legal proceeding or request has been completed and all possible appeals have been resolved.

5.5 Destruction of Records

Destruction of records may occur at the end of a record's life cycle as described in the approved Retention Classification Structure.

Records shall be destroyed using a method appropriate to their medium and to their content.

Records containing confidential and /or personal information shall be destroyed through a process that achieves definitive obliteration of information.

Destruction operations must maintain the security of information and protect the privacy of individuals whose personal information is contained in records.

5.6 Authority and Responsibility

The Chief Librarian/CEO and authorized Directors/Managers will act for the Library in the management of Library records in accordance with the approval authority provisions of the Library Board.

The Library Board empowers the Chief Librarian/CEO and authorized Directors / Managers to establish records management retention schedules, procedures, external storage services required to enact the policy.

All employees shall comply with the Records Management Policy, processes and corresponding procedures and schedules.

6. Appendices

Retention Classification Structure

Citation Authority Summary

7. Authorities

Public Libraries Act

Municipal Act

Municipal Freedom of Information and Protection of Privacy Act

8. Document control

Original Policy Date: 2016 (Board motion # 2016-65)

Last Reviewed: 2020

Changes made: n/a

Next Review: 2024

DRAFT

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Asset Management Manage physical assets including occupied buildings, vehicles, furniture and equipment throughout their lifecycle from acquisition through operation and maintenance to disposal.	Building Construction	Monitor and contribute to construction or renovation projects completed by the Library, City or County. Includes building charter, meeting agenda and minutes, project budgets and schedules, planning & design ideas, status reports, site photographs, change requests, progress monitoring, and vendor and contractor liaison. <ul style="list-style-type: none"> For as-built drawings and specifications – see ASSET MANAGEMENT/Building Drawings & Specifications 	Facilities	project completion + 15 years	26, 32, 39
	Building Drawings & Specifications	Document current building conditions to support ongoing renovation and repair needs. Includes as-built drawings and engineering specifications.	Facilities	until updated or building sold	9
	Building Operation & Inspection	Monitor, inspect and uphold buildings used by the library to ensure safe operations. Includes operation/technical manuals; and maintenance, inspection and testing reports, results and remedial action for building systems such as HVAC, ventilation, air, fire and life systems, electrical safety, elevators, furnace, drinking water, air quality and emergency lighting. <ul style="list-style-type: none"> For building & property maintenance – see ASSET MANAGEMENT/<i>Properties Administration</i> For fire drill records – see EMPLOYEE HEALTH, SAFETY & Wellness \Health & Wellness 	Facilities	5 years set-up test & manuals = equipment removed +1 year	18, 19, 33, 37, 38

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Equipment & Apparatus	Maintain and operate equipment such as furniture, office support equipment and any other equipment that is not part of a building's primary mechanical and supply system. Includes serial numbers, technical specification and operating manuals, calibration logs and maintenance history. <ul style="list-style-type: none"> For primary mechanical and supply systems equipment – see <i>ASSET MANAGEMENT/Building Operation and Inspection</i> 	originator	disposal of item	
	Fleet Vehicles	Maintain and operate all vehicles used by the Library. Includes vehicle history files, and vehicle maintenance, registration and disposal.	Facilities	vehicle disposed + 2 years	20, 21, 35
	Inventory	Identify and track the Library's assets. Includes inventories.	Chief Librarian	asset disposed or listing superseded	
	Properties Administration	Maintain and manage library branch buildings and property including security and access, janitorial services, general repairs, grounds keeping and parking. Includes parking authorization, authorized key holder and access card lists, security logs, security surveillance video, and maintenance and service records. * note: In the event that an investigation is initiated, the surveillance video may be exported to another media and retained as part of <i>LEGAL PROCEEDINGS/ Incident Reporting & Investigation</i>	Facilities	2 years * security video - 2 weeks	25

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Communications & Stakeholder Engagement Manage the Library's communication and interaction with staff, external media, the public and other stakeholders including community partners, governments, and funding agencies.	Accessibility Compliance	Ensure compliance with accessibility of Library buildings, services and information to disabled persons. Includes accessibility assessments, compliance inspections and reports.	originator	5 years	7, 22
	Advertising & Promotion	Advertise and promote the Library and its programs, services and donor opportunities. Documentation includes final advertisements, brochures and promotional pieces published in external newspapers, magazines and electronic media or distributed externally.	Outreach	1 year, then archival review	
	Community Partnerships	Manage the relationship between the Library and its community partners. Includes partnership commitments documentation relating to actions and outcomes, project descriptions, agendas and minutes. <ul style="list-style-type: none"> • For original partnership agreements – see LEGAL CONTRACTUAL MATTERS/Agreements & Contracts 	Outreach	2 years, then business need review	
	Enquiries & Complaints	Respond to commendations, requests for information, general inquiries, complaints and concerns expressed about the Library and the programs and services it offers. Includes patron enquiries and non-service specific suggestions with name and contact information, comments, congratulations and complains received; the Library's response; and correspondence relating to the issues. <ul style="list-style-type: none"> • For acquisitions requests – see <i>LIBRARY OPERATIONS/Acquisitions</i> • For library service enquiries – see <i>LIBRARY OPERATIONS/Registrations & Service Requests</i> 	Branch Operations	5 years	25, 31 PIB

Legend: PIB = Personal Information Bank
 Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Information Access & Privacy	Process freedom of information request and protect individual's privacy. Includes information identifying the Library's responsibilities to protect privacy and provide information, requests made under the Freedom of Information legislation, privacy complaints, privacy breach investigations, and appeals to the Privacy Commissioner.	Chief Librarian	2 years	28, 31 PIB
	Intergovernmental Relations	Manage the relationship between the Library and its funding partners and other levels of government. Includes correspondence to and from the City, County and other government agencies, and government surveys completed.	Chief Librarian	5 years, then archival review	
	Internal Communication	Communicate with staff regarding upcoming special events and administrative matters. Includes "all staff" emails, messages and memos.	originator	1 year	
	Library History	Document the evolution of the Library and its services for historical interest purposes. Includes documents and photographs of potential future interest.	originator	10 years, then archival review	

Legend: PIB = Personal Information Bank

Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Meetings & Committees	<p>Capture actions and outcomes of staff meetings, committees, associations in which library staff are members, conferences in which library staff participate, taskforces and working groups. Includes committee terms of reference, notices of meetings, agenda, minutes, handouts and background documentation, meeting notes, daily diary notebooks, and appointment calendars/agendas.</p> <ul style="list-style-type: none"> • For Health & Safety Committee – see EMPLOYEE HEALTH, SAFETY & WELLNESS\Health & Wellness • For process specific meetings and committees – see applicable Process • For Board committees – see GOVERNANCE 	originator	2 years, then business review	
Communication Coordination & Production Coordinate the production of Library information and communications, and ensure a consistent corporate visual identity.	Event & Meeting Logistics	<p>Organize internal and external events, programs and meetings held, coordinated or participated in by the Library. Includes community event participation applications, correspondence, event planning, room/facility booking, room rentals, set-up requirements, catering, attendee invitations, speaker coordination, and materials created or used for the event such as signage and handouts. May also include travel and accommodation arrangements for out of town events attended.</p> <ul style="list-style-type: none"> • For programming content – see LIBRARY OPERATIONS/Programming Materials 	originator	2 years	
	Forms & Templates	<p>Retain master version of forms and templates used for the collection of data. Includes template and master form but does not include blank form supplies.</p>	originator	until superseded	

Legend: PIB = Personal Information Bank

Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Photographs	Capture photographs and images that may be used to develop communications and publications, and provide a pictorial history of the Library and how it changes over time. Includes photographs and consents for use.	Outreach	5 years, then archival review	10, 31 PIB (consents)
	Production Coordination	Produce and coordinate Library communications, publications, promotional material and signs. Includes research notes and sources, production cost estimates, style guidelines such as logos, letterhead design and graphic standards, graphic design, final artwork, content, final approved proofs for publication and printing requests.	Outreach	1 year, then archival review	
Employee Health, Safety and Wellness Manage the health and wellness of Library staff and ensure their ability to safely provide library services.	Health & Wellness	Promote the occupational health, wellness and safety of staff. Includes information on health, wellness and safety programs for staff, health and safety committee minutes and outcomes, and fire drill records.	HR	7 years	18, 33, 40
	Safety Incidents & Claims	Record incidents involving employees, process claims and manage accommodations. Includes accident reports, claims to WSIB or insurance carriers for lost-time incidents, accidents, STD or LTD, workplace Safety & Insurance Board reports, medical certificates, functional abilities forms and all agreements relating to an employee's accommodation. <ul style="list-style-type: none"> • For incidents involving the public – see LEGAL PROCEEDINGS/Incident Reporting & Investigation • For claims involving the public – see LEGAL PROCEEDINGS/ Legal Claims 	HR	6 years	25, 31, 33, 39, 40 PIB

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Employee Labour Relations Manage the collective bargaining process and address labour relations concerns and issues.	Collective Bargaining	Negotiate, interpret and administer collective bargaining agreement and maintain communications with the union. Includes collective agreement research, negotiations, mediation, conciliation notes and collective agreements as signed with the union.	HR	30 years, then archival review	
	Grievance & Issues Resolution	Respond to specific grievances and study broader labour relations issues not specific to an individual. Includes grievance and arbitration files identifying issues raised and resolutions agreed to, meeting minutes, discussion notes, issues research documents and supporting documents for issue resolution.	HR	30 years	8, 31 PIB
Employee & Resources Management Recruit individuals and manage an employee's relationship with the Library.	Attendance	Track staff attendance and entitlements. Includes PeopleWhere software data and information relating to absences, vacation, vacation authorization (approve or deny), and lieu time. <ul style="list-style-type: none"> • For staff scheduling – see EMPLOYEE & RESOURCES MANAGEMENT/Scheduling 	HR	10 years	17, 31, 39 PIB
	Criminal Record Checks	Complete and update criminal record checks for staff and volunteers at the Library. Includes completed police report and offence declarations.	Chief Librarian	until superseded	31 PIB

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Employee History	Document an employee's work history and status throughout their employment with the library. Includes hiring records such as the job posting, interview notes, reference checks and offer confirmation letter; benefits and pension plan entitlement such as enrolment and changes; performance management records including and performance improvement plans and salary change notification; and employee relations information.	Chief Librarian	termination of employment + 10 years	16, 31 PIB
	Employee Supervision	Ongoing monitoring of activities and supervising employees. Includes meeting notes, conversation documentation and relevant instructions provided to staff. <ul style="list-style-type: none"> • Performance appraisals and formal performance management documents – see EMPLOYEE & RESOURCES MANAGEMENT/Employee History 	originator	5 years	31 PIB
	Payroll Entitlement	Set up employee in payroll system and record payroll changes. Includes salary, deduction calculations, benefit enrolments, approvals for deductions to be made, record of leaves, pay increments, and employment status changes.		termination + 6 years	1, 2, 4, 15, 31, 39 PIB
	Recognition	Engage employees and recognize employee achievements as granted by external organizations and the Library. Includes surveys and suggestions, and awards and recognition given to employees in appreciation for and acknowledgement of their accomplishments, involvement in and support of KFPL's priorities and mandate.	HR	5 years, then archival review	31 PIB

