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Purpose

The purpose of this document is to outline the procedures and guidelines that have been put in place to minimize the risk of transmission of the COVID-19 virus. This document will be expanded on as the Penticton Public Library moves to return to normal operations.

This plan was developed using the *Infectious Disease Exposure Risk Assessment* in consultation with worker representation from the Library's Joint Occupational Health & Safety Committee.

Scope

All employees **must** comply with the guidelines and protocols set out in this plan.

Definitions

COVID-19 – The novel coronavirus SARS-CoV-2, first identified in late 2019, causes a respiratory infection. It was declared a pandemic on 11 March 2020 by the World Health Organization. The Public Health Office stated that the second wave of the virus began in October 2020.

Understanding the Risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.

The risk of surface transmission is increased when many people contact the same surface(s), and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

With the following safety plan in place, risk of exposure to COVID-19 to staff and public is assessed as low.

Coming to work

All employees are required to complete the Online Pandemic Screening Form prior to reporting for their shift. This form is available via Bis Trainer:

<https://www.bistrainer.com/v1/index.cfm?action=learner.assessmentform&assessmentid=70437D310C9A3B89&linkID=75CA17ECC86B92D0>

1. You should not come to work if:

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- You display symptoms related to COVID-19. In this case, contact the BC Health Line at 8-1-1 and follow their directions.
 - You have returned from traveling to an international destination, including the USA. In this situation, you must self-isolate for 14 days.
 - You live in the same household as a person who is self-isolating because they either have a confirmed COVID-19 diagnosis, or are manifesting symptoms related to COVID-19 and have been instructed to do so by Interior Health or 8-1-1.
2. You should consult with your health care provider or HealthLink BC (8-1-1) to determine if it is safe for you to come to work if:
 - You have been exposed to anyone confirmed to have COVID-19, or who displays possible symptoms of COVID-19.
 - You are part of a vulnerable population that is at increased risk of more severe outcomes: 65 or older, compromised immune system, underlying medical conditions.
 - You live in the same household as a person who is part of a vulnerable population.
 3. If you feel unsafe coming to work but do not fit the descriptions in paragraphs 1 or 2, and your work duties have not been suspended, you can choose to not come to work by:
 - Taking paid leave by using your available sick leave bank or vacation leave, or
 - Taking unpaid leave.
 4. If you become sick while at work:
 - Inform the chief librarian, library manager, or in-charge staff person, and
 - Leave the library.
 - If you cannot leave immediately:
 - Put on a mask
 - Wash your hands, and
 - Isolate yourself until you are able leave.
 5. Shifts or hours of work may be modified or reduced to support physical distancing measures, to reduce the risk of transmission, and to accommodate modified workloads.

Managing the Risk of Transmission

1. Mode of Transmission

The virus that causes COVID-19 spreads in several ways, including:

- a) Through droplets when a person coughs or sneezes,
- b) From touching a contaminated surface before touching the face.

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2. Reduce the Risk of Transmission

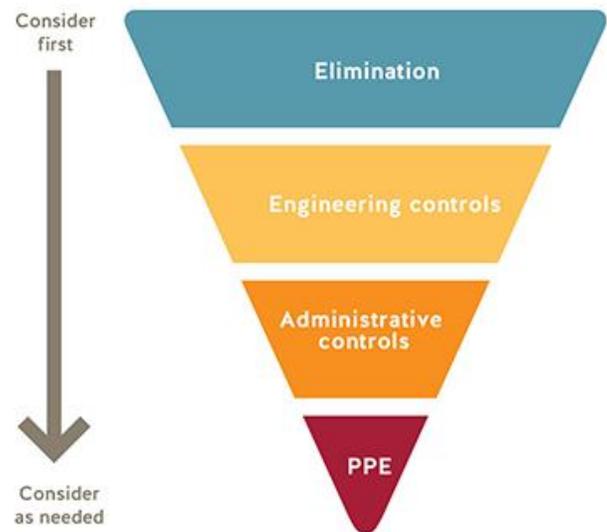
You can reduce the risk of transmission of COVID-19 in any situation you encounter in the workplace by following the general guidelines recommended by WorkSafe BC, the BC Centre for Disease Control, and Health Canada:

- a) Wash hands often, or sanitize them with an isopropyl alcohol-based sanitizer;
- b) Sneeze or cough into your elbow;
- c) Avoid touching your face;
- d) Practice social distancing of at least 2 metres between individuals.

