



Bowen Island Public Library

COVID-19 Safety Plan

Last updated December 20, 2020

Background

Employers preparing to resume operations must develop plans to reopen safely, which includes assessing the risk of COVID-19 transmission in their workplace, and developing measures to reduce these risks.

Purpose and Scope

The Bowen Island Public Library (BIPL) Safety Plan has been developed to ensure the safe performance of library operations when there is an infectious outbreak such as COVID-19 or other similar viruses. The procedures, policies and guidelines below will serve to eliminate, reduce and or control the hazards likely to be encountered by workers performing the related tasks.

All staff must follow the guidelines and procedures outlined in this plan to mitigate the risk of exposure to, and potential spread of, the COVID-19 virus.

Guidance

BIPL follows direction and controls as specified by the BC Centre for Disease Control (BCCDC), the Ministry of Health, the Provincial Health Officer and the Medical Health Officer for Vancouver Coastal Health.

This safety plan is prepared using a number of guidance documents applicable to COVID-19 generally and to libraries in particular.

Mandatory	Optional Guidelines
Provincial Ministerial Orders	ABCPLD Best Practices
WorkSafe BC	BC Restart Plan
WorkSafe Arts and cultural facilities: Protocols for returning to operation	COVID-19 Public Health Guidance for K-12 School Settings
Provincial and regional Health Authorities	BC Centre for Disease Control resources

COVID-19 Transmission

COVID-19 the novel coronavirus SARS-CoV-2, first identified in late 2019, causes infections of the nose, throat and lungs. The virus is most commonly transmitted by an infected person through:

- Respiratory droplets generated when they cough or sneeze

- Close personal contact, such as touching or shaking hands
- Touching objects or surfaces with the virus on it, then touching your mouth, nose or eyes

The risk of person-to-person transmission increases the closer people are to one another, the more time spent close together, and the more people that individuals come in contact with. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Responsibilities

Employers, supervisors and all staff share responsibility for a safe workplace and ensuring the guidelines and procedures outlined in this safety plan are implemented and followed effectively.

Employer responsibilities:

BIPL will:

- Ensure supplies and other resources (such as staff training materials) are readily available where and when they are required.
- Select, implement and document appropriate control measures.
- Ensure staff are trained to an acceptable level of competency.
- Conduct a periodic review of the safety plan's effectiveness.
- Ensure staff are provided with and know how to properly use any required Personal Protective Equipment (PPE).
- Ensure a copy of this safety plan is available to all staff.
- Modify service models and levels if warranted.

Supervisor responsibilities

Supervisors will:

- Promote awareness and share information resources with staff.
- Direct work in a manner that eliminates or minimizes the risk to staff.
- Ensure staff are adequately instructed on the specific controls for identified hazards related to their work and location.
- Ensure staff properly use appropriate PPE where required.
- Ensure staff follow safe work procedures.
- Send staff home if they are ill.

Staff responsibilities

Staff will:

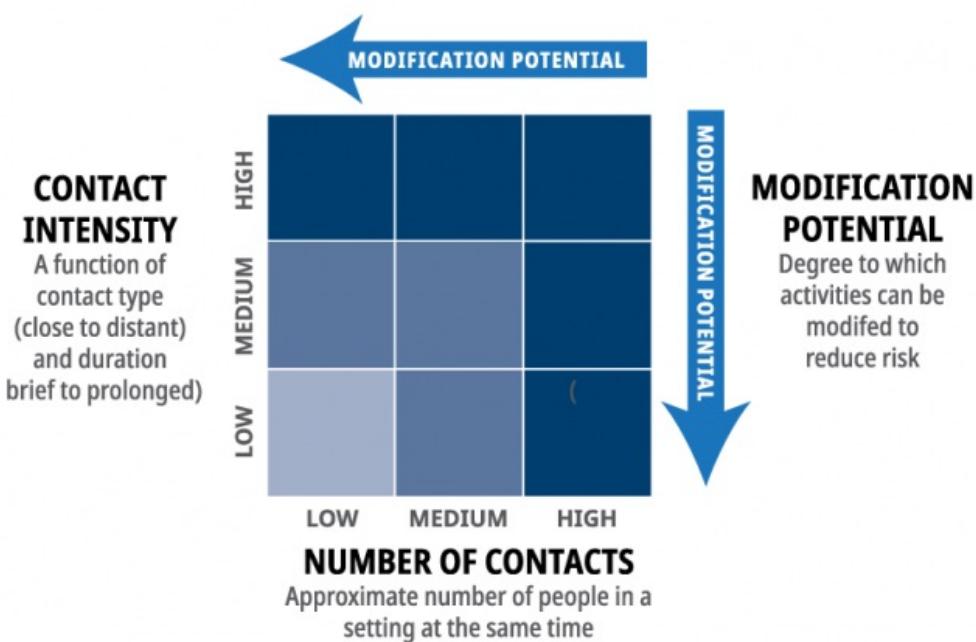
- Know and understand the hazards of the workplace.
- Take part in training and instruction.
- Follow all established safe work procedures as directed by the employer or supervisor, and use and care for required PPE as instructed.
- Report any unsafe conditions or acts to a supervisor, and know how and when to report exposure incidents.

