



Revised and ratified by Burns Lake Public Library Board of Trustees at the Board meeting held on November 26, 2020 via electronic means

Burns Lake Public Library Restoration of Library Services and Safety Plan

Introduction

The Burns Lake Public Library closed its doors to the public on March 18, 2020 in order to protect our patrons, volunteers and staff, and to help flatten the curve. We continued to provide services to our patrons through electronic materials, assistance via email and telephone, and offering Curbside Service.

This plan to restore library services towards the new normal is a phased approach allowing for flexibility and scaling to meet changing direction from health authorities as the Covid-19 situation evolves. It considers the risk to vulnerable populations, public health protocols, guidelines from WorkSafe BC, and library budget and resource limitations.

The plan is designed to provide maximum benefit to library patrons, while providing safety and security for staff, volunteers and patrons.

Each phase adds onto the actions of the previous phase. As the phases progress some initial services may be suspended such as takeout service.

Assumptions

Staff training in new WorkSafe and health authority protocols.

References

https://www.bclaws.gov.bc.ca/civix/document/id/mo/mo/m0425_2020

<https://news.gov.bc.ca/releases/2020EMBC0061-001960>

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>
<https://www.worksafebc.com/en/about-us/covid-19-updates>

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/guidance-documents>

	Indicators or Criteria	Actions	Risks & Mitigation	Requirements
Phase 1	<ul style="list-style-type: none"> -Full time staff in the building with proper spacing. -Ability to provide contactless pick up. -Sufficient supply of needed materials (gloves, hand sanitizer, disinfectant cleaning) 	<ul style="list-style-type: none"> -Physical materials Curbside Service Tuesday to Friday 10 am to 4 pm -Drop box open 24/7 - Staff development and training around protocols and practices for Phase 2 -Table and chair rental available 	<ul style="list-style-type: none"> Risk-Close contact as patrons arrive at same time. Mitigate by scheduling pick up times or call from your car until package is ready. Risk- Receiving materials from outside. Mitigate through quarantine for 7 days 	<ul style="list-style-type: none"> -Washing hands every time after handling materials -Paper bags. Table outside. -Quarantine space for returned materials. -Increased cleaning in takeout service area - Document “A”- Burns Lake Public Library Procedures Policy during COVID-19 pandemic.
Phase 2 Continued expansion of Curbside and online services.	<ul style="list-style-type: none"> -Staff trained in hygiene protocols and WorkSafe requirements 	<ul style="list-style-type: none"> -Expanded Curbside Service - Special Curbside delivery to all four senior housing facilities 	<ul style="list-style-type: none"> Risk-Close contact between patron and staff during public internet access. Mitigate by practicing physical 	<ul style="list-style-type: none"> -Cleaning by staff between internet access patrons -Washable or disposable keyboard covers

<p>Limited and controlled access to public computers by appointment. Possible print on demand pick up service. Starting date – June 16th</p>	<ul style="list-style-type: none"> -Table with disinfectant placed at the main entrance door. - maximum three patrons at the computer station for 45 min 	<ul style="list-style-type: none"> -Accept ILL returns from patrons and other libraries --Expand online programming -Limited and scheduled public internet access computer sessions - 45 min sessions between appointments to allow to disinfect the station - Staff required to wear a face shield in case of closer contact -No study or lounge spaces -Public washrooms remain closed. -Provide printing pick up service (Print on Demand) -Engage with community groups to focus on most vulnerable communities -Signage placed in the library 	<p>distance when letting patrons into the library, and cleaning after computer use.</p> <ul style="list-style-type: none"> -Maximum 4 staff in library 	<ul style="list-style-type: none"> -Minimum 1 hand sanitizer dispenser Staff to sanitize computer, keyboard, mouse, printer, table and chair after each use. -Preparations for Phase 3
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<p>Phase 3</p> <p>Tentative date: July 14^t</p>	<ul style="list-style-type: none"> -Sufficient hygiene supplies for public -Increased opening of retail and restaurants. -Continued progress of Provincial restart plan -Additional staff trained in hygiene protocols and WorkSafe requirements 	<ul style="list-style-type: none"> -Limited open hours with physical distancing and building capacity limits for materials selection and pick-up -Morning hour designated for Seniors -No study or lounge spaces -One public washroom open. - Computers still by appointment -Signage placed in the library -Carts for books after browsing to be quarantined -Sneeze guards installed -Curbside service still available for vulnerable community members through walk-out delivery -One-way traffic -One person per aisle - MPR available for rental 	<p>Risk-Frustration with wait times as browsing can be time consuming.</p> <p>Mitigation to apply limits to time spent in the building, no seating provided.</p> <p>Risk-Staff to patron contact. Mitigate with barriers, windows and doors open (weather permitting)</p> <p>- 4 full time staff and 2 part-time in building, including Summer Student</p>	<ul style="list-style-type: none"> -Minimum 3 hand sanitizer dispensers -Physical barriers (sneeze guards) at circulation desk and in staff area. -Physical barriers at the computer station. -Staff only working (no volunteers) -Disinfecting surfaces at least twice a day. -Disinfecting washrooms twice a day (after every open period of time)