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Recruitment	Recruit staff to fill vacant positions including those filed through placement agencies and assistance programs. Includes job postings, resumes under consideration, interview guides and questions, interview notes, candidate evaluation and reference checking notes regarding competitions and unsuccessful applications.	Chief Librarian HR	2 years	22, 25, 31 PIB
	Scheduling	Track staff scheduling and hours worked. Includes employee timesheet used for data entry into attendance and scheduling system, shift scheduling, relief scheduling, rural scheduling and related reports. • For staff attendance – see EMPLOYEE & RESOURCES MANAGEMENT/Attendance	originator	2 years	25
	Volunteer History	Document a volunteer's history and status throughout their engagement with the Library. Includes resumes and evaluations, hours worked for high school students completing community service requirement, and related correspondence.	HR Outreach	termination of service + 3 years	16, 31 PIB
Employee & Organization Development & Administration	Benefits Administration	Identify benefits to which employees are entitled. Includes plan documents defining the benefits to which the staff are entitled, employee benefit booklets, and notification of changes to benefits.	Chief Librarian HR	30 years	
Identify organizational structure, positions and employee entitlements, and	Compensation Administration	Plan and administer compensation pay scales and entitlements. Includes pay equity and compensation analysis, seniority lists, salary planning and salary change calculations.	HR	10 years	39

Legend: PIB = Personal Information Bank

Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
provide training and development to meet position expectations.	Jobs & Positions	Plan workforce, organizational structure and positions, and define job descriptions and specifications. Includes workforce planning information, organization charts, job classification, evaluations and job descriptions.	HR	superseded or current year + 5 years	
	Payroll Processing	Ensure accuracy of employee payroll. Includes payroll register, deduction register such as the parking fees register and the union dues payment checklist.	Chief Librarian	6 years, and no appeals pending	1, 2, 4, 15, 17, 39 PIB
	Training & Skills Development	Provide information to employees regarding library orientation, courses offered, and career and professional development programs available. Includes orientation material, identification of mandatory training obligations, and training records	HR	superseded + 2 years, and at least 5 years post completion	6, 18
Financial Accounting Document, approve and monitor the accounting transactions carried out by or on behalf of the Library.	Banking	Includes records regarding library and gift fund banking transactions and relationships with banks. Includes deposit backup and courier pickup log, banks statements, and expense backup/ correspondence and reconciliation.	Chief Librarian HR (deposits, gift fund)	6 years, and no appeals pending	4, 23
	Collections – Delinquent Accounts	Collect delinquent patron funds. Includes NSF cheques returned to the library and all related collection efforts and correspondence, information relating to a patron's delinquent account sent to the collection agency and records of any restitution made.	HR	6 years, and no appeals pending	3, 4, 11, 13, 23, 31 PIB

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Payables Processing	Process payables and employee and board expense claims, and monitor invoices received and requests sent to the city for cheque issuance. Includes expense claims, mileage claims, invoice copies for goods and services purchased, and cheque requests.	HR	6 years, and no appeals pending	3, 4, 13, 15, 23, 31, 36 PIB
	Receivables Processing	Monitor receivables and invoices sent out on behalf of the Library. Includes Southern Ontario Library Service (SOLS) connectivity claims, SOCAN Licencing fees, meeting room rental fees, fines paid, funds collected on behalf of the Friends of the Library, and early retiree reimbursement of premium costs for benefits and reports of funds received.	HR Chief Librarian (early retiree benefit reimbursement)	6 years, and no appeals pending	3, 4, 11, 13, 23, 36
	Receipts Issuance	Issue receipts for payment of overdue returns and lost or damaged items. Includes patron's name, barcode and name of overdue, lost or damaged item.	Branch Operations	2 years	6, 25
Financial Planning & Reporting Document, monitor and manage the financial planning and reporting carried out by or on behalf of the Library.	Audit Support	Provide information to the city to complete the audit process. Includes copies of grant letters, investment statements, listing of outstanding receivables, copies of cheques etc.	Chief Librarian	2 years	
	Budgeting	Establish and monitor operating and capital budgets. Includes all working notes, calculations and background documentation, final budgets, funding approval from city and county, and budget variance reporting.	Chief Librarian	5 years	

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Grants	Apply for and manage grants received. Includes applications, approval/acceptance letters, grant reporting and related correspondence.	Chief Librarian	grant expended + 6 years, then archival review	4, 23
	Regulatory Reporting & Filings	Submit government regulated reports and filings. Includes Registered Charity Information Return (T3010), income tax returns, and Ministry reporting submissions. <ul style="list-style-type: none"> For government surveys – see COMMUNICATIONS & STAKEHOLDER ENGAGEMENT- Intergovernmental Relations 	Chief Librarian	close of tax year + 6 years	3, 4, 13, 23
Fundraising & Donations Conduct fundraising initiatives and monitor fundraising results for fundraising carried out by or on behalf of the Library.	Fundraising Initiatives	Plan and execute fundraising initiatives. Includes foundation proposals, fundraising product or program design, program and post campaign results analysis, and appeal performance reports.	Chief Librarian	5 years	
	Donor Relationship & Endowments	Manage endowments, bequests and ongoing relationship with active and inactive donors to maintain the relationship with the donor and fulfilling current obligations. Includes background about the donor, donor profiles, donor reports, donation commitments made, and ongoing communications.	Chief Librarian	5 years, then business need review	31 PIB
	Donations Received	Process donations received and issue tax receipts. Includes donor information, amount and type (cash or in-kind) and copy of tax receipts issued.	HR	6 years	4, 11, 23, 31, 35

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Governance Manage The Library's board of directors and corporate governance.	Board Coordination	Coordinate and administer Board of Directors activities. Includes general information about the Board such as the annual meeting calendar, procedures and policies that apply to the Board, board appointments notification, the orientation package, board communications, conflict of interest declarations, action items tracking, board appointees.	Chief Librarian	3 years	30
	Board Correspondence	Capture communications of the Board of Directors. Includes correspondence sent and received by the Library Board.	Chief Librarian	8 years	
	Corporate Books & Records	Define the governance structure of the Library. Includes incorporation documents, Corporate constitution and by-laws, special resolutions, any notices and returns filed under the Corporate Information Act, audited financial statements, annual report and the directors' register identifying all current and past directors and board committee members, and their terms of service.		life of the organization + 2 years	5, 12, 29
	Delegations & Petitions	Identify and document outcomes of all delegations, presentations and petitions made to the Board. Includes reports, correspondence and responses to submission.	Chief Librarian	8 years	
	Meetings - Board	Document the operations and decisions of the Board of Directors and Committee of the whole meetings. Records may include meeting agendas, minutes, board submissions, motions and resolutions.	Chief Librarian	life of the organization + 2 years	5, 12, 29, 34

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Meetings – Board Committees	Document the operations and decisions of committees formed by the Board. Records may include committee terms of reference, meeting agendas, minutes, committee submissions, motions and resolutions.	Chief Librarian	committee disbanded + 10 years, then archival review	5, 12, 29, 34
Leadership & Oversight Provide guidance through plans, policies and procedures and monitor performance.	Emergency Response & Business Continuity Planning	Plan response to emergency situations to ensure appropriate response to incidents or emergencies and the continued availability of services, the protection of assets, and the safety of employees and patrons in the event of an emergency or disaster. Documentation may include business continuity plans, emergency response plans, emergency communication protocols with staff and external organizations, documentation required to resume and restore business functions, plan testing, and plan review and update documentation.	Chief Librarian	until superseded + 2 years	
	Planning & Performance Measurement	Set goals and conduct departmental planning, monitor and measure departmental performance as compared to departmental or program targets and organizational goals, and review, evaluation and improve corporate and departmental processes. Includes department vision and scope statements, process analysis, reviews, draft and final plans at a department level, performance criteria and organizational metrics, monthly reports and reporting of actual outcomes. <ul style="list-style-type: none"> • For specific Library services & programs planning – see LIBRARY OPERATIONS/Planning & Review 	originating	3 years	

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Policies	Document corporate policies. Includes final policies and material drafts required to document policy development process. <ul style="list-style-type: none"> • For Board of Directors policies – see GOVERNANCE/Board Coordination 	Chief Librarian	until superseded + 10 years, then archival review	7
	Procedures & Guidelines	Document procedures and business processes to provide guidance for Library staff activities and processes. Includes formal procedures management, checklists, guidelines, and informal departmental workflow process instructions used to document tasks.	originating	until superseded	7
	Strategic Planning	Conduct strategic and corporate wide planning, and monitor and measure performance as compared to benchmarks, targets and corporate goals. Includes the strategic plan, studies, surveys and analyses of existing operations. <ul style="list-style-type: none"> • For departmental planning – see LEADERSHIP & OVERSIGHT/Planning & Performance Measurement 	Chief Librarian	plan completion + 3 years, then archival review	

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Legal Contractual Matters Monitor and manage the Library's contractual obligations.	Agreements & Contracts	Document and manage non-commercial contractual arrangements or undertakings (those not relating to the procurement of goods or services) between the Library and other parties used to establish obligations and ensure that agreement terms are met. Includes final undertaking, agreement or contract including partnership agreements. <ul style="list-style-type: none"> for commercial contracts & leases resulting from a procurement process or purchase order – see PROCUREMENT & Contract Management /Goods & Services Procurement 	Chief Librarian	expired + 6 years	25, 31 PIB
	Insurance	Insure the Library for matters such as errors and omissions insurance, directors and officers liability insurance, general liability, and property insurance. Includes insurance statement of values, applications, policies, renewals and related information.	Chief Librarian	coverage expired + all claims settled + 6 years	4, 23, 25
	Licencing	Monitor film and music used during programs and calculate licencing fees to organizations such as SOCAN. Includes usage reports. for vehicle licencing – see ASSET MANAGEMENT\ Fleet Vehicles	Chief Librarian	6 years, and no appeals pending	4, 10, 23

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Legal Proceedings Report incidents, and monitor or manage legal proceedings to which the Library is a party.	Appeals & Hearings	Manage appeals and hearings. Includes all proceedings documentation related to appeals and hearings in which the Library is involved.	HR	proceedings closed + 30 years	25, 31 PIB
	Banning Notices	Issue banning notices to patrons. Includes banning notice, reason for ban and related correspondence.	HR	15 years, then business review	26, 31 PIB
	Incident Reporting & Investigation	Document incidents that occur including those affecting staff, patrons, or security of the facilities. Includes incident and occurrence reports, witness reports, evidence, investigation reports, background description, notes regarding the event and outcomes. <ul style="list-style-type: none"> Information relating to incidents involving staff safety may be moved to <i>Employee Health & Wellness/ Safety Incidents & Claims</i> upon completion of the investigation. Incidents resulting in claims are moved to <i>Legal Claims</i> upon completion of the investigation. 	Chief Librarian	5 years	22, 25, 31 PIB
	Legal Claims	Manage claims that the Library is a party to, including claims made by the Library, claims made against the Library, and claims made under the Library's insurance policies. Includes copies of all claims documents and supporting documentation. <ul style="list-style-type: none"> For employee related workplace safety claims – see EMPLOYEE HEALTH, SAFETY & WELLNESS/Safety Incidents & Claims 	Chief Librarian	proceedings closed + 2 years, then business review	24, 25, 31 PIB

Legend: PIB = Personal Information Bank

Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Library Operations	Acquisitions	Assess and acquire library collection items. Includes incoming purchase requests and proactive search material identification, automatic release plan documentation, material reconsideration request, evaluation of suitability for collection and ordering information.	Branch Operations	2 years	
	Authorizations	Authorize participation in library programs or use of library services. Includes membership registration, internet use permission, and corporate library card / membership. May include patron, caregiver and emergency contact names, addresses, contact information and user barcodes.	Branch Operations Outreach	2 years	31 PIB
	Circulation	Provide library materials such as books, program materials, inter-library loans to patrons, and museum entrance cards. Includes name and contact information of patron or programmer requesting material, date item shipped and returned, and barcode.	Outreach Branch Operations	item returned or service provided + 1 year circulation system records retained until item is removed from collection	31 PIB
	Oral / Local Histories	Capture stories and photographs of Kingston Frontenac citizens gathered through the StoryMe program. Includes interview materials, photographs and permissions for use of materials gathered.	Outreach	3 years, then business need review	10, 31 PIB

