

## Rideau Lakes Public Library – Covid19 Safety and Re-opening Phases – July 2020

Updated April 20, 2021



At Rideau Lakes Public Library, we strive to offer ongoing access to collection and program supports to our community while putting the health and safety needs of our staff and library members as our top priority as we navigate re-opening during the time of Covid19.

This plan describes the safety measures and procedures RLPL will follow through the three stages of re-opening associated with the [Ontario Government framework](#), while [meeting legislative requirements](#), and drawing on the best practices and research from a number of sources:

- [Leeds, Grenville, Lanark Health Unit](#)
- [Public Health Ontario](#)
- [Health Canada](#)
- [Southern Ontario Library Service \(SOLS\)](#)
- [Public Services Health & Safety Association \(PSHSA\)](#)
- [World Health Organization \(WHO\)](#)
- [Centre for Disease Control \(CDC\)](#)
- [Reopening Archives, Libraries and Museums \(REALM\) project](#)
- [Institute of Museum and Library Services](#)

### **Note:**

Economic and social recovery from Covid-19 is a fluid situation so this guideline will be updated as more research and information is available or as advice from health officials changes. This plan takes into account that there may be a need during the re-opening/recovery process to adopt an earlier phase if required by provincial order or other circumstance.

As of July 2020 we are not permitted to have any public at the South Elmsley Branch in the Lombardy Public School building due to controlled access from the Upper Canada District School Board.

TBD = To be determined

Health and Safety measures in response to Covid-19 help ensure safe...	<b>Stage 1 (Lockdown and Shut-down)</b>	<b>Stage 2</b>	<b>Stage 3 (Green, Yellow, Orange, Red)</b>	<b>Reference</b>
	May 29 2020	June 29 2020	August 7 2020	<b>Updated April 2021</b>
<b>Staff</b>				
Flexible workspace <ul style="list-style-type: none"> <li>• Leave as required</li> <li>• Work from home office (H&amp;S, privacy and confidentiality measures taken) as required by stay-at-home measures</li> <li>• Staged recall as hours ramp up</li> <li>• Sick leave as needed</li> <li>• All staff able to return do so with some continuing a mix of work from home and office workplace.</li> </ul>	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	<a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a>  <a href="#">Tips on working from home ergonomically</a>
Self-assessment <ul style="list-style-type: none"> <li>• Staff will not enter or stay at the workplace with any covid-19 symptoms</li> <li>• Staff will carry out and record self-assessment test prior to each shift (as of September 2020)</li> </ul>	Prior to returning to the workplace	Weekly and as needed	Daily, as needed prior to work.	<a href="#">Ontario Public Health self-assessment questionnaire</a>
Mental health supports <ul style="list-style-type: none"> <li>• Websites and articles on wellbeing</li> <li>• Weekly Zoom check-ins for all staff (optional and as schedule allows)</li> <li>• Mental Health First Aid training</li> </ul>	✓ ✓	✓ ✓	✓  ✓ October 2020	<a href="#">Wellness together Canada</a>  <a href="https://mindyourmind.ca/">https://mindyourmind.ca/</a>  <a href="#">Homewood Health</a>
Training <ul style="list-style-type: none"> <li>• Professional development for at home hours</li> <li>• Guidelines for new services and procedures</li> </ul>	Curbside pick-up guidelines posted	Cleaning and disinfection tutorial	In person and/or online staff meetings	

