Please note: additional information, highlighted in yellow on pages 3 and 8, has been provided in this report since posting on May 19, 2020.

COVID-19 Emergency Response: Plans for Reopening - Revised

Date: May 25, 2020
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to provide the Library Board with an overview of Toronto Public Library’s (TPL’s) reopening plans as a result of the COVID-19 public health emergency. TPL’s reopening plans have been developed with the health and safety of the public and staff as a top priority, in accordance with evidence based best practices of others in the global library community, other sectors, and in alignment with Provincial and City of Toronto requirements, guidelines and plans. In particular, public health guidelines and legislative requirements under the Occupational Health and Safety Act have been consulted to ensure compliance.

TPL’s Strategic Plan (2020-2024) Vital to Toronto – Building Success, Resilience and Well-Being for our City provides the strategic directions for the next five years. Future considerations for reimagining TPL’s operations and services beyond reopening and within this strategy framework are also outlined.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the reopening framework and phased reopening plan;
2. authorizes the City Librarian to execute the phased reopening plan, adjusting it as needed based on the changing conditions and circumstances in the city and elsewhere; and
3. receives ongoing updates on the plan's implementation at the next regularly scheduled Board meeting.

FINANCIAL IMPACT

The ongoing response to the COVID-19 pandemic will have an impact on the 2020 operating budget. Known significant budget pressures and reliefs are described in a separate report No. 12 - Operating Budget Monitoring Report - March 31, 2020. Branches have been closed since March 13, 2020 and this report addresses plans which are currently being developed for the gradual reinstatement of service. It is therefore difficult to estimate what the financial impacts of the reopening plans will be on the 2020 budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

DECISION HISTORY

At its meeting on April 27, 2020, the Library Board received information about TPL’s response to the COVID-19 public health emergency:

ISSUE BACKGROUND

Based on recommendations from Toronto’s Medical Officer of Health, the City of Toronto cancelled most programming and closed a number of facilities, including recreation and community centres, city-run daycares, museums and art galleries in response to the evolving COVID-19 situation. This came into effect at the end of day March 13, 2020, and as a result, all TPL branches were closed at the same time.

Effective March 23, 2020, the Mayor declared a state of emergency in Toronto. On Tuesday, March 31, the Mayor announced that City of Toronto facilities would continue to be closed until further notice, and that City-operated programs would also remain suspended. The mayor also announced that all City-led major mass participation events, festivals, conferences and cultural programs would be cancelled through June 30, as would all City permits for these types of events.

On May 14, 2020, the Premier announced stage 1 reopening of services effective May 19, 2020, including libraries for pick up and deliveries.
TPL’s reopening plans have been developed with the health and safety of the public and staff as a top priority, in accordance with evidence based best practices of others in the global library community, other sectors, and in alignment with Provincial and City of Toronto requirements, guidelines and plans. In particular, public health guidelines and legislative requirements under the *Occupational Health and Safety Act* have been consulted to ensure compliance. TPL’s health & safety planning was also informed by a number of helpful and pragmatic suggestions that came from a meeting held last week with representatives from the Central Joint Health and Safety Committee.

TPL has developed documentation to assist staff: *Toronto Public Library Health and Safety Guidelines for Operations During the COVID-19 Pandemic, Health and Safety During COVID-19 – Quick Reference*, and is using a form developed by Toronto Public Health for all staff to complete to confirm their health before they begin their workday (see attachments 1-3).

TPL’s Strategic Plan (2020-2024) *Vital to Toronto – Building Success, Resilience and Well-Being for our City* provides the strategic directions for the next five years. Future considerations for reimagining TPL’s operations and services beyond reopening and within this strategy framework are also outlined.

Reopening plans are based on a phased approach, contingent upon:

- Provincial and City of Toronto approvals/directions;
- Health and safety measures and protocols are in place, in compliance with Toronto Public Health recommendations.