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Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Planning & Review	Plan, develop and evaluate specific library services and programs. Includes information relating to programs and services development, programming or event suggestions, effectiveness analytics, evaluation, and planning for any updates made over time. Include programming proposals, feedback, specifications, information sharing discussions between programmers, surveys, reports, recommendations. <ul style="list-style-type: none"> For broader, departmental planning – see LEADERSHIP & OVERSIGHT/Planning & Performance Management 	Outreach Branch Operations	5 years, then archival review	
	Programming Materials	Capture materials required for the ongoing delivery of library programs. Includes handouts, program plans and records of books, rhymes, songs and activities that have been collated and gathered for the delivery of specific programs or services, and Teen Advisory Board reviews.	Outreach	Until program delivered, then archival review	
	Registrations & Service Requests	Register participants and capture service requests from patrons relating to programming, services and tours. Includes program registration enquiries, registration to participate in programs, unattended child in a program identification, requests from groups for tours or special programming, online reference requests, 3D printing requests, group booking forms, tech tutor booking, computer reservation, and special needs and accessibility services provision. May include patron addresses and contact information.	Outreach Branch Operations	1 year	31 PIB

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
Procurement & Contract Management Procure goods and services and manage relationships with vendors and service providers.	Goods & Services Procurement	Select, procure and monitor goods and service providers including consultants, contractors and professional service providers (legal solicitors, auditors). Includes vendor listings, catalogues, purchase orders, RFPs, tenders, quotations, proposals, selection justification, background documentation, expenditure authorizations and contract/ engagement monitoring.	originator	6 years, and no appeals pending	3, 4, 23
	Procurement Card Custodianship	Document corporate procurement card custodianship. Includes applications, agreements, changes and cancelation relating to procurement cards.	Chief Librarian	Expiry + 2 years	31 PIB
Technology & Information Management Manage the information and technology services supporting the Library including the design, development or acquisition and maintenance of hardware infrastructure, and applications and databases.	Systems Development & Infrastructure Maintenance	Develop or acquire and maintain computer and information systems, networks and technology infrastructure for use by the Library. Includes business case, user and system requirements, specifications, system development documentation, testing, registration, implementation execution, user training, computer security access permissions, and system audits.	Technology	last use + 2 years	14
	Records Destruction	Identify records that have exceeded the approved retention timeframe and have been destroyed. Records may include record listings, destruction authorization and proof of destruction required to show accountability.	Finance	15 years	26, 28
	Systems Recovery	Ensure ability to monitor and recover technology infrastructure and systems. Includes backup media, activity logs, change control sheets, change orders and file access control reports.	Technology	Until superseded or obsolete	

Legend: PIB = Personal Information Bank
 Originator: The person who created the record

IM1-03-01 Retention Classification Structure - Kingston Frontenac Public Library: 2020-09-22

Service	Process	Process Purpose and Description	Responsible Authority	Retention	Legislative Citations
	Support	Provide end user technology support. Includes help desk “tickets” or requests for assistance, hardware and software manuals and handbooks and related documentation required to provide support.	Technology	Until superseded or obsolete	

Kingston Frontenac Public Library – Retention Citation Table 2020

Overview: This table groups relevant retention citations into citation groups according to the Act to which they relate and the retention requirement specified in the act. Legislative text that provides details of the recordkeeping and retention requirement are provided in the Appendix “citations legislation text – 2020”

Cite Group	Subject	Citations	Retention or Limitation Period
Federal Legislation			
1 Canada Pension Plan, R.S.C. 1985 Event + 6 years (Event = end of year for which records and books of account are kept or end of appeal period.)	Canada Pension Plan Records	Canada Pension Plan, R. S. C. 1985, c. C-8, s. 24; as am. S. C. 1991, c. 49, s. 207; as am. S. C. 1997, c. 40, s. 64; as am. S. C. 1998, c. 19, s. 253.	Event + 6 years (Event = end of year for which records and books of account are kept or written permission for their prior disposal is given by Minister, or end of appeal period.)
	Offence Prosecutions— Limitation Period	Canada Pension Plan, R.S.C. 1985, c. C-8, s. 103.(1)	Event + 5 years (Event = Time subject matter of prosecution arose)
	IC78-10R5 books, records, and their related accounts and source documents	Income Tax Act, ss.230, ss.230.1 Income Tax Regulations, CRC, c 945, ss5800 Employment Insurance Act, s.87 Canada Pension Plan, s.24 interpretation based on Canada Revenue Agency, Income Tax Information Circular, IC78-10R5 Books and Records Retention/Destruction June 2010, para.24, 25.	six years from the end of the last tax year to which they relate and for which they may be required for purposes of the Act (which may not be the year when the transaction occurred and the record was created)
2 Employment Insurance Act Event + 6 years (Event = End of year for which kept or time for filing a further appeal has expired)	Employment Insurance Offence Prosecutions— Limitation Period	Employment Insurance Act, S. C. 1996, c. 23, s. 40.(b).	Event + 3 years (36 months) (Event = Day act/omission occurred)
	Employers—Books of Account	Employment Insurance Act, S.C. 1996, c. 23, s. 87, as am., S.C. 1998, c. 19, s. 267.	Event + 6 years (Event = End of year for which kept; or until written permission given by Minister or until appeal disposed of or time for filing a further appeal has expired)
	Employment Insurance Complaints / Offence Prosecutions —Limitation Period	Employment Insurance Act, S. C. 1996, c. 23, ss. 102.(1), (4); as am. S. C. 1999, c. 17, s. 135.(e); as am. S. C. 205, c. 38, s. 138.(g)(v).	Event + 5 years (Event = Subject matter of information or complaint arose)
	Benefit Claimant Recoverable Debts—Limitation Period	Employment Insurance Act, S. C. 1996, c. 23, ss. 47.(1),(3),(4); as am. S. C. 2001, c.	Event + 6 years (72 months) (Event = day on which liability arose as long as no pending

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
		5, s. 8.	appeal or other review of a decision establishing liability.)
	Employment Insurance Assessment-Limitation Period	Employment Insurance Act, S. C. 1996, c. 23, s. 85.(3).	Event + 3 years (Event = end of year in which any premium should have been paid, unless misrepresentation or fraud)
	Employers—Undeliverable Record of Employment	Employment Insurance Regulations, under the Employment Insurance Act, SOR/96-332, ss. 19.(2), (4)(b)	Earliest of: 1 year or Event = copy is requested by the Commission or by person
	Employers—Records of Employment	Employment Insurance Regulations, under the Employment Insurance Act, SOR/96-332, ss. 19.(2), (3), (3.1), (5), (6); as am. SOR/2009-96, s. 1; s. 55.1; as am. SOR/2009-187, s. 1	6 years
	books, records, and their related accounts and source documents	Income Tax Act, ss.230, ss.230.1 Income Tax Regulations, CRC, c 945, ss5800 Employment Insurance Act, s.87 Canada Pension Plan, s.24 interpretation based on Canada Revenue Agency, Income Tax Information Circular, IC78-10R5 Books and Records Retention/Destruction June 2010, para.24, 25.	six years from the end of the last tax year to which they relate and for which they may be required for purposes of the Act (which may not be the year when the transaction occurred and the record was created)
3 Excise Tax Act, R. S. C. 1985 6 years after end of tax year to which GST/HST calculations apply and no tax payment	Assessment Period Liability – Limitation Period	Excise Tax Act, R. S. C. 1985, c. E-15, ss. 298.(1)(f),(4.1)(a); as am. S. C. 1990, c. 45, s. 12; as am. S. C. 1993, c. 27, s. 131.(2); as am. S. C. 2000, c. 30, s. 89.(1)	Event + 4 years (Event = Person liable/person paid or remitted the amount; as applicable)
	Commercial Activities—Records Requirements	Excise Tax Act, R. S. C. 1985, c. E-15, s. 286; as am. S. C. 1990, c. 45, s. 12; as am. S. C. 1998, c. 19, s. 282	Event + 6 years (Event = End of year to which relate or such other period as may be prescribed in Canada)
	Excise Tax Records and Books of Account	Excise Tax Act, R. S. C. 1985, c. E-15, s. 98.(1), as am. R. S. C. 1985 (1 st Supp.), c. 15, s. 36; as am. R. S. C. 1985 (2 nd Supp.),	Event + 6 years (Event = End of calendar year for which records kept; or until written permission for prior disposal by Minister given; or longer if

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
outstanding		c. 7, s. 45.(1); ss. 100.(2) to (4); as am. S. C. 2002, c. 22, s. 386.	appeal)
Required to keep records in electronic format if they are created in electronic format	Tax, Penalty, Interest Assessments—Limitation Period	Excise Tax Act, R.S.C. 1985, c. E-15, s. 81.11.(2)	Event + 4 years (Event = Tax, penalty, interest or sum became payable)
	Commercial Activities—records created in electronic format	Excise Tax Act, R. S. C. 1985, c. E-15, ss 286(3.1) interpretation based on Canada Revenue Agency, GST/HST Memoranda Series Chapter 15.2 Computerized Records, June 2005	6 years Required to keep records in electronic format if they are created in electronic format
	GST/HST return filer - GST/HST application for rebate filer	Excise Tax Act, R. S. C. 1985, c. E-15, ss 286(3.1) interpretation based on Canada Revenue Agency, GST/HST Memoranda Series Chapter 15.1 General Requirements for Books and Records, June 2005	6 years after record no longer needed for GST/HST calculations required by the Act(which may not be the year when the transaction occurred and the record was created) Required to keep records in electronic format if they are created in electronic format
4	Taxpayer Records	Income Tax Act, R.S.C., 1985, c. 1 (5 th Supp.), s. 230; as am. S.C. 1994, c. 21, s. 105; as am. S.C. 1998, c. 19, s. 227; as am. S.C. 2011, c. 24, s. 70; as am. S.C. 2013, c. 34, s. 352(F)	Event + 6 years (Event = End of last taxation year records and books of account relate to; or year return filed, as long as no other exceptions apply)
Income Tax Act Event + 6 years (Event = end of last taxation year to which records and books of account relate, or year return filed, as long as no other exceptions apply) Note: the Minister's tax action limitation	Books, records, and their related accounts and source documents	Income Tax Act, ss.230, ss.230.1 Income Tax Regulations, CRC, c 945, ss5800 Employment Insurance Act, s.87 Canada Pension Plan, s.24 interpretation based on Canada Revenue Agency, Income Tax Information Circular, IC78-10R5 Books and Records Retention/Destruction June 2010, para.24, 25.	six years from the end of the last tax year to which they relate and for which they may be required for purposes of the Act (which may not be the year when the transaction occurred and the record was created)

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
is 10 years	Tax Actions — Limitation Period	Income Tax Act, R.S.C. 1985, c. 1 (5th Supp.), ss. 222.(3), (4), (5), (8) to (10); as am. S.C. 2004, c. 22, s. 50	Event + 10 years (Event = Day begins as defined; unless exceptions herein apply)
5 Income Tax Act Corporate Books & Records Corporation dissolved + 2 years	Corporate Books and Records (Directors and Shareholders Meetings Minutes, General Ledger, Contracts relevant to Ledger and Books of Final Entry)	Income Tax Regulations, under the Income Tax Act, C.R.C. 1978, c. 945, s. 5800.(1)(a); as am. SOR/82-879, s. 2; as am. SOR/94-686, ss. 51.(F), 79.(F)	Event + 2 years (Event = Day corporation dissolved)
6 Income Tax Act - Gift Receipts 2 years	Qualified Donees — Gift Records	Income Tax Regulations, under the Income Tax Act, C.R.C. 1978, c. 945, s. 5800.(1)(f); as am. SOR/82-879, s. 2; as am. SOR/94-686, ss. 51.(F), 79.(F))	Event + 2 years (Event = End of last calendar year receipts relate to)
Ontario Legislation			
7 Accessibility for Ontarians with Disabilities Act, 2005 5 years	Municipalities — Bi-Annual Accessibility Reports	Integrated Accessibility Standards Regulation, under the Accessibility for Ontarians with Disabilities Act, 2005, O. Reg. 191/11, s. 86.1(1); as en. O. Reg. 413/12, s. 7	Not specified “shall file”
	Government of Ontario/ Legislative Assembly / Designated Public Sector Organizations — Policies Documentation	Integrated Accessibility Standards Regulation, under the Accessibility for Ontarians with Disabilities Act, 2005, O. Reg. 191/11, s. 3(3)	Not specified “shall prepare/keep to make available on request”
	OPM-AOD-20 — Public Sector Organizations — Annual Accessibility Reports	Integrated Accessibility Standards Regulation, under the Accessibility for Ontarians with Disabilities Act, 2005, O.	Not specified “shall file”