<p>Hand and respiratory hygiene</p> <ul style="list-style-type: none"> <li>• Frequent handwashing</li> <li>• Sneezing/ coughing into elbow or tissue (discard tissue and wash hands)</li> </ul>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p><a href="#">Wash your hands like a surgeon</a> <a href="#">Handwashing poster</a></p>
<p>Personal Protective Equipment (PPE) provided</p> <ul style="list-style-type: none"> <li>• Gloves</li> <li>• Mask</li> <li>• Face shield</li> </ul>	<p>Gloves always an option but handwashing is a must. Where staff are unable to physically distance, use of masks and/or shield is encouraged.</p>	<p>Gloves always an option but handwashing is a must. Where staff are unable to physically distance, use of masks is mandatory. Face shield may also be worn in addition.</p>	<p>When interacting with the public, use of masks is mandatory. Face shield may also be worn in addition. Gloves may still be used, when handling cash for example.</p>	<p><a href="#">Mask Poster</a> <a href="#">How to wear a mask</a>  <a href="#">LLG health unit July 6 mask measure</a></p>
<p>In case of symptoms: <b>(See April 16, 2021 Addendum)</b></p> <ul style="list-style-type: none"> <li>• Stay home (use sick leave)</li> <li>• Leave workplace and report to supervisor</li> <li>• The library will report suspected or confirmed cases of COVID-19 to the Ministry of Labour (within four days), the Leeds Grenville Lanark Health Unit and the joint health and safety representative.</li> <li>• Staff may return to work after 14 days if they are symptom free and/or on doctor's recommendation</li> </ul>	<p>✓ ✓ ✓</p>	<p>✓ ✓ ✓</p>	<p>✓ ✓ ✓</p>	<p><a href="#">Ontario Public Health self-assessment questionnaire</a> RLPL Policy R-2 <a href="#">Where to get tested for Covid-19</a> <a href="#">Contact for LGL Health Unit</a> <a href="#">How to Self-Monitor</a> <a href="#">How to Self-Isolate</a></p>
<p><b>Workplaces</b></p>				
<p>Flexible workspace</p> <ul style="list-style-type: none"> <li>• Work from home where possible.</li> <li>• Hybrid work from home office plus branch</li> <li>• Staggered shifts</li> </ul>	<p>✓ ✓ ✓</p>	<p>✓ ✓ ✓</p>	<p>✓ ✓ ✓</p>	<p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a></p>

<p>Cleaning and disinfecting</p> <ul style="list-style-type: none"> <li>• Approved cleaning products</li> <li>• Workstations and desks</li> <li>• Common surfaces</li> <li>• Washrooms</li> <li>• Eating areas</li> </ul>	<p>Staff are responsible for cleaning their own workstations, eating area and shared high touch surfaces, before and after a shift.</p>	<p>Staff are responsible for cleaning their own workstations, eating area, and shared high touch surfaces. Public washrooms are cleaned every 2 hours.</p>	<p>Staff continue cleaning practices from Stage 2 and as advised by local health authorities.</p>	<p><a href="#">Health Canada recommended cleaning products</a></p> <p><a href="#">Public Health Ontario Cleaning and Disinfecting CDC Handwashing poster</a></p>
<p>Physical distancing</p> <ul style="list-style-type: none"> <li>• Minimum 2m/6ft physical distancing</li> <li>• Reduced staff in branches</li> <li>• Eat separately</li> </ul>	<p>✓ ✓ 1-2 ✓</p>	<p>✓ ✓ 1-6 ✓</p>	<p>✓ ✓ 1-6 ✓</p>	<p><a href="#">Public Health Ontario Physical Distancing</a></p>
<p>Hand and Respiratory hygiene</p> <ul style="list-style-type: none"> <li>• Frequent handwashing</li> <li>• Sneezing/ coughing into elbow or tissue (discard tissue and wash hands)</li> </ul>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees Handwashing poster</a></p>
<p>PPE</p> <ul style="list-style-type: none"> <li>• Gloves</li> <li>• Masks</li> <li>• Face Shields</li> </ul>	<p>When handling returned items and physical distancing is not possible</p>	<p>When handling returned items and physical distancing is not possible. Face coverings are mandatory when open to the public.</p>	<p>When handling returned items and physical distancing is not possible. Face coverings are mandatory when open to the public</p>	<p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a></p> <p><a href="#">LLG health unit July 6 mask measure</a></p>
<p>In case of symptoms at work:</p> <ul style="list-style-type: none"> <li>• Leave workplace, report to supervisor who will contact the LLG Health Unit and JHSC representative Area cordoned off for 36 hours</li> <li>• Area cleaned and disinfected thoroughly</li> </ul>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p>✓ ✓</p>	<p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a></p>