3. Levels of Protection

The library will put in place protocols that offer the highest level of protection possible for different situations.

- a. *Elimination* – Policies and procedures to keep people at a safe physical distance from one another.
- b. *Engineering Controls* – Installation of barriers to separate people in situations where one cannot maintain physical distancing.
- c. *Administrative Controls* – Rules and guidelines for workplace operations and the delivery of different types of service for employees to follow to reduce the risk of transmission.
- d. *Personal Protective Equipment (PPE)* – The use of non-medical masks and gloves if the first three levels of protection cannot adequately control the risk.



Cleaning and Disinfection

Definitions

- a. **Cleaning** – The physical removal of visible soiling through the use of a cleaning cloth, and water and detergent. This removes, rather than kills, viruses and bacteria.
 - b. **Disinfection** – The killing of viruses and bacteria by applying a chemical disinfectant to an object. Objects can also be disinfected by quarantining them for up to 72 hours.
2. General cleaning is done by the janitors every evening.
 3. Enhanced cleaning and disinfection of highly touched surfaces such as doorknobs, cupboard/drawer handles, book carts, telephones, and shared computer keyboards and mice should be done at least twice a day, and when visibly soiled, in addition to the general cleaning.

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4. Staff need to refer to the safety data sheets for the chemical disinfectants before they first use them.
5. Staff should use rubber or latex (or nitrile) gloves when using a chemical cleaning solution.
6. Under no circumstances shall anyone mix chemical disinfectants, either in a container or on a surface. Dangerous fumes or chemical reactions may result.

Contact Tracing

The library will make every effort to support any contact tracing efforts by the Public Health Office.

Public access to library

- The library will take a phase approach to restore services and public access to its physical location in alignment with the provincial restart plan, and in consultation with provincial and regional health authorities, and local governments.
- Restrictions to limit access to the library's spaces and services will be implemented to manage risk and will change over time. The timing of the restoration of service levels, and easing of restrictions, will vary depending on the nature of the service.
- Hours that the physical location of the library is open to the public will be limited so staff can focus on assisting patrons and implementing risk mitigation strategies during these hours. Over time, the hours of operation will be extended in a phased approach.
- A minimum of 4 staff members will be in the facility at all times when the library is open to the public.
- The amount of available seating and public computers will be reduced to promote physical distancing.
- The library will use best practices from other sectors, such as grocery stores, to manage public access to its collections and services.

Online and phone:

- The Library is available by phone Tuesday to Saturday from 9:30 am to 5:00 pm
- The Library encourages the use of our online resources found through the Library's website: www.pentictonlibrary.ca – the most up-to-date information on Library programs and services can be found here.

In Person:

- When visiting the Library, access will be restricted to the Library's COVID-19 Occupancy limit.

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- When first entering the Library, please sanitize hands using the supplied hand sanitizer dispenser at the entry door.
- Please follow all directions from staff, floor markings, and floor plans for everyone's safety.
- As of 19 November 2020, personal masks are required in all indoor public spaces, including the Library.
- Personal gloves are not recommended, and patrons will be asked to sanitize gloves as they would their hands prior to entering the library.
- If patrons are experiencing any COVID-19 symptoms, stay home and contact the Library via phone or email.

Area	Hours open to the Public	By appointment
Circulation	Open hours	
Public access Computers	Open hours	
Reference services	Open hours	
Children's Library	Open hours	

Public Occupancy Limits:

Public areas	Maximum occupancy
Library	50 members of the public total
Children's Library	20 members of the public or 2 families
Library stack	2 per row
Children's Library stacks	1 per row
Public washrooms	1 (or 1 family group consisting of 1 adult and children)
Public Access computers (60 minute limit per day)	4

Communications/interaction with staff

- Occupancy limits will be posted at the entrance to the library and in certain areas, such as the children's library.
- Details about access to library services will be posted on the library's website and social media feeds, and will be sent to local media and local governments.
- If present Ambassador staff will greet visitors when they enter the library, direct them to use the disinfectant spray on their hands before proceeding, and ask if they need any assistance.

