

COVID-19 safety plan – Step 3

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 Public 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 adjusts to new provincial guidelines.

Company details

Business name: Brantford Public Library

Date completed: September 28, 2021

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Developed by: Brantford Public Library Management

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

- Management will provide clear information and instruction to staff, 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). The online submission is preferred.

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 (passive screening). 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.

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 lists COVID-19 symptoms and other risk factors.

Who will do the screening?

- Staff will complete the screening form:
 - Online (preferred)
 - 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.
- A Manager reviews 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 place at Library entrances.

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

Customer-Side

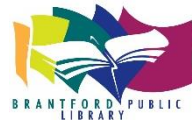
- Signage installed at front doors to remind customers to wear a mask, wash their hands, maintain two metres of space between themselves and others (Staff- Administrative Control)
- Information posted on the library's website outlining safety measures that need to be followed while visiting the library (Staff – Administrative)
- Limited access to bathrooms at Main (only open on second floor) (All Staff - Administrative Control)
- Not permitting sleeping in library (All Staff - Administrative Control)
- Reduced the amount of furniture in public space to reduce the number of surfaces that need to be cleaned and disinfected (Custodial Staff - Engineering Control)
- Encouraging the use of self-checks (All Staff - Administrative Control)
- Encouraging customers to pay using debit or credit (All Staff - Administrative Control)
- Opening 30-minutes later to ensure staff is prepared and building is clean and disinfected (All Staff - Administrative Control)
- Staff assigned to greeter position at Main front entrance to remind of COVID protocols/masks (Desk Staff - Administrative/Engineering Control)
- Eliminated late fines, which will help reduce pressure on customers to visit the library if they are unwell, unsure of their health status etc. (Administrative Control)
- Installed plastic covers on pay terminals that make machines easier to clean and disinfect (IT Staff - Engineering control)
- Reduced the number of public computer stations to promote physical distancing (IT Staff - Engineering Control)
- Reduced public computer sessions to one-hour maximum (IT Staff - Engineering/Administrative Control)
- Installed plexiglass at customer service points (Maintenance Staff - Engineering Control)
- Installed hand sanitizer stations in multiple locations (Maintenance Staff - Engineering Control)

- Limiting access to Main Branch to 100 people and St. Paul Branch to 20 people at a time (All Staff - Administrative Control)
- Installed cup dispensers at water fountains so customers no longer need to drink directly from fountains (Maintenance Staff - Engineering Control)
- Limited customer access to third level of Main Branch to reduce seating areas and number of spaces needed to be cleaned and disinfected (Administrative Control)
- Limited in-person programs offered. Pre-registration is required. Attendees called in advance to explain COVID protocols, which include masking, distancing, screening, and reduced program sizes. Larger spaces are being used to facilitate distancing, and programming supplies are not shared between participants.
- Range of online programs offered (Programming Staff - Administrative Control)
- Eliminated use of back entrance at Main Branch to enable easy tracking of customers in the building; use permitted for exiting only (Staff - Engineering/Administrative Control)
- Moved holds pick-up to wide open area that allows for physical distancing (Staff - Engineering Control)
- Limited access to children's learning toys (Maintenance Staff - Administrative Control)

Staff-Side

- 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)
- Rotating staff through service areas to reduce possible exposure (Scheduling Staff/Management - Administrative Control)
- Increased hours for custodians (Scheduling Staff/Management - Administrative Control)
- Requiring masks for staff in public spaces and staff areas (All Staff - PPE Control)
- Providing staff with spaces to eat lunches in areas other than lunchroom to facilitate distancing (Maintenance Staff/Management - Administrative Control)
- Staff encouraged to remain behind plexiglass at customer service desks (All Staff - Administrative Control)

- Provided staff re-usable masks and training on how to put on/remove/wash masks (Management - PPE/Administrative Control)
- Established cleaning and disinfecting schedules (Maintenance Staff - Administrative Control)
- Increasing cleaning and disinfecting of public spaces (Maintenance Staff - Administrative Control)
- Introduced cleaning and disinfecting of staff offices (Maintenance Staff - Administrative Control)
- Installed no-touch doors at St. Paul Branch (Management/Maintenance Staff - Engineering Control)
- Reduced the size of the customer Service Desk at St. Paul Branch to provide more space at entrance for customer flow (Management/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 and disinfecting public service desks before/during/at end of shift (Public Service Staff - Administrative Control)
- Staff provided with gloves to wear when processing returned materials (Management/Public Service Staff - PPE control)
- Paused final elements of Children's Area renovation (Management - Administrative Control)
- Requiring face shields for staff to protect eyes, when maintaining 6 ft./2 m. distance from coworkers and customers is difficult (Administrative Control)
- Encourage staff to remind fellow staff to follow best-practices and safety guidelines (Management/All Staff - Administrative Control)
- Managers and Duty Librarians (Coordinators) reminding staff to follow safety guidelines and measures in Safety Plan (Management/Coordinators – Administrative Control)
- Holding virtual meetings when possible and never any in-person meetings with more than five attendees (Staff – Administrative Control)



- Created online COVID-19 safety refresher training for Library staff. Completion of the training is documented to ensure all staff review the information (Management – Administrative Control)

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))
 - Telehealth (1-866-797-0000)
 - COVID-19 Assessment Centre (e.g., [COVID-19 \(novel coronavirus\) - BCHS \(bchsys.org\)](https://www.bchsys.org))
- Manager Contacts public health if it is reported that an employee has COVID-19
 - Brant County Health Unit: 519-753-4937, covid19@bchu.org
 - Screening information for onsite staff is kept for 4 weeks and can be used along with schedule information to identify staff 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 staff 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 staff who may have been exposed (Supervisor, Finance and Administration)

- Provide exposed staff with information about date, time, and location of potential exposure (City of Brantford has template developed for this communication). Do not identify infections 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:

- 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 their return from leave or when they are 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 service plans and provide feedback
- Staff encouraged 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 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 staff, 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: October 18, 2021

Measures we're taking

How we're ensuring staff 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 two-metres 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 (preferred) or through a paper copy.
- Contractors visiting the library are expected to complete this screening process as well

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

Physical distancing and separation

- Have installed plexiglass at public service stations
- Have removed several public computers
- Having staff work from home when possible
- Limiting number of staff behind public service desks at a time

Cleaning

- Increased cleaning and disinfecting of public and staff spaces
- Created a cleaning/disinfecting schedule

Other

- Have all customers enter through front entrance at Main Branch
- Introduced a greeter position to ensure customers are aware of responsibilities when entering and limit the number of customers to 100 at the Main Branch and 20 at St. Paul Branch
- 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 procedure changes
- 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/disinfecting and screening activities
- Managers will review Safety Plan bi-weekly and any time a new phase of reopening or restriction is introduced locally.