- Immediately contact a supervisor if they begin to feel ill at work, then leave work and follow local health agency guidelines.
- Take personal measures to protect themselves and follow public health orders.

Risk Assessment

In accordance with the Provincial Health Officer's recommendations, BIPL has assessed the risk of transmission from social interaction in our facility by considering:

- Contact intensity – the proximity and duration of contact
- Number of contacts – the number of people present in the space at the same time

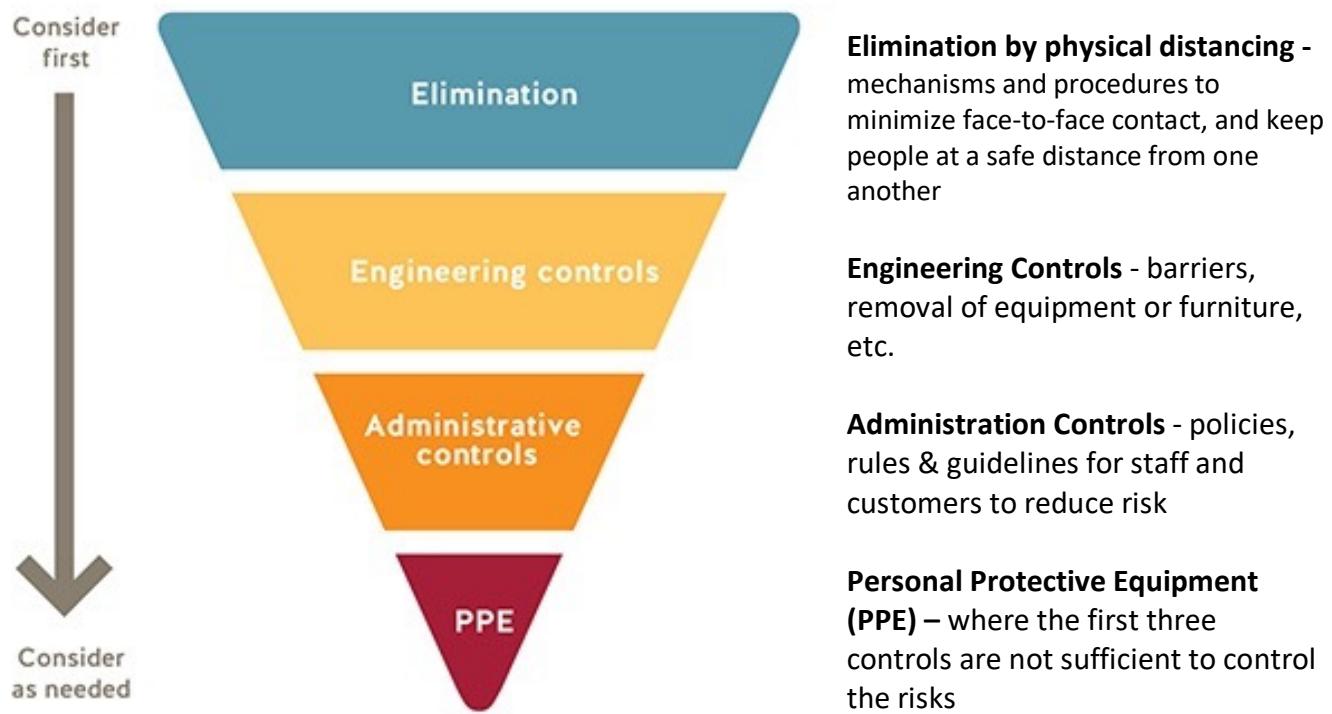


Potential risks in our worksite include:

