



Library Take-Out Plan

Overview

During the COVID-19 pandemic, government and health officials are promoting physical distancing as a critical factor in “flattening the curve”. Library customers are looking for activities while distancing themselves from others. The Library’s online resources are experiencing a spike in usage, but there are customers unable to avail themselves of online resources. Businesses have pivoted to keep operating through this time, implementing physical distancing, and rigorous cleaning procedures.

With the Ontario government’s implementation of Phase 1 to re-open businesses other than essential services, public libraries can begin offering “curbside and delivery service”. Now the public will not only be able to borrow ebooks and other digital products, but also print reading materials such as books and magazines, DVDs, CDs, etc. following safety and physical distancing protocols similar to that used in the retail sector.

Goal

The goal of the Library’s Take Out Service is to allow customers to borrow library material in a way that is safe for both customers and staff.

Constraints

- Physical distancing
- Protective equipment for staff

Assumptions

A recent study found that the COVID-19 coronavirus can survive up to four hours on copper, up to 24 hours on cardboard, and up to two to three days on plastic and stainless steel. The researchers also found that the virus droplets can suspend in the air for up to three hours before they fall. Most often, they will fall more quickly.

The scientific community is learning new things continually about the virus: how different conditions (exposure to sunlight, heat, or cold) can affect these survival times.

Harvard Health Publishing – Coronavirus Resource Centre <https://www.health.harvard.edu/diseases-and-conditions/coronavirus-resource-center>

Oshawa Public Libraries Take Out Implementation & Timeline

Phase 1 – Prepare for Take Out Service – Start May 21

A small number of Staff will be scheduled for 4-hour shifts at all branches for a few days before the Take-out Service begins for the customers (2-3 staff per location under direction of a Manager).

Staff will be provided hand sanitizer, masks, and gloves as well as instructions on how to properly remove and dispose of gloves and masks and proper handwashing protocols. Staff will complete a health self assessment each day they work on site to ensure they are healthy to work that day. (See Appendix 1 Return to Work – Health & Safety Protocols)

Tasks will include:

- Check in returned items
- Call and schedule pick-up times for customers to pick-up Holds filled before the Library closure
- Prepare pick-up area
- Tidy and clean work stations with disinfectant (See Appendix 2 – Cleaning procedures to Minimize the Spread of COVID-19)

Phase 2 – Implement Take-Out Service

Take out service will be phased in at each location, one at a time, to allow “tweaking” of procedures.

Jess Hann Branch - Starting Tuesday, May 26

Northview Branch – Starting Thursday, May 28

McLaughlin Branch – Starting Friday, May 29

Delpark Branch – Starting Saturday, May 30

Pick-Up Protocol

- Each branch will have one pick up location outside of the Library
- Folding tables will be placed immediately outside designated external Library doors for customers to pick up items
- Branch doors will be locked at all times except for depositing pick-up bags on external tables
- Items for pick up will be placed on tables for contactless pick up by customers
- Customers will show their Library card or ID through window prior to pick-up

Staffing, Schedules and Tasks

To limit the number of people in each branch, 3 staff members will be scheduled per shift per branch, and each staff member will be assigned tasks that can be done while practicing physical distancing.

Tuesday - Friday 9 am -1 pm: Staff prepare and pack materials for customers.

Tuesday - Friday 2 pm - 6 pm & Saturday – 10 am – 2pm: Customers pick up materials according to appointment schedules.

Tasks will include:

- Place and date returned items in quarantine for 72 hours
- Check-in items after 72-hour quarantine period ends
- Answer phone calls and emails from customers
- Pull Holds from shelves, pack and check-out Holds
- Call customers to schedule pick-up
- Shelve returned materials
- Tidy and sanitize works areas and work stations