As part of the phased reopening, adjustments to physical space and service areas will need adjustment and/or minor renovation. In some cases, the ways in which customers are served will be modified to ensure the health and safety of customers and staff, including such measures as:

- installing plexiglass screens at service desks;
- providing PPE, including masks and sanitizer for staff;
- enforcing physical distancing of two meters or more;
- limiting the number of staff and customers in the branch at any one time;
- keeping returned materials in quarantine for 72 hours;
- increasing cleaning and sanitization;
- offering curbside services at most branches;
- pausing or adapting in-person programs and training sessions for customers and staff;
- modifying hours of operation.
Reopening Framework

A Phased Approach
The reopening of branches and resumption of services will need to be prioritized and phased based on guiding principles, assumptions, constraints, and risks.

Project Management and Team Structure
TPL has established a dedicated team to lead the re-opening. The team is cross functional consisting of a core group of Divisional Leads supplemented by Subject Matter Experts (SMEs) and supporting staff. The reopening project is centralized out of the Enterprise Project Management (EPMO) office and has a dedicated Project Manager.

Guiding Principles
The reopening project will be governed by the following guiding principles:
- Health and safety of staff (including mental health) and customers are a top priority;
- Equity lens is applied to the plans for reintroducing services;
- Assessing and reimagining operations/services are part of the planning;
- Communication is key, within team, with stakeholders and with staff;
- Plans are responsive to customer needs and wants;
- A collaborative/cross-divisional approach is utilized;
- Experience of other cities, sectors, and libraries is leveraged;
- Project Management best practices are applied.

Key Assumptions
- Phased reopening approach with access that increases over time;
- Direction to reopen may come with very little notice;
- Density and physical distancing protocols will be required for the foreseeable future;
- Plans may change as the situation in Toronto or the larger community evolves;
- There will be significant unmet demand for library services and materials;
- Torontonians may be used to and expect alternative service options, such as curbside or delivery;
- Cleaning and sanitizing (people & facilities) will be part of operations now;
- TPL staff will be available to support each phase;
- Staff who can continue to work from home will do so as part of the phasing;
- Staff training is required as part of the phased plan;
- Demand for online services will continue and may increase.

Risks
- Staff capacity and availability is currently unknown and will vary over time;
- There might be additional waves of COVID-19, or other concurrent emergency;
- Rapidly changing information.

COVID-19 Emergency Response: Plans for Reopening
Constraints
- Government imposed regulations & requirements;
- External interdependencies – partners, vendors;
- Building/premises/space limitations (e.g. co-located facilities);
- Timelines for reopening are unknown and potentially changing;
- Lengthened procurement timelines and potential shortages (e.g. PPE, equipment);
- Evolving Government imposed restrictions on travel, gatherings, etc.;
- Budget.

Work Breakdown Strategy
The team has completed the activity mapping and is organized under the following 10 categories:

1. Operations/Public Service
2. Physical Spaces
3. Facilities Contracted Services
4. Materials and Membership
5. Programs and Partnerships
6. Workforce and Health and Safety
7. Technology and Data
8. Procurement and Supply Management
9. Communications and Change Management
10. Policy, Risk Management and Reporting

Phased Reopening Plan
The phased reopening plan requires flexibility based on a number of unknowns, changing conditions and circumstances in the city and elsewhere. The plan will be continually monitored; it is expected elements within each phase may need to be adjusted from time-to-time.

In addition, not all elements of the phased reopening plan will apply to all locations. For instance, the Province has provided guidance to businesses offering curbside pick up, indicating there must have a public entrance that opens onto a street or exterior sidewalk. With 100 branch locations, TPL has a wide variety of facilities with different layouts and operations (e.g. co-located branches) that will need to be considered in terms of the phased elements. As part of this consideration, an equity lens will be applied to take into account the distribution of services and neighbourhood needs.

These considerations will also be informed by the experience of being closed. For instance, the loss of access to computers, the internet and washrooms particularly impacted people who are part of low income and vulnerable communities.
Phase 1
Select staff return to branches
Support staff and services are in place to support staff in the branches

Phase 2
Drop boxes are opened and returns are accepted
Curbside pickup is introduced at most branches
Branches remain closed for all other services

Phase 3
**Select** branches reopen with reduced hours
Open branches will provide borrowing, returns, holds pick-up, information services, access to study/lounge space, computers, internet, washrooms
In-branch programs and room/event rentals will not be available
Food and drink, cash transactions will not be allowed

Phase 4
**Most** branches will reopen based on parameters under phase 3
Bookmobile service resumes
Home Library Service resumes

Phase 5
All branches are fully reopened and all services available based on pre-pandemic operations

**Transformation Beyond Reopening**
Throughout the reopening process and as service models are reconfigured to safely engage the public, TPL will also need to think differently about the ways in which our operations, services, partnerships and priorities are transformed in the “new normal”.