<b>Services</b>				
Digital Collections	✓	✓	✓	<a href="#">ECollections</a>
Online/Virtual Programs	✓	✓	Ongoing	<a href="#">Online programs</a>
<p>Materials/ Physical Collections</p> <ul style="list-style-type: none"> <li>• Dropbox open</li> <li>• Interlibrary Loans (ILL)</li> <li>• Dropbox emptied with PPE and/or handwashing</li> <li>• Time quarantine for staff handling of returned items – up to 48 hours (for alternate open days)</li> <li>• Time quarantine for public pick-up of returned items – 72 hours up to 96 (48 hours after processing)</li> <li>• Time quarantine for public pick-up of returned items dropped to 24 hours April 6, 2021</li> <li>• Items processed same day by request are handled with PPE and advised to set aside full quarantine period.</li> <li>• Light browsing allowed</li> </ul>	<p>ILL resumes</p>	<p>ILL expands</p>	<p>Full ILL</p>	<p><a href="#">ILMS webinar with CDC experts stressing quarantine procedures for library materials</a></p> <p><a href="#">REALM project literature review</a></p> <p><a href="#">REALM study</a></p> <p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a></p> <p><a href="#">Ontario Regulations</a></p>
<p>Curbside Pick-up</p> <ul style="list-style-type: none"> <li>• For your safety, and that of others, if you feel sick do not show up for or return library materials. Stay home. Stay safe.</li> <li>• At the door to the branch, check that the entrance is clear. Only one person at a time in the hallway.</li> <li>• Your bag will be ready on the table in the hallway clearly labelled with your last name. Please only pick up your own bag.</li> </ul>	<p>Curbside pick-up in 5 locations, 6 days throughout the week.</p>	<p>Curbside continues.</p>	<p>Curbside continues.</p>	<p><a href="#">Pick-up and Delivery Services: Guidance for Public Libraries</a></p> <p><a href="#">RLPL Curbside Pick-up Guidelines</a></p> <p><a href="#">Ontario Regulations</a></p>

<ul style="list-style-type: none"> <li>If you need any assistance, please call the branch by mobile phone.</li> <li>Our buildings, including washroom facilities, remain closed to the public (Stage 1 and 2 only).</li> <li>Drop-boxes are open for returns (library items only please, we can't accept donations at this time)</li> </ul>				
Wifi Access – outside of branches	✓	✓	✓	
<p>Computer Access</p> <ul style="list-style-type: none"> <li>Public Computers by appointment only Stage 2 – email or phone branch. (Records kept for the year in case of contract tracing). By appointment or demand – Stage 3.</li> <li>Name recorded to be used only if required and within privacy policy.</li> <li>Time limits (45 minute) for both public computers and personal devices in the branch.</li> <li>Use plastic wrap for keyboards, until covers arrive, and plastic bag for mouse.</li> <li>Staff clean keyboards, mouse, seat &amp; desks between patrons (15 minute)</li> <li>Printing permitted</li> <li>Payment flexible</li> </ul>	Not open to public	Appointment only. In person tech help as possible for staff with mask/face shield. One to 2 workstations.	Computer access continues with physical distancing/ barriers in place by appointment or as demand allows.	<a href="#">Ontario Regulations</a>
<p>Printing</p> <ul style="list-style-type: none"> <li>Use of public printer/copier only</li> <li>Flexible payment, by charge or donation (no change given)</li> <li>Staff may assist (with proper distance and PPE)</li> </ul>	Available with curbside pick-up only.	✓	✓	
<p>Payment – to minimize or eliminate</p> <ul style="list-style-type: none"> <li>Waive fines</li> <li>Payment by donation (rounded up or down, no cash given) accepted</li> <li>Keep track of fees with library account to be paid when sufficient amount</li> </ul>	No fines, no payments.	Flexible payments.	Flexible payments continue.	