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
		Reg. 191/11, s. 86.1(1); as en. O. Reg. 413/12, s. 7	
	Large Organizations — Multi-Year Accessibility Plans	Integrated Accessibility Standards Regulation, under the Accessibility for Ontarians with Disabilities Act, 2005, O. Reg. 191/11, s. 4.(1)	Not specified “shall maintain/post/review every 5 years”
	Obligated Organizations / Library Boards — Accessible Materials	Integrated Accessibility Standards Regulation, under the Accessibility for Ontarians with Disabilities Act, 2005, O. Reg. 191/11, ss. 19.(1) to (3)	Not specified “shall provide”
8 Arbitration Act, 1991 Reward received + 2 years	Arbitration Enforcements — Limitation Period	Arbitration Act, 1991, S. O. 1991, c. 17, s. 52.(3)	Event + 2 years (Event = Day applicant receives award)
9 Building Code Act, 1992 Shall keep	Building Code Act Offence Prosecutions — Limitation Period	Building Code Act, 1992, S.O. 1992, c. 23, s. 36.(8), (8.1); as am. S.O. 2009, c. 33, Sched. 21, s. 2.(9)	Event + 1 year (Event = Facts first came to knowledge of officer or chief building official; as applicable)
	Persons in Charge of Construction of Buildings — Drawings and Specifications, Authorizations and Rulings	Building Code Regulation, under the Building Code Act, 1992, O. Reg. 332/12, Division C: Administrative Provisions, Part 1: General, s. 1.3.2.2	Shall keep drawings and specifications on site
	Persons in Charge of Construction of Buildings — As Constructed Plans	Building Code Regulation, under the Building Code Act, 1992, O. Reg. 332/12, Division C: Administrative Provisions, Part 1: General, s. 1.3.6.1(1)	Keep to provide chief building official on request
10 Copyright Act Copyright	Copyright Actions for Civil Remedies — Limitation Period	Copyright Act, R.S.C. 1985, c. C-42, s. 41; as am. R.S.C. 1985 (4th Supp.), c. 10, s. 9; as am. S.C. 1997, c. 24, s. 22	Event + 3 years (Event = Infringement or or could reasonably be expected to know of infringement)
	Library, Archive or Museum — Copying Records	Exception for Educational Institutions, Libraries, Archives and Museums	3 years

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
Infringement 3 years		Regulations, under the Copyright Act, SOR/99-325, s. 4	
11 Consumer Protection Act, 2002	Offence Prosecutions — Limitation Period	Consumer Protection Act, 2002, S.O. 2002, c. 30, Sched. A, s. 116(2)	Event + 2 years (Event = Facts first became known to Director)
2 years	Unsolicited Goods Refunds — Limitation Period	Consumer Protection Act, 2002, S.O. 2002, c. 30, Sched. A, s. 13(6)	Event + 1 year (Event = Made payment)
	Illegal Fees Refund — Limitation Period	Consumer Protection Act, 2002, S.O. 2002, c. 30, Sched. A, s. 98(1)	Event + 1 year (Event = Made payment)
12 Corporations Act – Corporate Books and Records Shall Keep	Corporations — By-Laws and Special Resolutions	Corporations Act, R.S.O. 1990, c. C. 38, ss. 300 par. 2, 304.(1)(part), (2), (3), 305.(1)(part)	Not specified “shall cause to be kept at head office of corporation”
	Corporations — Letters Patent or Copy of Special Act of Incorporation	Corporations Act, R.S.O. 1990, c. C. 38, ss. 300 par. 1, 304.(1)(part), (2), (3), 305.(1)(part)	Not specified “shall cause to be kept”
	Corporations — Meetings Minutes of Proceedings	Corporations Act, R.S.O. 1990, c. C. 38, ss. 299.(1), 304.(1)(part), (2), (3), 305.(1)(part)	Not specified “shall cause to be entered in books kept at head office of corporation”
	Corporations — Register of Directors	Corporations Act, R.S.O. 1990, c. C. 38, s. 300 par. 4; as am. S.O. 2004, c. 19, s. 10.(5); ss. 304.(1)(part), (2), (3), 305.(1)(part)	Not specified “shall cause to be kept at head office of corporation”
13 Corporations Tax Act	Interest and Penalties — Ministerial Remissions / Re-Assessments — Limitation Period	Corporations Tax Act, R.S.O. 1990, c. C.40, s. 109.1.(2); as en. S.O. 2007, c. 11, Sched. B, s. 2.(18)	Event + 10 years (120 months)(Event = End of taxation year remission relates to)
10 year limitation	Small Business Development Corporation — Accounting Books and Records	Corporations Tax Act, R.S.O. 1990, c. C.40, s. 94	Not specified “shall keep”
	Corporations Tax Offence Prosecutions — Limitation Period	Corporations Tax Act, R.S.O. 1990, c. C.40, s. 97	Event + 6 years (Event = Time matter of information arose)

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
	Re-Assessments of Canadian-Controlled Private Corporations — Limitation Period	Corporations Tax Act, R.S.O. 1990, c. C.40, s. 80.(10)(b); as am. S.O. 1994, c. 14, s. 38.(1); as am. S.O. 2004, c. 16, s. 2.(2)	Event + 4 years (Event = Day of mailing of notice of original assessment or notification of no tax due)
14 Electronic Commerce Act, 2000 Electronic format admissible with conditions	Electronic Information/ Documents	Electronic Commerce Act, 2000, S. O. 2000, c. 17, ss. 8, 12	Event = Requirement to retain document originally in written form satisfied by retention of electronic document under circumstances below with exceptions noted
15 Employer Health Tax Act 6 years	Employer Health Tax — Accounting Records	Employer Health Tax Act, R. S. O. 1990, c. E.11, s. 12; as am. S. O. 1994, c. 8, s. 13; as am. S. O. 2004, c. 16, Sched. D, Table; s. 33; as am. S.O. 2009, c. 18, Sched. 11, s. 3.	Not specified “shall keep in Ontario”
	Employer Health Tax Act Offence Prosecutions — Limitation Period	Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 37.	Event + 6 years (Event = Date offence was/alleged committed)
	Health Tax – Limitation Period	Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 8(1), as am., S.O. 1994, c. 8, s. 8(1).	Event + 4 years (Event = later of (1) the day on which the return was delivered or received by the Minister and (2) the day the return was required to be delivered.)
	Employer Health Tax Refunds — Limitation Period	Employer Health Tax Act, R. S. O. 1990, c. E.11, s. 6.(1)(b); as am. S. O. 1994, c. 8, s. 6.(1); as am. S. O. 2001, c. 23, s. 75.	Event + 4 years (Event = day return required to be delivered)
16 Employment Standards Act, 2000	Employers — Employee Name and Address Records	Employment Standards Act, 2000, S. O. 2000, c. 41, ss. 15.(1) par. 1, 15.(5) par. 1; s. 16; as am. S. O. 2004, c. 21, s. 3.	Event + 3 years (Event = date employee ceased to be employed by employer)
	Employers — Employee Records / Date of Birth	Employment Standards Act, 2000, S. O. 2000, c. 41, ss. 15.(1) par. 2, 15.(5) par. 2;	Event + 3 years (Event = earliest of: employee’s 18th birthday or date employee ceased to be

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
3 years after employee ceases to be employed		s. 16; as am. S. O. 2004, c. 21, s. 3.	employed by employer)
	Employers — Employment Records / Date Employment Started	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.(1) par. 3, 15.(5) par. 1; s. 16; as am. S. O. 2004, c. 21, s. 3.	Event + 3 years (Event = date employee ceased to be employed by employer)
17 Employment Standards Act, 2000 3 years	Employers — Vacation Records	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.1(1), (4), (5); as am. S.O. 2002, c. 18, Sched. J, s. 3(9)	3 years
	Excess Work Hours Employer Employee Agreements	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.(8), 16; as am. S.O. 2004, c. 21, s. 2, 3	Event + 3 years (Event = Last day work performed under agreement)
	OHR-Em.St2000-26 — Vacation Stubs / Record	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.1.(2), (3), (5), 41.1.(1), (4); as am. S.O. 2002, c. 18, Schedule J, ss. 3.(9), (21)	3 years
	Employers — Employee Number of Hours Worked Records	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.(1) par. 4, (3), (5) par. 3; s. 16; as am. S.O. 2004, c. 21, s. 3	Event + 3 years (Event = Date (day or week) to which information relates)
	Employers — Wage Statements and Termination Pay Records	Employment Standards Act, 2000, S.O. 2000, c. 41, ss. 15.1 par. 5; s. 15.5 par. 4; s. 16; as am. S.O. 2004, c. 21, s. 3	Event + 3 years (Event = Information given to employee)
	Employers — Leave Notices, Certificates, Correspondence and Documents	Employment Standards Act, 2000, S.O. 2000, c. 41, s. 15(7); as am. S.O. 2006, c. 13, s. 3(1); as am. S.O. 2007, c. 16, Sched. A, s. 2; s. 16; as am. S.O. 2004, c. 21, s. 3; as am. S.O. 2009, c. 16, s. 1	Event + 3 years (Event = Day leave expired.)
18 Fire Protection and Prevention Act, 1997 2 years	Operational Procedures, Tests and Corrective Measures Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, ss. 1.1.2.1 to 1.1.2.3; as am. O. Reg. 256/14, ss. 4, 440; as am. O. Reg. 150/13, s. 2	Event + 2 years (Event = Report prepared; as long as current and immediately preceding report are available; retained at building premises for examination on request)
	Fire Safety Plans	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part II, s. 2.8.2.1(3); as am. O.	Not specified “shall be kept in building in an approved location”

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
		Reg. 256/14, s. 35; Division C, s. 1.3.2.5(3)	
	Posting of Fire Emergency Procedures	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part II, ss. 2.8.2.5(1), (2)	Not specified
	Fire Drill Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part II, s. 2.8.3.4; as en. O. Reg. 275/14, s. 3	Event + 1 year (12 months)(Event = Fire drill)
	Untagged Portable Extinguishers — Maintenance / Recharge Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.2.7.4(2)	Not specified “tags not apply where approved records maintained”
	Portable Extinguisher — Maintenance Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. R. 213/07, Division B, Part VI, s. 6.2.7.5	Not specified “shall be maintained”
	Unlabelled Portable Extinguishers — Permanent Test Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. R. 213/07, Division B, Part VI, s. 6.2.7.9.(2)	Not specified “label not apply where permanent record kept”
	OS-Fir.PP-57 — Tests Records of Devices, Components and Circuits of Fire Alarm Systems	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.3.2.2(4), Division B, Part I, ss. 1.1.2.1 to 1.1.2.3; as am. O. Reg. 256/14, ss. 4, 440	Event + 2 years (Event = Report prepared; as long as current and immediately preceding report are available; retained at building premises for examination on request)
	Test Records of Fire Alarm Monitoring Signals	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.3.2.2(5), Division B, Part I, ss. 1.1.2.1 to 1.1.2.3; as am. O. Reg. 256/14, ss. 4, 440	Event + 2 years (Event = Report prepared; as long as current and immediately preceding report are available; retained at building premises for examination on request)
	Sprinkler Systems Inspections Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, ss. 6.5.1.8(1), (2)	Not specified “shall be kept”
	Special Fire Suppression	Fire Code, under the Fire Protection and	Event + 2 years (Event = Report prepared; as

