



Toledo Lucas County Public Library

SAFE WORK PLAYBOOK

COVID-19 Pandemic Preparedness and Response

A NOTE TO ALL READERS

The information contained in the Toledo Lucas County Public Library Safe Work Playbook represents current practices regarding the recommended operation of Library agencies during this time of the unprecedented COVID-19 pandemic. The health and safety of all people who enter our buildings is our primary priority.

This Playbook aligns with the Centers for Disease Control (CDC), state and local health departments, and the World Health Organization (WHO) recommendations to the greatest extent possible.

This is a working document and will be updated to reflect changes in directives and introduce new recommended practices as they become available.

The Safe Work Playbook provides general recommendations for use in all Library agencies. Because there may be circumstances unique to an agency, there may be some cases in which an agency must adapt the recommendations of the Playbook to address that facility's specific requirements. Such exceptions must be authorized by the Executive Leadership Team. Additionally, all agencies must comply with all applicable laws, meaning that if there is a conflict between the recommendations in the Safe Work Playbook and the applicable law, the agency must follow the applicable law.

The mission of Toledo Lucas County Public Library (TLCPL) is to engage all of our communities, inspire lifelong learning, and provide universal access to a broad range of information, ideas, and entertainment. As an organization, we have done good work toward fulfilling that mission while our buildings have been closed, but there is more we can do – more our communities expect and need from us.

This Safe Work Playbook is a tool created to help our organization carefully navigate a quickly-changing reality and more fully meet our mission. The Playbook is the result of weeks of research, deliberation and documentation. We have tapped into Human Resources, Facilities and Operations, Communications and Innovation, and Public Service teams to develop a Playbook that defines protocols and potentially helpful practices for how TLCPL can mitigate the risks of COVID-19 for customers, staff and visitors. The Playbook covers a wide range of topics, including:

- Step-by-step guides for setting up a Pandemic Response Team
- Disinfection procedures
- Staggering shifts and other social distancing strategies
- Daily health screening protocol
- Protocols for isolating employees who become ill at work

As thorough as this document is, we know it is a snapshot of our knowledge around COVID-19 at this moment, and it will necessarily be updated regularly.

Finally, I can think of no better example of our Library living up to our vision than the work that is happening right now at TLCPL and represented in this Playbook. As stated in our vision, we strive to “continue evolving Library services to best meet the needs of the many and diverse communities we serve and be a catalyst for positive change in all corners of Toledo and Lucas County.” Evolving our service models and reestablishing a workplace where employees feel comfortable performing their jobs safely is a multi-faceted challenge. Still, we remain focused on keeping our employees, customers and vendors/suppliers safe while working in all our agencies.

Stay safe,



On behalf of the Executive Leadership Team
Jason Kucsma, Executive Director
Cathy Bartel, Director of Public Service
Terri Carroll, Director of Communications, Innovation and Strategy
Mike Graybeal, Director of Operations
Kathy Selking, Manager of Development
Rhonda Sewell, Manager of External and Governmental Affairs
Kris Ward, Director of Human Resources and Organizational Development

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This Playbook will be continuously updated based on evolving public health recommendations. Please refer to the COVID-19 tab of the intranet for most up-to-date file.

LIBRARY PROTOCOLS

TLCPL OPERATING PROTOCOLS BY CATEGORY

#	Topic	Task	Page #
1	TLCPL COVID-19 Work Groups	<ul style="list-style-type: none"> • Research • Planning • Process design • Provide guidance to PRTs 	page 6
2	Pandemic Response Team (PRT)	<ul style="list-style-type: none"> • Each Library agency will have a PRT led by the Manager • Managers will be liaisons to the systemwide work teams overseeing this work • Set up the PRT • Have a plan in place to adopt this framework and develop site-specific protocols 	page 7
3	Preventative Material Inventory	<ul style="list-style-type: none"> • Confirm an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues • Confirm stock of face masks, face shields and gloves onsite and on order with lead time • Have non-touch thermometers onsite for employee screening 	page 8
4	Workforce Risk Assessment	<ul style="list-style-type: none"> • Understand the difference between very high, high, medium and low exposure risk 	page 9
5	Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Review and understand protocol 	page 10
6	Disinfectant Measures	<ul style="list-style-type: none"> • Implement the General Disinfectant Procedures 	page 11
7	Advanced Disinfection Protocol	<ul style="list-style-type: none"> • Review, understand, and prepare for the triggering of the Advanced Disinfection Protocol 	page 13
8	Disinfection Checklist	<ul style="list-style-type: none"> • PRT lead (or assigned team member) routinely completes the Disinfection Checklist routinely each day 	page 15
9	Library Vehicle Checklist	<ul style="list-style-type: none"> • Complete Vehicle Checklist • Hold team meetings 	page 16
10	Incoming Materials, Supplies, Delivery and Mail Protocol	<ul style="list-style-type: none"> • Manage incoming packages and materials in accordance with Playbook standards 	page 17
11	Social Distancing Protocol	<ul style="list-style-type: none"> • Review and understand protocol • Complete and continue to adhere to social distancing 	page 18
12	Daily Health Screening Protocol	<ul style="list-style-type: none"> • Ensure protocol for pre-shift screening prior to starting work • Ensure barriers are in place to prevent anyone from missing screening protocol 	page 21

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#	Topic	Task	Page #
13	Isolation Room Protocol	<ul style="list-style-type: none"> Review and understand protocol Isolation Coordinator identified and trained Protocol in place to isolate employees if symptomatic onsite Print forms and protocol to be available as needed 	page 23
14	Self-Quarantining, Self-Isolation and Return-to-Work	<ul style="list-style-type: none"> Understand the protocols for self-quarantine, self-isolation and return-to work. 	page 25
15	Contractor/Service Provider Protocol	<ul style="list-style-type: none"> Review and understand protocol and adjust as necessary 	page 30
16	Labor Relations Alignment	<ul style="list-style-type: none"> Educate APLE and CWA on Library's pandemic response plan and return to work protocols 	page 31

TLCPL COVID-19 WORK GROUPS

TASKS



- Research
- Planning
- Process design
- Provide guidance to PRTs

TLCPL COVID-19 work groups are comprised of cross functional team members from different areas of the Library. These teams are responsible for designing and executing system-wide processes and responses to the health and safety of our customers and staff as well as designing and executing new service procedures and tasks in accordance with health and safety guidelines of the CDC and Toledo-Lucas County Health Department.

TLCPL COVID-19 work groups will provide overall guidance and direction to the Executive Leadership Team.