<p>Phase 4</p> <p>Tentative date: September 8th</p>	<ul style="list-style-type: none"> -Local opening of interior restaurant seating -Opening of Air B&B and other local accommodation providers. -K-12 partial school openings 	<ul style="list-style-type: none"> -Increased open hours - Increased staffing in the building and expanded hours -No volunteer workers, paid staff only -Expanded facility access with increased numbers, limited seating in study areas. -Teen room still used as a quarantine room -One person per isle -One-way traffic -Small group programs in library. -Limited in person tech tutoring, with hygiene protocols -MPR available for small groups 	<p>Risk-physical contact in small group programs. Mitigate with physical distance markers and monitoring</p> <p>Risk-patrons in close contact with each other. Mitigate with one way traffic in book stacks and entrance and exit.</p> <p>-Maximum 6 staff in building</p>	<ul style="list-style-type: none"> -Minimum 6 hand sanitizer dispensers. -Sufficient staff hours to increase public opening and continue administrative duties.
<p>November 19, 2020</p>	<p>ORDER OF THE MINISTER OF PUBLIC SAFETY AND SOLOCITOR GENERAL Emergency Program Act Ministerial Order No. M425</p>	<ul style="list-style-type: none"> -Masks mandatory for staff and patrons -Staff Daily Health Screening 	<p>Patron Face Mask Use within Burns Lake Public Library Document "B"</p> <p>Daily Health Check Protocol Document "C"</p>	<p>New Orders applied since November 19, 2020</p>

Phase 5	-Covid transmission rates remain low or declining	-Library fully open to public with no restrictions. -Volunteers return to the library -Programs up to 50 people in attendance		

Document “A”

Burns Lake Public Library Procedures Policy during COVID-19 pandemic.

As the situation with COVID-19 continues to evolve, the Burns Lake Public Library wants to reassure the public that the health and safety of our patrons and staff are our primary concern. We know that reading can bring comfort in uncertain times, and our team is committed to maintaining the availability of books, audiobooks, DVD’s, CD’s, and puzzle exchange options.

The full-time staff continue to work in the building with enhanced health and safety procedures, and keeping the recommended social distance. We continue to monitor the situation and follow the guidelines of public health officials.

We recognize how important clear and transparent information is, so we are posting regular updates on our social media to inform the public about COVID-19 related protocols and procedures.

As of March 24, 2020, library staff has implemented the Curb-Side Service to the public.

Curb-Side Service Procedure:

- 1) Patron requests items (books, DVD’s, video games and puzzles) via phone, online, email or Facebook message
- 2) Staff gathers requests, checks them out to patrons and package in new brown paper bags
- 3) Staff calls patron to confirm pick up day or Southside drop and informs patron of procedure for pick up
- 4) Patron will then call if they have a cell phone from the parking lot and a staff member will take the package out to the patron, or the patron will come in and pick up their package at the counter
- 5) Staff member washes or sanitizes their hands immediately on returning inside and after each transaction with each patron

Document “B”

Patron Face Mask Use within Burns Lake Public Library

November 20, 2020

In keeping with information delivered by the British Columbia Provincial Health Officer on November 19, 2020, Burns Lake Public Library will move from expecting the wearing of face masks **in indoor and enclosed spaces to mandatory masks required in public spaces**. The wording **“Masks required to be worn in the Library – Masks Mandatory”** will be used in forthcoming signs and communications. In the event that a patron doesn’t have a face mask, one will be provided by the Library.

Both the BC Centre of Disease Control (BCCDC) and World Health Organization (WHO) have indicated that the use of masks where physical distancing is not possible can prevent or reduce the spread of droplets created from the wearer to others around them. This added protective measure aligns with Burns Lake Library’s safety protocols as outlined in the “Burns Lake Public Library Restoration of Library Services and Safety Plan.” It also demonstrates vigilance in our actions and our practices across our community and our organization.

Please note: some individuals, such as those with conditions that affect their breathing and young children (see below) are unable to or not advised to wear a mask. We will treat everyone with the utmost respect.

Exceptions from use of face masks

- Person who is less than 12 years old of age
- Person who is unable to wear a mask because of
 - (i) a psychological, behavioural or health condition, or
 - (ii) a physical, cognitive or mental impairment;

BC Centre for Disease Control guidance regarding masks and children

- Masks are not recommended for children under the age of two, but should be encouraged for children aged two to 12 in public settings. Children over 12 must wear a mask in a public indoor space, unless they are exempt.
- For young children over the age of two, masks are generally not recommended as they can be irritating and may lead to increased touching of the face and eyes.

