



COVID-19 safety plan - STAY-At-HOME (April 2021)

This Brantford Public Library Safety Plan outlines all measures and precautions the Brantford Public Library is taking to ensure staff, customers and all those who visit the Library are kept safe. It is based on information from the Provincial government, the Brant County Health Unit and scans of actions and precautions taken by other library systems in Ontario and beyond.

The document will be reviewed and updated as procedures are revised, eliminated or introduced or when Brantford/Brant moves between one of the provincially-specified zones (Prevent, Protect, Restrict, Control, Lockdown, etc.)

Company details

Business name: Brantford Public Library

Date completed: April 13, 2021

Date distributed: April 14, 2021

Revision date: April 22, 2021

Developed by: Brantford Public Library Management

1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

- Management will provide clear information and instruction to workers, making sure they know how to protect themselves and others.
- Management will ensure staff know how to follow the work and hygiene practices in our safety plan, including all new safety measures.
- Management will communicate updates and reminders through our intranet, email, and in-person/ virtual meetings.
- Management and staff will follow protocols and remind others to follow suit when errors are being made.
- Management and staff designated by management will place documents pertaining to COVID-19 health and safety guidelines and procedures, risk assessments, procedures in numerous locations in the library, including main service points.
- Management will be responsive in keeping up to date with public health and workplace safety guidance for COVID-19.
- Management will make sure to train and re-train on updated or new procedures and information.
- Management will remind staff to reach out for needed supports, including the use of the Employee Assistance Program for mental health supports.

2. How will you screen for COVID-19?

Summary:

All staff and contractors coming onsite to work must complete a screening form (online or on paper when they enter the building). Managers will review all screenings at the beginning of a shift. If a staff person does not pass the screening, a manager will follow-up with them to determine appropriate steps. As the province and Canada release new COVID-19 updates, managers will review the screening form and process to determine if changes are required.

Signage will be placed at Library entrances for screening customers using our facility to attend virtual court appearance or access computer, printer and copier services (passive screening). These customers are directed to delay their visit and contact health authorities if they are experiencing symptoms, have come into contact with a confirmed or probable COVID-19 case, or have travelled internationally in the past two weeks. Library staff will also collect their information for customer tracing purposes. This information will be stored for one month.

Details:

How you will stay current about what symptoms to look for?

- As updates about symptoms are released, Management team will review and update screening as required.

Will you use a screening checklist?

- Yes. The screening form staff are required to complete list COVID-19 symptoms and other risk factors.

Who will do the screening?

- Staff will complete the screening form:
 - Online:
https://forms.office.com/Pages/ResponsePage.aspx?id=pijdREHsCE6INXo_PZivLe5SpNh76BplqAAIxZmPLuLUMFNGUkhOSzczVThGRDdWM05DMjJXVlpRUy4u
 - On site using the paper form and then submitting to Admin or Manager
- At the beginning of each shift, a Manager will review the forms submitted and follow-up with staff as needed.

Who needs to be screened and how often?

- All staff need to be screened each time they enter the building for work related purposes.
- Contractors visiting the library are also required to complete the screening process each time they are on site.

Actions:

- Staff complete screening form before coming onsite for work purposes. If staff person does not pass the screening, they remain at home and a Manager follows up with them.
- Managers review screening forms each day and follow-up with staff as needed.
- Managers update screening form and procedures to meet any changing requirements.
- Managers ensure passive screening signage is placed at Library entrances.

3. How will you control the risk of transmission in your workplace?

- Customers must reserve items through their online account or by calling the library (Staff – Administrative)
- Customers must place library card on pick-up table and provide six-feet of space while staff confirm member information. (Staff – Administrative)
- Customers must step back from table to allow for six-feet of space when staff are placing borrowed materials on the pick-up table. (Staff – Administrative)
- Customers visiting to access in-library service (online court appearance or computer/printer/copier access) must wash/disinfect their hands on arrival (Staff – Administrative)
- Eliminated customer access to washrooms except for those using in-library services
- The library is closed to customers, except those accessing computer, printer or copier services and those attending online court appearances (Staff – Administrative)
- Reduced the number of public computer stations to promote physical distancing (IT Staff - Engineering Control)
- Reduced the number of customers permitted to access computer and printing services at a time (Staff - Administrative Control)
- Reduce public computer sessions to one-hour maximum (IT Staff - Engineering/Administrative Control)
- Put up stanchions and caution tape to block customer access to collections and all other areas of the Library, aside from the permitted in-library service equipment (Maintenance Staff – Administrative Control).
- Signage installed at front doors to remind customers to wear a mask, wash/disinfect their hands, maintain six feet of space between themselves and others (Staff-Administrative Control)
- Implemented a paper contact tracing recording log for customers entering the library for permitted services. These records will be kept on file for one month (Staff – Administrative Control).
- Information posted on the library’s website outlining safety measures that need to be followed while picking up materials or visiting for a permitted in-library service (Staff – Administrative Control)

