

|                    |                         |                       |              |
|--------------------|-------------------------|-----------------------|--------------|
| <b>Section</b>     | <b>Service</b>          | <b>Section #:</b>     | <b>4</b>     |
| <b>Sub-section</b> | <b>Customer Service</b> | <b>Sub-section #:</b> | <b>4.1</b>   |
| <b>Topic</b>       | <b>Scent Free</b>       | <b>Policy:</b>        | <b>4.1.6</b> |

Due to the health concerns arising from exposure to scented products, the Selwyn Public Library has instituted this policy to provide a scent-free environment for all employees and visitors. We endeavor to eliminate or minimize as much as possible the use of products and fragrances whose scent or other properties are known to trigger allergic or other hazardous reactions.

Although the Library cannot ensure that public areas will be scent-free, it will endeavour to educate the public, especially those who consider renting space in one of the Library's facilities, about the potentially significant impact on the health of certain people (including staff members) through exposure to scents. As a result, this policy will be distributed to those considering library room rentals, and signs will be posted in the public areas asking the public to be sensitive to this issue.

### **Employees**

1. If a Library employee or volunteer reports to work wearing an overtly synthetic fragrance, they may be asked to make every reasonable attempt to remove the scent or fragrance.
2. Employees or volunteers with scent sensitivities will advise the Branch Librarian of their particular sensitivity to ensure that proper precautions and accommodations are made to reduce the likelihood of exposure.
3. Whenever possible, the source of a synthetic fragrance used in the workplace will be removed. If the source cannot be removed, an affected employee may have to be accommodated.
4. An employee or volunteer who experiences a reaction from a synthetic product worn by another employee or volunteer should attempt to resolve the issue by respectfully communicating their concern directly to the employee. If the problem cannot be resolved, employees may report the issue to the CEO/Chief Librarian.
5. When a product cannot be removed, or an employee refuses to remove it, the CEO/Chief Librarian may follow up with the employee or volunteer to advise of this policy.

### **Library Users**

1. When Library staff become aware that a Library user is wearing an overtly synthetic fragrance while in the Library, the employee may approach the

user and direct their attention to the Scent Free signs, posted at the entrance of the Library, and advise them of this policy.

**Non-Compliance**

1. If a Library employee, volunteer or user is non-compliant with this policy, he or she may be reported to the CEO/Chief Librarian, who will speak to the individual and deal with the non-compliance in a cordial and respectful manner.
2. Every effort must be made not to offend any parties involved while referring to this policy.
3. All Library employees, volunteers and users will be informed of this policy by way of a "Scent Free" sign posted at the main entrance of the Library.
4. Library employees will work with individuals renting Library space to ensure appropriate communication measures are taken to advise all those in attendance of this policy.

**Products**

1. Wherever practical and feasible in the Library, synthetic-fragrance-free cleaning and sanitizing products will be used, and in general, the purchase and use of such products will be preferred over scented substitutes.
2. Cleaning, maintenance, renovations, etc. with which "atypical" odour is associated should be scheduled to occur at times of reduced occupancy, wherever possible and practical.

**Notifications**

1. Ensure that signage informing staff and visitors of these guidelines are posted at the entrance to the building and in common congregation areas, such as waiting rooms and washrooms.
2. The signage shall state – Scented products can cause allergic reactions and respiratory distress. Staff and visitors are requested not to wear or use any scented products while visiting or working at the Selwyn Public Library.
3. This policy will be posted on our website

**Related Documents:**

Community Space & Public Meeting Rooms 4.4.1

|                                |                  |          |          |
|--------------------------------|------------------|----------|----------|
| <b>History:</b>                |                  |          |          |
| Date of Original Board Motion: | March 2021, 2021 | Motion # | 2021.029 |

|                              |  |  |  |
|------------------------------|--|--|--|
| Date of Amendments: (if any) |  |  |  |
|                              |  |  |  |
| Date of Next Review:         |  |  |  |
| Attachments:                 |  |  |  |