

Town of Drayton Valley Library Board

APPENDICES – SECTION 6: Risk Management

Appendix:	6-C	Pandemic Response Plan for COVID-19
Last Reviewed	Nov 2020	

The Library's Pandemic Response is a fluid plan that must be reviewed regularly to address changes in local, regional and provincial directives.

The Director or Manager will check Provincial or Town websites at least once every 2 days to track local active case counts, changes to restrictions or Minister's recommendations.

The Director has authority to adjust the library's response and enact emergency public safety protocols without Board approval; the Director will notify the Board within 24 hours of significant changes to public service provision including mandated library closures, employee infection, significant incidents with patrons, etc.

Communication

Any significant change to government directives regarding access to facilities and services, or to the library's pandemic response plan will be broadcast to the public on:

- Social Media
- Website
- Signage on entry doors and in library when and where applicable
- Community partners via email
- Newsletters

Employees will be informed immediately of significant changes by in-person communication, email or phone.

Recognizing COVID-19 Signs & Symptoms

Employees experiencing signs or symptoms are required by provincial public health order to remain at home and schedule a test to determine positive or negative infection.

Common symptoms of COVID 19:

- fever
- dry cough
- tiredness

Less common symptoms of COVID 19:

- aches and pains
- sore throat
- diarrhea
- conjunctivitis
- headache
- loss of taste or smell
- a rash on skin, or discolouration of fingers or toes

Serious symptoms of COVID 19:

- difficulty breathing or shortness of breath
- chest pain or pressure
- loss of speech or movement

Employees will notify the Director or Manager as soon as possible when they are unable to attend or complete a shift; the employee will inform the Director or Manager as soon as possible regarding test results.

Workplace Safety Measures for Staff

- Masks are mandatory for staff in public spaces whenever there is a confirmed case in the community;
 - Staff may work in offices without a mask but must always have a mask handy.
 - Mandatory mask rules may be eased once active community case counts return to zero.
- Maintain 2-meter (6 foot) distance between co-workers and members of the public.
- Keep sneeze-guards between staff and public whenever possible.
- Limit activities to personal work zone or office as much as possible.
- Avoid entering other employee's work zone without permission.
- Wipe down surfaces in common work areas before starting and after completing tasks.
- Frequent hand-washing or use of hand sanitizer.
- Volunteer activity will be limited to non-public work areas for critical tasks only; Volunteers must adhere to all guidelines for PPE, cleaning and sanitizing procedures.

Patron Activities & Safety Measures

- Patrons are asked to sign-in at the front desk.
- Patrons are encouraged to wear masks while inside the library common areas; packages containing 4 masks each are available for free distribution at the library service desk.
- Maximum capacity in the main public space is 15 patrons (not including staff).
- Children under 10 years old must be accompanied by an adult.
- Purposeful activity is allowed in the library (borrowing/ returning items, accessing computers or Wi-Fi, reading/ studying, accessing printer or exam services, etc.).
- Non-purposeful activity is discouraged (lounging/ loitering, charging personal devices, video-gaming, eating, idle visiting, etc.).
- Food and drink are prohibited in all public areas.
- Staff will try to avoid conflict with patrons who resist wearing a mask; however verbal abuse of staff will not be tolerated. The Director or Manager will be notified immediately of potential conflict situations.
- Patrons will be asked to leave the premises immediately if they show obvious signs or symptoms of COVID-19 (actively coughing or sneezing, etc.), refuse to abide by public health rules (not covering face when coughing or sneezing) or if they harass or abuse staff.

Cleaning & Sanitizing

- Cleaning refers to the removal of visible soil. Cleaning does not kill microorganisms but is effective at removing them from a surface:
 - Library items being returned should be visually examined for any visible soil and cleaned only as needed using soapy-water solution on a damp cloth on plastic surfaces only, avoid damaging paper surfaces.
- Disinfecting refers to using a chemical to kill microorganisms on a surface. Disinfecting is only effective after surfaces have been cleaned:
 - For small surface areas - use bleach wipes: wipe surfaces twice to clean and disinfect.
 - For large surface areas - use bleach-water solution: 20 ml (4 teaspoons) of unscented, household bleach with 1000 ml (4 cups) of water.

- Staff frequently clean and disinfect high-touch/shared surfaces such as: desk or counter surfaces, rails, book carts, drawer handles, phones, computer monitors, keyboards, computer mice, remote controls, etc.
 - Cleaning and disinfecting procedures will be done at least twice per shift during scheduled library closures.
 - Additional cleaning and disinfecting are warranted whenever staff observe a patron shows signs and symptoms using equipment or a specific area of the library; the Director or Manager should be notified of incidents involving symptomatic patrons.
- Staff are advised to wash hands before and after cleaning and sanitizing.

Collection Quarantine & Handling

- Items returned in book drops will be wiped down (covers only) according to sanitizing rules, scanned in and set on a shelving cart.
- Shelving carts will be marked with the date for re-shelving following at least 48 hours isolation; carts will be moved to the workroom and let sit for two days before being shelved.
- Holds request items:
 - Items on shelves are assumed to have been untouched by the public for at least 48 hours;
 - Items going out or returning via YRL van run are assumed to have been untouched by the public for at least 72 hours.

Curbside Pick-up & Delivery Services

- Curbside service will be scheduled during daytime hours between 10 am to 4 pm
- Curbside pick-up and delivery of held items are offered by phone-in request.
 - Items for Curbside pick-up service will be checked out by staff and delivered to the patron at curbside only after they call to confirm their name and number of items.
- Deliveries will be scheduled on Monday and Thursday afternoons during hours determined by the Community Specialist.
- Delivery requests will be arranged by email or phone-in request.
 - Items for delivery service will be checked out by staff and placed in DVML bag marked with patron's name, staff initials and date.

Programs

- Program activities will predominantly be offered in electronic formats and platforms.
- In-person programs must be approved by the Director prior to scheduling:
 - The Director or programmer may cancel in-person programs with little or no notice.