Health and Safety Work Groups

- Pandemic planning (Safe Work Playbook, safety teams) - led by Director of Human Resources and Organizational Development and Director of Operations
- Marketing and communication - led by Director of Communications, Innovation and Strategy
- Supplies, PPE and social distancing planning and preparation - led by Facilities and Operations and Public Service
- Health and COVID-19 processes - led by Human Resources team
- Staff relations and training - led by Human Resources team

Reopening and Services Work Groups

- Designing and executing service models - led by Director of Public Services
- Processing of returned materials - led by Assistant Manager, Circulation and F&O Supervisor
- Managing returns, holds and floats - led by Assistant Manager, Circulation and Collection Development Coordinator
- Service models - led by Regional Manager; Main Library and Sanger
- Virtual programming - led by Youth and Adult Services
- Summer Read - led by Youth Services Coordinator
- Reaching patrons that lack connectivity - led by Innovations Manager
- Outreach services - led by Adult Services Coordinator

PANDEMIC RESPONSE TEAM

TASKS



- Each Library agency will have a PRT led by the Manager
- Managers will be liaisons to the systemwide work teams overseeing this work
- Set up the PRT
- Have a plan in place to adopt this framework and develop site-specific protocols

ABOUT:

The Pandemic Response Team (PRT) will be implemented for each agency (this includes all locations and departments) and includes the following roles and responsibilities:

Regional Manager - (PRT Site Manager and Employee Access Control Lead) Regional manager has overall responsibility for each agency's pandemic preparedness and response plan, coordinating and aligning with TLCPL COVID-19 work groups, the CDC, and the Toledo-Lucas County Health Department. Serves as primary liaison to TLCPL COVID-19 work groups.

Manager/Assistant Manager- (PRT Communications and Training Lead) Works to manage all pandemic related communications, in accord with Communications and HR. Manages the training function across the location related to pandemic preparedness and response, including employee, management and Pandemic Response Team training, in accord with TLCPL's Playbook and COVID-19 policies.

Manager/Assistant Manager - (PRT Virus Prevention and Protocols Lead) Works to manage social distancing logistics regarding employees arriving and departing, customers, visitors and contractors. Provides site specific options regarding social distancing including potential mitigation measures to manage risk of employees required to work in proximity to others.

Supervisor - (PRT Personal Protective Equipment Lead) Works to secure all necessary supplies to implement and sustain the location pandemic preparedness and response plan, as well as accessing centrally located supplies or leveraging supplies from Purchasing. If no supervisor is available, PRT appoints a substitute.

Custodian - (PRT Disinfectant Lead) Serves as a lead to perform daily and advanced disinfection, and disinfectant processes, in accordance with the protocols set up by TLCPL COVID-19 work groups and Safe Work Playbook. Recommends improvements to PRT leads to ensure compliance of disinfectant protocol and any agency variations.

DETAILS:

- The PRT should meet regularly within their agency.
- The PRT leader should ensure the Disinfectant Checklist is completed routinely.
- The PRT leader should ensure a Library Vehicle Checklist is filled out routinely (when applicable.) (page 16)
- Leverage TLCPL COVID-19 work groups as needed (page 6).
- Work with HR and Facilities to maintain an Isolation Room, see Isolation Protocol (page 25).

PREVENTATIVE MATERIAL INVENTORY

TASKS



- Confirm an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues
- Confirm stock of face masks, face shields and gloves onsite and on order with lead time
- Have non-touch thermometers onsite for employee screening

Disinfectant Supplies:

- Confirm an adequate supply of soap, disinfectant spray, hand sanitizer, paper towels and tissue.
- Keep a minimum quantity of 30-day supply of disinfectant supplies.

PPE:

- Confirm stock of face masks and gloves onsite and on order with proper lead time.
- Keep a minimum quantity of 30-day supply of PPE.
- Any TLCPL staff member is required to wear gloves and mask when disinfecting.

#	Item	Spec	Recommended Quantity
1	Mask (disposable)	Disposable masks (1/day) - for customer use	Min. 30-day supply
2	Mask (washable)	Washable masks (3 per employee)	3 per employee
3	Gloves	Nitrile and vinyl	Min. 30-day supply
4	Face shields	Protective face shields	1 per employee
5	Aprons	Disposable	Min. 30-day supply
6	Infrared thermometer	Medical infrared thermometer/ Measures ranges 86°F to 109°C meets ASTM E965-1998 (2003)	1 per small location, 2 or more per large location
7	Disinfectant spray/ wipes	EPA-approved disinfectant	Min. 30-day supply
8	Spray bottles	1-liter plastic spray containers	Min. 5 bottles
9	Hand sanitizer (refills)	Sanitizer with Alcohol 60%/local brand	Min. 30-day supply
10	Hand soap	Hand soap / Local brand	Min. 30-day supply
11	Paper towels	Paper towels	Min. 30-day supply
12	Sneeze guards	Plexiglass shield	1 per service point

WORKFORCE RISK ASSESSMENT

TASKS



- Understand the difference between very high, high, medium and low exposure risk

During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19. PRT teams should check with TLCPL COVID-19 work groups, Public Employers Risk Reduction Program (PERPP), Occupational Safety and Health Administration (OSHA) and Center for Disease Control (CDC) websites regularly for updates about recommended PPE.

OSHA Definitions of risk categories:

Very High Exposure Risk Very high exposure risk jobs are those with a high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem or laboratory procedures. Workers include: healthcare and morgue workers performing aerosol-generating procedures on or collecting/handling specimens from potentially infectious patients or bodies of people known to have, or suspected of having, COVID-19 at the time of death.

High Exposure Risk high exposure risk jobs are those with a high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: healthcare delivery, healthcare support, medical transport and mortuary workers exposed to known or suspected COVID-19 patients or bodies of people known to have, or suspected of having, COVID-19 at the time of death.

Medium Exposure Risk Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

Low Exposure Risk (Caution) Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

As of 04.20.2020 - TLCPL's HR department has assessed the TLCPL workforce into two risk categories including Low Exposure Risk (not required within 6 feet of others to perform job duties) and Medium Exposure Risk (required to come within 6 feet of others to perform job duties) based on OSHA definitions. This assessment will be reviewed and updated as circumstances change.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

TASKS



- Review and understand protocol

About:

TLCPL's top priorities to mitigate the spread of COVID-19 include:

1. Personal hygiene
2. Social distancing
3. Frequent disinfecting of common surfaces
4. PPE

The TLCPL COVID-19 work groups and PRT Team Leads for PPE and Sanitization are responsible for ensuring there are adequate supplies as required.