- Customers encouraged to pay using debit or credit online or by calling the library (All Staff - Administrative Control)
- Adjusted opening/closing hours to ensure proper cleaning and set-up is completed prior to opening each day (All Staff - Administrative Control)
- Eliminated late fines to ensure there is no pressure on customers to visit the library if they are unwell, unsure of their health status etc. (Administrative Control)
- Installed plexiglass barriers at pick-up tables (Maintenance Staff - Engineering Control)
- Installed cup dispensers at water fountains so people no longer need to drink from fountains (Maintenance Staff - Engineering Control)
- Transitioned to online programs (Programming Staff - Administrative Control)
- Holding virtual meetings when possible and never any in-person meetings with more than nine-attendees (Staff – Administrative Control)
- Installed hand sanitizer stations in multiple locations (Maintenance Staff - Engineering Control)
- Installed plexiglass in areas where staff may work in close proximity to one another (Maintenance Staff - Engineering Control)
- Implemented an online self-screening tool staff must complete prior to reporting for their shift (Management - Administrative Control)
- Limiting the number of staff behind service desks to ensure spacing (All Staff - Administrative Control)
- Scheduling staff to work from home when possible (Scheduling staff/Management - Administrative Control)
- Scheduling custodians to maintain required level of cleanliness while also ensuring staffing levels are not excessive (Scheduling Staff/Management - Administrative Control)
- Requiring masks for staff in public spaces and shared staff areas (All Staff - PPE Control)
- Requiring face shields for staff to protect eyes, when maintaining 6 ft./2 m. distance from coworkers and customers is difficult (All Staff – PPE Control)
- Providing staff with spaces to eat lunches in areas other than lunchroom to maintain distance (Maintenance Staff/Management - Administrative Control)
- Provided staff re-usable masks and training on how to put on/remove/wash masks (Management - PPE/Administrative Control)

- Propping open doors in staff areas that aren't fire doors to limit excess touching of surfaces (Maintenance Staff- Engineering Control)
- Established cleaning schedules to ensure requirements are met (Maintenance Staff - Administrative Control)
- Implemented a 72-hour quarantine period for returned items in designated areas of library (All Staff - Administrative/Engineering Control)
- Reduced the size of the customer Service Desk at St. Paul Branch to provide more space at entrance for staff movement (Mangaement/Maintenance Staff - Engineering Control)
- City's Health and Safety Specialist conducted Risk Assessments for a variety of operations/staff areas (City Staff/Management - Administrative Control)
- Holding more regular Joint Health and Safety Meetings (Joint Health and Safety Committee Members - Administrative Control)
- Desk staff cleaning public service desks before/during/at end of shift (Public Service Staff - Administrative Control)
- Paused final elements of Children's Area renovation (Management - Administrative Control)
- Eliminated use of back entrance enter/ exit at Main Branch to enable easy tracking of customers in the building (Staff - Engineering/Administrative Control)
- Reduced service hours to align with Stay-at-Home directives (All Staff – Administrative Contol)

4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?

Actions:

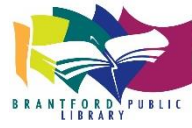
- Exclude symptomatic people from the workplace [Manager reviews screening submissions]
 - Screening process directs staff and customers with symptoms not to come into the Library
 - Staff with symptoms are directed to stay home (or go home) and contact one of these government resources for guidance:
 - Government of Ontario COVID-19 self-assessment tool ([Coronavirus \(COVID-19\) self-assessment \(ontario.ca\)](https://www.ontario.ca/covid19-self-assessment))
 - Telehealth (1-866-797-0000)
 - COVID-19 Assessment Centre (e.g., [COVID-19 \(novel coronavirus\) - BCHS \(bchsys.org\)](https://www.bchsys.org))
- Contact public health if it is reported that an employee has COVID-19 [HR Administrative Assistant Or Supervisor, Finance and Administration]
 - Brant County Health Unit: 519-753-4937, covid19@bchu.org
 - Screening information for onsite workers is kept for 4 weeks and can be used along with schedule information to identify workers in the Library together at the same time, if required by public health
 - Staff have been directed to keep distant from each other at all times possible, to minimize number of impacted close contacts in the workplace in the event an employee tests positive
- Follow public health direction [Supervisor, Finance and Administration]
 - Brant County Health Unit will provide direction relating to self-isolation requirements, disinfecting, and shut-down or other measures
 - Library is using guidance documents relating to symptoms and exposure for workers and family members, developed by the City of Brantford in partnership with Brant County Health Unit, to provide direction for staff on coming to work or staying home and contacting public health

