

## Closed Door Policy

Approved 7/19/19

Hopkins District Library does not currently have closed spaces available to the public for one-on-one interaction. As one-on-one interactions do arise within the public space, the following procedures must be followed.

- When meeting one-on-one with a patron or user, always do so in a public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Inform other staff and volunteers that you are alone with a patron or user and ask them to randomly drop in.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.