The Library's Strategic Plan (2020-2024) *Vital to Toronto – Building Success, Resilience and Well-Being for our City*, resonates more than ever as we face this new reality. It positions TPL well to support and respond to the evolving needs of residents, both in the immediate term, through the pandemic recovery period, and more broadly over the next five years. The five strategic priorities address many of the critical issues that are becoming even more acute through COVID-19 -- from the need for digital spaces and inclusion, to the importance of information access and literacy.

The following considerations highlight some of the changes impacting public library service beyond reopening, with many opportunities to reimagine and reinvent operations and services within the context of the 2020-2024 strategic plan.
• More stringent health and sanitation requirements, protocols and procedures will continue. There may be increased emphasis on health and well-being in the general population.

• Economic recovery may take several years. Unemployment, financial uncertainty, and business bankruptcies will result in increased demand for skills upgrading and support for career transitions.

• With the pandemic amplifying economic, social and digital inequities, government priorities may shift to find more permanent solutions to such issues as internet access for all.

• Accelerated transformations to digital access, services and products will continue with increased focus on areas such as digital government.

• The at home reality has led to increased use and comfort with digital products, and with accessing services remotely.

• Working from home may become more commonplace in a number of sectors.

• New partnerships will emerge from relationships established during the pandemic, which may lead to more opportunities for transformation, reinvention.

• Social and physical interaction will continue to be an important part of the human condition. The pandemic experience means people will be looking for this in different ways. Pre-pandemic practices will have to be modified based on changed requirements, perceptions.

CONTACT

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SIGNATURE

_____________________________
Vickery Bowles
City Librarian
ATTACHMENTS

Attachment 1:  Toronto Public Library Health and Safety Guidelines for Operations During the COVID-19 Pandemic
Attachment 2:  Health and Safety During COVID-19 – Quick Reference
Attachment 3:  Toronto Public Health - Screening Survey
Toronto Public Library

Health and Safety Guidelines for Operations During the COVID 19 Pandemic
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Introduction
This guide has been developed to support all employees in managing Health in Safety during the COVID 19 Pandemic. During this pandemic the Health and Safety of our staff and customers is the primary concern. We encourage everyone to review this guide carefully as it contains useful information on COVID 19, New Work Methods, Social Distancing and the Proper Use of Personal Protective Equipment. Expect revised versions of this document to follow as the nature of our work changes in the coming months.

While many of the protocols were developed for frontline branch staff they are also largely applicable to staff in other locations and departments.

If you have any questions or suggestions about Health and Safety Measures please don’t hesitate to ask your supervisor.

What Is COVID 19?
COVID 19 stands for Corona Virus Disease 2019 and is a novel corona virus similar to Severe Acute Respiratory Syndrome(SARS), Middle East Respiratory Syndrome(MERS) and even the common cold. COVID 19 spreads primarily through direct contact with respiratory droplets of someone who is infected with the virus through a cough or sneeze. These droplets can spread at least two metres. Infection is also possible by touching an object or surface that has been contaminated with the virus and then touching your mouth, nose or eyes. Infection is not possible through the skin. Remember that someone may not be visibly ill but could still carry and spread COVID 19.

Identifying Symptoms of COVID 19
Symptoms of COVID 19 can range in severity to more severe. The typical symptoms of COVID 19 are:

- Fever,
- Cough,
- Difficulty Breathing,
- Muscle Aches,
- Fatigue,
- Headache,
- Sore Throat,
- Runny Nose

If these symptoms develop you may have contracted COVID 19 and it is important to follow the guidelines outlined by the Province of Ontario. Please consult the next section for further information on what to do if you think you are infected.
What to Do If You Think You May Be Infected?