Masks

- Face masks are required for all TLCPL staff members unless you are in an office with the door closed. If you have a medical condition or other concern when wearing a mask causes a hardship, contact HR to discuss.
- Customers and other visitors will be strongly encouraged to wear masks.
- ELT will continue to monitor mask recommendations and advise of any updates.



Face Shields

Face shields may be used as an additional safety measure. Masks must still be worn with a face shield.



Gloves

Based on CDC findings, the Library will only require staff to wear gloves when receiving materials and/or disinfecting Library spaces.

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection. Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them. People are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves. However, they are not more protected.
- When wearing gloves, people are less inclined to wash their hands. This is counterproductive and puts others at higher risk. We want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training. If contaminated gloves are not removed properly, our employees are exposed to greater risk.

DISINFECTANT MEASURES

TASKS



- Implement the General Disinfectant Procedures



General Disinfectant Measures:

- The measures listed on the chart below should be implemented to reduce risk and spread of infection.
- The disinfection steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees, customers and visitors.
- Along with these workplace disinfectant activities, proper personal sanitary practices including frequent hand washing are also necessary.
- While TLCPL custodians are responsible for completing most of the task list routinely (excludes item 6), all staff are responsible for completing some routine workplace disinfectant tasks, i.e. wiping their own workspaces, cleaning up after themselves, and disinfecting frequently used surfaces.
- Proper dwell time (contact time) for cleaning products is required to properly disinfect a surface. This varies from product to product, please read the instructions of the product for proper dwell time.

Routine Disinfectant Measures:

#	Area/Place	Disinfectant Surface	Disinfectant	Disinfectant Measures	Recommended Frequency	Who
1	Common customer surfaces	Including table tops, small study spaces, computer surfaces	EPA-approved disinfectant	Follow manufacturer directions on product label	Between each use	All staff
2	Offices, desk, and conference rooms	Table and chair surface	EPA-approved disinfectant	Follow manufacturer directions on product label	At the end of each meeting and end of day	All staff
3	General objects often used or touched	Door handles, light switches and phones	EPA-approved disinfectant	Follow manufacturer directions on product label	At least four times per day	All staff
4	Make-U equipment	Studio spaces, equipment	EPA-approved disinfectant	Follow manufacturer directions on product label	Between each use	All staff
5	Play spaces/ toys	Removed/closed until further notice	n/a	Removed until further notice	Removed until further notice	n/a

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#	Area/Place	Disinfectant Surface	Disinfectant	Disinfectant Measures	Recommended Frequency	Who
6	Returned materials	All materials that are checked out by a customer (internally and externally)	n/a	Quarantine for 72-hour period	After every returned item	Circulation staff
8	Restrooms	All surfaces, mirrors, countertops, floors	EPA-approved disinfectant	Follow manufacturer directions on product label	At least four times per day and additional as needed	Custodial staff
9	Library vehicles	Common surfaces (e.g. seat surfaces rails, belts, door and window controls)	EPA-approved disinfectant	Follow manufacturer directions on product label	Before and after each use	Drivers
10	All floors	All floors at site	EPA-approved disinfectant	Mop	Periodic, where frequently touched; mop hard surfaces routinely	Custodial staff

ADVANCED DISINFECTION PROTOCOL

TASKS



- Review, understand, and prepare for the triggering of the Advanced Disinfection Protocol

About

Based on consultation with the Toledo-Lucas County Health Department, the Routine Disinfection Measures (page 11) should be followed regularly whereas the Advanced Disinfection Protocol is triggered when an active employee has tested positive for COVID-19 and HR notifies the Facilities and Operations Department of a positive case.

Advanced Disinfection Protocol - Due to a positive COVID-19 case

COVID-19 advanced disinfection is triggered when an active employee has tested positive for COVID-19.

Advanced disinfecting should be performed as soon after the confirmation of a positive test as practical. If a delay is proposed of greater than a shift, an additional disinfection of potentially impacted common surfaces should be completed during the interim period.

If multiple employees in an agency are confirmed to have a COVID-19 positive test, the agency may close for a period of at least 72 hours to allow for natural deactivation of the virus followed by a comprehensive disinfection of the building by custodial staff.

Additional considerations:

1. If Library staff is unable to keep up with the demands/need for disinfecting TLCPL for any reason, the COVID-19 work group will seek approval from the Director of Operations to contact one of the following COVID-19 approved companies to perform this work:

Toledo Building Services	419.241.3101
AAA Standard Services	419.535.0274
Advanced Cleaning Contractors	419.478.1200
CD Building Services	419.380.0462
Coit Cleaning & Restoration	567.288.2594
Midwest Environmental Control	419.382.9200
ServiceMaster by Park Ellis	419.517.6478
Stratus Building Solutions	419.520.7438

Each of these companies meets the following requirements:

- Trained personnel to execute the process of advanced disinfection.
- Proper equipment and PPE to perform the task.
- All necessary procedures and local authorizations or permit to perform disinfection services.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

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2. Facilities and Operations must coordinate and supervise the disinfection process. They must ensure that:
 - There is a specific plan and strategy to disinfect Library facilities and materials.
 - Only authorized people can access the site during the cleaning operation.
 - All third party team members are using any required PPE.
 - Assure that employees are made aware that the work areas have been disinfected.

3. Personal Protective Equipment (PPE) requirements for the advanced disinfection team:
 - The use of PPE for Library staff should follow the requirements outlined in this guide on page 10 of this Playbook.
 - The use of PPE is to be determined by the contractor based on the chemicals used to conduct the disinfection process including proper wearing of PPE.

DISINFECTION CHECKLIST

TASKS



- PRT lead (or assigned team member) routinely completes the Disinfection Checklist routinely each day

As stated, frequent disinfection of surfaces is critical to mitigating the risk of COVID-19. Identifying the areas to clean, the proper disinfectant and technique, and frequency is vital.

By accessing and completing the Disinfection Checklist on the COVID-19 tab of the intranet, or at tlcpl.org/covidforms the PRT lead (or assigned team member) ensures this work is completed.

LIBRARY VEHICLE CHECKLIST

TASKS



- Complete vehicle checklist
- Hold team meetings

Library vehicles need the same level of disinfectant care as our other spaces. All surfaces including door handles, steering wheel, dashboard controls, seat belts, seats and armrests are to be disinfected before and after each shift.

By accessing and completing the Disinfectant Checklist on the COVID-19 tab of the intranet, or at tlcpl.org/covidforms the PRT lead (or assigned team member) ensures this work is completed.