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- Visits with a staff member in office areas are by appointment only.
- Contractors and city staff performing work onsite are expected to follow good hand hygiene and social distancing protocols. (See Managing the Risk of Transmission section).
- Contractors and visitors must complete the COVID-19 Screening Form. Attached

Protocols for staff (General)

Required training:

- Risks of exposure to COVID-19, and the signs and symptoms for the disease
- Safe work procedures to be followed, including dispensing stations for alcohol-based hand rubs.
- How to seek first aid
- How to report an exposure or symptoms of COVID-19
- Location of washing facilities, including dispensing stations for alcohol-based hand rubs.
- Daily tail-gate meetings with COVID-19 as a topic

Exposure through Contact between employees:

Staff are encouraged to minimize in-person social interaction as much as possible while practicing the following:

- Maintain social distancing of 2 meters minimum where possible during regular tasks
- Try to substitute any in person meetings to conference calls / other digital meetings
- Take lunch at staggered times to avoid congestion in lunch or break areas.
- Minimize the amount of hallway traffic – use a phone to call your co-workers rather than visiting them in their office in person
- Where social distancing is not possible, then other controls are to be implemented such as barriers and PPE

Wearing Cloth/homemade masks

- Wearing non-medical masks is required when working in close proximity with each other and members of the public. Close proximity is defined as within 2 meters. Each staff member is provided with 2 reusable cloth masks by the Library.
- Other masks are to be worn in accordance with the relevant safe work procedure and are provided by the Library.

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- For more information about masks: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks>
- Any mask, no matter how efficient at filtration or how good the seal, will have minimal effect if it is not used together with other preventive measures, such as frequent hand washing and physical distancing

Contact with Public

- If staff are required to meet with public and cannot maintain a 2 metre distance – they are required to wear a non-medical mask as well a face shield. Staff are also required to sanitize their hands prior to returning to work stations.

Sharing of Tools

- Staff should avoid sharing common tools such as pens, pencils and other administrative paraphernalia
- If tools are shared, ensure to wash hands and sanitize the tools in between uses

Use of Printers

- The printers are shared by various staff and as such should be used with the touch stylus provided. The printers will be disinfected on their common touch surfaces as part of the regular cleaning routine.
- Do not spray electronics directly with cleaning solution. Apply the solution first to a towel and then wipe down the surfaces with the moistened towel
- Wash or sanitize hands after using shared tools

Sharing Common Spaces with others

Sanitation of common touch surfaces and equipment at the Library Museum Building

- Facilities staff will ensure washrooms areas are cleaned once a day. Library staff will sanitize door handles and other high contact surfaces at least twice a day.
- Library staff are to ensure all hard surfaces in the circulation and public computer areas (including catalogue computers) will be Sanitized at minimum twice daily, three times during late open days, per the ‘staff cleaning checklist’.
- Staff are encouraged to sanitize their individual workstations once per day with the supplied disinfectant

Occupancy Limits

- Staff must adhere to occupancy limits posted on the doors of common meeting rooms, lunchrooms, etc. See specific area.

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Staff Spaces	Maximum Occupancy
Office lobby area	4
Technical services	5
Work Room (General office)	5
Staff room	2 at table
Men's washroom (staff)	2
Women's Washroom (staff)	2

Use of staff room

- Staff are encouraged to use their own dishes and flatware, and clean at home.
- When using the kitchen, the number of staff in the room must not exceed the room's occupancy.
- Staff must sanitize the common touch surfaces they have been in contact with after using the kitchen (including furniture, tabletops, appliances, etc.).
- Use the supplied disinfectant / solution to disinfect common touch surfaces. Counters where food is prepared should also be wiped with a clean wet cloth or paper towel after it has been disinfected.
- Wash your hands after disinfecting surfaces.

Hallway and shared aisle etiquette

- Do not pass others in hallways, aisles or stairways where it is not possible to maintain 2m social distancing. In such cases, be polite, step aside and provide right-of-way by stepping into a doorway and waiting your turn to proceed.