If you believe that you may be infected with COVID-19 it is imperative that you do not go out in public or come to work. The Ontario Government recommends that you immediately self isolate and use the following self assessment tool to diagnose your symptoms. The self assessment will provide you with further information on your next steps. Additional information is available from the Government of Ontario on its website.

If you were at work prior to potentially being infected please contact your supervisor as soon as possible. This will enable us to take measures to protect other employees and members of the public. Your supervisor will remain in regular contact with you in order to coordinate your eventual return to work when you are healthy again.

Screening

Prior to reporting into work every day you should review and mentally complete the pictured form at home. If you respond yes to any of the questions then you should not report to work.

When you arrive at work your supervisor will be providing you with a physical copy of the form to fill in. This is simply to confirm that you are free of COVID-19 risk factors.

Note – For those of us that suffer from seasonal allergies or asthma, we should try to distinguish between coughs, runny noses and sore throats that may be related to these conditions and those that are newly developed. If you do encounter a newly developed cough, sore throat or runny nose always err on the side of caution and stay home.
At Work During the Pandemic

The Toronto Public Library’s operations have changed significantly and your everyday workday will be much different as well. During this pandemic we will all need to take extra measures to ensure that our employees, families and members of the public stay safe. There will be new work methods, new social distancing policies, new engineering controls and new items of Personal Protective Equipment.

Toronto Public Library is adopting a defensive in-depth approach to safety during this pandemic which will involve a combination of overlapping safety measures designed to give you the maximum protection possible. It is always important to remember that no single strategy or
piece of PPE will make you safe at work. It is only by following all safety measures that we will remain safe at work.

The major elements of the TPL’s safety strategy will be:

- Work Methods that minimize exposure to potential sources of the virus,
- Social Distancing within the workplace especially around our co-workers,
- PPE including face masks,
- New sanitization requirements particularly increased hand washing.

Preparing the Branch for Operation During COVID 19

Managers and Branch staff will need to do some preliminary work prior to reopening the branch for operations. This will include branch audits, a short training and Q&A session for managers as well as a short briefing for staff members as they come into work and receive their PPE for the first time.

Prior to a Branch opening it will be necessary for a manager or branch head to ensure the following:

- That PPE supplies have been delivered to the branch,
- That sanitizer has been distributed to areas where employees are going to be working,
- That sufficient soap and supplies are available in washrooms,
- That waste receptacles for used PPE have been established (these are garbage bins with a bag liner that can be sealed closed when the bin is full),
- And finally that the branch leadership have a plan for social distancing staff members as they come into work for the first time.

Sufficient supplies of PPE are required before branches can reopen. Please fill in a Facilities Work Order immediately if you find any shortages.

The First Day Back

At the beginning of the first shift back at the library it will be crucial that everyone works together as PPE is issued to employees and employees receive information on the expectation and instructions on how to use their new PPE. During this time Social Distancing will be our main line of defense.

Avoid:

- Groups chatting together,
- Wandering around the library,
- Going to work without PPE,
- **Behaving as though this is a normal work day.**
If there is a group of patrons congregating around the entrance to the library do not attempt to enter. Wait until the group disperses and you are able to enter the building safely (maintaining social distancing). If you have concerns about safety while entering the building please discuss them with your supervisor.

A typical reopening will involve:

1. Staff entering the branch and maintaining social distancing.
2. Branch leadership issuing staff with their PPE and directions on how to wear their PPE.
3. Branch leadership providing a short safety talk about our new safety measures, providing any additional instructions on PPE use, reviewing social distancing, answering questions about the day’s duties.
4. Branch leadership assigning staff members to their roles for the day.

*Don’t be afraid to ask questions.*

During a typical work day it is important to remember to:

- Practice social distancing even when wearing a mask and other PPE.
- Avoid touching your face. If you do need to touch your face then always disinfect your hands prior to doing so.
- Wash or sanitize hands/gloves often.
- Do not take breaks with other employees.
- Avoid consuming food near other employees.
- Do not remove masks to talk to other employees. If you’re having trouble communicating use text messages or hand written notes.
- Report if any PPE supplies like soap, sanitizer or gloves have been exhausted.
- Raise problems and questions to your supervisor.