INCOMING MATERIALS, SUPPLIES, DELIVERY AND MAIL PROTOCOL

TASKS



- Manage incoming materials, supplies, delivery and mail

The World Health Organization advises it is safe to receive packages from areas where COVID-19 has been reported, advising that,

“The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled, and exposed to different conditions and temperature is also low.”

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should deactivate the virus.

Materials

- Returned Library materials will be quarantined for 72 hours, which exceeds current Centers for Disease Control recommendations.
- All returns will be placed in bins at the entrance to the building.
- Staff will wear PPE (including gloves, masks and disposable aprons) to move the materials from the bins to designated carts, bins, etc. and move them to the designated quarantine location with a dated slip.
- Return bins should be disinfected each time emptied.
- When finished emptying the return bins, gloves and apron should be discarded. Staff should wash hands with soap and water.

Supplies and other shipped materials

- The World Health Organization advises it is safe to receive packages from places where COVID-19 has been reported.
- The virus does not survive for long on surfaces and the length of shipment time and other environmental factors should deactivate the virus.
- No quarantine of packages recommended upon receipt.
- Staff opening shipped materials should wear gloves and a mask. Discard gloves after completing tasks and wash hands with soap and water.

Deliveries between locations

- Staff packing and unpacking delivery should wear gloves and mask.
- Dispose of gloves and wash hands with soap and water when task is complete.
- In the event of COVID-19 detection at an agency, information about handling deliveries will be provided.

Daily Mail

- Designate a bin for mail received. Quarantine for 24 hours in designated area.
- Wear gloves and a mask when handling daily mail. Dispose of gloves and wash hands with soap and water when task is complete.

SOCIAL DISTANCING PROTOCOL

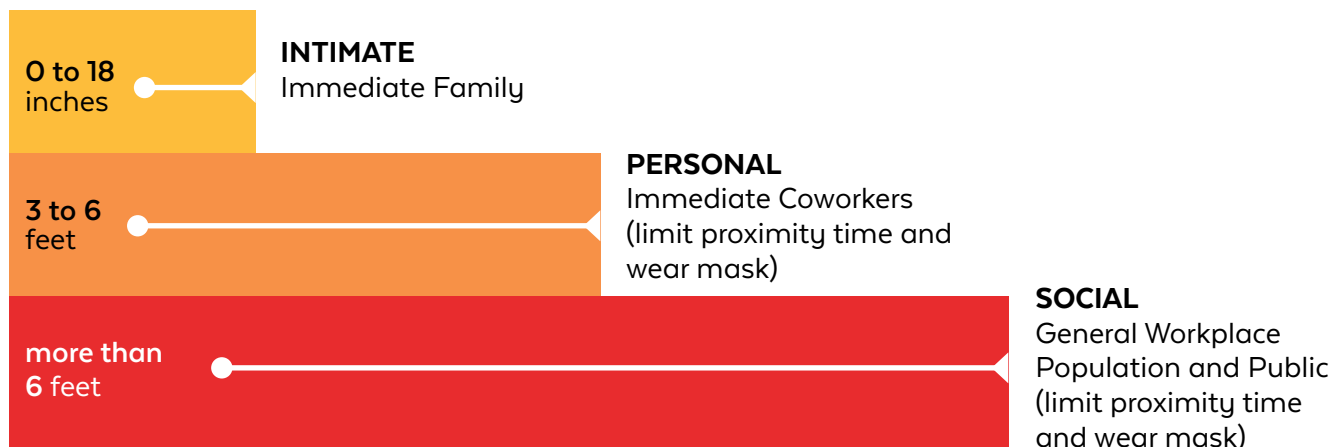
TASKS

- Review and understand protocol
- Complete and continue to adhere to social distancing

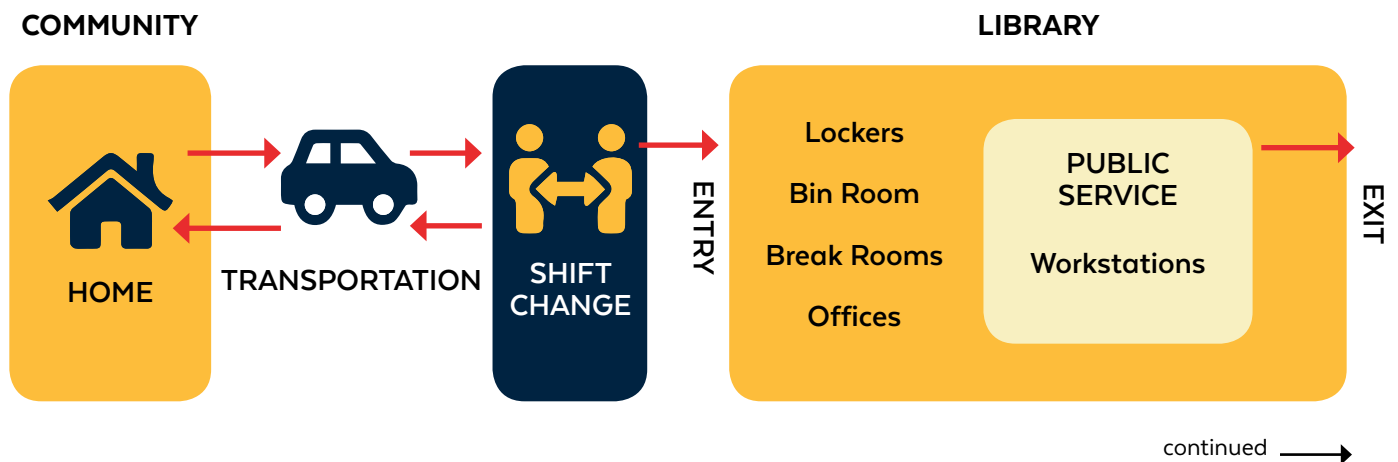
Social distancing is a simple yet very effective mechanism to prevent potential infection. It relies on simple distance to avoid infection.

In practice this means:

- Staying 3 to 6 feet away from others as a normal practice.
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors or friends.
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick, or who is coughing or sneezing.



This practice of social distancing includes, but is not limited to, the public service floor, break rooms, common areas, entrance/exit areas of work locations, and offices. These are examples, but the principle of social distancing is universally applicable.



Social Distancing in Action

Social distancing at TLCPL is intended to provide a safe environment reducing the risk of person-to-person infection. Maintain a social distance of 3 to 6 feet while working with co-workers, and 6 feet when providing service to the public, while also wearing a mask.