First Aid

- First Aid Attendant is Lisa Plourde
- First Aid kits are in the cupboard above the sink in the work room

Summary of Alterations to Facility Arrangement / Furnishing

- Markers installed on the floor to indicate where public are to stand when approaching the circulation desk
- Plastic barriers installed at circulation desks and information desk where customers will interact with staff
- Chairs and tables removed from common spaces except as required (i.e. plastic chairs installed at public computers)

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Site Signage

#	Location	Sign Content
1	Office lobby area	"Occupancy Limit"
2	Technical services	'Occupancy Limit"
3	Work Room (General office)	"Occupancy Limit"
4	Staff room	"Occupancy Limit"
5	Men's washroom (staff)	"Occupancy Limit"
6	Women's Washroom (staff)	"Occupancy Limit"

Response after known contact or outbreak

A known contact is a confirmed case of COVID-19 determined by a positive COVID-19 test. The Penticton Public Library may be notified by Interior Health, City of Penticton or by a staff member who has been informed of their test results.

Close contact refers to physical contact with another person, for example shaking hands or hugging. When people cough or sneeze droplets may deposit on their skin or clothing, especially if they cough or sneeze into their hands. People who are carriers of SARS-CoV-2 may transfer the virus from their hands or clothing to others during close contact.

- Inform the Chief Librarian immediately of positive test results
- Senior OHS Representative will contact Interior Health if contact has not already been made
- The immediate work area is to be disinfected
- If work materials cannot be easily disinfected such as papers, cloths and fabrics on chairs must remain untouched for 24-hours
- The Penticton Public Library will follow all direction provided by the health authority

Protocols for Staff – Department Specific

The following procedures are in addition to the general procedures above and only list procedures that apply a specific department or area:

Office area

Contact with Public

- Office area will be closed to the public
- Appointments with Librarians and staff is by appointment only
- Meetings with public will be held in the Staff room outside of break hours.

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Sharing Common Spaces with Others

Office areas	Maximum Occupancy
Chief Librarian's Office	4
System Librarian's Office	2
Adult Services Librarian's Office	3
Work Room (General office)	5
Technical Services	6
Youth Services Librarian's Office	1

Communication Signage

#	Location	Sign Content
1	Chief Librarian's Office	"Occupancy Limit"
2	System Librarian's Office	"Occupancy Limit"
3	Adult Services Librarian's Office	"Occupancy Limit"
4	Work Room (General office)	"Occupancy Limit"
5	Technical Services	"Occupancy Limit"
6	(Youth Services Librarian's Office)???	"Occupancy Limit"

Circulation

Maximum of 3 staff to work in the circulation area. 1 at Checkout, 1 at Registrations, and 1 shelver.

Contact with Public

- Staff located at the circulation desks are provided with a Lexan plastic barrier to protect them from contact with public
- Occupancy for public is limited to maximum of 3 at a time
- Items returned to the library are to be placed in the the drop box outside the Library doors and moved into auditorium every hour.
- Cash/item handling staff to limit touch points during transaction and clean hands/touch points at conclusion of interaction
- Customer service stations clean with cloth and spray at staff change over.

Cash handling

According to the BC CDC the "risk of COVID-19 transmission by cash and documents is low and is expected to be similar to other common surfaces such as doorknobs and handrails.

It is safe to handle cash and documents. However, it would be advisable to wash your hands frequently, and always before eating, after using the washroom, and before touching your face.

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Refusing cash could put an undue burden on people who depend on cash as a means of payment.”

If they do not have exact change to pay their fine, the fine will be allowed to stand until the next time the patron comes into the Library. Partial repayments will be accepted.

- Handle the books or the cash not both. Scanners can be removed from holster and used through the pass through without touching the library card or book.