- Risk of transmission among staff due to proximity in interior spaces and length of time spent together
- Risk arising from number and proximity of customer using the facility
- Risk arising from extended use of the facility by customers
- Risk arising from face-to-face public service, especially prolonged one-to-one interactions and instruction
- Risk based on shared use of tools, equipment and library materials by staff and customers

Risk Mitigation

In accordance with WorkSafe BC guidelines, BIPL uses four levels of controls – elimination, engineering controls, administrative controls and PPE – to reduce the risk of the virus spreading through droplets in the air or through surface contact, in addition to cleaning and hygiene procedures. Where possible, BIPL uses controls that offer the highest (first) level of protection, then considers additional levels if the first level isn't practicable.



Control Measures

The following measures to mitigate risk of COVID-19 transmission will be implemented and maintained over the coming 12-24 months or until direction is received from the provincial health authority.

Personal Measures

- **As of November 20, 2020, masks or face shields are required to be worn by all staff members, except when seated at their own desk, or when consuming food or drink.**
- Practice good hygiene (frequent hand washing with soap and water and use of hand sanitizers)
- Wash or sanitize hands immediately upon arrival at work place.
- Wash or sanitize hands when changing between public jobs and non-public jobs.
- Avoid touching your face at all times.

Cleaning & Hygiene

- Regular cleaning of high touch surfaces.
- Avoid sharing of equipment and tools. When tools or equipment must be shared, clean item before and after using.
- Cleaning and disinfection supplies are provided for each workroom, staff area and active service point. Staff should use these in both staff and public areas for spot-cleaning in case of coughs or sneezes, and to clean staff workspaces and shared equipment between uses.

- Supplies are also available for customers or staff to use to clean equipment shared by customers (ex. computer keyboards) between uses.
- Shared close-contact equipment, including earphones and toys for customer use must be removed or put away.
- If you have the symptoms of a cold, flu, or COVID-19, including a cough, sneezing, runny nose, sore throat, or fatigue, you must stay at home (not going to school/work) and keep a safe distance from others in your family until those symptoms have completely disappeared.

Elimination (Physical Distancing)

Staff Areas

- Work from home options are available, and the interim Work From Home Policy continues until otherwise advised.
- A further consideration is for individuals at risk of a more severe illness (because they are over 60 years old, have compromised immune systems, or underlying chronic medical conditions) to properly inform themselves of risk, assess their own risk-tolerance, and think through extra precautions they may wish to take.
- Physically distance of 2 meters whenever possible.
- Staff are encouraged to use email, telephone or web-based conferencing in place of face-to-face meetings.
- Staff schedules have been adjusted to decrease the number of staff in each work space at one time and to minimize sharing of workstations. Where practicable a cohort approach is used to further reduce contact among staff.
- Staff work areas and shared spaces have been modified as necessary to ensure safe distancing. Staff workstations will be reconfigured or temporarily removed where safe distancing is not possible.
- Visitors are prohibited in staff areas. Contractors and deliveries are permitted, but must follow the same personal hygiene and physical distancing protocols as staff, and should minimize time in staff areas.
- Workflows that bring staff into proximity with one another or with customers will be modified where possible to incorporate safe distancing measures.

Public Areas

- To reduce the number of customers visiting the library facility, BIPL has developed and encouraged the use of alternative services, including telephone, email and video customer service, digital collections such as ebooks and elearning resources, and online programming.
- Takeout service is promoted as an alternative to in-library browsing.
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Occupancy Limits

BIPL has established and posted occupancy limits for the library facility and implemented measures to restrict the number of people in the library at one time. Further occupancy limits and restrictions (including temporary closure) will be established for smaller spaces and spaces where congestion is a concern.