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
	Systems — Inspection, Maintenance and Testing Records	Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.8.2.2, Division B, Part I, ss. 1.1.2.1 to 1.1.2.3; as am. O. Reg. 256/14, ss. 4, 440	long as current and immediately preceding report are available; retained at building premises for examination on request)
	Power Supply Monthly and Annual Tests	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.3.2.6(7), Division B, Part I, ss. 1.1.2.1 to 1.1.2.3; as am. O. Reg. 256/14, ss. 4, 440	Event + 2 years (Event = Report prepared; as long as current and immediately preceding report are available; retained at building premises for examination on request)
	Emergency Electrical Power Supply Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part VI, s. 6.7.1.3	Event = Shall be maintained as required in CSA–C282, “Emergency Electrical Power Supply for Buildings”
	Fire Safety Plan Current, Immediately Preceding Supervisory Staff Training Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. Reg. 213/07, Division B, Part II, s. 2.8.2.1(3), (6), (7); as en. O. Reg. 150/13; s. 2.8.2.1(3), (7), (8); as en. O. Reg. 256/14, ss. 35, 440	Event + 2 years (Event = Prepared; in building; including most recent and previous)
19 Fire Protection and Prevention Act, 1997 – Initial Fire Protection System Testing Reports Life of system	Fire Protection Systems — Test, Corrective Measure or Operational Procedure Records	Fire Code, under the Fire Protection and Prevention Act, 1997, O. R. 213/07, Division B, s. 1.1.2.2	Event = Shall be retained throughout life of systems.
20 Highway Traffic Act 1 year	Drivers — Motor Vehicle Receipts	Highway Traffic Act, R. S. O. 1990, c. H.8, s. 121.(3); as am. S. O. 1996, c. 9, s. 26; ss. 121.(1) to (3); as am. S. O. 2002, c. 18, Schedule P, s. 27.	Carry while driving to provide on request
	Drivers, Commercial Motor Vehicles — CVOR Certificates, Leases, Fleet Limitation Certificates	Highway Traffic Act, R.S.O. 1990, c. H.8, ss. 16(3), (4), (5); as am. S.O. 2002, c. 18, Schedule P, s. 3(5); as am. S.O. 2014, c. 9, s. 3(2)	Shall carry while driving to produce on request

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
	Commercial Motor Vehicle Drivers - Daily Logs	Highway Traffic Act, R. S. O. 1990, c. H.8, ss. 190.(3) to (5),(7)(a),(b); as am. S. O. 2009, c. 5, s. 52.	Not specified “shall maintain”
	Second Hand Vehicles Records	Highway Traffic Act, R.S.O. 1990, c. H.8, s. 60(1).	Not specified
	Operators — Driver’s Daily Inspection Reports	Commercial Motor Vehicle Inspections Regulations, under the Highway Traffic Act, O. Reg. 199/07, ss. 9(3), 15	0.5 years (6 months)
21 Highway Traffic Act – Vehicle Use & Maintenance Vehicle ceases to be operated + 2 years	Commercial Motor Vehicle Leasors — Leases	Highway Traffic Act, R. S. O. 1990, c. H.8, s. 20.(1); as am. S. O. 2002, c. 18, Schedule P, s. 7.	Event + 1 year (Event = termination of lease)
	Operators — Commercial Motor Vehicle, Trailer and & Trailer Converter Dolly Records	Commercial Motor Vehicle Inspections Regulations, under the Highway Traffic Act, O. Reg. 199/07, s. 16; as am. O. Reg. 242/14, s. 7	Shorter of: 2 years Or: Event + 0.5 years (6 months) (Event = Vehicle ceases to be operated by operator)
22 Human Rights Code 5 years	Complaints — Limitation Period	Human Rights Code, R. S. O. 1990, c. H.19, s. 34.(1); as am. S. O. 2006, c. 30, s. 5	Event + 1 year (Event = incident to which application relates or last incident in series)
	Applications regarding Contravened Settlements — Limitation Period	Human Rights Code, R. S. O. 1990, c. H.19, s. 45.9.(3); as en. S. O. 2006, c. 30, s. 5	Event + 6 months (Event = contravention or last of contravention in series)
	Designations of Special Programs — Limitation Period	Human Rights Code, R. S. O. 1990, c. H.19, s. 45.9.(3); as en. S. O. 2006, c. 30, s. 1	Event + 5 years (Event = day issued or earlier as may be specified by Commission)
23 Income Tax Act 8 years and no outstanding tax prosecutions	Director’s Liability for Income Tax — Limitation Period	Income Tax Act, R. S. O. 1990, c. I.2, s. 38.(4); as am. S. O. 2004, c. 16, s. 3.	Event + 2 years (Event = director last ceased to be a director of that corporation.)
	Income Tax Accounting Records and Books of Account [Incorporation of Federal Tax Act	Income Tax Act, R. S. O. 1990, c. I.2, s. 39; as am. S. O. 1993, c. 29, s. 2; as am. S. O. 2004, c. 16, s. 3.	Event + 6 years (Event = End of last taxation year to which records relate; at person’s place of business or residence in Ontario; unless exceptions apply)
	Provincial Offence Tax	Income Tax Act, R. S. O. 1990, c. I.2, s.	Event + 8 years (Event = Day subject matter of

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
	Prosecutions — Limitation Period	48.(3); as am. S. O. 2004, c. 16, s. 3.	information/ complaint arose)
24 Insurance Act 2 years	Statutory Conditions — Automobile Insurance Regulation	Statutory Conditions — Automobile Insurance Regulation, under the Insurance Act, O. R. 777/93, Schedule, s. 9.(4). Auto Insurance Proceedings Statutory Conditions — Limitation Period	Automobile or Contents: Event + 1 year (Event = loss) And: Persons and Other Property Event + 2 years (Event = cause of action arose)
	Fire Insurance Claims – Limitation Period	Insurance Act, R.S.O. 1990, c. I.8, s. 148(2), Stat. Cond. 14.	Event + 1 year (Event = Loss or damage occurs)
25 Limitations Act, 2002 – General Limitation 2 years	General Limitation Period	Limitations Act, 2002, S.O. 2002, c. 24, Sch. B, s. 4.	Event + 2 years (Event = Day claim discovered)
26 Limitations Act, 2002 – Ultimate Limitation 15 years	Ultimate Limitation Period	Limitations Act, 2002, S. O. 2002, c. 24, Schedule B, ss. 15.(1),(2)	Event + 15 years (Event = act or omission took place)
27 Limitations Act – No Limitation (including sexual assault & undiscovered environmental claims)	Proceedings Where No Limitation Period	Limitations Act, 2002, S.O. 2002, c. 24, Schedule B, s. 16(1); as am. S.O. 2007, c. 13, s. 44; ss. 16(4), 17; as. am. S.O. 2010, c. 1, Schedule 14, s. 1	Event = There is no limitation period

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
No Limitation			
28 Municipal Act, 2001 - Records Not specified	Municipal Records Retention	Municipal Act, 2001, S. O. 2001, c. 25, s. 254.(1)	Not specified “shall retain and maintain in secure and accessible manner”
	Local Board Records	Municipal Act, 2001, S. O. 2001, c. 25, s. 254.(2)	Not specified “shall retain in secure and accessible manner”
	Records Agreement Transferred Records	Municipal Act, 2001, S. O. 2001, c. 25, ss. 254.(3),(4),(5),(6); as am. S. O. 2006, c. 32, Sched. A, s. 108.	Event = Shall retain and preserve transferred records in a secure and accessible manner
	Destruction of Records According to Retention Periods	Municipal Act, 2001, S. O. 2001, c. 25, ss. 255.(1) to (5); as am. S. O. 2006, c. 32, Sched. A, ss. 109.(1),(2).	Event = Destroy only if retention period expired or if is copy
29 Municipal Act – Corporate Books & Records Shall Keep	Municipal Clerk — Resolutions, Decisions, Voting Records, By-laws, Minutes of Proceedings	Municipal Act, 2001, S.O. 2001, c. 25, ss. 228.(1)(a) to (c)	Not specified “shall record/keep originals or copies”
	Municipalities or Local Boards or Committees — Resolutions and Decisions	Municipal Act, 2001, S.O. 2001, c. 25, ss. 239(7), (8); as en. S.O. 2006, c. 32, Sched. A, s. 103(3)	Not specified “shall record”
30 Municipal Conflict of Interest Act conflict of interest 2 years	Clerks of Municipality or Secretary of Committee or Local Boards — Declarations of Interest	Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50, s. 6	Not specified “shall be recorded”
	Voidable Proceedings — Limitation Period	Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50, s. 12	Event + 2 years (Event = Date of passing of by-law or resolution authorizing)
31 Municipal Freedom of Information and Protection of Privacy Act	Personal Information Retained by Institutions	General Regulation, under the Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1990, R. 823, s. 5; as am. O. Reg. 124/15, s. 1	Event + 1 year Event = Use or period set out in by-law or resolution made by institution. . .or on consent or: if information credit or debit card payment data)
	Access Requests — Format	General Regulation, under the Municipal	Not specified “shall be in written form”

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
2 years		Freedom of Information and Protection of Privacy Act, R. R. O. 1990, R. 823, s. 11; as am. O. R. 35/11, s. 2; as am. O. R. 47/12	
	Extended Requests — Limitation Period	Municipal Freedom of Information and Protection of Privacy Act, R. S. O. 1990, c. M. 56, ss. 17.(3) to (5); as en. S. O. 2006, c. 34, Sched. C, s. 14.(2)	2 years
32 Occupational Health and Safety Act – Construction Projects project completion + 1 year	Constructors — Design Drawings / Specifications	Construction Projects Regulation, under the Occupational Health and Safety Act, O.R. 213/91, ss. 19, 236(7).	Event + 1 year (Event = Project finished; and at project whole system on project)
	Engineer's Safety Net Inspections/ Tests Documentation	Construction Projects Regulation, under the Occupational Health and Safety Act, O. R. 213/91, s. 19; ss. 26.8.(4),(5); as am. O. R. 145/00, s. 14; as am. O. R. 85/04, s. 9	Event + 1 year (Event = Project finished; and kept at project while net in service).
	Constructors — Lifeline System Designs	Construction Projects Regulation, under the Occupational Health and Safety Act, O. R. 213/91, s. 26.9.(8) pars. 1, 6; as am. O. R. 145/00, s. 14.	Event = Keep design at project while system in use.
	Constructors — Record of Servicing, Cleaning and Sanitizing of Facilities and Facilities Location Change Documents	Construction Projects Regulation, under the Occupational Health and Safety Act, O. R. 213/91, ss. 29.(9),(12); as am. O. R. 145/00, s. 15.	Event = Keep for duration of project
	Employers — Traffic Protection Plan	Construction Projects Regulation, under the Occupational Health and Safety Act, O. R. 213/91, s. 19; ss. 67.(4),(5); as am. O. R. 145/00, s. 21	Event + 1 year (Event = Project finished; and shall be kept at project)
	Employers — Signaller Instructions	Construction Projects Regulation, under the Occupational Health and Safety Act, O. R. 213/91, s. 106.(1.5); as am. O. R. 145/00, s. 28.	Event = Keep at project
	Constructors — Engineer's Support Systems Opinions	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 234.(1), (2)(h), (3) to (5)	Event + 1 year (Event = Project finished; and shall keep on project)

