



# EMPOWERING STAFF TO CREATE SAFE SPACES

**Brantford Public Library**

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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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