- Library spaces were measured and unencumbered space calculated. Public Health has not established specific requirements for libraries' occupancy limits.
- Based on the design and layout of the Bowen Island Public Library, using guidelines for retail food and grocery stores (minimum of 5 square meters per person) and in consultation with front line workers, BIPL has established the following occupancy limits (including staff) for each phase of the Library's *Restoration of Library Services Phased Plan*.

	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Main Library	3	4	12	14	25
Seniors Hours			8	8	
Staff Office Area	3	3	4	4	7
Annex	3	4	4	10	60
Flex Room	1	1	2	2	8
Cove Commons Kitchen	1	1	1	2	4

- Entrance to the library is monitored by staff and controlled with an exterior "traffic light" indicating when occupancy limit has been reached.
- Protected service hours are in place for community members who have increased risk of severe illness from the COVID-19 virus (older individuals, individuals with underlying medical conditions).
- To reduce the need for contact between staff and customers, BIPL continues to implement options for self-service or touchless transactions where practicable.
- Physical distancing protocols for payments and cash handling will be implemented where needed (where it is necessary to process payments, we will continue to accept cash, recognizing not all people have access to credit or debit cards).
- BIPL has identified and reconfigured public spaces where physical distancing may be a challenge, including changing the number and layout of public computer workstations, public seating and other furniture.
- Measures in place to manage the flow of customers include:
 - Separation of the public entrance and exit
 - Directional signage, one-way walkways and marked-off designated walking areas as appropriate
- Signage, place markers and other measures (ex. attendants) are used to encourage physical distancing in areas where people may congregate or line up.

Engineering Controls

- Where it is not always possible to maintain safe distance between staff and others, BIPL uses additional measures to provide physical separation.
- Plexiglass barriers and other partitions will be installed at public service desks and at staff workstations located too close to workroom doors or traffic paths where staff cannot relocate to another workstation.

- Keeping spaces well-ventilated can also reduce the risk of transmission. The library facility is largely open-plan and has some operable windows. To promote air circulation in spaces used by staff and customers:
 - Windows are kept open where practicable and dependent on weather.
 - Doors are propped open where practicable and where it does not interfere with safe distancing or safety.
 - Additional air filtration is being implemented as stand alone equipment and in the existing HVAC system.

Administrative Controls

- BIPL has put in place policies and guidelines to reduce risk for staff and customers.
- Signage in multiple languages will be posted at entrances and other key points to inform customers about occupancy limits, handwashing, hygiene practices and physical distancing.
- Signage will also be in place to advise those who are ill, recently arrived from outside Canada, or recently in contact with someone who has tested positive for COVID-19 that they should not enter.
- Staff who are showing symptoms of COVID-19, who have been directed by public health to self-isolate, who have recently arrived from outside Canada, or who have had recent contact with a confirmed COVID-19 case are **prohibited from the library facility** and must self-isolate.
- First aid attendants must review Occupational First Aid Attendant protocols for use during the COVID-19 pandemic. (First aid attendants are not obliged to provide first aid to the general public.)
- BIPL has implemented policies for working from home and expanded sick leave policies during COVID-19.
- BIPL conforms to the provincial health [order](#) of December 16 that requires that every worker (paid or volunteer) conducts a daily health check before entering the workplace.

Personal Protective Equipment Measure

PPE may be used where physical distancing, engineering and administrative controls cannot adequately control the risk of transmission. This is the final item in the hierarchy of controls because PPE should never be the only method used to reduce exposure, and should only be used if the first three levels are insufficient to sufficiently mitigate risk.

As of November 20, 2020, masks or face shields are required to be worn by all staff and public when in a public area of the library.

- Masks should be worn:
 - in common spaces (lobby, thoroughfares and stairs, staff lunchroom or workrooms, shared washrooms, elevators) in which you could come into contact with others;
 - in all spaces where staff interact with the public; and
 - when moving from one space to another.

- If you work in a staff workroom or have an office (shared or otherwise), you are not expected to wear a mask while you are at your regular work station and are able to maintain 2 metres of distance from others. If your workstation is within 2 metres from others, you should wear a mask.