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Cite Group	Subject	Citations	Retention or Limitation Period
	Constructor — Formwork/Falsework Design Drawings	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 89.(5)	Event + 1 year (Event = Project finished; and kept on project while in use)
	Engineer's Scaffold Certifications	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 127	Event + 1 year (Event = Project finished)
	Constructors — Scaffold Design Drawings	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 130.(5)	Event + 1 year (Event = Project finished; and at project while erected)
	Constructors — Suspended Scaffold/ Platform Drawings	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 139.(5), (7)	Event + 1 year (Event = Project finished; and while on project. on project)
	Machines / Equipment / Vehicles /Tool Manuals	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, ss. 19, 93.(4); as am. O. Reg. 145/00, s. 25.(2)	Event + 1 year (Event = Project finished; readily available on site)
	Employers — Fall Protection System Training Records	Construction Projects Regulation, under the Occupational Health and Safety Act, O. Reg. 213/91, s. 19; s. 26.2; as am. O. Reg. 145/00, s. 13; as am. O. Reg. 252/14, s. 1	Event + 1 year (Event = Project finished)
33 Occupational Health and Safety Act – General 3 years	Constructors or Employers — Posting of Health/Safety Committee Information	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 9(32).	Not specified
	Health and Occupational Safety Offence Prosecutions — Limitation Period	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 69.	Event + 1 year (Event = last act or default)
	Joint Health & Safety Committee — Minutes of Proceedings	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 9(22).	Not specified “shall maintain and keep”
	Employers — Workplace Violence / Harassment Policies and Information	Occupational Health and Safety Act, R. S. O. 1990, c. O.1, ss. 32.0.1.(1),(2), 32.0.5.(2) to (4), 32.0.7; as en. S. O. 2009, c. 23, s. 3; s. 55.1; as am. S. O. 2011, c. 1, Schedule 7, s. 2.(9)	Not specified “shall prepare/ keep to provide on request”

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Cite Group	Subject	Citations	Retention or Limitation Period
	Building Owners / Employers — Posting of Clearance Air Testing Results	Designated Substance — Asbestos on Construction Projects and in Buildings and Repair Operations Regulation, under the Occupational Health and Safety Act, O. R. 278/05, s. 18.(8)	Not specified
	WHMIS Supplier and Employer Material Safety Data Sheets — Limitation (Expiry) Period	Workplace Hazardous Materials Information System (WHMIS) Regulations, under the Occupational Health and Safety Act, R.R.O. 1990, Reg. 860, ss. 17, 18	3 years
	WHMIS — Toxicological Data for Material Safety Sheets	Workplace Hazardous Materials Information System (WHMIS) Regulations, under the Occupational Health and Safety Act, R. R. O. 1990, R. 860, s. 25	Keep to provide on request
	Posting of Warning of Hazardous Physical Agents	Occupational Health and Safety Act, R. S. O. 1990, c. O.1, ss. 41.(1),(2)	Not specified
	Posting of Hazardous Physical Agents Notices	Occupational Health and Safety Act, R. S. O. 1990, c. O.1, ss. 41.(3),(4)	Not specified
	Employers — Assessment for Hazardous Materials	Occupational Health and Safety Act, R. S. O. 1990, c. O.1, s. 39	Keep to make available on request
34 Public Libraries Act “shall keep”	Public Library Boards, Secretary — Minutes	Public Libraries Act, R.S.O. 1990, c. P.44, s. 15(3)	Not specified “shall keep”
35 Public Vehicles Act 1 year	Public Vehicles Hours of Labour/Trip Reports	General Regulation, under the Public Vehicles Act, R.R.O. 1990, Reg. 982, s. 24.	One year
36	Retail Sales Tax Accounting Records	Definitions, Exemptions and Rebates Regulation, under the Retail Sales Tax	Event + 6 years (72 months)(Event = start of fiscal year during which records destroyed

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Cite Group	Subject	Citations	Retention or Limitation Period
Retail Sales Tax Act 6 years		Act, R.R.O. 1990, Reg. 1012, s. 22; as am. O.Reg. 35/91, s. 4.	unless Minister approves earlier, and no outstanding court action).
37 Technical Standards and Safety Act, 2000 – Elevating Device Operation 5 years	Owners — Posting of Elevator Licences	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. Reg. 209/01, s. 30.	Not Specified
	Elevating Devices — Inspection and Tests Records Logbook	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. R. 209/01, ss. 33.(6),(7), 4.(2).	Event + 5 years (Event = Date of last entry)
	Owner/Contractors — Elevating Devices Log Books	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. R. 209/01, s. 34; as am. O. R. 252/08, s. 19.	Event + 5 years (Event = date of last entry)
	Owners — List of Emergency Contacts	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. R. 209/01, s. 37.(e); as am. O. R. 252/08, s. 22.	Keep to make available on request
	Owners — Passenger Elevator Contractor Contacts	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. Reg. 209/01, s. 38.	Keep to make available on request
38 Technical Standards and Safety Act, 2000 – Elevating Device design & instruction Until decommissioned or Transfer to new owners	Owners — Elevating Device Registered Design Submissions/ Maintenance Instructions	Elevating Devices Regulation, under the Technical Standards and Safety Act, 2000, O. R. 209/01, ss. 25.(2), 37.(f),(g).	Keep to make available on request and transfer to new owners
39	Offence Prosecutions —	Workplace Safety and Insurance Act,	Event + 2 years (Event = most recent act or

Kingston Frontenac Public Library – Retention Citation Table 2020

Cite Group	Subject	Citations	Retention or Limitation Period
Workplace Safety and Insurance Act, 1997 – Wages 2 years	Limitation Period	1997, S. O. 1997, c. 16, Schedule A, s. 157.1.(1); as am. S. O. 2001, c. 9, Schedule I, s. 4.(5).	omission upon which prosecution is based comes to knowledge of Board)
	Schedule 1 Employers — Wages Record	Workplace Safety and Insurance Act, 1997, S. O. 1997, c. 16, Schedule A, s. 80; as am. S. O. 2001, Schedule I, s. 4.(2).	Not specified
40 Workplace Safety and Insurance Act, 1997 – Accidents	Accident and First Aid Records	First Aid Requirements Regulation, under the Workplace Safety and Insurance Act, 1997, R.R.O. 1990, R. 1101, s. 5.	Not specified

KFPL Report to the Board

Subject: Gifts, Donations and Planned Giving Policy

Date: September 22, 2020

Prepared by: L. Carter, Chief Librarian/CEO

Background:

The Gifts and Donations policy and the Planned Giving policy were amalgamated in 2016 into the Gifts, Donations and Planned Giving policy. This policy is scheduled to be reviewed once per Board term.

Analysis:

Very minor changes were made to the policy as follows:

- Copy-edits for grammar and clarity.
- Under the Definitions sub-heading, updating the definition of fair market value to reflect current Canada Revenue Agency documents.
- Under the Library Materials sub-heading, “will” was changed to “may” in the first sentence to better reflect current library practice with respect to donations. Most donations are sold by the Friends of the Kingston Frontenac Public Library in their book sales.

Stakeholders’ consultation: C. Ridgley, Budget/HR Analyst

Recommendations:

That the Library Board review and approve the amended policy as presented.

KFPL Statement of Policy

Gifts, Donations and Planned Giving

1. Purpose

The Kingston Frontenac Public Library (the Library) acknowledges the importance of gifts and donations to provide enhancements to the existing programs and services available at the Kingston Frontenac Public Library and capital enhancements which support the Library's mission and objectives.

The Kingston Frontenac Public Library Board encourages and solicits contributions of cash, securities, and personal and real property as outright gifts that are acceptable to Canada Revenue Agency (CRA) and the laws of the Province of Ontario. The purpose of the policy is to ensure that informed decisions are made on the acceptance of gifts and that such gifts are receipted in accordance with the requirements of the *Income Tax Act*.

2. Scope

3. Definitions (if applicable)

Fair Market Value (FMV): FMV "is usually the highest dollar value you can get for your property in an open and unrestricted market, between a willing buyer and a willing seller who are acting independently of each other." Canada Revenue Agency, "Fair Market Value" P113 Gifts and Income Tax 2019.

Gift: A voluntary transfer of cash and kind, from individuals, industry, foundations and other sources to the Library for either unrestricted or restricted utilization in the operation of the Library. Gifts are made without expectation of return; no consideration - no benefit of any kind - to the donor or to anyone designated by the donor, may result from the payment. Gifts may be monetary (cash, cheques) or non-monetary (e.g. securities, real property, or personal property).

Unrestricted Gifts: Gifts, given to the Library, where the donor has not specified the purpose for which the gift is to be used.

Restricted Gifts: Gifts, given to the Library, where the donor has specified that the gift is to be used to support a particular purpose.

Planned giving: Is a philanthropic program by which a donor can arrange a substantial gift to the Library for the future. The emphasis is on planning and is focused on matching the objectives of the Library with the needs and objectives of the donor.

Official Charitable Receipt: The official charitable receipt is a statement issued by the Library to donors that includes the business number issued to the Library by the CRA, a declaration as to the value of the gift, date of the gift and name of the donor. Receipts are

normally accepted by the CRA to support the calculation of the allowable "non-refundable tax credits".

4. Guiding Principles

The Library holds itself to a high standard of ethical conduct, both within its own board and staff and in all of its external relationships and interactions. The Library values and will protect its integrity, autonomy and intellectual freedom, and does not accept gifts when a condition of such acceptance would compromise these fundamental principles.

5. Policy

The Library reserves the right to accept or decline any proposed gifts.

The Library will work closely with the donor to ensure there is a mutually beneficial agreement on the donor's intent for their gift designation. In some cases, a gift may not be accepted because the Library is unable to carry out the restrictions set forth by the donor.

Ownership of all gifts directed to Kingston Frontenac Public Library vests in the Library, whether said gifts are for the benefit of the Library generally or for some specific purpose in it.

Acceptance of any gift contribution which involves a proposal to name is conditional upon final approval of the naming by the Board as per the Board's Naming policy.

Undesignated gifts shall be used for such purposes as the Library judges will best advance its mission and priorities. Designated gifts shall be used expressly for the purposes for which they are given, which must be consistent with the Library's mission and priorities.

All programs, solicitation plans and activities are subject to Board approval.

Official receipts for income tax purposes will be issued for gifts, which comply with CRA guidelines. Online donations through CanadaHelps.org will be automatically receipted. For donations made by mail and / or in-person, a tax receipt will be mailed when the accumulated donation by the donor reaches \$10 in any calendar year. Official receipts for income tax purposes are not routinely issued to charitable organizations and foundations, but may be issued if requested by the donor. Official receipts for income tax purposes are not issued for sponsorships, purchases, or other transactions listed in the Canada Revenue Agency's Bulletin IT-110R3. These transactions may be acknowledged through issue of a receipt.

Donors are encouraged to discuss the proposed gift with independent legal and/or tax advisors of the donor's choice so as to ensure that the donor receives a full and accurate explanation of all aspects of the proposed charitable gift.

Gifts in Kind

Gifts in kind that are added to the Library's collections will be receipted based on the fair market value. For gifts greater than \$1,000, an independent appraisal is required. The donor

will generally be responsible for the cost of obtaining an independent appraisal. The Board may authorize payment of valuation costs by exception.

A contribution of service (time, skills, effort) does not qualify as a gift or gift in kind for purposes of issuing an official donation receipt.

Conditions of Gift Acceptance

The Library will accept gifts of individual items or works of art or collections on condition that they become the property of the Board. The Board reserves the right to dispense of any items at any time and in any manner.

The final decision to accept or refuse any items rests with the Board.

Library Materials

The Library may accept gifts of books, dvds, music and other materials as long as they are suitable to the needs of the Library. The same selection and deletion principles apply to gifts as to purchases as per the Library's Collection Development policy.

The Board maintains the right of review of the material prior to acceptance or refusal. The Board's decisions are based upon availability of space, artistic merit, and other relevant criteria, including, but not limited to, affiliation with Kingston or Frontenac County either through the artist or the subject matter.

Privacy

The Kingston Frontenac Public Library is committed to protecting the privacy of our donors and prospective donors. The Library shall maintain donor records, the contents of which shall remain confidential unless the donor agrees otherwise.