Workstations

Recommended:

- Whenever possible, workstations should be arranged to allow separation of 6 feet.
- Staff at stations in the same room should still be wearing face coverings while at their workspace even if separated by a cubicle partition or the 6 feet of separation. It is only okay to remove your mask in a private office with the door closed.
- Utilize sneeze guards and physical barriers to minimize the risk to social distance violations.
- Establish and stay within boundaries clearly marked on the floor. Staff need to stay within their marked areas.
- Staff are strongly encouraged to disinfect their own workspace multiple times during the shift, giving special attention to common surfaces.
- Staff must be reminded to avoid touching their faces and must wash their hands thoroughly with soap and water several times during the work hours to reduce risk and prevent person-to-person potential infections.

What to do if the workstations are less than the recommended spacing?

- Work designs should avoid face-to-face operations with less than the minimum requirement of 6 feet. If this condition cannot be met, then employees will be provided with alternative measures to mitigate their exposure such as the following:
 - Face masks
 - Face shield
 - Body orientation
 - Physical barriers may also be installed where practical. The barriers must be disinfected multiple times a shift

Helpful Tips to Communicate

- Avoid gathering when entering and exiting the facility.
- Remain in your car until your scheduled start time.
- Complete the electronic Daily Health Screening prior to entering the building.
- Ensure 3 to 6 feet of space between each person while entering the building and performing opening tasks.
- In addition to frequently washing your hands throughout the day, be sure to wash your hands upon completion of opening and closing tasks.
- Employees should perform wipe downs of their workstation at the start and end of each shift.
- Employees should wipe Library phones after each call.

Things to consider

- Minimize staff computer usage by encouraging staff to check email and complete their timecards from their personal phones or devices when possible.

Meetings

- Virtual meetings should be utilized as often as possible.
- Offices should not be used for meetings. Use larger conference areas or designated safe meeting spaces.
- Safe meeting spaces should be designated to encourage social distancing of 6 feet.
- No more than 10 employees at any meeting. Times for meetings may be staggered and larger groups must be divided to meet the 10-employee maximum.

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Social Distancing During Lunch and Breaks

Management of employee breaks to provide social distancing and proper hygiene is necessary. Start and end times should be staggered.

Helpful Tips

Seating and Capacity:

- Count the optimal number of allowable seats in the break room considering the acceptable distances of 6 feet.
- Limit and/or space chairs appropriately.
- Place signage on table to ensure proper social distancing.
- Post capacity of the break room.
- Remind employees not to arrive early to break.
- Separate times by 10 minutes to have enough time to wipe all surfaces after each use.

Cleanliness and Disinfection

- Provide enough supplies for employees to clean up after themselves. Ex: wiping down tables, etc.

Restroom Usage During the Workday and at Break Times

Increase disinfection intervals to ensure clean environment at all times and make sure social distancing is maintained.

Recommended:

- Establish maximum capacity for the restroom that allows for social distancing.
- Post the maximum capacity.
- Provide enough supplies for employees to clean up after themselves. (i.e. wiping down counters and handles, etc.)

Social Distancing in Common Areas

- Increase disinfection intervals.
- Ensure social distancing is maintained.
- Avoid non-essential gatherings.

Social Distancing in Offices

- Office work should be organized to ensure social distancing to keep separation of employees between 3 to 6 feet as a minimum.
- Avoid face-to-face desk layouts.
- Interaction to exchange information or quick meetings on the office floor space should respect social distancing of (3 to 6 feet).
- Remote work may be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.
- Staff should disinfect surfaces in their office at the beginning and end of shift.

Elevators:

- Staff elevators are reserved only for those who can't use the stairs. When using the elevator, only one person may be in the elevator at a time.

DAILY HEALTH SCREENING PROTOCOL

TASKS



- Ensure protocol for pre-shift screening prior to starting work
- Ensure barriers are in place to prevent anyone from missing screening protocol



Overview of Daily Health Screening Procedure

1. Temperature reading
2. Observation for overt symptoms
3. Verbal/non-verbal confirmation of daily self-screening
4. Reporting Symptoms
5. Travel notification

Details:

- Each employee will fill out an electronic daily health screening form before arriving for work.
- Employees are required to report their temperature prior to entering the Library.
- If an employee does not have access to a thermometer, the employee should complete the daily reporting form and enter the Library. Proceeding directly to the staff thermometer in the Isolation Room to self-administer a temperature reading. **Staff should then disinfect thermometer and report temperature to Supervisor/Manager.**
- Employee should seek to obtain a thermometer as soon as possible for future home use.
- This is a pre-shift screening only. Screening does not need to be completed between shift start to end.
- Reference the Self-Isolation and Return to Work Protocol for employees that are confirmed positive for COVID-19 by a medical professional.
- Employees scheduled to work who are not reporting to work due to a COVID-related situation (illness, exposure to illness, childcare) should complete the Not Reporting to Work Form.
- All other reasons for not reporting to work (such as request for PL, AL, non-COVID FMLA, non-COVID sick leave) follow existing TLCPL call-off procedures.

Daily Health Screening Protocol

The Library will periodically update guidance on current recommendations from the Centers for Disease Control (CDC), local and state health departments, and the World Health Organization (WHO).

Daily health screening will cease to become mandatory at a pandemic phase 4 or less, or when 15 days have passed in the state without a COVID-19 positive case. The Executive Leadership Team will advise when this has occurred, and will provide direction on when daily health screening will cease.

Daily health screenings are required to be completed daily by all incoming employees/contractors/suppliers **before** accessing the Library. If temperature is 100.4°F or higher, or the employee exhibits visible symptoms of illness consistent with COVID-19, the employee will be instructed not to report to work. See COVID-19 scenario chart, page 27.

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Employees returning to work from an approved medical leave should be directed to contact their HR representative and to submit medical certificate releasing them to return to work. Communication of current protocol will be provided to all employees on or before staff being asked to return to work.

The Daily Health Screening Protocol is in place to prevent sick or symptomatic employees from leaving their homes and decrease the likelihood of spreading infection. By accessing and completing the Daily Health Screening on the COVID-19 tab of the intranet, staff can make informed decisions about their health. If an employee does not recognize the symptoms in their daily health screening, here are the actions to take:

- If the employee is deemed symptomatic during the employee's shift or after the employee has spent any time in the Library (after the COVID-19 Case form), reference the Isolation Room Protocol (page 23.)