Proper Use of a Mask

A mask must be worn fully covering the nose, mouth and chin. Otherwise, it does not prevent the user from inhaling or exhaling potentially infectious droplets. More about when and how to use a mask can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

When is a face shield OK instead of a mask? (Exceptions)

Face shields should not replace masks, unless someone is unable to wear a mask. Persons with certain disabilities or medical conditions that inhibit breathing, such as asthma or chronic obstructive pulmonary disorder (COPD) may choose to wear a face shield. They still need to maintain 2 metres physical distancing, and practice good hand hygiene, especially if touching the face shield.

Face shields, by themselves, will not protect the wearer from inhaling potentially infectious droplets or from spreading the same type of droplets to others.

Health Canada has published information non-medical masks and face coverings here:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#a5>

Five Principles For Every Situation

Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene:	Safe Social Interactions:	Physical Modifications:
<ul style="list-style-type: none"> • Frequent handwashing • Cough into your sleeve • Wear a non-medical mask • No handshaking 	<ul style="list-style-type: none"> • Routine daily screening • Anyone with any symptoms must stay away from others • Returning travellers must self-isolate 	<ul style="list-style-type: none"> • More frequent cleaning • Enhance surface sanitation in high touch areas • Touch-less technology 	<ul style="list-style-type: none"> • Meet with small numbers of people • Maintain distance between you and people • Size of room: the bigger the better • Outdoor over indoor 	<ul style="list-style-type: none"> • Spacing within rooms or in transit • Room design • Plexiglass barriers • Movement of people within spaces

PLAN BY PHASES

The Safety Plan will be revised as we move between phases of the Bowen Island Public Library Restoration of Library Services Plan (available in the shared Staff drive)

Phase 1

Phase 1 – Takeout service, opening book bin		
Services/Staff Tasks	Controls	Notes
Takeout	<p>WASH OR SANITIZE HANDS before picking holds off the shelf</p> <p>WASH OR SANITIZE HANDS before placing materials outside for patron.</p> <p>Schedule specific pick up times if too many patrons arriving at the same time.</p> <p>Consider scheduling pick up time for holds service to limit the number of people at the door at the same time. Or a number to call from their car. Wait in car until your package is ready and no one else is there.</p>	
Return bins	<p>Use gloves, mask or face shield if desired, while removing items from bin.</p> <p>WASH HANDS immediately upon completing emptying of bin.</p>	<p>Remove materials from book bin. Place on tables or carts in the Annex. Date each table or cart with day removed from bin.</p>
Reshelving	WASH HANDS before and after re-shelving.	

Phase 2

Protocols and procedures for services continuing as above in Phase 1

Phase 2 – Expanded Takeout service and return bin times, Print or SRC materials pick up		
Services/Staff Tasks	Controls	Notes
Summer Reading Club materials pick up	<p>WASH OR SANITIZE HANDS before packaging SRC materials</p> <p>Leave SRC packages outside on table (weather permitting) for contactless pick up during takeout service times.</p> <p>Schedule specific times for SRC materials pick up if too many patrons arriving at the same</p>	

	<p>time. Consider scheduling pick up times to limit the number of people at the door at the same time. Or a number to call from their car. Wait in car until your package is ready and no one else is there.</p>	
Print on Demand	<p>Schedule specific times for print pick up if too many patrons arriving at the same time.</p> <p>Consider scheduling pick up times to limit the number of people at the door at the same time. Or a number to call from their car. Wait in car until your package is ready and no one else is there.</p>	

Phase 3

Protocols and procedures as above in Phases 1 and 2

Phase 3 – Phased and partial opening to the public. Takeout service, SRC materials pick up and possible print on demand service continued.