All research undertaken by the Library on current and potential donors will be limited to its funding development process and no other purpose. Research methods will respect the individual's right to privacy and information will be acquired only through publicly available sources.

Expenditures

All undesignated donations will be directed to a specific purpose where they are most needed as deemed fit by the Chief Librarian or designate. All expenditures of gifts over \$50,000 must be approved by the Board.

Financial management

Pledges of \$10,000 and over will be accompanied by an agreement signed by the donor and the Chief Librarian, or designate. Pledges may be announced publicly at the shared discretion of the donor and the Library. Expenditures for donor recognition must be guided by the CRA guidelines.

Power to Vary

Should the intended purpose of a gift be changed, the Library will attempt to contact the donor to discuss the change. If obtaining donor permission is not feasible, the Library will choose a designation that aligns most similarly with the donor's original intent and carry out all recognition plans as originally discussed with the donor.

6. Appendices

7. Authority

8. Document Control

Original policy date:	2006
Last Reviewed:	October 2020
Changes made:	
Next Review:	2024

KFPL Report to the Board

Subject: Accessibility Policy for Users with Disabilities

Date: September 22, 2020

Prepared by: S. Quigley, Director, Human Resources

Background:

In the province of Ontario organizations are required to develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation, O. Reg. 191/11, s. 3 (1) (Regulation) under the *Accessibility for Ontarians with Disabilities Act, 2005 S.O. 2005, c. 11* (AODA).

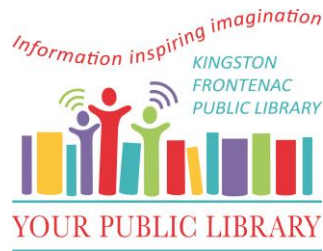
The Kingston Frontenac Public Library's Accessibility policy was developed and approved in 2009 and reviewed by the Library Board as part of a generative discussion at the November 2013 Board meeting. The policy was last reviewed by the Board in 2016 and again in 2018.

Analysis:

No changes to the policy are required under provincial regulations or legislation since the review in 2016 and 2018. There only minor housekeeping changes recommended to the policy (i.e. italicize references to legislation) and update reference in complaint form to "Service Feedback Standards".

Recommendations:

That the Library Board review and approve the Accessibility Policy for Users with Disabilities as presented.



KFPL Statement of Policy

Accessibility Policy for Users with Disabilities

The Library is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination.

The Library understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario *Human Rights Code* or obligations to people with disabilities under any other law.

The Library is committed to complying with both the Ontario *Human Rights Code* and the AODA.

1. Purpose

The purpose of this policy is to ensure that the Kingston Frontenac Public Library (the Library) provides all library services, resources and facilities in ways that are accessible to persons with disabilities. The policy also serves to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*.

2. Scope

This policy applies to all persons who deal with customers or patrons, and to third parties who deal with customers on the Library's behalf such as those providing program services. A person or third party can be an employee, volunteer, Friend of the Library, KFPL Board member, student on placement or someone otherwise engaged in the provision of Library services to our customers.

3. Definitions

AODA means the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Device means a device used to assist persons with disabilities in carrying out activities or in accessing Library services. Assistive devices may include, but are not limited to, wheelchairs, walkers, canes, oxygen tanks, and electronic communication devices.

Core Service means reference, referral and readers' services, collections, lending, technology, programming and outreach.

Disability or Disabilities means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide dog means a guide dog as defined in section 1 of the *Blind Persons' Act*.

Service Animal means:

An animal is a service animal for a person with a disability if,

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.

- vii. A member of the College of Physiotherapists of Ontario.
- viii. A member of the College of Psychologists of Ontario.
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

Library Premises means premises owned and operated, or operated by the Kingston Frontenac Public Library.

Support Person means, in relation to a person with a disability, another person who accompanies a person with a disability in order to assist them with communication, mobility, personal care, or medical needs, or with access to goods, services or facilities.

4. Guiding Principles

Library service is relevant, inclusive and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library goods, services or facilities.

Library services are provided in a manner that respects the dignity and independence of persons with disabilities. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.

Library services to persons with disabilities are integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Library goods, services or facilities.

5. Policy

The Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use Library goods, services or facilities.

5.1. Communications with Persons with Disabilities

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized *Web Content Accessibility Guidelines (WCAG)* 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Policy documents will be available on the Library website.

5.2. Temporary Service Disruptions

The Library will make reasonable effort to provide notice of any planned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. If a disruption is unplanned, the Library will provide notice as soon as possible.

5.3. Assistive Devices and other measures that assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining or using Library goods, services or facilities. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations the Library may offer a person with a disability other reasonable measures to assist them in obtaining and using Library goods, services or facilities, where the Library has such other measures available.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

5.4. Service Animals

A person with a disability may enter Library premises accompanied by a service animal, and may keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law, the Library will ensure that alternative means are available to enable the person with a disability to obtain or use or benefit from Library services or facilities.

At times it may be difficult to differentiate between a person with a disability using a service animal and an individual being accompanied by a pet. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status, as outlined above.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal (e.g. barking or growling), cleaning up after the animal (e.g. defecation), and being responsible for any damage the animal may cause to the Library premises.

5.5. Support Persons

A person with a disability may enter Library premises with a support person, and have access to the support person at all times while on the premises.

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others. Before making a decision to require a support person, the Library will consult with the person with a disability to

understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable.

Where an admission fee is charged to gain access to an event, facility, or service, and the revenue from the fee is payable to a third party (e.g. a concert provider), the support person is permitted to attend the event at their own cost.

If a third party uses a Library meeting room to host an event, they are not required to alter their admission fees for support persons, but we would strongly encourage them to do so. However, if a third party voluntarily decides to alter admission fees for support persons for their event, the Library will not be responsible for reimbursing them for the value of those admission fees.

In response to a request for a sign language interpreter, the Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at The Canadian Hearing Society (CHS).

5.6. Training

The Library will ensure that all persons to whom this policy applies receive training as required by the *Integrated Accessibility Standards (Ontario Regulation 191/11)*. The amount and format of training given will be dependent on a person's interactions with Library users.

The content of the training will include:

- a review of the purposes of the *AODA*;
- the requirements of the *Integrated Accessibility Standards (Ontario Regulation 191/11)*;
- training on the *Human Rights Code* as it pertains to persons with disabilities;
- instruction on Library policies, procedures and practices pertaining to the provision of Library services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing Library goods, services or facilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person, guide dog or service animal; and,
- information about the equipment or devices available on the Library premises that may help with the provision of Library goods, services or access to facilities to

persons with disabilities.

A record of training provided under this policy will be kept by the Director, Human Resources. Training will be provided as part of orientation training for new employees or as required to those covered by this policy.

5.7. Feedback and Complaints About Services

Feedback and complaints from a member of the public about the delivery of goods and services (including facilities) to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods. Complaints and feedback will be received and addressed in accordance with the Library's complaints administration process.

5.8. Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

5.9. Self-service kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

5.10. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will use our accommodation policy to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

5.11. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

Service-related elements like service counters, fixed queuing lines and waiting areas

6. Appendices

- a) [Sign Language Interpreter Services Information](#)
- b) [Accessible Customer Service Feedback form](#)

7. Authorities

O. Reg 191/11 s. 6(1) under *Accessibility for Ontarians with Disabilities Act, 2005*.

8. Document Control

Date:	2020 October
Original policy date:	2009 October
Last Reviewed:	2020 October
Changes made:	as per report
Next Review:	2021 October



Sign Language Interpreter

In response to a request for a sign language interpreter, the Kingston Frontenac Public Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at The Canadian Hearing Society (CHS).

Requirements for Engaging an Interpreter:

- There must be a formal request for an interpreter. Such request will be considered consent by the patron to provide information to the Hearing Society in order to fulfill the request (e.g. patron contact information).
- Two weeks' notice is required to engage the services of an interpreter through The Canadian Hearing Society.
- If the patron has a preferred sign language interpreter then the patron should indicate such preference when making the formal request.
- Requests for an interpreter must be made in writing. Requests may be sent by email to administration@kfpl.ca or by mail to 130 Johnson Street, Kingston, Ontario K7L 1X8 (care of administration).
- Due to the demand for interpreter services, the library will update the patron should the request for service be denied. Where the request is denied the library will explore reasonable alternative measures of accommodation with the patron.



Accessible Customer Service Feedback

At the Kingston Frontenac Public Library we welcome patron feedback on the services we provide. Patrons with disabilities are welcome to submit feedback in person, by telephone, in writing, by delivering an electronic text by email or on a USB flash drive or through our website. This form may be used by patrons wishing to submit feedback in writing.

Patrons that provide their contact information with formal feedback will receive an acknowledgement of their feedback within two business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. The library will follow up on any actions required from the feedback and the timing of implementation will be communicated to the patron. Feedback / response will be in a format that is accessible to the patron.

The process to request reconsideration of a decision is outlined in KFPL's [Service Feedback Standards](#).

Patron Contact Information: (e.g. name, phone number, email address etc.)

Feedback: (Please provide a detailed description of the issue or suggestion)

Feedback must be submitted to the attention of:

Director, Human Resources

Kingston Frontenac Public Library

130 Johnson Street, Kingston ON K7L 1X8

Email: administration@kfpl.ca

Telephone: 613-549-8888 extension 3515 Fax: 613-549-8476

Website: www.kfpl.ca

Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44., s. 4(3) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56., s. 28(2) The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1X8 613-549-8888

KFPL Report to the Board

Subject: Occupational Health and Safety Policies

Date: September 22, 2020

Prepared by: S. Quigley, Director, Human Resources

Background:

The Occupational Health and Safety Act, R.S.O. 1990 c. 0.1 requires employers to review the following policies at least annually. The policies were last reviewed and approved at the June 19, 2019 Library Board meeting.

- Occupational Health and Safety
- Workplace Harassment
- Workplace Violence Prevention

Analysis:

The policies were reviewed by members of the Joint Health and Safety Committee and no changes are recommended at this time.

There have been no legislated changes required since the last reviews.

Stakeholders' consultation:

To be determined by the Library Board.

Recommendations:

That the policies be reviewed and approved pending the level of stakeholders' consultation as determined by the Library Board.

KFPL Statement of Policy Occupational Health and Safety

1. Purpose

The Kingston Frontenac Public Library is dedicated to continuing to meet or exceed the requirements of the Occupational Health and Safety Act (OHSA).

2. Scope

This policy applies to all workers of the Kingston Frontenac Public Library.

3. Definitions

Under the OHSA, “worker” includes a person who performs work or supplies services for monetary compensation. “Worker” includes library employees working full-time, part-time, or casual, in unionized, non-unionized, supervisory or management positions. Students and student interns involved in work experience programs are also included in the definition of worker. “Worker” does not include contractors, sub-contractors or volunteers.

4. Guiding Principles

Through a comprehensive occupational health and safety program, management of the Library will ensure that operational activities remain safe and productive.

5. Policy

- 5.1 The management of the Kingston Frontenac Public Library is responsible for developing and implementing standards to ensure a hazard free workplace.
- 5.2 Workers will have ongoing training programs provided to familiarize them with safety regulations.
- 5.3 A healthy and safe workplace is everyone’s responsibility. Workers of the Kingston Frontenac Public Library will report any unsafe condition to management and/or a member of the Joint Occupational Health & Safety Committee and management will respond by correcting the situation.
- 5.4 This Policy Statement, officially signed, has been posted on all Branch Health & Safety Bulletin Boards.
- 5.5 This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library.

6. Appendices

Not applicable.

7. Authorities

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

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

8. Document Control

Original policy date:

Last Reviewed: 2020 October

Changes made: no changes

Next Review: 2021 June

KFPL Statement of Policy

Workplace Harassment

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including patrons, customers, clients, volunteers, other employers, contractors, supervisors, workers and members of the public.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. **Workplace sexual harassment** means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workers are encouraged to report any incidents of workplace harassment to the appropriate person (e.g. supervisor, Manager or Director, Union).