Sharing Common Spaces with Others

Circulation	Maximum Occupancy Staff	Maximum Occupancy Public
Check out desk	1	1 per “stand here”
Registration desk	1	1 or 1 family group
Sorting/Shelving area	1	0

Circulation Services Signage

#	Location	Sign Content
1	Check out desk	“Occupancy Limit”
2	Registration desk	“Occupancy Limit”
3	Sorting/Shelving area	“Occupancy Limit”

Public areas of the library

Calculating and Maintaining Occupancy Limits

- It is critical to evaluate how many people can reasonably be in a facility and easily practice physical distancing of 2 metres between people to reduce the spread of COVID-19
- It is strongly recommended that there are 5m² of unencumbered floor space per person, i.e. 5m²/person
- This unencumbered space would be floor space minus floor space used for change rooms, desks, etc.
- Take, for example, a recreation facility with 200m² of floor space with 70m² of desks/displays
 - The space has 200m² - 70m² = 130m²* of unencumbered floor space for public
 - Maximum number of people allowed in the facility to support physical distancing would be: (130 m²) / (5 m²/person) = 26 people.
- Using the same example as above, but using feet instead of metres, a facility has 2153 sq. ft. floor space with 753 sq. ft. of desks/displays. The facility has 2153 sq. ft. - 753 sq. ft. = 1400 sq. ft. of unencumbered floor space for public. Using 53.8 sq. ft. of unencumbered floor space per

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person, the maximum number of people allowed in the recreation facility to support physical distancing would be: 1400 sq. ft. ÷ (53.8 sq. ft./person) = 26 people

- The Library has a higher unencumbered space occupancy limit than is feasible to maintain effective control, as such our ‘official’ occupancy limit is posted as lower than required.

Space	Unencumbered m ²	Occupancy limit	
Main Library	150	50	Incl reference & public computers
Children’s Library	60	20	Or 3 family groups
Reading Room	206	41	With tables (1 per)

Lobby

Markers will be placed 2 meters apart in the lobby for patrons to wait until the library opens. Entry to the building will be via the south entrance (big parking lot) the exits will be to the west and east entrances – these doors will remain locked to outside.

Flow of traffic

- To facilitate one direction flow of traffic the Ambassador or Security guard will direct people to exits (they cannot return to the big parking lot via the south door.)
 - Exceptions will be made for patrons with mobility concerns.
- Public washrooms will not be monitored by the security guard and will be unlocked.

Sharing Common Spaces with Others

Circulation	Maximum Occupancy Public
Lobby area	15 total 1 per “stand here”
Men’s washroom (public)	1 or 1 family
Women’s washroom (public)	1 or 1 family

Lobby Signage

#	Location	Sign Content
1	Lobby area	“Occupancy Limit”; general COVID-19 signage
2	Registration desk	“Occupancy Limit”
3	Sorting/Shelving area	“Occupancy Limit”

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Auditorium

Contact with Public

- The Auditorium will be closed to the public
- The auditorium is only in use for managing materials that have been returned to the library and as storage for library furniture.

Quarantine library material

Per the BC CDC: “There is no evidence that the COVID-19 virus is transmitted via textbooks, paper or other paper-based products. Laminated or glossy paper-based products (e.g., magazines and children’s books) and items with plastic covers (e.g., DVDs) can be contaminated if handled by a person with COVID-19; however, the risk of transmission between users of borrowed items is very low. In areas with low transmission in the community, evidence does not require libraries to quarantine or disinfect their loaned items. The focus should remain on ensuring physical distance and providing supplies to ensure staff and customers can wash their hands.”

Should it become necessary due to high rates of transmission in Penticton:

- Per SWP 2020-01 – Library Takeout.
- Workers wear rubber gloves to empty book drop bins onto tables. One pair of gloves per worker.
 - After book drop is empty:
 - workers wash the gloves and sanitize them using surface sanitizer.
 - Worker sanitizes the handle of the book drop for replacement.
- Workers wash hands prior to beginning task of sorting and checking in returned material and after task is complete.
- Items must be quarantined for a minimum of 72 hours prior to check in and returning to circulation.

Sharing Common Spaces with Others

Corporate Services and Communication Spaces	Maximum Occupancy
Auditorium	10
Auditorium kitchen	2

Communication Signage

#	Location	Sign Content
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1	Auditorium	"Occupancy Limit"
2	Auditorium kitchen	"Occupancy Limit"

Library Stacks

The collections (stacks) of the library will be in use from opening to closing. Items are touched by many people, but not the same item by multiple people. Patrons may be in close contact with each other and potentially with staff. Other considerations are pages re-shelving material newly checked-in.