<ul style="list-style-type: none"> <li>• Payment online through paypal for larger fees (lost or damaged items)</li> </ul>				
Branches open hours	No public access.	Limited by appointment.	Open with limited hours.	
No eating or beverages in the library branches. Beverage service is not available.	✓	✓	✓	
<b>Library Spaces</b>				
Entrance and exits <ul style="list-style-type: none"> <li>• Where possible in branch layout, allow for separate entrance and exit.</li> </ul>	Not open to public.	Limited entrance.	One entrance and exit recommended.	
Signage <ul style="list-style-type: none"> <li>• Entry signs – attendance and time limits</li> <li>• Floor stickers – physical distancing</li> <li>• Floor directions – enter and exit</li> <li>• General precaution guidelines</li> </ul>	Ordered.	Signage posted.	Signage remains in place.	<a href="#">Protect those around you</a>
Spacing <ul style="list-style-type: none"> <li>• 2 m/6 ft spacing between any seating</li> <li>• Aisles are one at a time.</li> </ul>	Not open to public.	Computer workstations 2m apart and plexi-barriers in place.	Furniture, computers, and shelving arranged for maximum space.	
Entry limits per branch based on useable building area (plus 1 to 2 circulation staff) <ul style="list-style-type: none"> <li>• Elgin - 2,076 sq. feet library area = 10 people</li> <li>• Delta - 1,100 sq. feet library area = 6</li> <li>• Newboro - 1000 sq. feet library area = 6</li> <li>• Portland - 1,187 sq. feet library area = 6</li> <li>• South Elmsley - 1,758 sq. feet library area = 10</li> </ul>	Not open to public	Open by appointment (1 to 2 maximum at a time)	Limits established per branch allowing 15 m or 160 sq. feet per person based on recommendations and typical visits.	<a href="#">IFLA recommendations with some international libraries using between 10m/100ft to 20m/200ft area per person.</a>
Time Limits	Not open to public.	45 minutes per session.	- 20 minutes browsing time. - 45 minutes internet access	

<p>Computer workstations</p> <ul style="list-style-type: none"> <li>• Keyboard covers, plastic bags over mouse</li> <li>• Cleaning of desk, keyboards, mouse, arm rests</li> </ul>	Not open to public.	Cleaned or changed by staff after each patron.	Cleaned or changed by staff after each patron.	
<p>Check-out desk</p> <ul style="list-style-type: none"> <li>• Distancing with floor sticker placement</li> <li>• Plexi-glass guard on counter</li> </ul>	Supplies ordered	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	
<p>Cleaning and disinfection</p> <ul style="list-style-type: none"> <li>• Recommended cleaners and disinfectants used</li> <li>• Focused cleaning on high touch surfaces</li> <li>• Shared equipment by staff will be sanitized (if sharing of equipment is unavoidable)</li> </ul>	All workstations and equipment cleaned before and after shifts.	As stage 1 plus increased cleaning of computer areas between each use by public.	As prior stages.	<p><a href="#">Health &amp; Safety Guidance During COVID-19 For Library Employees</a></p> <p><a href="#">Public Health Ontario Cleaning and Disinfecting</a></p>
<p>Airflow and ventilation</p> <ul style="list-style-type: none"> <li>• Doors and windows open as much as possible</li> </ul>	✓	✓	✓	
<b>Library Members and Visitors</b>				
<p>Covid-19 information and resources</p> <ul style="list-style-type: none"> <li>• Current information on Covid-19 facts and impact in our community.</li> <li>• Printouts available by request.</li> </ul>	✓	✓	✓	<a href="#">RLPL Covid-19 Resource Page</a>
<p>Signage and self-assessment</p> <p>Members and visitors may not enter the library if they are experiencing any Covid-like symptoms</p> <ul style="list-style-type: none"> <li>• Symptoms are posted</li> <li>• Details on testing resources is available</li> </ul>		<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p><a href="#">Ontario Public Health self-assessment questionnaire</a></p> <p><a href="#">Where to get tested for Covid-19</a></p>
<p>Hand and respiratory hygiene</p> <ul style="list-style-type: none"> <li>• Hand cleaning required before and after you enter the branch.</li> <li>• Hand sanitizer available at entrances</li> </ul>	✓	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<a href="#">Handwashing poster</a>



