

# COVID-19 Safety Plan

## Company Details

**Business name:** Burlington Public Library

**Date distributed:** November 20, 2020

**Date completed:** November 17, 2020

**Revision date:** November 20, 2020

**Branch:** System

**Others consulted:** City of Burlington

### 1. How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

Burlington Public Library (BPL) has an Emergency Management Team (EMT) team. The EMT meets on a weekly basis to inform and update on current COVID-19 impacts within the province and Halton Region. The CEO is in regular contact with the City of Burlington to ensure BPL's planning is aligned with the City of Burlington.

Employees are provided up-to-date information about COVID-19 and workplace impacts through daily email and Intranet updates, and weekly organization wide meetings. BPL has developed a COVID-19 Employee Guide and procedures. Documentation related to COVID-19 is regularly reviewed and updated and shared via BPL's Intranet Sharepoint.

In addition, the Joint Health & Safety Committee (JHSC) review any procedural changes related to COVID-19 and bring forward any staff concerns related to COVID-19.

### 2. Screening for COVID-19

#### Stay Home if Sick

In order to protect others, the Library continues to message both staff and the public to stay home if they are ill. Pertinent signage has been posted at BPL's facilities (both externally and internally), and communications have been shared via BPL's website, social media platforms, and through internal staff communications.

#### Daily Health Screening

As part of BPL's effort to ensure the safety and well-being of all staff and visitors to library facilities, a daily health screening protocol has been implemented, consistent with that of Halton Region.

For Staff and Visitors at all library locations: Before entry into a library facility, all visitors (including vendors and contractors) and BPL employees are required to self-screen. Signage is posted outside library facilities to mandate that anyone entering the facility agrees, prior to entry

into the facility, that they do not have COVID-19, that they have not been in close contact with anyone who has tested positive for COVID-19, and that they are not exhibiting symptoms of the virus nor any flu-like symptoms.

For Customers at all library location: BPL's COVID-19 signage is posted outside the branch on entry doors. Signage clearly indicates that by entering the facility, customers acknowledge they do not have COVID-19, have not been in close contact with anyone with the virus, and that they are not exhibiting any symptoms of COVID-19. All customers are asked to scan their library card or provide their phone number upon entry for contact tracing purposes.

### **While at Work**

Employees who appear to have symptoms upon arrival at work or who become sick during the day, are instructed to separate from other employees and customers, and go directly home. Employees are directed to follow the guidelines set out by Public Health regarding COVID-19 testing and isolation. Employees can refer to the BPL COVID-19 Employee COVID-19 for scenarios and protocols.

### **3. Control Risk of Transmission**

The following are control measures to reduce the risk of transmission of COVID-19 within Burlington Public Library:

#### **Physical Distancing**

##### **Customers**

Access to the Library for customers will be controlled according to the maximum capacity each branch has determined. A staff member will regulate this flow of traffic. Should a lineup be required, customers will practice physical distancing outside the Library (indicators have been placed on the ground outside the entrance to mark 2m/6ft distances).

Upon entry, staff ensure customers are wearing a mask, aside from those customers who are exempt as per the provincial requirement and Halton Region By-Law. No proof of exemption is required.

Customers are instructed to maintain 2m/6ft of physical distance from others (customers and staff). Customers are encouraged to sanitize their hands upon entering the branch.

Clear visuals, instructions, and signage (2m/6ft indicators and directional signage) will direct customers to practice physical distancing.

Directional signage will guide customers towards the exit.

##### **Staff**

Staff working at the branch are required to practice physical distancing of 2m/6ft while conducting any work activities and are required to wear a mask while working in the Library as per provincial requirement and [The Regional Municipality of Halton By-law No. 47-20](#).

Staff members shall practice physical distancing while at work:

- Each staff member will be working in different work zones to reinforce physical distancing requirements.
- Staff supporting customers with computer service practice physical distancing when providing assistance to customers with the PACs/laptops. Staff make use of a laser pointer to indicate something on the computer screen for the customer.
- Staff at the desk are required to maintain physical distancing and wear a face shield when working directly with customers.
- Staff members adhere to the schedule of breaks and meal breaks, take them separately (where possible), and in different locations (if possible) in order to allow for appropriate physical distancing. Furthermore, staff shall ensure that small appliances and surfaces, which they have used/touched, are disinfected afterwards.

### **Service Area – Cleaning/Disinfecting Protocol**

In order to mitigate the risk of the COVID-19 virus being present in service and work areas:

- Staff sanitize their own workstations at the beginning and end of each shift.
- Before opening, staff shall clean all public access computers (PACs) (including keyboards, mice, monitors, tables, and chairs) and laptops, which will be in use during that day. They will also clean workstations, Moneris terminal, checkout kiosks, high touch surfaces, printer/scanner/photocopier, and the print release station.
- Throughout the day staff will regularly clean the checkout kiosks, catalogue computers and tablets, study table, public seating, and all other high touch areas hourly.
- The public washrooms will receive cleaning regularly throughout the day.
- At the end of each 45-minute computer access session, staff will clean all equipment that has been used by the public, including keyboards, mice, and laptops, prior to the next session.

### **Quarantine of Circulating Materials**

- All materials borrowed from the library are set aside in quarantine for 72 hours as recommended by <https://www.oclc.org/realm/home.html>. These items are handled with gloves and are moved into a designated quarantined zone – not accessed regularly by staff or customers. Only after 72 hours have passed do staff gather the materials to check them in and re-shelve or prepare them for the next customer waiting.