Contact with Public

- Multiple touch points – low frequency of touch - Items touched and returned to shelf. Patrons will be encouraged to not return items to shelf, but to place on book trucks (or bins) which can be sanitized and returned to the shelves. Patrons browse at their own risk.
- Aisles will be given one-way access. Patrons encouraged to browse rapidly – 30-minute maximum stay.
- Staff helping patrons in the stacks to maintain 2 meters' social distance or don PPE where that is not possible.
- Pages shelving material must do so when the library is not open to the public or block of the aisles while shelving.
- Hand sanitizing stations placed in high contact areas – library entrance, children's library, and circulation desk.

Sharing Common Spaces with Others

Corporate Services and Communication Spaces	Maximum Occupancy
Stacks	2 per aisle

Communication Signage

#	Location	Sign Content
1	Stacks	"Occupancy Limit"

Public computers:

Public computers will be made available as first come first serve (FCFS) from 1 to 5 pm. Public computers will be spaced minimum distance apart and session lengths will be 60 minutes..

Contact with Public

- Staff helping patrons on the computers to maintain 2 meters' social distance or don PPE (mask and face guard) where that is not possible.
- Staff will wipe down computer keyboards, mice, and desk Minimum 2 times per day.

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Sharing Common Spaces with Others

Corporate Services and Communication Spaces	Maximum Occupancy
Public Access Computers	1 per computer and/or 1x per day

Communication Signage

#	Location	Sign Content
1	Public Access Computers	Occupancy limit

General Safe Work Procedures Applicable to Penticton Public Library Staff

The following procedures and programs are applicable to Penticton Public Library staff:

- ECP - COVID-19
- First Aid Program
- First Aid -001 COVID-19 SWP
- HandWashingInstructionsv4_BCCDC
- Cleaning work stations and work areas
- How-To-Safely-Remove-Your-Disposable-Gloves

Other Health & Safety Considerations:

- If you require first aid, please see the First Aid Attendant
- If you have been exposed to COVID-19 or show symptoms of COVID-19 contact the Chief Librarian or your supervisor if she is not available.
- Handwashing facilities are located in the General Office (work room).
- **If you have any concerns about your safety as we develop our COVID19 protocols, ensure that they are known to the Health & Safety Committee. They are:**
 - Leah Stubbings & Joyce Chen (CUPE 608 – Library)
 - Dan Lerch & Julia Cox or Stephanie James (Exempt)

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Approval

Heather Buzzell, Chief Librarian



3 December 2020

(Name and Title)

(Signature)

(Date)

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! This survey is being used to screen visitors before entering any City facilities during the COVID-19 Pandemic.

! Sanitize or wash your hands immediately upon entering the building and before starting work.

In compliance with the provincial health and ministerial orders , we are required to retain visitors names and contact phone number for 30 days.

Date of visit: _____

First and last name (print clearly): _____

Phone number: _____

Staff contact: _____

! COVID-19 Symptoms

- Fever
- Chills
- Cough or worsening of chronic cough
- Shortness of breath
- Sore throat
- Abdominal pain
- Runny or stuffy nose
- Loss of sense of smell or taste
- Headache
- Fatigue
- Diarrhea
- Skin rashes or discolouration of fingers and toes
- Loss of Appetite
- Nausea or vomiting
- Muscle Aches
- Conjunctivitis (pink eye)
- Dizziness, Confusion

Initial here: _____ I certify that I am not experiencing any COVID-19-like symptoms

	Yes	No
Have you had contact with a person with COVID-19 in the last 14 days?	<input type="radio"/>	<input type="radio"/>
Have you been on a international travel in the last 14 days?	<input type="radio"/>	<input type="radio"/>

! If you answered YES to any of the above questions, please reschedule your meeting.

Please sign below acknowledging the following:

- You are symptom free and not required to self-isolated
- You have been made aware of the site-specific COVID-19 safety plan
- Agree to and will follow the site-specific protocols

Information collected on this form is done so under the authority of the Freedom of Information and Protection of Privacy Act (FOIPPA), and is protected in accordance with FOIPPA. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. For further information regarding the collection, use, or disclosure of personal information, please contact the Corporate Services Department at 250-490-2400.

Signature: _____

Email completed form to daniel.york@penticton.ca