

CLEVELAND PUBLIC LIBRARY

Finance Committee

December 14, 2021

RESOLUTION AUTHORIZING AGREEMENT WITH ERC SERVICES, INC. FOR CONFLICT AND DE-ESCALATION TRAINING

WHEREAS, In mid-2021, Human Resources and Public Services leadership conducted a survey of Public Services staff, including Safety and Protective Services officers and branch custodians, regarding priority training needs, and the survey results indicated that the highest areas of need and interest to staff were de-escalation of patrons and situations; lockdowns and other emergencies; helping patrons in crisis; and bystander intervention and situational awareness; and

WHEREAS, Human Resources convened a steering committee of Public Services and SPS staff to review the survey results in more detail, assist with clarifying the objectives of training as well as identify potential training partners; and

WHEREAS, The Public Services steering committee convened several times to develop training goals, preferred approaches to the training, and to interview potential training partners; and

WHEREAS, The Public Services steering committee determined that ERC Services, Inc. (ERC) was the best-suited partner to provide training on conflict and de-escalation due to the Library's past experience working with ERC on other training initiatives, ERC's 50-plus years of experience providing training to Northeast Ohio employers, and ERC's project support team, which will be led by Dr. Theresa Repicky; and

WHEREAS, ERC submitted a proposal to the Library to design and develop a customized, comprehensive training program focusing on conflict and de-escalation and to deliver the program to up to 500 Library employees for a total cost not-to-exceed \$70,000; now therefore be it

RESOLVED, That the Executive Director, CEO or his designee, is hereby authorized to negotiate and execute an agreement with ERC Services, Inc., subject to the approval of the Director of Legal Affairs, to provide conflict and de-escalation training to up to 500 Library employees in an amount not-to-exceed \$70,000, which expenditure shall be charged to General Fund Account Number 11510053-53710 (Professional Services), and to execute such other instruments or documents as may be necessary or appropriate to effectuate the terms of this Resolution.