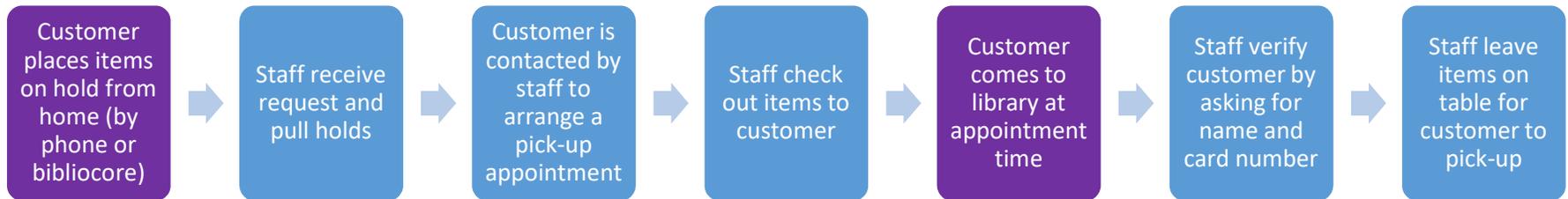
Procedure for Quarantining and Checking in Returned Items

- External return chutes will be re-opened when Take-out Service begins at each location
- Returned items will be placed on designated books carts and quarantined for 72 hours in designated locations
- Return dates/times documented and affixed to ends of book carts with time/date facing outward
- Staff to wear gloves when handling returned materials, touching library materials only. (Do not touch door handles, chairs, computers, etc.)
- Remove and dispose gloves properly
- Wash hands for at least 20 seconds
- Check in items after 72-hour quarantine period

Blue = Staff action
Purple = Customer action



Procedure for customers checking out material



- Customers place Holds on items. This can be done through the online catalogue or with staff assistance via telephone, email or Web Chat services.
- Staff run the Holds Pick List, capture and pull Holds from the collection.
- When all Holds have been pulled for the day, pack a bag for each customer, including a note with Customer name, barcode, contact number or email, and number of items in the bag. If Holds are for a Group (family members), gather all holds for each card for 1 pick-up.
- Telephone or e-mail customer to schedule a pick-up time. Calling is the preferred method of communication. If no phone number is available, e-mail the customer. Advise the customer that they must bring their Library Card or ID to pick up items.
- Send the customer e-mail confirmation if there is an e-mail address on file with the date and time for pick up.
- Place items on Hold shelf in the designated spot for that date.
- On the day of pick-up, place the items for pick-up on a cart and check items out to the customer.
- After checking items out for the customer bring cart with labeled bags to designated holding area for pick-up.
- When the customer arrives for pick-up request customer name and library card. If no library card is available check ID before giving customer their items.

Internal Process for Holds



ILS (Integrated Library System) Internal Procedures

- Adjust grace period of all items to 5 days (120 hours) to allow for time in quarantine before checking items in.
- Keep Holds notifications suspended until the Library reopens. Staff will notify customers who have Holds and arrange pick-up times at the same time. This will allow us to set the pace of Holds collection and delivery.
- Holds pick-up time will remain 7 days; Holds currently on shelf have pick-up date of June 15.
- Phase 1 (Pre-Take-Out) will focus on customers who have been waiting for Holds since before closure. Phase 2 will focus on Holds placed after the closure.
- Items checked in between May 15 - May 22 that come up On Hold will be placed with all existing Holds, and those customers will be called in Phase 1.
- If a customer has the maximum limit of items checked out (e.g. games) and they have additional games captured as Holds, new games cannot be checked out until previous borrowed items have been returned. Staff will explain this to customers when calling to schedule a pick-up time. If we limit the total number of checkouts, this will apply for ALL items in collection. The quarantine period will affect those customers who have the maximum number of items checked out. Since quarantined items will not be checked in for 3 days, customers won't be able to additional items until previous items are checked in and off their cards.



Appendix 1

RETURN TO WORKPLACE - HEALTH & SAFETY PROTOCOLS During the COVID-19 Pandemic

The Oshawa Public Libraries ("OPL") is committed to minimizing health and safety risks of COVID-19 and has implemented safe work procedures that outline physical distancing protocols, workplace hygiene practices, self-monitoring and illness reporting.

