

Vulnerable Patron Policy

A vulnerable patron is an individual who has a physical or mental impairment that substantially limits one or more major life activity (as defined by the ADA).

Vulnerable patrons, who can understand and follow the rules of conduct and who can care for themselves, are welcome to use the Library providing they can follow the rules of conduct as outlined in the Library's Patron Conduct Policy and Maintenance of Public Order Policy. They should have contact information for a caregiver who can assist them in an emergency.

Vulnerable patrons who are unable to care for themselves must have adequate supervision at all times. A caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable patrons during their Library visits.

The Library will adhere to the following guidelines concerning vulnerable patrons:

- Staff cannot prevent a vulnerable patron from leaving the building/grounds or assume responsibility for monitoring their behavior.
- Staff will attempt to contact a caregiver when a vulnerable patron's:
 - health or safety is at risk
 - behavior disturbs other Library users
 - interferes with Library staff's ability to perform their professional duties
 - actions violate the Library's Patron Conduct Policy or Maintenance of Public Order Policy
- If a vulnerable patron is not picked up by Library closing time, the following guidelines will be followed:
 - Two staff members will remain with the vulnerable patron until he/she is picked up.
 - Every reasonable effort will be made by the staff to contact a caregiver.
 - If a caregiver cannot be reached, or the vulnerable patron is not picked up within 15 minutes of Library closing, staff will notify the police.
 - Staff are not permitted to provide transportation for vulnerable patrons.
 - Staff remaining with an unattended vulnerable patron after the Library is closed will receive compensation for the time.