

Rochester Hills Public Library COVID-19 Preparedness & Response Plan

What You Can Expect

The Rochester Hills Public Library is committed to the safety of staff and will follow all local, state, and federal requirements for maintaining a safe work environment. The library will proceed in a cautious and controlled manner in order to restore library services in phases. This document will be subject to version updates as new guidelines and information is made available from the following trusted agencies:

- The Center for Disease Control (CDC) provides guidance for mitigating the spread of communicable disease.
- The Occupational Health and Safety Administration (OSHA) and specifically the MI-OSHA agency provides compliance standards for safe work environments.
- The Department of Labor (DOL) provides information on employer and employee rights.
- The MI Safe Start Opening Plan¹ provides specific guidelines for workplaces resuming limited and/or general business while mitigating COVID-19.
- The Michigan Department of Health and Human Services (MDHHS) provides guidance for mitigating the community spread of a communicable disease in the state.
- Oakland County may provide additional requirements for employers and the public.
- The library profession may also devise guidelines and recommendations unique to library operations.

All staff and volunteers will be trained on the RHPL COVID-19 Preparedness & Response through remote training modules. Supervisors will maintain records for members of their department who have completed training before working on-site.

What We Know

COVID-19 is a contagious virus that has reached pandemic status across the world.

¹ https://www.michigan.gov/documents/whitmer/MI_SAFE_START_PLAN_689875_7.pdf

Methods of Transmission²

Person to Person

COVID-19 is thought to spread mainly through close contact from person-to-person. Some people without symptoms may be able to spread the virus. We are still learning about how the virus spreads and the severity of illness it causes.

The virus is thought to spread mainly from person-to-person in the following manner:

- Between people who are in close contact with one another (within about 6 feet) either for 15 minutes of a sustained period, or for multiple points of contact that add up to 15 minutes within a 24-hour timeframe.
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.

Surfaces, Vectors, and other Contaminants

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about how this virus spreads.

Maintaining Employee & Volunteer Health

Only healthy employees and volunteers are permitted to work on premises at the Rochester Hills Public Library (including the grounds), on a vehicle owned by the Rochester Hills Public Library, offsite at a Rochester Hills Public Library event, or offsite while representing Rochester Hills Public Library at a professional development event.

All employees and volunteers will employ the following hygiene and preventative steps to maintain health:

- Maintain 6ft distance from all other individuals at all times.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Cough or sneeze into the sleeve, bent elbow or tissue (that can be immediately and safely disposed).
- Wash hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 70% alcohol if soap and water are not available.
- Wear a non-medical, cloth face mask (if they can medically tolerate it) that covers one nose and mouth; face-shields can be worn if an employee cannot medically tolerate a face mask.

² <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>

Screening for Employee & Volunteer Health

The library director serves as the COVID Coordinator and Safety Supervisor in Charge for the library. In absence of the library director, the senior most staff member within the established department will be designated as the Safety Supervisor In Charge for each shift and will be in charge of overseeing workplace safety during open hours for that day (See On-Site Work section for additional details).

Staff & Volunteer Screening Protocol (prior to or at arrival)

- Answering a checklist of questions to determine if an employee or volunteer has known symptoms of COVID-19.
- Temperature taking (by no touch thermometer, with instructions) within 1 hour of arriving at work. If an employee's temperature reads 100.4 Fahrenheit or above, they are required to go home.

Employees can use the MI Wellness Check app (provided by the state of Michigan) to record their screening protocol or, record a wellness check via phone. There is a speaker phone available at the staff entrance where staff and volunteers can record their answers to screening questions. By pressing 1 (when prompted) they will leave a voicemail of their name, date, and confirm that they do not have symptoms via voicemail. If an employee answers any screening question in the affirmative, they will be prompted to press 2 and that will send an email to all managers. The manager of the staff member (who answered in the affirmative) will follow up with the staff member directly.

Self-monitoring

Employees and volunteers will need to self-check their temperature and assess their wellness before arriving at work and/or leaving the staff entrance vestibule. Employees and volunteers exhibiting the following symptoms (or combination of symptoms) should not report to work or should leave once symptoms begin to occur:

- Fever (of 100.4 Fahrenheit or above)
- Cough
- shortness of breath/difficulty breathing
- or at least 2 of the following:
 - Chills
 - muscle pain
 - Headache
 - sore throat
 - loss of taste/smell
 - Diarrhea
 - extreme fatigue

Isolating for Employee & Volunteers and Contact Tracing

If an employee or volunteer answers in the affirmative for the health screening when arriving at the building or they develop COVID-like symptoms while at work, they will be asked to leave the premises or instructed to isolate in the designated staff/volunteer waiting area (the conference room in the Administration corridor) until they can leave the premises.

The Safety Supervisor in Charge can assist the employee to call for a ride home or alert their supervisor if need be.

If an employee or volunteer has symptoms of COVID-19 but does not have a confirmation (positive) COVID-19 diagnosis.

- Follow [CDC-recommended steps](#). Employees should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow [CDC recommended precautions](#).