OPL continues to monitor the advice of Health Canada, Ontario Health and Region of Durham Health authorities with respect to the COVID-19 virus and will continue to adapt OPL practice based on the latest data available. The below information is subject to change as the COVID-19 Pandemic evolves.

SCOPE

The procedures outlined within this document apply to all OPL employees, students, volunteers and contractors. The Health and Safety of our employees is the top priority.

RESPONSIBILITIES

All workplace parties must adhere to the procedures in this document and apply the internal responsibility system (IRS) when implementing the prescribed control measures. It is everyone's responsibility to take part in ensuring our libraries are safe and hygiene practices are adhered to at all times.

Management:

- Conduct Risk Assessment.
 - Direct the Work.
 - Ensure policies, procedures are updated and made readily available for all employees.
 - Ensure roles and responsibilities are established for all workplace parties.
 - Provide direction and assign responsibilities regarding prescribed procedures to ensure the protection of employees, contractors and customers.
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- Effectively communicate responsibilities to all workplace parties for implementation.
- Consult with workplace parties on-site to ensure procedures, protocols and control measures are understood and followed.
- Enforce the procedures prescribed and follow up on violations.
- Monitor supply levels at each location and ensure adequate amount of cleaning/sanitation products are available for use.
- Report all known positive test results for COVID-19 to Human Resources immediately.

Employees:

- Comply with the phased in approach to work assignments and complete duties.
- Adhere to all procedures and direction provided by Management.
- Raise any concerns to Human Resources, their direct Manager, Joint Health & Safety Committee Member and/or Union Representative.
- Report any illness or exposure to COVID-19 **immediately** to Human Resources and their Manager, contact Public Health or their primary care provider, complete the online self-assessment and follow the instructions provided.
- Do not report to work if symptoms related to a cold, flu or COVID-19 are experienced. If a worker reports to work with symptoms they will be immediately sent home.

Human Resources, Health & Safety and Building Services:

- Conduct regular inspections of Branches to monitor the adherence of COVID-19 prevention procedures and record inspection findings.
- Monitor cleaning/sanitation of Branches to verify that approved products and procedures are being followed.
- Monitor any and all cases of COVID-19 of staff, students, volunteers or contractors.
- Investigate any reports of employees not complying with procedures or concerns for employees' health and safety. Implement corrective measures.
- Review and instruct workplace parties in this procedure and other COVID-19 documentation related to the phased in approach to re-opening.

- Administer Training Tools. Training will be provided via handouts, videos and/or personal instruction. Employees will be required to sign off on all training requirements. All staff must take reasonable precautions to keep themselves safe.

Procedures and Guidelines:

Daily Communication

- All staff will be required to complete the basic screening questions at home prior to arriving at work and/or when they arrive for their shift. No earlier than 1 hour before shift starts.

<https://covid-19.ontario.ca/self-assessment/>

Compliance is mandatory. See (FAQ's) attached.

- If you are ill, **do not come to work**, notify your Manager immediately, contact Public Health or your primary care provider, complete the online self-assessment and follow the instructions provided.
- Team check in meetings must take place outside or in a room that can accommodate the requirements of physical distancing at the beginning of a work shift or when meetings are required. On-site personnel may be required to split into groups to hold a group meeting of less than 5 people or continue with online meetings. Number of staff may change as government regulations change with regards to gatherings.
- Staff will be assigned duties related to the Oshawa Public Libraries re-opening phases. These duties may not be related to pre-pandemic job descriptions. All issues related to physical limitations and/or accommodations must be brought to HR immediately as increased cleaning duties will be required of all staff.
- Safety concerns should be brought to Management's attention immediately at the beginning of the shift where possible.

Self-Monitoring & Reporting of Illness

Due to the latency period of COVID-19, Management will track shifts worked by staff in ADP. Employees will not be required to scan in.

All employees, students, and volunteers are advised to continue to monitor their health and practice good hygiene habits in order to stay healthy.