### **Personal Health & Safety**

#### **Hand Hygiene Practices**

Staff are expected to practice good hand hygiene while conducting work activities. Halton Region Public Health advises that one of the best ways to control the spread of respiratory viruses, including COVID-19, is to wash hands frequently with soap and water or with alcohol-based hand rub, and clean and disinfect frequently touched objects and surfaces. Avoid touching eyes, nose, or mouth with unwashed hands.

Staff are encouraged to wash/sanitize their hands regularly as well as at the completion of one task, and before moving on to another.

Customers are encouraged to use hand sanitizer regularly, which is available throughout all branches.

Gloves are also available to all staff if they would prefer to wear gloves while completing materials handling tasks with immediate disposal and handwashing to follow their use.

### **Cough and Sneeze Etiquette**

Halton Region Public Health advises that another effective method to control the spread is to cover coughs and sneezes with a tissue or sleeve. Dispose of any tissues used as soon as possible in a lined wastebasket and wash hands afterwards.

### **Use of Gloves, Masks and Face Shields**

During work activities that incorporate gloves, face masks and face shields, staff must combine use of this equipment with proper hand hygiene and other necessary protective measures (e.g., physical distancing). Gloves, masks and face shields are only effective if worn correctly. Please see BPL's [Mandatory Use of Masks/Face Covering with the Library Policy](#) for further details.

Employees must wear non-medical masks at all times when working indoors in a public area or in staff only areas where physical distancing cannot be maintained. BPL has provided cloth facemasks and face shields to all staff and disposable gloves are available, as needed. Face shields must be worn by all customer service staff when assisting the public. The face shield can be used in addition to a face mask for an additional layer of protection by all staff. The face shield does not replace the face mask as per the Halton by-law and the BPL Mandatory Use of Non-Medical Masks/Face Coverings Policy.

Visitors (vendors/partners) as well as customers are offered a disposable mask upon entry into the library if they do not have one to wear.

Employees who are serving customers that cannot maintain 6ft/2m of physical distance must wear their face shield to cover eyes, mouth, and nose in addition to their mask

Customers are also required to wear a mask while in the library. Those with certain medical conditions are exempt from wearing a mask, as per the provincial requirement and [The Regional Municipality of Halton By-law No. 47-20](#). Staff will serve non-masked customers while wearing a mask and face shield and will endeavor to maintain 2m/6ft of physical distance.

#### **4. Potential case, or suspected exposure to, COVID-19 at your workplace?**

If an employee, visitor(s) or customer(s) has symptoms that may be related to COVID-19 or is diagnosed with COVID-19, the following steps are to occur:

**Step 1: Exclude symptomatic people from the workplace****Step 2: Contact Public Health**

Contact Halton Region Public Health unit for guidance on what to do if someone develops symptoms at your workplace or you are told one of your workers has COVID-19. Public Health will provide instructions and do contact tracing if needed.

To support contact tracing, BPL will provide the following information:

- Work schedule of the employee/branch
- Employee(s) contact information (HR)
- Daily contact tracing information provided by customers

**Step 3: Follow Public Health direction**

Halton Region public health unit may require that:

- other employees who were exposed are notified and sent home to self-isolate, self-monitor, and report any possible COVID-19 symptoms
- the workplace be shut down while the affected workplace or area and equipment are disinfected
- other Public Health measures are implemented

**Step 4: Inform any workers who may have been exposed**

BPL will work with Halton Region Public Health to inform employees, along with the JHSC, if an exposure has occurred in the workplace.

Employees will not be informed of the identity of the individual. Employees will be provided information about the date, time and location of the potential exposure.

BPL will undertake contact tracing activities as advised the Halton Region Public Health unit.

**Step 5: Report to Ministry of Labour, Training and Skills Development**

If BPL is advised that an employee has tested positive for COVID-19 due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), BPL must give notice in writing within four days to:

- [the Ministry of Labour, Training and Skills Development](#)
- Joint Health & Safety Committee

Additionally, BPL must [report any occupationally acquired illnesses to the WSIB](#) within three days of receiving notification of the illness.

## **5. Manage any new risks caused by changes to the way you operate your business**

Employees are trained on any new or modified procedures/guidelines in the workplace as a result of COVID-19. Managers continue to check in with the employees to ensure that the procedures/guidelines are implemented properly and are regularly followed.

It's important for everyone at the Library to feel safe and healthy. We actively acknowledge Employees may be feeling anxious or stressed due to the real or perceived threats posed by COVID-19 and check in regularly with employees and colleagues. Managers are to watch for signs and symptoms of mental health issues – despite encouragement, employees may not feel comfortable asking for support for their mental health. Every employee has access to an Employee and Family Assistance Program through our provider, Morneau Shepell, at 1-844-880-9142. These programs provide confidential counselling and supports, and deal with a wide variety of personal problems, including stress, anxiety, or any other issues that may affect well-being. The services of the EFAP continue to be available to employees and their immediate family.

## **6. How we're making sure our plan is working**

Guidelines may be adjusted to re-align with identified service requirements. The controls in place and other preventative measures will be evaluated and modified as needed.

Any changes to the guidelines will be reviewed by the EMT and shared with the Joint Health & Safety Committee. All employees are invited to bring forward any recommendations for consideration.