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If a worker needs further assistance, he or she may contact a member of the Joint Health and Safety Committee, the Union, the Ministry of Labour or the library Employee Assistance Program provider.

Document Control

Last Reviewed: 2020 October
Changes made: no changes
Next Review: 2021 June

Signed / date (Chief Librarian / CEO): _____

Signed / date (Chair, KFPL Board): _____

Signed / date: _____

Union Health and Safety Committee Representative

Kingston Frontenac Public Library

Workplace Harassment Program

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, patrons, clients, volunteers, other employers, contractors, supervisors, workers, and members of the public.

The workplace harassment program applies to all workers including managers, supervisors, temporary employees, students and subcontractors.

1. Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. (See Appendix A for more definitions and examples)

Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment (e.g. scheduling, annual performance review).

2. Reporting Workplace Harassment

2.1 How to Report Workplace Harassment

Workers can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, please use the workplace harassment complaint form (Appendix B). When reporting verbally, the reporting contact, along with the worker complaining of harassment, will fill out the complaint form.

The report of the incident should include the following information:

- a) Name(s) of the worker who has allegedly experienced workplace harassment and contact information.
- b) Name of the alleged harasser(s), position and contact information (if known).
- c) Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known).
- d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s).
 - Any supporting documents the worker who complains of harassment may have in his/her possession that are relevant to the complaint.
 - List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

2.2 Who to Report Workplace Harassment To

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a workplace harassment incident or complaint to your manager. If the worker's supervisor or reporting contact is the person engaging in the workplace harassment, contact the Director, Human Resources. If a manager or director is the person engaging in the workplace harassment, contact the Chief Librarian/CEO. If the Chief Librarian/CEO is the person engaging in the workplace harassment, contact the Chair of the KFPL Board. (Note: The person designated as the reporting contact should not be under the direct control of the alleged harasser.)

Human Resources shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves a senior executive or KFPL Board member, an external person qualified to conduct a workplace harassment investigation who has knowledge of the relevant workplace harassment laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

3. Investigation

3.1 Commitment to Investigate

The Kingston Frontenac Public Library will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment. (See Appendix C – Investigation Template)

3.2 Who Will Investigate

The Director, Human Resources will determine who will conduct the investigation into the incident or complaint of workplace harassment. If the allegations of workplace harassment involve a Manager, Director or Chief Librarian/CEO, the employer will refer the investigation to an external investigator to conduct an impartial investigation.

3.3 Timing of the Investigation

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

3.4 Investigation Process

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

- a) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.
- b) The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is a worker of the employer. If the alleged harasser is not a worker, the investigator should make reasonable efforts to interview the alleged harasser.
- c) The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment should be given a reasonable opportunity to reply.

- d) The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.
- e) The investigator must collect and review any relevant documents.
- f) The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced workplace harassment, the alleged harasser and any witnesses.
- g) The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not.

3.5 Results of the Investigation

Within 10 days of the investigation being completed, the worker who allegedly experienced the workplace harassment and the alleged harasser, if he or she is a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.

3.6 Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

3.7 Handling Complaints

If an investigation confirms that an offence has occurred and remedial action is warranted it will be initiated without delay. This may include counselling, education and training, review and modification of policies and practices, or other disciplinary action up to and including dismissal. Where applicable, the relevant disciplinary procedures set out in the Collective Agreement or other employee agreements will be followed. In no circumstances shall this remedial action in a substantial case of harassment penalize the complainant.

4. **Record Keeping**

The employer (human resources or designated person) will keep records of the investigation including:

- a) a copy of the complaint or details about the incident;
- b) a record of the investigation including notes;
- c) a copy of the investigation report (if any);
- d) a summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;
- e) a copy of any corrective action taken to address the complaint or incident of workplace harassment.

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law.

Records will be kept for six years.

Date created: January 2017 Annual review date: October 2020

Signed / date: _____
(Chief Librarian / CEO):

Signed / date: _____
Union Health and Safety Committee Representative

Appendix A

Types and Examples of Harassment

1. Sexual Harassment

Unwelcome Behaviour

This is the most common form of sexual harassment and includes:

- unwelcome physical contact such as touching, kissing, patting, or brushing up against a person
- suggestive staring or other obscene or offensive gestures
- physical assault
- display of pornographic materials, including graffiti
- unwelcome remarks, jokes, or taunting about a person's body, dress, or sex
- enquiries or comments about a person's sex life, sexual preferences, etc.
- circulation or posting of sexist jokes or cartoons

Sexual Advances

This second type of sexual harassment occurs when a person in a position of power or authority makes unwanted sexual advances or requests for sexual relations.

2. Racial Harassment

Racial slurs and harassment and racial jokes are a form of discrimination that violate the Ontario Human Rights Code (the Code). The term "race" includes all race-related grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship and creed.

Examples of this type of harassment include:

- unwelcome remarks, jokes, innuendoes, or taunting about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- racist, ethnic or religious graffiti or the display of racist material
- practical jokes based on racial, ethnic or religious grounds which cause awkwardness or embarrassment
- refusal to work or converse with an employee because of his or her racial or ethnic background
- use of racially derogatory nicknames

3. Poisoned Work Environment

Conduct or comments not directed at a specific individual can nonetheless create a degrading or offensive "poisoned" work environment and may therefore be considered a form of harassment. Examples include:

- display of material which degrades or denigrates a person or group on the grounds of gender, race, ethnic origin, disability, or sexual orientation
- patronizing behaviour, language or terminology which reinforces stereotypes and undermines other workers' self-respect or adversely affects work performance or working conditions
- intimidating behaviour by a person in authority which negatively affects the work performance of employees and is generally detrimental to the working environment
- a poisoned work environment constitutes harassment whether or not employees complain about the display of offensive materials, joking, or name-calling.

4. Personal Harassment

Personal harassment is improper conduct and/or comment, not related to a legitimate work purpose, directed at and offensive to another person or persons in the workplace and that the individual knows or ought to reasonably know would offend, harm or is derogatory, demeaning or causes humiliation or embarrassment.

Personal harassment often involves a course or grouping of behaviours. However a single serious incident of such behaviour that has a lasting harmful effect on an employee may also constitute personal harassment. Examples include but are not limited to:

- frequent angry shouting/yelling or blow-ups
- regular use of profanity and abusive or violent language
- physical, verbal or email threats, intimidation
- violent behaviours – slamming doors, throwing objects, knocking over chairs
- targeting individual(s) in humiliating practical jokes
- excluding, shunning, impeding work performance
- spreading gossip, rumours, negative blogging
- insults, name calling
- retaliation, sabotaging
- repeated offensive or intimidating phone calls or e-mails
- communication that is demeaning, insulting, humiliating, mocking

5. Bullying

Bullying can be defined as persistent actions, criticism or personal abuse, either in public or private, which humiliates, denigrates, undermines, intimidates or injures the recipient. Bullying includes cyberbullying.

6. What Harassment does not include

The term harassment is often used incorrectly. It does not include:

- reasonable and appropriate direction, evaluation or discipline by a manager or supervisor
- reasonable action taken by management relating to the management and direction of workers
- stressful events associated with the performance of legitimate job duties
- differences of opinion or minor disagreements between co-workers
- good-natured jesting and bantering which is mutually acceptable
- friendly or romantic behaviour which is welcome and mutual

Appendix B

Workplace Harassment Complaint Form

Note: Whether the worker uses the complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of workplace harassment.

Name and contact information of worker who has allegedly experienced workplace harassment (your name):

Name of alleged harasser(s) and contact information, if available:

Details of the Complaint of Workplace Harassment: Please describe in as much detail as possible the bullying and harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Relevant Documents/Evidence: Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Signature: _____

Date: _____

Appendix C

Workplace Harassment Investigation Template

This template may be used for guidance in investigating workplace harassment incidents or complaints. It may not be appropriate for complex workplace harassment investigations. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser.

Name of investigator: _____

Date of investigation: _____

A. Background Information:

Who are the people involved? Are they workers as defined by OHSA? Who reported and when? (Attach more pages if necessary)

1. Name of person who reported workplace harassment:
2. If not the same person as above, name of person who allegedly experienced workplace harassment:
3. Date complaint/concern raised and how:
4. Name of worker(s) (complaining or possibly exposed to workplace harassment):
Position/Department:
5. Name of respondent(s) (alleged harasser); Position/ Department: If not a worker – provide details:

B. Investigation Plan:

Plan and **conduct** the investigation (Attach more pages if necessary):

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.
5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.
6. Take detailed notes.
7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

C. Worker (s) Concerns/Workplace Harassment Allegations:

(Attach more pages if necessary): When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response:

(The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond. Attach more pages if necessary)

DRAFT

KFPL Statement of Policy

Workplace Violence Prevention

1. Purpose

The Kingston Frontenac Public Library is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Library will take whatever steps are reasonable to protect workers from workplace violence from all sources.

2. Scope

This policy applies to all library workers including those of part-time, temporary or casual status, as well as to all Library Board appointees, and all elected officials, appointees or employees acting on behalf of the City of Kingston, the County of Frontenac, and the Townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The policy also applies to students, student interns, volunteers, contractors, members of the public and patrons.

3. Definitions

Workplace Violence

Workplace violence means:

1. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
2. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker or other workers, in a workplace, that could cause physical injury to the worker or other workers.

The Workplace

Workplace violence can occur in any library location, not just library buildings. The workplace may include: meeting rooms, vehicles, locker rooms, cafeterias, or any other location where library business is conducted.

4. Guiding Principles

The Library is committed to a workplace free from violence.

5. Policy

The Kingston Frontenac Public Library, as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers, supervisors and managers have the appropriate information and instruction to protect them from violence in the workplace.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning assistance and a process for workers to report incidents or raise concerns.

Managers and supervisors will adhere to this policy and the supporting program. Managers and supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents and/or threats. This includes the threat of domestic violence that would likely expose a worker or workers to physical injury in the workplace.

The employer pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. The investigation process is attached as Appendix A. Failure to uphold and abide by this policy may result in discipline, legal action and/or such other sanction as set out in Library policy.

This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library and will be posted in each branch of the Library.

6. Appendices – Appendix A – Investigation Process

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter O.1

8. Document Control

Original policy date: 2010
Last Reviewed: 2020 October
Changes made: no changes
Next Review: 2021 June

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

Appendix A – Investigation Process

The Kingston Frontenac Public Library will investigate any incident or threat of violence in the workplace. The principle that the Library will operate under is to communicate as much information as possible to workers, subject to the limitations of privacy legislation.

Patron or External Party Violence

Any worker who observes or is made aware of an act or threat of violence by an external party (i.e. not a worker) shall call the police immediately, and then contact a person in charge (e.g. Branch Supervisor, Librarian-in-Charge, Manager or Director). Where the worker is uncertain of the threat, they are required to contact the person in charge for direction. Where security is on-site, the guard should also be notified of the act or threat of violence.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. Police and/or security may be involved depending on the circumstances. Remedial action may include banning patrons and/or criminal prosecution. Workers will be informed of the results of any investigation using the Incident Report and Banning Notification process. The Occupational Health and Safety Committee will review all Incident Reports.

Worker Violence

It is the responsibility of every worker to report threats or acts of violence made by any worker in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. The Union, police and/or security may be involved depending on the circumstances.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. For worker violence incidents, the Incident Report published on the Library staff intranet will be treated as confidential.

Domestic Violence

Where the Library becomes aware or ought reasonably to be aware that domestic violence would likely expose a worker or workers to physical injury, the Director, Human Resources in conjunction with other relevant staff and/or security will develop a safety plan for the identified worker and those workers that would reasonably be exposed to the violence. Where appropriate, the police will be contacted to assist with the safety plan.

The nature and circumstances of the incident and/or threat of violence will determine the level and content of communication to workers including any remedial action taken by the Library.