ISOLATION ROOM PROTOCOL

TASKS



- Review and understand protocol
- Isolation Coordinator identified and trained
- Protocol in place to isolate employees if symptomatic onsite
- Print forms and protocol to be available as needed

The isolation room is for employees who fall ill at work or need to take their temperature. The isolation room should never have more than one employee and one Isolation Coordinator in the room at a time. Employees who may be waiting to enter the Isolation Room should form a line outside the door and ensure 6 ft. distance between each other. If a person feels ill, or if someone observes that another person is exhibiting symptoms of COVID-19 at work, that person must go directly to the designated Isolation Room by the most direct route and contact an Isolation Coordinator. An Isolation Coordinator is the:

- First contact: Supervisor/Manager
- Second alternative contact: Human Resources Representative
- Third alternative contact: Director/Regional Manager

Telephone is the preferred communication method. There will be a telephone and a list of the phone numbers for contacting an Isolation Coordinator in the Isolation Room. Each agency must have an isolation Room and report that room to HR.

Procedure

1. Once the symptomatic employee arrives in the Isolation Room, they are required to don a mask and gloves to help protect other employees and prevent the spread of a potential virus. Prior to putting on gloves, the employee should disinfect their hands with hand sanitizer to prevent contamination of outside of gloves.
2. The Isolation Coordinator must complete a Suspected COVID-19 Case Form from the Intranet COVID tab. See COVID-19 scenario chart, page 27.
3. The Isolation Coordinator, if present, and any others attending the suspected infected person, should wear a protective mask and gloves while working with the suspected infected person.
4. The Isolation Coordinator should direct the ill employee to leave work and go home or to the nearest health center as advised by Toledo Lucas County Health Department. Call the health center before arriving or call from their vehicle for suspected COVID symptoms/infections. Most health centers will have specific protocols for entry. Public transportation should not be used.
 - If the symptomatic person is well enough to drive their own vehicle, ask them to use it.
 - If the symptomatic person is unable to drive, the Isolation Coordinator should contact family member or emergency contact to arrange for transportation of the employee.
 - In the event that these options are not available, contact HR for alternative solutions.
 - If the symptomatic person is in distress, call 911 for emergency assistance.
5. The Isolation Coordinator must:
 - Identify persons who may have been in contact with the suspected infected employee. Unless required by the Toledo-Lucas County Health Department, the name of the infected employee should not be provided.
 - Advise employees who were within 6 feet of or shared common workspace with the individual with

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suspected COVID-19, that they may have been in contact with a suspected infected employee.

- Employees continue to complete Daily Health Screening. Follow COVID-19 scenario chart accordingly.
6. Ensure that both the Isolation Area and suspected employee's workstation or office is thoroughly disinfected, in addition to all other common surfaces recently touched by the isolated employee. All persons carrying out this disinfection must wear disposable nitrile gloves, and all support persons' PPE should be appropriately discarded prior to resuming normal work functions.

Location

Where possible, the Isolation Room should be a quiet study or small room. Do not select a bathroom as the Isolation Room and ensure the room has no other use.

SELF-QUARANTINING, SELF-ISOLATION AND RETURN-TO-WORK

TASKS



- Understand the protocols for self-quarantine, self-isolation and return-to work.

Overview

Quarantining in general means the separation of a person or group of people reasonably believed to have been exposed to a communicable disease but who are not yet symptomatic from others who have not been exposed to prevent the possible spread of the disease.

Self-isolation means the separation of a person or group known or reasonably believed to be infected with a communicable disease and potentially infectious from those who are not infected to prevent spread of the disease.

Incubation period is the time between when you contract a virus and when your symptoms start. The incubation period for the novel coronavirus is somewhere between 2 to 14 days after exposure (CDC).

Guidance for Self-Quarantining

Employees who are requested to self-quarantine by the Toledo-Lucas County Public Health Department or are self-quarantined due to exposure to a positive COVID-19 case must remain at home for 14 days. Check your temperature twice a day and watch for symptoms of COVID-19. Lastly, if possible, stay away from people who are at higher-risk for getting sick from COVID-19.

Returning to Work after Self-Quarantine

Those who undergo self-quarantine because of potential exposure can return to work after 14 days from the date of potential exposure if they do not develop symptoms. They should still closely self-monitor after this period. If an individual tests positive for COVID-19 or becomes symptomatic while in self-quarantine, they must follow the self-isolation protocols.

Guidance for Self-Isolation

Employees who are in self-isolation due to a positive COVID-19 test, sick with symptoms of COVID-19, or have been told by a health care provider or public health department to separate themselves from others, including people you live with, to the greatest extent possible should self-isolate for 10 days and seek the advice of their health care professional.

Returning to Work after Self-Isolation

Individuals who are self-isolated can return to work after: 1) A minimum of 10 days from the start of symptoms or their positive COVID-19 test if asymptomatic; 2) They must go 3 days fever free without fever reducing-medication AND see an improvement in other symptoms like cough/shortness of breath/trouble breathing. 3) Employee has had 2 negative COVID-19 tests at least 24 hours apart.

Employees returning to the Library after self-isolation should contact the Human Resources department prior to returning to work to discuss documentation that may be required prior to returning to work.

COVID-19 SCENARIO CHART

SCENARIO	Employee is NOT feeling sick and NOT showing symptoms of possibly being ill	Employee IS feeling sick or showing symptoms of possibly being ill
<p>1. No known exposure to COVID-19</p>	<p>PROTOCOL: Employee should report to work as scheduled.</p> <p>Manager/Supervisor: Ensure employee has completed Daily Health Screening Form.</p>	<p>PROTOCOL: The employee should not report to work.</p> <p>TIMESHEET: Employees whose duties include telework may perform work remotely if their health permits. Employee may use normal sick leave accruals if unable to work due to illness. If the employee is showing symptoms of COVID-19 and seeking a medical diagnosis, the employee may be eligible to use Emergency Paid Sick Leave (EPSL) for up to two weeks.</p> <p>Manager/Supervisor: Ensure employee has completed NOT Reporting Today Form.</p>
<p>2. Employee has had close contact in the last 14 days with an individual diagnosed with confirmed COVID-19</p>	<p>PROTOCOL: Employee should not report to work as scheduled. Employee should self-quarantine at home for 14 days. If symptoms develop, see protocol in column to the right.</p> <p>TIMESHEET: Employees whose duties include telework may perform work remotely. An employee who is approved to telework will be paid for hours worked in accordance with their scheduled hours. Employee may use Emergency Paid Sick Leave (EPSL) for up to two weeks. Employee may use vacation or personal leave accruals or Leave Without Pay if accruals are exhausted. The Health Department will contact employee if they were exposed to a positive COVID-19 case as a result of their contact tracing processes.</p> <p>For questions, contact the Community COVID-19 Lines available through Mercy and ProMedica at 419-251-4000 (English Only) or 419-291-5355 (multilingual). These lines are available 7 a.m. to 7 p.m. M-F or have an answering machine for the call/question to be returned the next business day.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today Form and that HR is aware of employee exposure.</p>	<p>PROTOCOL: The employee should not report to work. Employee should self-isolate and contact their health care professional to discuss exposure and symptoms. The Health Department will contact employee if they were exposed to a positive COVID-19 case as a result of their contact tracing processes.</p> <p>TIMESHEET: Employees whose duties include telework may perform work remotely if their health permits. An employee who is approved to telework will be paid for hours worked in accordance with their scheduled hours. Employee may use normal sick leave accruals if unable to work due to illness. If the employee is showing symptoms of COVID-19 and seeking a medical diagnosis, the employee may be eligible to use Emergency Paid Sick Leave (EPSL) for up to two weeks. The employee may use normal sick leave accruals.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today Form. Refer to the Self-Isolation Protocol on page 25.</p>