An employee or volunteer performing regular on-premises work should alert their supervisor if they need to isolate because they have developed COVID-19 like symptoms within 24 hours of receiving positive test results. The employee and/or supervisor will:

- 1) Notify the library director immediately
- 2) Perform close contact tracing by looking back over the past 48 hours (prior to the onset of an individual's symptoms) to determine who, among the staff, volunteers or contractors, the individual might have come into continual contact for more than 15 minutes at less than 6 feet.
 - a) Contact is defined by either 15 minutes of sustained contact (less than 6ft), or multiple points of contact that add up to 15 minutes within a 24-hour timeframe.
- 3) The supervisor and library director will notify those employees (and their supervisor) and volunteers identified as a result of contact tracing and ask that they follow the CDC's "[Public Health Recommendations for Community-Related Exposure](#)."³
- 4) The library director will notify the Oakland County Health Department regarding the positive case, and consult about closing the facility.
- 5) Community Relations will provide any necessary communication the public at large.

In accordance with the CDC's "[Cleaning and Disinfection for Community Facilities](#)" guidelines,⁴ areas occupied--up to the entire facility if appropriate--by a staff member with probable symptoms of COVID-19 will be cleaned and disinfected.

³ <https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html> - accessed 5/11/2020.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html> - [accessed 5/11/2020].

Eligibility for Leave Under COVID-19

Employees with underlying health concerns are encouraged to communicate with their supervisor to come up with the best solution for work; all cases are unique, and there is no “one size fits all” answer for each employee situation.

| Reason for Leave | Leave Type and Amount |
|--|--|
| 1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; | Up to two weeks (80 hours, or a part-time employee’s two-week equivalent) of paid sick leave based on their regular rate of pay. |
| 2. has been advised by a health care provider to self-quarantine related to COVID-19; | |
| 3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis; | |
| 4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); | ● 2/3 pay for up to 2 weeks for qualifying reasons #4 and #6; |
| 5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; | ● 10 weeks of expanded family and medical leave paid at 2/3 for qualifying reason #5 |
| 6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services. | |

Returning to Work

Employees and volunteers who have been exposed to COVID-19 may need to quarantine. Those who have been exposed but are asymptomatic, should

- isolate for 10 days from onset of symptoms or positive test AND be free of fever (without fever-reducing medications) AND their other symptoms are improving before being around others,
- consult with their healthcare providers to determine when they can be around others and whether they require additional testing.

Those who have been exposed to COVID-19 and exhibit symptoms should isolate for 10 days measured from on the onset of symptoms.

Employees and volunteers exhibiting symptoms, will be unable to return to work until they have fulfilled their quarantine/isolation obligation, been fever free for 24 hours (1 full day) without the use of fever-reducing medications and have been cleared by their doctor (via a fitness for duty form).⁵

For patients with severe illness, duration of isolation for up to 20 days after symptom onset may be warranted. RHPL will adhere to the most recent guidelines established by MDHHS and CDC for best practices on quarantine and return to work protocols as it relates to testing positive for COVID-19, or coming into contact with someone who has tested positive for COVID-19.

Personal Protective Equipment (PPE) and Dress Code for workers

Face Masks

Cloth Face Masks

All employees and volunteers (who can medically tolerate it) will be required to wear cloth face masks. Medical-grade respirators are not required for standard library work. Masks or face coverings should not be shared with others. Disposable/single-use masks or face coverings must be properly and safely discarded into trash receptacles after each use. Please contact your supervisor if you do not have access to a cloth face mask and one will be provided to you.

Employees and volunteers will be allowed to wear their own masks or face covering provided that any imagery is appropriate and professional and meets CDC guidelines:

- Must cover nose and mouth

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

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- Must fit snugly but comfortably against the side of the face;
- Must be secured with ties or ear loops;
- Must include multiple layers of fabric;
- Must allow for breathing without restriction;
- Must be able to be laundered and machine dried, at least once a day, without damage or change to shape.

Face Shields

In the event an employee cannot medically tolerate a cloth face mask, they will be required to wear a face shield as an alternative and contact with the public or fellow staff members should be limited.

In-Office Work

Employees and volunteers will not be required to wear masks if they are able to socially distance within their own office but will be required when they are in communal areas and not able to distance given their job functions. This includes employees who primarily work outdoors.

Gloves

All employees and volunteers will be encouraged to wear gloves when handling items returned or donated to the library. Those items should be quarantined for a minimum of 72 hours before recirculation or sale (if donated item). Please contact your supervisor if you do not have access to reusable gloves and a set will be provided to you. When handling other items throughout the library, employees are not required to wear gloves but gloves are permitted. Frequent hand washing/ is encouraged after touching any public surfaces.

Dress Code

While closed to the public, the dress code is still in effect, but relaxed. Employees can adopt the casual wear attire (as outlined in Work-9 Dress Code Guidelines).

- Denim may be worn
- Sneaker are permitted

Once members of the public are permitted to enter the library again, the standard dress code will be in effect unless otherwise communicated by the Library Director.