**Handling Library Items**

The duration that COVID 19 can survive on a surface can vary depending on the surface. It is important to remember that COVID 19 cannot travel from a surface into your body without help. The primary means of transmitting COVID 19 from a surface to a person is by touching a contaminated item and then touching either the eyes, nose or mouth.

Based on guidance from [Toronto Public Health](https://www.toronto.ca) and the [World Health Organization](https://www.who.int) the TPL will be quarantining all items for 72 hours.

Detailed instructions will be provided on how to quarantine and handle items.

Always disinfect your hands after you complete a check in task, if you go on break, if you need to touch your face, or if you are finished handling potentially contaminated items.
At A Work Station

Your workstation will be socially distanced from other employees. If your workstation is not 2 meters away from another employee’s workstation or does not have some form of partition or shielding then you should raise this concern to your supervisor.

Prior to beginning your shift, you should disinfect and clean your workstation especially if you are using a shared phone. If you have to use a shared keyboard then disinfect that as well. If you engage in job rotation then you will need to disinfect your workstation upon beginning your rotation and at the end of your rotation.

Social/Physical Distancing

Social distancing is your first line of defense at work. Always be sure to maintain a minimum 2-meter cordon around yourself while at work. A best practice when dealing with members of the public is to maintain a greater than 2-meter cordon around yourself. If a patron appears to be sick (especially if they are visibly coughing) or is acting in an unsafe manner (such as violating your social distancing) then it is acceptable to refer the matter to your in-charge staff.

If a situation arises where you need to work with an employee or customer at a closer distance ask yourself the following questions:

- Can the task be done in a way that doesn’t require two people to be that close together?
- If not, am I wearing the proper PPE? Do I have my mask on properly? Have my hands been recently disinfected?
- Do we have a plan for completing this task in a manner that is quick, safe and limits proximity? Do both of us know what the plan is?

Elevators present a unique challenge for social distancing given the tight space constraints. Only use elevators if absolutely necessary. If you are only going up a couple of floors consider taking the stairs (if possible). If you do need to take an elevator make sure that you can socially distance inside. If the elevator is too small for social distancing wait until you get a car to yourself. Please be respectful of others – if another employee requests that you wait for another elevator in order to maintain social distancing please agree to this request even if there is sufficient space for social distancing inside the elevator.
Social distancing requires us all to work together in order to keep ourselves and others safe. If you notice that an employee is not following social distancing don’t be afraid to politely mention this to them. Supervisors and managers will also be monitoring and coaching employees on how to social distance. Social distancing is new to all of us but by working together and being mindful of our actions we can all be safe at work.

**Taking Breaks**

Your break times will be staggered in order to aid social distancing. At any one time there should only be at most two people on break. If there are two people on break then they should maintain social distancing. It will also be crucial for all employees on break to wash their hands at the beginning and end of their breaks, particularly before consuming food. Remember to remove and dispose of gloves according to the guidelines provided prior to consuming food.

**End of Shift & Travel**

Your should make every effort to maintain social distancing when leaving the facility for the day. In facilities where there are two different shifts LSMs and Branch Managers should make every effort to have only the minimum amount of staff present at shift change. Insulating shifts from one another is another form of social distancing that can help protect employees.

When travelling to and from work consider using a car (or bicycle) if you have one available. Private automobiles are safer than using public transit. Certain branches have easy access to parking.

**Disinfecting Measures**

We will all need to work together in order to ensure that our workplace stays clean and COVID 19 free. The TPL’s cleaners will be undertaking additional cleaning of high traffic areas such as washrooms, work rooms and service desks. The cleaning staff will only be coming in at night after the branch staff has left in order to protect both the branch staff and cleaners.

Please escalate any concerns or suggestions about cleaning to Facilities.

During the day it will be important for every employee to help keep their individual workstations clean and disinfected. The TPL will be providing spray disinfectants, microfibre cleaning clothes and paper towel to support employees in cleaning their workstations. Remember to disinfect your workstation at the beginning and end of every shift.