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SCENARIO	Employee is NOT feeling sick and NOT showing symptoms of possibly being ill	Employee IS feeling sick or showing symptoms of possibly being ill
<p>3. Employee’s healthcare provider or Health Department recommends that employee self-quarantine or isolate for a specified period of time due to COVID-19 symptoms or close contact with a person confirmed to have COVID-19.</p>	<p>PROTOCOL: Employee should not report to work as scheduled. Employee should self-quarantine at home for 14 days. If symptoms develop, see protocol in column to the right.</p> <p>TIMESHEET: Employees whose duties include telework may perform work remotely. An employee who is approved to telework will be paid for hours worked in accordance with their scheduled hours. Employee may use Emergency Paid Sick Leave (EPSL) for up to two weeks. Employee may use vacation or personal leave accruals or Leave Without Pay if accruals are exhausted. The Health Department will contact employee if they were exposed to a positive COVID-19 case as a result of their contact tracing processes.</p> <p>For questions, contact the Community COVID-19 Lines available through Mercy and ProMedica at 419-251-4000 (English Only) or 419-291-5355 (multilingual). These lines are available 7 a.m. to 7 p.m. M-F or have an answering machine for the call/question to be returned the next business day.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today Form and that HR is aware of employee exposure.</p>	<p>PROTOCOL: The employee should not report to work. Employee should self-isolate and contact their health care professional to discuss exposure and symptoms. The Health Department will contact employee if they were exposed to a positive COVID-19 case as a result of their contact tracing processes.</p> <p>TIMESHEET: Employees whose duties include telework may perform work remotely if their health permits. An employee who is approved to telework will be paid for hours worked in accordance with their scheduled hours. Employee may use normal sick leave accruals if unable to work due to illness. If the employee is showing symptoms of COVID-19 and seeking a medical diagnosis, the employee may be eligible to use Emergency Paid Sick Leave (EPSL) for up to two weeks. The employee may use normal sick leave accruals.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today Form. Refer to the Self-Isolation Protocol on page 25.</p>

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SCENARIO	Employee is NOT feeling sick and NOT showing symptoms of possibly being ill	Employee IS feeling sick or showing symptoms of possibly being ill
<p>4. Employee travels internationally</p>	<p>PROTOCOL: The employee must self-quarantine for 14 days when returning from international travel. They should closely self-monitor during and after this period. Refer to self-quarantine protocol.</p> <p>TIMESHEET: Employee may use Emergency Paid Sick Leave (EPSL) for up to two weeks. Employee may use vacation or personal leave accruals or Leave Without Pay if accruals are exhausted.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today form.</p>	<p>PROTOCOL: The employee should not report to work and must self-isolate for 10 days refer to isolation protocol. Employee should contact healthcare provider for instructions.</p> <p>TIMESHEET: Employee whose duties include telework may perform work remotely if their health permits. Employees teleworking will be paid for hours worked in accordance with their schedule. Employee may use normal sick leave accruals if unable to work due to illness. If the employee is showing symptoms of COVID-19 and seeking a medical diagnosis, the employee may be eligible to use Emergency Paid Sick Leave (EPSL) for up to two weeks.</p> <p>Manager/Supervisor: Ensure employee has completed Not Reporting Today Form. Refer to the Self-Isolation Protocol on page 25.</p>
<p>5. Employee is caring for an individual subject to a quarantine or isolation order from the Health Department or a recommendation from a health care provider to self-quarantine or isolate (Individuals must be immediate family members, someone who regularly resides in your home or as permitted by FFCRA.)</p>	<p>TIMESHEET: If the employee is approved, assigned and able to telework, the employee must telework. If unable to telework, the employee may use normal sick leave. Employee may use normal Family Sick Leave if available. The employee may also use Emergency Paid Sick Leave (EPSL) for up to 2 weeks. EPSL to be paid at 2/3 of normal rate of pay up to \$200 daily. When utilizing EPSL paid at 2/3 rate, the employee may utilize sick, vacation or personal leave accruals to supplement EPSL pay and receive a maximum of 100% of normal pay.</p> <p>Manager/Supervisor: Ensure Not Reporting Today Form has been completed and HR is aware.</p>	<p>NOT APPLICABLE</p>

SCENARIO	Employee is NOT feeling sick and NOT showing symptoms of possibly being ill	Employee IS feeling sick or showing symptoms of possibly being ill
6. Employee is caring for his or her child whose school or place of care is closed (or child care provider is unavailable due to COVID-19 related reasons.)	<p>TIMESHEET: Employee may use up to 12 weeks of paid sick leave (EPSL) and expanded family and medical leave (EFMLA). First two weeks of EFMLA is unpaid, but employee may elect to use up to 2 weeks Emergency Paid Sick Leave (EPSL) for first two weeks or may use vacation or personal leave. For leave beyond 2 weeks, any Expanded Family and Medical Leave (EFMLA) will require the use of any accrued sick, vacation or personal leave, consistent with existing FMLA leave policies. Employees who exhaust accruals shall be compensated at 2/3 regular pay rate for any EFMLA leave taken after accruals are exhausted.</p> <p>Manager/Supervisor: Ensure Not Reporting Today Form has been completed and HR is aware.</p>	NOT APPLICABLE
7. Employee reports being unable to report to work due to fear of contracting COVID-19.	<p>Manager/Supervisor: Ensure Not Reporting Today Form has been completed and HR is aware. Instruct employee to contact HR.</p>	NOT APPLICABLE
8. Employee reports being a high-risk individual.	<p>If not placed in immediate risk by reporting to work, employee should report as scheduled and contact Human Resources for instructions.</p> <p>Manager/Supervisor: Instruct employee to contact Human Resources immediately if high risk situation prevents employee from reporting to work. Ensure completion of Not Reporting Today Form.</p>	NOT APPLICABLE
9. Employee reports to work, completed the Daily Health Screening Form, but has fallen ill while at work.	NOT APPLICABLE	<p>Employee should follow the most direct route to the Isolation Room.</p> <p>Employee should don PPE and contact an Isolation Coordinator.</p> <p>Isolation Coordinator should complete the COVID-19 Case Form and follow the instructions on pages 21-28 of the TLCPL Safe Work Playbook.</p>