- Inform any workers who may have been exposed [Supervisor, Finance and Administration]
 - Provide exposed workers with information about date, time, and location of potential exposure (City of Brantford has template developed for this communication). Do not identify infectious person
 - Do not undertake contact tracing activities unless directed by public health
- Report to Ministry of Labour, Training and Skills Development [Manager Representative, JHSC]
 - If worker reports occupationally acquired illness, give notice, in writing, within four days to:
 - Ministry of Labour, Training and Skills Development
 - JHSC
 - Union representative

5. How will you manage any new risks caused by changes to the way you operate your business?

Actions:

- Flush and test water systems to ensure drinking water is safe to drink (Maintenance Staff)
- Provide all employees required to use chemicals with WHMIS 2015 refresher training (Maintenance Staff/Management)
- Provide all employees required to use new chemicals with Safety Data Sheets (SDS) (Maintenance Staff/Management)
- Ensure all Safety Data Sheets remain current as required (Maintenance Staff/Management)
- Complete Job Hazard Analysis for processes impacted by COVID-19 including, but not limited to (Management/Various Staff):
 - Main Library contactless Pickup
 - Home Delivery
 - Internet Access
 - Main Library Branch Phase 3 Opening
 - Materials handling of book drop and checking in – out materials
 - Office Spaces
 - St. Paul Branch Contactless Pickup
 - St. Paul Library Branch Phase 3 Opening
- Provide safety talk with all employees upon return to work, returning from leave, or beginning employment (Management)
- Provide proper mask use and care training with all employees (Management/Administrative Staff)
- Engage Wellness Committees and Social Committees to promote health and wellness in the workplace (Various Staff)
- Provide all employees with a reminder of access to Employee Assistance Programs (Management/All Staff)

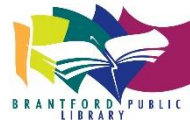


- Promote Library Interest Free Computer Loan program to assist employees with purchasing technologies for the home (Management/Administrative Staff)

6. How will you make sure your plan is working?

Actions:

- Managers provide employees with opportunity to review plans and provide feedback
- Employees to provide ongoing real-time feedback to management regarding concerns and suggestions for improvements
- Managers complete regular check-ins with employees
- Managers will review and update Safety Plan plan to meet guidance outlined by province and Brant County Health Unit
- Staff leading regular Joint Health and Safety Inspections will check in with employees about concerns and suggestions for improvements
- CEO will provide updates through email and the Library's internal communication site



COVID-19 safety plan – snapshot

This snapshot can be posted in a place where it can be seen easily so your workers, clients and other people entering the workplace will know what actions are being taken.

Business name: Brantford Public Library

Date completed: November 30, 2020

Revision date: April 22, 2021

Measures we're taking

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

- Regular communication from CEO
- Staff have access to the latest procedures
- Staff are encouraged to ask for clarification or further explanation of procedures
- Staff are familiar with best-practices when it comes to wearing masks
- Staff are reminded about staying six feet apart
- Staff are asked to work from home when possible

How we're screening for COVID-19

- Implemented a daily screening process for staff to complete prior to reporting to work each shift. This can be completed online, over the phone or through a paper copy
- Contractors visiting the library are expected to complete this screening process as well
- Customers visiting the library for in-library services must follow safety procedures and check-in for the purpose of contact tracing

How we're controlling the risk of transmission in our workplace

Physical distancing and separation

- Have installed plexiglass at public service stations
- Having staff work from home when possible
- Ensuring only two staff are behind public service desks at a time

- Staff reminding customers to step back from pick up table during membership confirmation and item drop-off

Cleaning

- Prioritize cleaning of high touch surfaces
- Created a cleaning schedule

Other

- Offering a pick up service at outside front doors of Main and St. Paul Branches
- Quarantining returned materials for 72 hours
- Limiting/adjusting certain in-library services offered

What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- Follow guidance of Brant County Health Unit

How we're managing any new risks caused by the changes made to the way we operate our business

- Provide introductory and refresher training
- Perform Hazard Analysis for procedures
- Regular communication from CEO/Management/Administration sent through email and posted on intranet

How we're making sure our plan is working

- Managers communicating with staff to ensure they are aware of procedures
- Managers checking with staff to see if there are any questions or improvements that could be made
- Continuing cleaning and screening activities
- Managers will review Safety Plan bi-weekly and any time the Brantford/Brant area moves into a new restriction zone.