Library vehicles need the same level of care as our other spaces. If you use a library vehicle you can request disinfecting supplies similar to branch staff. Remember to disinfect door handles, steering wheel, controls, seatbelts and armrests prior to beginning your shift and at the end of your shift.
## Personal Protective Equipment

<table>
<thead>
<tr>
<th>PPE Type</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masks</td>
<td>Disposable masks will be issued to each employee per shift.</td>
</tr>
<tr>
<td>Gloves</td>
<td>Employees will have access to disposable gloves which can be used on an as needed basis.</td>
</tr>
<tr>
<td>Sanitizer</td>
<td>Hand sanitizer will be provided in common areas in pump bottles.</td>
</tr>
</tbody>
</table>
Your Mask
You will be provided with a disposable mask for your shift. At the end of your shift you should dispose of the mask properly in a trash receptacle with a liner. Follow the guidelines below for safely fitting the mask and safely removing it.

If you have a medical condition that would prevent you from wearing a mask please speak with your manager prior to reporting to work.

*Remember that wearing a mask does not make you immune to COVID 19.*

Putting On Your Mask
[Province of Ontario Video on Fitting a Mask](#)
[City of Toronto Guidelines on Wearing a Mask](#)
[MN Health Video on Wearing a Wrap Around Surgical Type Mask](#)

*Putting on a Cone Type Mask*

1. Always thoroughly wash your hands before putting on your mask.
2. Keep any hair away from your face.
3. Hold the mask in the palm of one hand.
4. Place the mask over your mouth and nose. See the video for a visual guide.
5. Fit one strap above your ears and one strap on your neck. Make sure they are not tangled.
6. Press the edges of the mask down so that they conform to your face. If you have facial hair you will not get as tight a fit.
7. Ensure that you have as comfortable a fit as possible as you will want to avoid touching or moving your mask for your shift.

*Putting on a Wrap Around Surgical Type Mask*

1. Thoroughly wash or sanitize your hands prior to putting on your mask.
2. Keep any hair away from your face.
3. Hold the mask by the two ear loops.
4. Fit one loop over your ear and then the other loop.
5. Fit the bottom of your mask under your chin.
6. Pinch the mask around the bridge of your nose for a tight fit.
7. Smooth the edges of the mask around your face.

DO NOT touch the main body of the mask after you have put it on. Only touch the straps or very edges of the mask. Try to keep the number of times that you remove or touch your mask to an absolute minimum.

DO NOT share masks under any circumstances.

DO NOT wear the mask below your nose.

Removing Your Mask
[Province of Ontario Video on How to Remove a Mask](#)
Removing a Cone Type Mask

1. Wash your hands thoroughly before starting the task. This eliminates the possibility of additional contamination during this process.
2. Grasp the lower strap of the mask and bring it up to the upper strap.
3. Grasp both straps of the mask, preparatory to bringing it over your head. Be prepared for the potential elastic recoil.
4. Pull up and away from your face to remove the mask. Watch the above video for an example of how to do this. If you need to stabilize the mask during this process you should only touch the very edges of the mask. Never touch the main body of the mask as this could be contaminated.
5. At the end of your shift dispose of the mask in an appropriate receptacle.
6. Wash your hands after you finish disposing of your mask.

Removing a Wrap Around Surgical Type Mask

1. Wash your hands before starting the task.
2. Grasp the mask by the ties and remove them one at a time. Take care not to touch the body of the mask.
3. Holding the mask only by the ties dispose of it in the appropriate receptacle.
4. Wash your hands again after finishing disposal of your mask.

DO NOT leave used masks lying around. Masks could pose a serious health hazard to others.

If you remove your mask during a break be sure to avoid touching the main body of the mask when putting the mask back on. Instead touch only the periphery of the mask and then wash your hands immediately after refitting the mask.