If symptoms are detected while at work the following practice should be followed:

1. **Immediately** distance yourself from others.
2. Put on a mask and gloves.
3. Report your illness to your Manager and/or Human Resources.
4. Tell your Manager which area you worked in, what materials were touched during the shift and who you were working with.
5. Leave the Library.
6. Contact a health care professional or Telehealth Ontario at 1-866-979-0000. If your symptoms could be related to COVID-19, alert public health at 905-668-2020 for assessment
7. The area you were working in and materials handled will be quarantined for 72 hours. Deep cleaning and disinfection will occur as per cleaning protocols.
8. A Manager will follow up with documenting the illness and complete an incident report if First Aid was administered.
9. Coworkers will be informed if illness is COVID-19 related. Self-Isolation and Potential Quarantine of staff will be dealt with on an individual basis following medical directives.

Employees shall follow **Public Health Ontario's** guidelines to Self-Isolation if they become ill.

How to Self-Isolate - <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>

Employees shall follow the **Public Health Ontario – How to Self-Monitor-** when not at work.

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-self-monitor.pdf?la=en>

Personal Hygiene

OPL is committed to providing access to staff washrooms for handwashing and hand sanitizer to meet the needs of the volume of personnel within the workplace. Signage describing proper hand washing and hand sanitization techniques will be made available and visibly posted where possible.

Hand washing minimizes the risk of spreading germs and viruses. The following steps must be adhered to at all times while working in OPL branches:

- Wash hands frequently with soap and water for at least 20 seconds OR use alcohol based hand sanitizer;
- Sneeze or cough into your elbow;
- If you use a tissue, discard immediately in garbage bin and wash hands afterward;

- Avoid touching your eyes, nose or mouth;
- Avoid high-touch areas, where possible, or use a clean tissue or your knuckle to touch light switches, doors, elevator buttons, etc. and ensure to clean hands afterwards;
- Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves and dispose of them properly. Ensure you wash hands after removing gloves. Please note that gloves do not replace frequent hand washing and frequent disinfection of high-touch surfaces. If frequent hand washing and frequent cleaning and disinfection of high touch surfaces is maintained, gloves are not required.
- Adhere to signage on required hygiene practices;
- After each customer interaction: clean workspace and/or equipment (desks, counters, door handle, checkout machine, photocopier, etc.). Perform hand hygiene, either through hand washing or the use of alcohol-based hand sanitizer.
- It is recommended as a precaution that employees change and launder their own clothes after each shift worked;
- Employees may choose to bring an extra pair of shoes to work. Shoe covers and boot trays will not be provided.

Employees shall follow the instructions as per **Public Health Ontario - Handwashing Techniques**.

<https://www.publichealthontario.ca/-/media/documents/j/2009/jcyh-handwash.pdf?la=en>

<https://www.publichealthontario.ca/-/media/documents/j/2009/jcyh-handrub.pdf?la=en>

Hand Hygiene – Public Health Ontario

How to Hand Rub with Sanitizer - <https://youtu.be/sDUJ4CAYhpA>

How to Hand Wash - <https://youtu.be/o9hjmges72I>

USE OF PERSONAL PROTECTIVE EQUIPMENT (PPEs)

Gloves

Disposable gloves will be provided as an additional measure, not as a substitute for proper handwashing. Gloves must be put on before starting a work activity.

Staff should plan out their work activities to optimize the number of gloves used per shift. Supplies are based on an estimated number of 2 sets of gloves per 4 hour shift. However, glove use will not be restricted. In the event of contamination, gloves will be replaced.

Employees shall follow the instructions as per Public Health Ontario – **Steps to take off Gloves.**

How to take off gloves - <https://www.publichealthontario.ca/-/media/documents/E/2013/ect-gloves-doffing.pdf?la=en>

How to take off gloves - <https://youtu.be/WDI0Zj573Js>

Masks

The use of non-medical masks is recommended to provide reassurance to those around you. The purpose of the mask is to reduce transmission of the virus to others.

Public Service staff will be provided with 2 reusable library branded non-medical masks. A supply of disposable medical style masks will also be provided for direct customer service interactions.