<ul style="list-style-type: none"> <li>Handwashing posters, soap and paper towels in public washrooms</li> <li>Cough or sneeze into your elbow</li> </ul>				
<p>Physical distancing</p> <ul style="list-style-type: none"> <li>Signage and posted floor marking remind library members and visitors to maintain 2m/6ft physical distancing</li> </ul>	Signage purchased.	Only one computer workstation or minimum 2m/6ft physical separation	Library members asked to maintain 2m/6ft distance at all times.	<a href="#">Public Health Ontario Physical Distancing</a>
<p>Plexi-guards</p> <ul style="list-style-type: none"> <li>Physical barrier at check-out desks and in between multiple computer workstations.</li> </ul>	Plexi-guards purchased.	Where more than one computer is in use , plexi-guards will provide a barrier	Plexi-guards at desk checkout and multiple computer workstations.	
<p>Masks/ face covering</p> <ul style="list-style-type: none"> <li>Non-medical masks required as of July 6 2020</li> <li>Disposable masks free and fabric masks with modest donation (proceeds to Elgin Lions Club)</li> <li>promotion of masks as protection for all of us “We’ve got you covered”</li> </ul>	Public are not in the branches.	Public may use computers by appointment and must wear a non-medical mask.	Public must wear a non-medical mask in an enclosed public space.	<a href="#">Mask Poster</a> <a href="#">LLG health unit July 6 mask measure</a>
<p>Washroom facilities</p> <ul style="list-style-type: none"> <li>Handwashing posters</li> <li>Soap and paper towels provided</li> <li>Cleaning and disinfection procedures to be posted.</li> <li>Public washroom high touch surfaces (switches, faucets, paper towel dispenser, soap, toilet handle) to be cleaned every 2 hours by staff.</li> </ul>	Public are not in the branches. ✓	Limited public washroom use. ✓ ✓ ✓ ✓	Public washrooms open. ✓ ✓ ✓ TBD	<a href="#">Handwashing poster</a>  <a href="#">Cleaning and disinfecting public washrooms</a> <a href="#">LLG Health Unit</a>

**ADDENDUM**

**April 16 2021: Reminder to follow infection control measures as outlined in Section 22 Class Order under the Health Protection and Promotion Act for Leeds, Grenville and Lanark.**

As outlined in the Medical Officer of Health - Section 22 Class Order for Leeds, Grenville and Lanark Counties, employees that:

- a) Are a confirmed case or probable case of COVID-19;
- b) Have new symptoms (even mild symptoms) or worsening symptoms of COVID-19, have been tested for COVID-19 and are awaiting the results of their test;
- c) Otherwise have reasonable grounds to believe they have one or more symptoms of COVID-19;
- d) Are a close contact of a person identified in a) even if they do not themselves have any symptoms of COVID-19; or
- e) Are a parent of, or person with responsibilities of a parent for, a person under 16 years of age identified in a), b), or c) who resides or is present in the counties of Leeds, Grenville and Lanark.

Are required to take the following actions:

1. Isolate yourself without delay in accordance with instructions provided by the Leeds, Grenville and Lanark District Health Unit. This includes remaining in your home or isolation facility.
2. Remain in self-isolation for the time directed by the Leeds, Grenville and Lanark District Health Unit.

Employees who have a household member with symptoms of COVID-19, and who is a high risk contact of someone with COVID-19 must stay home and isolate until the household member receives a negative COVID-19 test result. For more information about preventing COVID-19 in your business/organization, visit COVID-19 and Business - Leeds, Grenville and Lanark District Health Unit. The Health Unit will provide guidance in the management of COVID-19 in businesses or organizations should you have a case or an outbreak.