SAFELY PUTTING ON & TAKING OFF A CLOTH MASK
If you chose to wear a cloth mask, be sure to use it safely:

**PUTTING ON**

- Wash your hands before
- Place mask on your face so it covers your mouth and nose (no gaping)
- Do not touch the mask or your face while using it
- Do not leave it on your neck, forehead or hanging from your ear

**TAKING OFF**

- Change your mask as soon as it gets damp or dirty
- Remove it without touching the side that faces outwards
- Put the mask directly into the washing machine or a plastic bag for cleaning
- Wash your hands and clean any surface the mask touched

TORONTO.CA/COVID19
Your Gloves

You will be provided with the option to wear disposable gloves during your shift. Remember that COVID 19 can survive on gloves as easily as it can survive on skin. Treat your gloves as though they are your bare hands – do not touch your face or mask with undisinfected gloves.

Disinfect your gloves frequently by washing them or using hand sanitizer.

To remove your gloves, follow the directions below:

https://www.youtube.com/watch?v=kesQF_G3pQ8

1. Wash your gloves before starting the process.
2. Grip one glove slightly above the cuff. Use that grip to slowly peel the glove upwards gradually turning the exterior of the glove into the interior.
3. Keep the removed glove in the fist of your still gloved hand.
4. Take your bare hand and place two fingers underneath the cuff of your gloved hand.
5. Use those fingers to work peel the glove up your hand so that it turns inside out while keeping the already removed glove inside.
6. Dispose the gloves in the appropriate receptacle.
7. Wash your bare hands.

Do not worry about reusing gloves as you will be allowed several pairs during a shift.

Disinfect your gloves as necessary. Gloves should only be removed at lunch break or at the end of your shift.

DO NOT remove and dispose of gloves after you complete a task except when you are handling items from the book drop. Gloves must be disposed of after you finish working with items from the book drop.
Sanitizing

You will be washing your hands far more often than you ever have in the past. Handwashing is the best way to disinfect both your hands and your gloves. Hand sanitizer is more convenient but not as effective at disinfection as soap and water.

You will be expected to wash or sanitize your hands (even when wearing gloves) at the following points during your day:

- When you enter the library,
- As needed to put on or remove your PPE,
- When you go on break,
- When you come back from break,
- As needed depending on the task,
- At the end of the day.

Remember the following when washing your hands:

**Johns Hopkins University Instruction Video on Hand Washing**

1. Wet hands first.
2. Apply enough soap to cover all hand surfaces.
3. Rub hands palm to palm.
4. Clean the upper side of your hands and between fingers. Don’t forget the backs of your fingers.
5. Do a rotational rub of your thumb.
6. Do a rotational rub of your fingers to clean fingertips and under nails.
7. Thoroughly rinse your hands. It is important to leave the tap running at this stage as touching the dirty tap will contaminate your hands.
8. Get a paper towel and dry your hands.
9. The overall process should take a minimum of 60 seconds.
10. Use a paper towel to turn off the taps.

If you are in a closed washroom keep your paper towel to open the bathroom door. Dispose of it immediately after you leave the bathroom in the appropriate receptacle.
Safe Lifting

When undertaking tasks that involve lifting always consider the following:

- Is there an easier way of moving the load i.e. on a pallet truck, cart, or other device?
- Is the path from my load’s point of origin to its destination clear?
- Is the load located at ‘task height’ (not below my waist height or above shoulder height)?
- Do I know how much my load weighs?
- Do I need someone to help me lift the load?

Remember that:

- Using a cart or other type of device to move loads is always safer than carrying a heavy load in your arms.
- While transporting a load you could be at greater risk from slipping hazards due to not being able to see them.
- Lifting over your shoulder and below waist height require extra care and carry a greater risk of injury.
- Asking for help with a load is always better than risking injury. A good rule of thumb is that if a load feels heavier than 45lbs then you should be asking for help lifting it.

*Remember that you should always be wearing all your PPE if you need to do a team lift!*
Follow these steps for safe lifting:

1. Always test the load before beginning a lift.
2. Keep your feet shoulder width apart.
3. Make sure you have a good grip when lifting. Use handholds if they are available.
4. Do not bend at the waist to lift items from the ground but instead squat down to pick up the load. This engages your leg muscles instead of your back which is safer.
5. Never twist at the waist while carrying a load. Always reposition your entire body.
6. Always maintain a straight or neutral spine position while lifting items.
7. Carry items in the middle of your body. This is your area of greatest strength and will make it easier to carry items.
8. Use the golfer’s reach to pick up smaller items from the ground. (See below for more information)
9. Never overload yourself in order to make fewer trips. Instead choose to make more trips or find an assistive device like a cart or pallet jack to help you.