Reusable masks are to be washed and sanitized at home and brought back for every shift. Hot water and laundry detergent, gentle cycle on the dryer, or air dry, is recommended. Re-usable masks can be worn at the employee's discretion.

Disposable medical/surgical style masks, face shields and disposable gowns will be provided to all maintenance staff or selected staff for enhanced cleaning protocols of washrooms and high touch areas.

Non-maintenance personnel requiring a disposable/surgical style mask or enhanced PPE's for health reasons should contact HR to discuss.

N95's will not be provided in order to secure the supply for Health Care and Public Service Agencies.

Employees may bring in and wear their own masks.

Mask use will not be mandatory, however it is recommended. Employees assume their own risk and indemnify the Employer of all liability if they choose not to wear a mask while at work.

Maintenance staff will receive enhanced training regarding additional PPE's.

Employees shall follow the instructions as per **Public Health Ontario – guidance on using masks.**

Putting on a Mask and Eye Protection - <https://youtu.be/1YiLjpLXvg4>

How to Wear a Mask - <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-how-to-wear-mask.pdf?la=en>

Eye Protection

- Plexi-glass shields / sneeze guards will be installed at all **open** service points. Instructions on how to navigate around these shields to service the customers will be provided.

- Safety Glasses and Safety Visors/Face Shields will be provided on an as needed basis where requested and approved.
- Maintenance staff will be provided with Safety Visors when cleaning washrooms and high touch surface areas for added protection.

Physical Distancing

COVID-19 is spread through close contact. It is extremely important that all workplace parties maintain the physical distancing requirement as advised by Public Health officials; a **distance of 2 metres (6 feet) is required at a minimum**. If this cannot be maintained due to the scope of work, alternate means of protection or barriers must be utilized, such as face shields or face masks and/or other physical barriers.

While practicing proper hygiene and maximizing physical distancing, we also encourage employees to stay home during off work hours and only attend public locations for essential necessities.

In order to ensure physical distancing is maintained on site, Management will monitor the following:

- Adherence to the guidelines;
- Start and shift end times;
- Staggered break times;
- Staggered lunches;
- Restricting the number of personnel on-site and where they are assigned to work;
- Controlling inter-branch movement and gatherings;
- Limiting unnecessary on-site contact between employees, and between employees and outside service providers and the public;
- Holding meetings in an outside or large space to enable physical distancing or continue meetings online;
- Adjusting work duties and tasks;
- Employees found violating physical distancing rules may be subject to progressive discipline and will be spoken with on an individual basis with Human Resources and their Union representative.

Additional Guidelines for Physical Distancing:

These are some steps that employees can take on their own to establish social/physical distancing in their workspaces. Keep in mind that physical distancing guidelines are based on a 6 foot /2 metre separation of individuals, but physical barriers are also appropriate.

- Consider the physical barriers which are in place such as doorways or cubicle walls and/or establish temporary barriers such as rolling whiteboards, sealing openings between desks, etc. Update your workstation where possible.
- Where there are no barriers, but the appropriate distance exists, consider placing a visual reminder to maintain social and physical distance.
- Please keep in mind when creating temporary barriers or workstations that you do not block or inhibit emergency exits, corridors, aisles, or safe paths of travel. In addition, consider the flammable nature of materials so you do not create a fire hazard.
- Use the phone, email, videos, or video conferencing to reduce the need for meeting or other close personal contact, even when participants are in the same building. Please do not visit other floors in the library. Stay in your designated workspace and use the washroom on your own floor.
- Observe a no-touch policy during the pandemic where possible.
- Do not congregate in the staff atrium, hallways, work rooms, lunch areas, or other areas where people may socialize.
- Lunchrooms will be managed to reduce communal use and sanitizing of high touch areas like fridges, microwaves, coffee makers, etc. These will be closed in the early stages of reopening.
- Keep in mind social/physical distancing also applies in other areas such as the vehicles in our parking lot. Employees are expected to observe these rules in the parking lot.
- When taking the elevator at McLaughlin – 1 person/1 family will be permitted at a time.
- Staircases will have a directional traffic flow outlined – One direction only, up / down for the McLaughlin Branch. Northview will have 1 person permitted on the stair case at any one time.

