 **LIBRARIES CURBSIDE PICKUP SERVICE**

**HEALTH & SAFETY GUIDELINES**

**OVERVIEW**

Curbside pickup of library materials offers Vaughan Public Libraries’ (VPL) customers an additional service option. In the context of the global COVID-19 pandemic, the wellbeing of staff and customers remains our first priority. This document outlines Health & Safety guidelines for staff conducting curbside pickup service work while protecting against the hazards presented by COVID-19 and is a companion to the existing Vaughan Public Libraries Health & Safety Manual and standard operating procedures.

Vaughan Public Libraries offers unique work settings at each branch. Common elements exist at each location which were taken into consideration when drafting these guidelines. The work functions associated with preparing and distributing curbside pickup orders can be carried out safely if the controls of social distancing, safe material and equipment handling, hand hygiene, and appropriate Personal Protective Equipment (PPE) use are followed.

If a staff member perceives or identifies a health and safety concern related to COVID-19 while at work, they must follow established Health & Safety procedures regarding the raising of concerns.

**CONTROLS**

In recognition of the hazards and assessed risks associated with COVID-19, various controls are to be implemented. These controls are meant to enhance the safety of the workplace and to minimize risk.

**Self-Assessment**

Employees who think they may have been exposed to or are experiencing new symptoms associated with COVID-19 shall take the COVID-19 self-assessment before returning to work. The assessment is available online (<https://covid-19.ontario.ca/self-assessment/>). If the self-assessment recommends self-isolation, staff should contact their manager for further guidance. If the self-assessment recommends contacting a doctor or Telehealth Ontario, or calling 911, staff should follow that recommendation and contact their manager when it is safe to do so.

**Social Distancing**

Staff working onsite at a library are required to practice social distancing of 2 metres or 6 feet while conducting any work activities.

* The Curbside Pickup procedures adhere to social distancing eliminating physical contact with the customer by design:
* Communications are via web form, email, and phone.
* The use of an appointment booking system minimizes the time required to receive the customer and to complete the curbside transaction.
* Clear visuals and signage shall be used to designate the parking area, the pickup table, and the boundaries of the pickup area.
* The order is ready for pickup once the staff member has stepped back from the table.
* Staff members shall practice social distancing while at work:
* To minimize the hazards of working alone, at least two staff will be scheduled on days when Curbside Pickup is offered.
* Staff shall practice a check-in and out process for employees when attending the workplace. This will ensure the manager or management designate has an understanding of employee whereabouts when in the workplace.
* Each staff member will be assigned a different work zone to adhere to social distancing practices. For instance, one person will work at the Information Desk, one at the Circulation Service Desk, one in the workroom, etc. If a workroom is large enough for multiple staff, they should stay in separate areas and avoid coming within 2m/6ft of each other.
* Staff members shall take meals and breaks separately, in the break room or mutually agreed locations and shall ensure small appliances used and surfaces touched are disinfected once finished using.

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**Material and Equipment Handling**

The World Health Organization suggests that COVID-19 may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

If you think a surface may be infected, clean it with a simple Health Canada approved disinfectant to kill the virus. Become familiar with and adhere to the specific instructions for the cleaning agent being used. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

* Curbside Pickup procedures incorporate safe material handling between staff and customers:
* Pickup orders are packaged in VPL bags to minimize contact surfaces.
* Orders are placed on a table outside of the library, in an environment with a steady supply of fresh air circulating.
* After every curbside transaction, staff shall sanitize the table surface with disinfectant wipes.
* Staff shall sanitize their own workstations at the beginning and end of each shift, prior to the start and after the end of curbside pickup appointments.
* Staff shall sanitize any equipment used during their shift, such as carts and baskets, before and after use.
* Staff shall sanitize break areas, before and after use.

**Hand Hygiene Practices**

Staff shall practice good hand hygiene while conducting necessary work activities. Use soap and water as a primary method. If this method is unavailable, then use hand sanitizer frequently, covering all surfaces of your hands and rubbing them together until they feel dry. Proper hand washing procedures are posted by all sinks inside the library.

**PPE**

During work activities that incorporate PPE as an additional measure, staff must combine use of this equipment with proper hand hygiene and other necessary protective measures (e.g. social distancing). PPE is only effective if worn correctly. See SOP #1 Use of PPE’s for greater detail.

**Evaluation**

Curbside Pickup Service will evolve as the service needs change. These Health & Safety Guidelines may be adjusted to re-align with identified service requirements. As such, the controls in place and other preventative measures will be evaluated and modified as needed, especially if they are insufficient or causing other issues.

**Resources**

City of Vaughan. (April 3, 2020). Worksite Visits During COVID-19, Health and Safety Directive. Health Canada. (May 5, 2020). Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants for use against COVID-19.

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

Workplace Safety & Prevention Services. (2020). Guidance on Health and Safety for Curbside Pick Up and Delivery Services during COVID-19.

https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-delivery-service-health-andsafety-guidance.pdf?ext=.pdf

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