The Golfer’s Reach

This lifting technique takes its name from the technique used by golfers to retrieve a golf ball from the ground. It is useful for picking up small items from the ground and has the advantage of maintaining a neutral back posture during the course of a lift.

The reach consists of balancing with one leg while using stretching out the back leg to act as a counterbalance for one’s torso. Typically, could use your non-active hand(not shown in the picture to support you by grabbing onto a nearby, stable item.)
Health and Safety During COVID 19 – Quick Reference

Welcome Back!

This document will help to familiarize you with some of the more essential elements of Health and Safety while working during the COVID 19 Pandemic. We have also prepared a more in-depth Guide that can help answer any H&S related questions you may have and will provide you with more information. Please review the information below to help keep both you and your colleagues safe at work.

General Guidelines

While at work during the pandemic it is critical that you follow the rules and recommendations found below:

- If you feel sick do not report to work. In the event you are feeling sick please use the Government of Ontario’s self assessment guide and follow the instructions found there. Inform your supervisor as soon as possible. (https://covid-19.ontario.ca/self-assessment/)
- Always wear your mask while at work.
- Do not touch your face or mask unless you have first disinfected your hands.
- Wash hands before shifts, before breaks, after breaks and after shifts. Wash or sanitize your hands whenever it is appropriate.
- Always follow physical distancing guidelines unless it is absolutely necessary to break physical distancing AND you are wearing the appropriate PPE.
- While working at a shared workstation or workspace always disinfect your workstation before you begin work and when you finish work.

Physical Distancing

Physical Distancing is the practice of maintaining a minimum 2 metre(6ft) buffer zone around yourself at all times. This is in order to minimize the chance of coming into contact with droplets containing COVID 19 that have been expelled by another person. The Physical Distancing requirement is in effect at all times while at work unless there is a specific task that requires two people to complete it. For further
details on situations where Physical Distancing needs to be relaxed please refer to the COVID 19 Operations Guide.

**Personal Protective Equipment**

<table>
<thead>
<tr>
<th>Masks</th>
<th>Disposable masks will be issued to each employee per shift. The use of masks is mandatory during your work shift.</th>
</tr>
</thead>
</table>
| Gloves | Employees will have access to disposable gloves which can be used on an as needed basis.  
Gloves should be used when handling library materials.  
Gloves should be disposed off after an employee finishes removing items from a book drop. |

*Note – Treat your gloves as though they are your bare hands.*

| Sanitizing | Hand washing is the preferred method of sanitizing. Wash your hands often and for at least 20 seconds.  
Hand sanitizer will be provided in common areas in pump bottles. |

You will be provided with a disposable mask and gloves for your shift. At the end of your shift you should dispose of the mask and gloves properly in a trash receptacle with a liner.

**Mask Use**

<table>
<thead>
<tr>
<th>Donning Your Mask</th>
<th>Doffing Your Mask</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash your hands before putting on your mask.</td>
<td>Wash your hands before starting to remove the mask.</td>
</tr>
<tr>
<td>Do not touch the body of the mask as you are putting it on. Instead fit the loops of the mask over one ear at a time.</td>
<td>Do not touch the body of the mask while removing it as it may be contaminated. Remove the mask using the ear loops to peel it away from your face.</td>
</tr>
<tr>
<td>Snug down the edges of the mask so that there are no gaps between your face and the mask.</td>
<td>Dispose of the mask in a trash receptacle. Wash your hands immediately after.</td>
</tr>
</tbody>
</table>

*Remember not to touch the mask while wearing it.*  
*DO NOT leave the mask dangling if you need to remove it.*  
*DO NOT share your mask.*
Do you have any of the following:

- Fever
- Cough
- Shortness of breath
- Sore throat
- Runny nose
- Feeling unwell

Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

Have you returned from travel outside Canada in the past 14 days?

If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider, to find out if you need a test.