Employees shall follow the instructions as per **Public Health Ontario** regarding **Physical Distancing**.

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-guide-physical-distancing.pdf?la=en>

First Aid / CPR including Mental Health First Aid

In the event you are required to provide first aid in the workplace. Prior to doing so:

1. Assess the Situation; with the potential hazard of COVID-19 this may include asking screening questions of the individual.
2. Protect Yourself: Ensure that appropriate PPE is being worn to limit the exposure during close contact. This may include disposable gloves, appropriate face mask and / or glasses, face shields, disposable gowns, etc.
If the person is alert and has no signs / symptoms that are respiratory in nature ask person to wear a mask before you administer First Aid.
3. Call 911, if needed based on the Emergency.

4. Provide First Aid **only if safe to do so.**
5. After completion of First Aid – Decontaminate the area.
6. Do not touch any personal items of the individual.
7. Doff PPE and wash hands immediately.
8. Document the incident.

Branch Monitoring and Continuous Evaluation of COVID-19 Protocols

OPL is committed to monitoring compliance of branch conditions and required COVID-19 protocols. To ensure consistency at all branches, periodic inspections will be conducted to validate control measures put in place to protect employees, contractors and customers from the risks associated with COVID-19.

Staff will be directed to use approved sanitation/disinfecting products in the library buildings and vans. Adequate stock of all products used is being tracked and verified by the immediate Manager. This includes inspection and cleaning of washrooms, hand sanitation products. Information has been posted explaining hand washing procedures around the Library.

Enhanced Cleaning & Sanitization Protocols will be assigned based on location and functionality as per the reopening phases. All cleaning & disinfecting protocols must be adhered to by all staff. Questions regarding cleaning protocols must be brought to the attention of Management or a Health & Safety Committee member at the beginning of each shift.

Inter-Branch Book Deliveries

Branch personnel delivering or receiving inter branch deliveries will be monitored to ensure the least touch / physical contact possible and appropriate sanitization procedures take place. Appropriate PPE's will be used.

- Branch staff will sanitize branch delivery boxes daily.
- The library vans are to be disinfected prior to and post use, by the driver that is using that vehicle.
- Driving privileges will be limited to one person at a time to reduce any risk of spreading the virus.

Phased in Re-opening Plan

- As the Branches re-open, the NEW Service Delivery Models will be communicated to staff.
- Operating hours & staff schedules will be subject to change based on service delivery during our reopening period.

ATTENTION!

Oshawa Public Libraries COVID-19 Screening Tool

Everyone is required to self-screen prior to entering the Library

The safety, health and well-being of our staff and community members is our top priority. This daily checklist is a preventative step meant to keep you and your colleagues healthy. It is only a basic checklist and not meant to take the place of medical advice, diagnosis or treatment.

EVERYONE must complete the self-screening tool DAILY!

If you answer YES to any of the questions, do not enter the Library! Call your Manager to discuss your next steps and take the Provincial Self-Assessment located at <https://covid-19.ontario.ca/self-assessment/>, or contact your personal physician.

1. Are you experiencing any new COVID-19 related symptoms (as per the self-assessment tool, in the last 14 days?
2. Have you travelled outside of Canada and returned in the last 14 days?
3. Have you been in close contact with a person (e.g. living with, care for, in a relationship with) who has travelled outside or returned to Canada in the last 14 days?
4. Have you been in close contact with a person (e.g. living with, care for, in a relationship with) who is currently sick, with a new cough, fever or difficulty breathing, in isolation, or who has a suspected or confirmed case of COVID-19?
5. Are you in an "At Risk Group" as per the self-assessment tool?

We are following the Durham Regional Health Department and The Province of Ontario response to COVID-19.

Thank you for your cooperation and commitment to prevent the spread!

