EMPOWERING STAFF TO CREATE SAFE SPACES

Brantford Public Library
Kelly Nielsen - Manager - Public Services
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Introductions
Agenda

■ Why this topic?
■ What BPL has done?
■ Q & A
■ What can you do?
Why did we choose this topic?

- We know we are the only ones dealing with:
  - Increase in incidents
  - Staff feeling unsafe and unequip to deal with difficult situations
- Libraries share
What has BPL been doing?

- C.P.T.E.D report done by Brantford Police
- New Rules of Conduct Policy
- Updated incident procedures and Incident Matrix
- Relationship building and training with community partners and within our organization
- Increased security and hired new company
- CPI Training
- Ryan Dowd training
- Naloxone and Opioid Overdose training
What are our BPL’s next steps?

- Continue with training and implement a mandatory training program for all new staff
- Onboard a new security company
- Move security under the Public Service umbrella
- Improve communication and incident reporting procedures
- Continue to create relationships
- Continue to develop the skills we've learned
Discussion

It's time to share ideas.
Final Thoughts

- Different ideas will work at different organizations
- Try more than one thing, adapt your plan
- Listen to your staff and ask for input
- Recognize that you will probably never be incident free
- Stay positive
Get in touch with us....

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