CONTRACTOR/SERVICE PROVIDER PROTOCOL

TASKS



- Review and understand protocol and adjust as necessary



Contractor/Service provider restrictions:

- Meetings should take place virtually as often as possible going forward, to ensure the protection of both employees and visitors.
- Where business-critical, in-person visits do occur, such as to allow equipment or facilities to remain operational, they should be in accordance with TLCPL's pandemic preparedness and response plan.
- Note that the Visitor Self-Screening Checklist forbids visits from persons who have had known exposure to persons with COVID-19 within the past 14 days, or who are exhibiting symptoms of illness consistent with COVID-19.
- Contractors/Service Providers COVID-19 Health Screening Form must be completed before entering the Library. Form available at tlcpl.org/covidforms
- Alternatively, a contractor/service provider may supply a one time documentation that their organization requires daily health screenings. Submit to mike.graybeal@toledolibrary.org.
- All contractors/service providers visiting TLCPL agencies must wear a face mask.

Directions for Contractors/Service Providers

- Each PRT lead will be responsible to ensure the COVID-19 Contractor/Service Provider Health Screening Form was completed for each visitor who enters their respective agencies by providing electronic form in advance of entering.
- Visitation or contractor work is forbidden if there has been any YES response to the COVID-19 Self-Screening Checklist. If yes is checked for any response, please advise the visitor to leave the premises, notifying appropriate site personnel to disinfect any common surfaces touched by the visitor and advising HR of the incident.
- Visits or contractor work that do occur should limit exposure to employees to the extent feasible, by:
 - Ensuring visitors/contractors take a direct route to meeting or work areas and do not unnecessarily interact with employees.
 - Practicing social distancing themselves at all times, and instructing visitors regarding our expectations regarding social distancing (e.g. no handshakes or embraces, keeping 6 feet distance when interacting, etc.).
 - Practicing expected hygiene regarding washing hands and covering coughs/sneezes, pointing out or providing guidance on this topic.
 - For visitors, use dedicated meeting rooms where possible, which should have common surfaces disinfected between meetings.

LABOR RELATIONS ALIGNMENT

TASKS



- Educate APLE and CWA on Library's pandemic response plan and return to work protocols

Communication, partnership, and alignment with the bargaining leaders will help ensure that the protocols will be understood and followed, and employees stay healthy and safe.



Details:

- Ongoing communication regarding COVID-19 pandemic planning and safety protocol will occur during labor management meetings and as needed.
- Labor leaders and members will be given opportunities to participate on TLCPL COVID-19 work groups (page 6).
- If possible, involve union leadership and assign to the Pandemic Response Team (PRT) (page 7).

EMPLOYEE TRAINING

RETURN TO WORK TRAINING PLANS

TASKS



- Complete the online COVID-19 as assigned in Learn (Neogov).
- Participate in the Welcome Back orientation provided by your manager.

It is very important that ALL employees understand the safety requirements, protocols and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19. Login to Learn (Neogov) to verify your training requirements and opportunities.

SIGNAGE

Sample Library signage is below. Signs will be supplied, available through the Printing Inventory System, and customizable as needed. Additional signs will be provided as needed.

Kiosk Sign

WE CARE ABOUT YOUR SAFETY!

Help us keep everyone safe

- Wear a mask (we have plenty to share)
- Stay at least 6 feet from other people
- Stay home if you have a fever or cough
- Wash your hands (a lot!)

The Library has been certified for the American Library Association's (ALA) National Library of Medicine's (NLM) COVID-19 Safety Checklist. We monitor our surfaces and spaces of use daily.

<p>Outside bathroom doors</p>	<p>Exterior of entrance doors</p>	<p>Entrance of cafeteria area</p>	
<p>Inside of restrooms</p>	<p>After employee entrance area</p>	<p>Exterior of entrance doors</p>	<p>Exterior of dedicated area</p>
<p>Indoors at exit doors</p>	<p>Exterior of existing first aid room</p>	<p>Repetitively placed in multiple areas of choice</p>	

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CDC mask wearing



Stop the spread of germs:

English



Arabic



Chinese

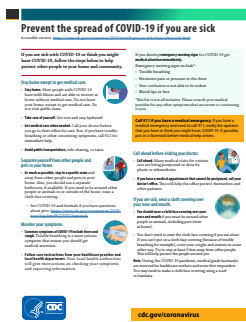


Spanish



CDC what to do if you are sick:

English



Arabic



Chinese



Spanish



CDC what you need to know:

English



Chinese



Spanish



A NOTE TO ALL READERS - LEGAL STATEMENT

The information contained in the Safe Work Playbook represents TLCPL's current practices regarding the recommended operation of its facilities, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic. The health and safety of our employees is our primary priority, and this information may be shared if it is of assistance to others. Please be advised that some or all of the information contained in this document may not be applicable to other businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate, and consult with outside legal counsel as appropriate, the legality, applicability and potential efficacy of this information in your place of business. Please also note that this is a "living" document that may be updated at any time by TLCPL given the fluidity of this situation. TLCPL bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practice or procedures contained in the Playbook.

ACKNOWLEDGEMENT

Playbook Acknowledgement

I am acknowledging that I have read and will comply with the Safe Work Playbook provided to me by the Toledo Lucas County Public Library. I understand that the contents are for the safety of others and myself. I understand that I am responsible for ensuring that I am utilizing the most up to date version of the Playbook on the intranet and adhering to the safety protocols.

Employee Signature

Date

Supervisor Signature

Date

Personal Protective Equipment Acknowledgment

I am acknowledging that I have received Library issued Personal Protective Equipment and that it is my responsibility to wear PPE according to the Playbook protocols. I understand that failing to follow these protocols could lead to corrective action. I understand I should obtain replacements from my Supervisor if the equipment is lost, damaged or worn out.

Employee Signature

Date

Supervisor Signature

Date