For more information, contact or visit:

- **Covid-19.ontario.ca**
 - **Durham Health Connection Line: 905-668-2020 or 1-800-841-2729**
 - **Telehealth Ontario: 1-866-797-0000**
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STAFF SELF-SCREENING TOOL – COVID-19 Frequently Asked Questions (FAQs)

Answers to questions related to COVID-19 symptoms and what the Oshawa Public Libraries is doing to keep its workforce and patrons safe.

Question	Response
<p><i>Why is screening required for staff?</i></p>	<p>We are committed to a healthy and safe workplace for our customers and staff in order to minimize the spread of COVID-19.</p> <p>In accordance to Health & Safety best practices during the pandemic, each workplace should have a comprehensive strategy for screening and symptom monitoring that includes screening for staff to ensure that no person with clinical symptoms consistent with COVID-19 enters the building.</p> <p>All employees should monitor for signs of illness and identify themselves to their manager and/or HR if they feel unwell.</p>
<p><i>How soon before my shift should I complete the self-assessment tool?</i></p>	<p>You should complete the tool online a maximum of 1 hour before your shift begins. https://covid-19.ontario.ca/self-assessment/</p> <p>Employees will be required to report if they have pre-screened at home upon arrival at the Library.</p> <p>This will aid in limiting congestion at entrances, but also ensuring screening results are recent and valid.</p>
<p><i>Should I complete this tool if I feel sick and unable to come in to work for my next scheduled shift?</i></p>	<p>No, follow your regular reporting/call-in process for your absence. If you have suspected COVID-19 symptoms, do not return to work. Stay home and self-isolate and let your Manager and Human Resources know about your illness.</p>

<p><i>Do I complete this tool if I feel sick during my shift?</i></p>	<p>No.</p> <p>If an employee begins to feel unwell while at work, they should immediately don a mask and gloves, notify their manager of their illness and the work area they were in, materials touched and people worked with, then leave the library, go home and contact a medical professional.</p>
<p><i>If I am working from home, do I need to complete the tool?</i></p>	<p>If you are working from home, you ONLY need to complete this tool prior to coming to the Oshawa Public Libraries.</p>
<p><i>What happens if I do not comply with this screening requirement before my shift?</i></p>	<p>You will be required to report your self-screen results at the staff entrance door. It is required that all staff complete their self-assessment prior to arriving on-site as this will allow for a quicker entrance into the building.</p> <p>Employees who do not self-screen at home and refuse to answer the Covid-19 questions as per the Government of Ontario's tool upon arrival at the Library's entrance will not be permitted to enter the Library.</p> <p>Employees who fail to self-screen, participate in screening by answering questions, or are dishonest about their symptoms may be subject to discipline up to and including termination.</p> <p>Employees who show active signs of illness will not be permitted to enter the Library and will be sent home to use their Sick Time, unpaid Declared Emergency Leave or other approved Leaves of Absences. The HR Department will liaise with part time staff and Employees without sick banks on an individual basis.</p>
<p><i>What do I do if I do not have a device to complete the online self-screening tool?</i></p>	<p>Employees without access to internet or a thermometer to assess a fever will be able to complete the screening tool at the staff entrance door.</p>

<p>What tools will be at the Staff entrance?</p>	<p>A Covid-19 Self-Assessment Checklist.</p> <p>Gloves and sanitizer will be available to staff when they arrive at work. A supply of Masks relevant to their role at the Library will be provided where required.</p> <ul style="list-style-type: none">• Public Services Staff will receive a re-usable non-medical cloth mask, in addition to access to disposable/medical style masks for front facing customer service activities.• N95 Masks will not be provided to Library staff in order to preserve the supply required in Health Care facilities.• Custodians and selected staff when cleaning washrooms will be provided enhanced PPE's including disposable medical style masks, disposable gowns, and safety visors. <p>Employees may wear their own masks if they choose.</p> <p>The use of Masks will not be mandatory.</p> <p>The above is limited to cost, supply, availability and Government Health & Safety guidelines and may be revised as necessary by the Employer</p>
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Appendix 2

Cleaning and Disinfection Procedure / Schedule to Minimize the Risk of COVID-19

Public Health Ontario recommends cleaning & disinfecting frequently touched surfaces in public spaces at least **twice per day and when visibly dirty**.