Services/Staff Tasks	Controls	Notes
Open to the general public	<p>Limited open hours</p> <p>Limit number of patrons in library (low occupancy limit)</p> <p>Remove seating</p> <p>Plexiglass barrier at circulation desk</p> <p>Arrows, signage and physical barriers to direct traffic one way</p> <p>One way entrance and exit</p> <p>Encourage the use of online library services to reduce the number of people in the library.</p> <p>Provide hand sanitizer in numerous parts of the library including at entrance and exit.</p>	

Open to vulnerable populations	Open hours with lower occupancy limits Access to seniors and immune compromised only for 2 hours, twice per week	
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Phase 4

Protocols and procedures as above in Phases 1, 2 and 3

Phase 4– Increased hours open to the public. Takeout service may continue.		
Services/Staff Tasks	Controls	Notes
Open to the general public	Expanded hours but continuing with restrictions on time spent in the library and limits on occupancy. Some seating and tables added. Plexiglass barrier at circulation desk remains Arrows, signage and physical barriers to direct traffic one way One way entrance and exit may continue. Encourage the use of online library services to reduce the number of people in the library. Provide hand sanitizer in numerous parts of the library including at entrance and exit.	
Open to vulnerable populations may continue dependent on demand	Open hours with lower occupancy limits Access to seniors and immune compromised only for 2 hours per week	

Phase 5

Protocols and procedures based on order or recommendations of the Provincial Health Officer and WorkSafe BC.

Phase 5 – Full opening of the library hours and services, integration of volunteers into work tasks, in person programming restored for occupancy capacity as pre-COVID or as per current Health Officer orders.

Services/Staff Tasks	Controls	Notes
Open to the general public at same or near to pre-COVID hours and services	<p>Controls from previous phases may remain.</p> <p>Some policies, procedures and protocols may be removed.</p> <p>Provide hand sanitizer in numerous parts of the library including at entrance and exit.</p> <p>Controls will be determined by PHO and WorkSafe BC</p>	

Ongoing Risk Monitoring and Safety Plan Updates

All staff are responsible for supporting a safe workplace.

Staff who identify a health or safety concern should notify a supervisor immediately so that policies and procedures can be adjusted or updated.

This plan will be reviewed, and revised regularly with input from front line workers.

Updates according to the Library's Restoration of Services Plan will be incorporated as the restoration phases progress.

Recommendations, best practices and changes in provincial health orders will be incorporated into the safety plan as appropriate.

As part of ongoing risk assessment BIPL supervisors will perform regular inspections to identify emerging areas of concern.

Resources

Authoritative Sources of Information

BIPL follows the evidence-informed recommendations of these local authorities.

BC Centre for Disease Control <http://covid-19.bccdc.ca/>

Provincial Health Officer <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

Public Health Agency of Canada <https://www.canada.ca/en/public-health.html>

Vancouver Coastal Health <http://www.vch.ca/covid-19>

WorkSafe BC <https://www.worksafebc.com/en/about-us/covid-19-updates>

Resources Consulted

Specific measures and guidelines reflected in this document are drawn from the following resources.

Provincial Government

BC Go Forward Strategy Checklist: Key Steps to Safely Operating Your Business or Organization and Reducing COVID-19 Transmission https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go_forward_strategy_checklist_web.pdf

BC Go Forward Management Strategy https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/bc_covid-19_go-forward_management_strategy_web.pdf

Ministry of Education. Supporting Restoration of Public Library Services During COVID-19 in BC: Guidance Framework for Public Library Systems. <https://www2.gov.bc.ca/gov/content/sports-culture/arts-culture/public-libraries/tool-resources-library-administrators>

WorkSafe BC

Arts and Culture Facilities: Protocols for Returning to Operation.

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/arts-and-cultural-facilities>

COVID-19 Information & Resources <https://www.worksafebc.com/en/about-us/covid-19-updates>

COVID-19 and Returning to Safe Operation <https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/covid-19-returning-safe-operation>

Preventing Exposure to COVID-19 in the Workplace: A Guide for Employers

<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>

Health Authorities

PHO Orders, Notices and Guidance re: COVID-19

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

Guidance to retail food and grocery stores https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/guidance_to_grocery_stores_april_25_final.pdf (April 25, 2020)

Guidance to social service providers <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-social-service-providers.pdf> (April 4, 2020)

Vancouver Coastal Health. Letter to Arts, Culture and Recreation Facility Operators (May 7, 2020)

<http://www.vch.ca/Documents/COVID-19%20-%20MHO%20Letter%20-%20Culture%20and%20Recreation.pdf>