Scripts for Staff and Security

SITUATION: Someone approaches or enters the facility not wearing a mask:

Greet patron: **“Hello. Welcome to the library. Do you have your mask with you today?”**

- *If yes, say: “Thank you for putting it on and wearing in the while in the library.”*
- *If no, say: “Masks are now required by the Province and I do have one for you today. Thank you for remembering to bring yours on your next visit. Please sanitize your hands on the way in....”*
- *If they tell you they don't have to wear one because they have conditions which make them exempt, acknowledge it, and remind them that distancing and other preventative measures should still be observed.*

SITUATION: Someone refuses to wear a mask:

- *If the individual still refuses to wear a mask, say: “We are doing our best to keep everyone safe in the library. Wearing masks in public spaces is now required in BC.” If patron proceeds to put on the mask, thank them.*
- *If patron still refuses to wear a mask, reiterate: “Masks are now mandatory. So, I am sorry, but if you are unwilling to wear this mask, you will not be permitted to enter the library today.”*

SITUATION: Someone is not properly wearing a face mask:

Greet patron: **“Hello. Welcome to the library. Thank you for wearing your mask today. We are doing our best to keep everyone safe. Our focus is on awareness and education, so please note that your mask is most effective when it fully covers your nose, mouth, and chin. Please sanitize your hands on the way in....”**

ESCALATION: Non-compliance, and when to get Security or RCMP involved:

Patrons will not be allowed to enter library building without masks.

- Staff will calmly tell patron: **“Please help us to keep the library open by wearing a mask. If you don't, we may be fined and our door closed. If you are uncomfortable in a mask, we'd be more than happy to find books for you, check them out and bring them out to your vehicle. Thank you for your understanding.”**

- If still no compliance, tell the patron: **“The Government of BC have made masks mandatory and we all need to comply. It is required from us to notify RCMP in case you refuse to leave the building and we do not want to do this. Please leave the building.”**
- If the patron still refuses to leave, please inform him that he/she will **be *suspended from the library for one day.***
- If the patron refuses to leave, let them know the police will be called. They are now ***trespassing*** after having been suspended for the day. Dial **Non-Emergency 250-692-7171.**
- When a situation develops that risks employee safety **call 911 immediately and disengage.**

CLEANING and Disinfection:

In situations where customers have refused to wear a mask and have raised their voices or have been visibly spitting, disinfect any nearby surfaces or areas that may have been contaminated by respiratory droplets after their departure.

Document “C”

Daily Health Check Protocol

The provincial health officer issued an order on November 19 that includes a requirement for employers in all regions to ensure that every worker conducts a daily health check before entering the workplace. This order remains in place until midnight on December 7 or as otherwise advised by the PHO. The information below provides clarity around what is required for daily health checks.

References

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/health-checks>

https://www2.gov.bc.ca/assets/gov/careers/about-the-bc-public-service/bc_public_service_covid19_workplace_screening_guide.pdf

Staff Daily Health Check Questions for BC Public Service Workplaces

To comply with the Public Health Officer's orders of November 19, 2020, all staff entering a workplace anywhere in the province must confirm they have completed a daily health check prior to entering the workplace. Based on the Public Health Officer's orders, daily health checks are only to be completed by staff, not clients or the public. Some of these questions may sound personal but they are important to help ensure the health and safety of everyone in the workplace. No personally identifiable information is recorded. Responses are not tied to individuals.

1. Are you experiencing any of the following new or worsening symptoms?

Fever or Chills	Nausea and/or vomiting
Cough	Extreme fatigue or tiredness
Sore throat	Body aches
Difficulty breathing	Loss of appetite
Diarrhea	Headache
	Loss of sense of smell or taste

Yes No

2. Have you traveled outside of Canada, including the United States, within the last 14 days?

Yes No

3. Have you been identified as a close contact of a COVID-positive case by Public Health?

Yes No

4. Have you been told to self-isolate by Public Health?

Yes No

If an employee answers YES to any question (including having just one symptom in question 1) or refuses to answer, they have not passed the health check and cannot enter the workplace. Library Director will advise the employee they must return home and seek medical advice or use the COVID-19 BC Support App and Symptom Self-Assessment Tool. The employee should contact the Library Director about work from home or leave options and next steps.

Employee – if you have answered “YES” to questions 2 or 3, you should leave the workplace and use the COVID-19 Self-Assessment Tool to determine testing for COVID-19 or seek medical advice from your health practitioner.

Employee – if you answered “YES” to question 4 you must return home immediately and continue to self isolate.

Employees refusing to answer any of the questions are reminded we are asking these questions because of an order by the Provincial Health Officer, which is the same as a law. If the employee continues to refuse to answer the questions, they must not enter the workplace.

Library Director can use a number of methods to confirm that this self-assessment has taken place. Some examples include:

- A written health check declaration completed by workers before entry.
- An online health check form completed by workers before entry.
- A verbal check in, done either in person, virtually, or by phone with every worker, confirming that the worker has completed their daily health check, and a record that this confirmation was received.
- Other forms of a supervised daily health check process based on the above.