First Phase Opening – Pick up & Drop off only.

Cleaning/ disinfection performed by:

1. Maintenance Department:

- ❖ **Twice per day** cleaning and disinfection of **all common** areas:
 - Use diluted 3% hydrogen peroxide (premixed in 750 ml spray bottles) or Clorox Disinfecting Wipes. The solution should sit on the surface for at least one (1) minute prior to wiping off.
 - Use gloves
 - Disinfect light switches, doors, door keypads, front desk screens, keyboards, counters, stairs handrails, elevator buttons and handrails, entrance keypads, security gates, sink handles, toilet handles, book return handles.

- ❖ **Nightly** cleaning and disinfection:
 - Use diluted 3% hydrogen peroxide (premixed in 4 L jug)
 - Staff washrooms cleaning and disinfection, using required PPE
 - Floors disinfecting
 - Cleaning and disinfection of the counters / desk in common areas
 - Spot vacuuming
 - Dust using a damp cloth and/or a wet mop or a vacuum. Do not dry dust or sweep.
 - Garbage removal / cans disinfection (see garbage handling procedure below).

2. **Staff** throughout the day cleaning:

For hard surfaces:

- Use diluted 3% hydrogen peroxide (it stains clothes)
- Use gloves
- Spray the surface and wipe with paper towel: doors, sink handles, door keypads, front desk screens, counters, security gates, book carts.

For electronics:

- Use Clorox Wipes or disinfectant
 - May need to use gloves
 - Spray the **paper towel** and wipe the surface: light switches, entrance keypads, keyboard, check in pads, scanner, chairs.
- **Before you start your shift:** Clean and disinfect your workstation and phone.
 - **When switching work station:** Clean and disinfect shared equipment, desk/counter, telephone, computer stations, check out pad, card scanner handle, chairs, carts, bins, tablets.
 - **After each customer:** Clean and disinfect table/desk/counter, keyboard, check-out machines, chairs

Garbage Handling:

- Use safety glasses and fully coated nitrile work gloves that are cut and abrasion resistant to prevent worker exposure to waste streams, (have disposable nitrile gloves work under the work gloves that can be disposed of after use, and clean and disinfect after each use).
- When collection is complete remove work glove and if wearing a set of underlying nitrile gloves dispose of those adequately in the garbage and then wash and sanitize your hands immediately.
- Daily disinfection of containers.

Receiving of Packages / Mail:

When receiving packages or mail, consider:

- Physically distance from delivery personnel (i.e. provide a drop off location where delivery personnel may place package down rather than handing them directly to staff).
- Avoid shared materials – Canada Post and many other delivery services have implemented policies where they no longer request signatures. However, there may be instances where proof of receipt (signature) is still needed – in these cases use your own pen when signing for the delivery and avoid shared pens – if required to use a stylus or your finger wipe down the keypad before use. Wash your hands immediately after receipt of the package.
- Clean the package at the receiving area.
- Wear personal protective equipment such as gloves when handling or opening the package.

- Upon opening the delivery immediately dispose of the packaging.
- Clean and disinfect areas exposed to packaging (i.e. counter, tabletops and dispose of gloves.)
- Wash hands immediately after cleaning and disinfecting the potentially exposed areas.

Required supplies:

Staff cleaning:

- Gloves
- Masks
- Bottles for hand sanitizer 1 per person (100 ml)
- Hand sanitizer - 1 / person / week (1 can 300 ml)
- Brown paper towels 1 box, 1 roll in the work room, 1 at front desk
- Bottles w disinfectant 1 (750 ml)
- Wipes – 1 box for each common station. 3 in total.
- Bottles and sanitizer for common work stations: 2 workstations (front desk, pick up table)
- 1 X 4L jug premix disinfectant for the large spray bottles.

Maintenance cleaning:

- 2 X 4L jug premix disinfectant per day for the floor and washroom
- Brown paper towels.