Cleaning Regimen

Staff may clean prioritized high-touch areas at the direction of library management and after each shift change. Library management will determine which standard cleaning agents used to kill viruses. Touch screen surfaces should only be cleaned with 70% isopropyl alcohol (rubbing alcohol).

Leveled responses are adapted from CDC exposure scenarios.

Level-1 Readiness (no risk of exposure)

Supplies

Departmental managers are responsible for maintaining an adequate supply of disinfectant for staff use in both the workroom and at the service desk. Wipes and hand sanitizers are available to customers who request them in order to sanitize their hands and/or disinfect public equipment and/or surfaces.

Cleaning protocol

The facilities coordinator (in conjunction with the custodial staff) is responsible for cleaning the public areas. Departmental managers shall oversee increased disinfection procedures for the service desk, shared equipment (such as computers/keyboards, mice, and phone).

Level-2 Readiness (low exposure)

(Includes Level-1 Readiness)

Supplies

Facilities staff should routinely inspect soap levels in all bathrooms to ensure an adequate supply for staff, volunteers, and the public. Information about the viruses and preventative steps from credible sources will be available in Spanish, Arabic, and Chinese and available at all reference desks (Adult, Youth, Outreach, and Circulation).

Cleaning protocol

Cleaning procedures are the same as Level-1 Readiness, managers are encouraged to develop a checklist for their department and oversee each person cleaning as appropriate.

Level-3 Readiness (medium exposure)

(Includes Levels 1-2 Readiness)

Supplies

Managers are encouraged to use reusable cleaning supplies (such as rags) that are isolated after use and sanitized on a weekly basis.

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Cleaning protocol

Level-3 cleaning protocol increases cleaning efforts and as a result, departments will assume a level of cleaning and disinfecting of public equipment. Managers will convey the details of cleaning protocols to their staff and update checklists as appropriate (see Appendix B for checklist)

Extra precautions include disinfecting public surfaces throughout the main library facility and bookmobiles per standard procedures for infection prevention. These surfaces include door handles, stair handrails, elevator buttons, scooters, vending machine buttons, study tabletops, and computer keyboards and mice, touch screens, and other high-touch surfaces as needed.

Removal of non-essential library equipment or educational toys

The following items will be isolated from the public due to the high-risk/high-threshold for proper cleaning:

- Puppets
- Hand-held educational toys
- Public puzzle table
- Game controllers
- Shared office supplies (pencils, staplers, etc.)

Level-4 Readiness (high exposure)

(Includes Levels 1-3 Readiness)

Supplies

Protective clothing such gloves, protective eye-wear, and/or aprons may be utilized to maintain a safe working environment.

Cleaning protocol

Level-4 cleaning protocol represents the deepest of cleaning efforts and as a result, departments will assume a level of cleaning and disinfecting of public equipment at each shift change. Managers will convey the details of cleaning protocols to their staff and update checklists as appropriate (see Appendix B for checklist)

Extra precautions include disinfecting public surfaces throughout the main library facility per standard procedures for infection prevention. These surfaces include door handles, stair handrails, elevator buttons, study tabletops, and computer keyboards and mice, touch screens, and other high-touch surfaces as needed.

Building Supervisors

Based on federal/state/local health mandates, there may be a period of time where the building is closed to general staff and only minimum basic operations are permitted. Minimum basic operations is defined as works necessary to allow the library to maintain the value of inventory and equipment, ensure security, process transactions (including payroll and employee benefits), or facilitate the ability of other workers to work remotely⁶.

The following employees have been designated as minimum basic operations staff:

- Library Director
- Head of Adult Services
- Head of Youth Services
- Head of Outreach Services
- Librarian II/Librarian Specialists
- Circulation and User Experience Manager
- Cataloging Manager
- Director of IT
- IT Specialists
- Accountant & Benefits Coordinator
- Community Relations Manager
- Facilities Specialist

Other employees may be designated temporarily or permanently as minimum basic operations staff upon approval by the library director.

⁶ [MIOSHA Emergency Rules 10-14-2020](#), issued under the Michigan Department of Labor and Economic Opportunity.

On-Site Work

The Safety Supervisor in Charge will act as the primary safety officer during each shift. The Safety Supervisor will be the library director or the senior most staff member within a department for that department's assigned week:

- 1st week of the month: Youth services
- 2nd week of the month: Outreach services
- 3rd week of the month: Circulation services
- 4th week of the month: Adult services
- 5th week of the month: Administration

Duties of Safety Supervisor in Charge

- Assist with communication if a staff member answers in the affirmative to health screening questions.
- Monitor PPE requirements and enforce appropriate wear with staff and volunteers.
- Monitor communal areas to ensure that all staff are maintaining 6ft distances and enforce with staff and volunteers.
- Launder reusable rags (at the end of the week).

For the staff working on premises

- Workstations should not be shared each shift; when a shift-change occurs, each staff member should perform shift-change cleaning.
- Items such as pens, phones, or computers should not be communal. If items must be shared, they must be cleaned.
 - A best practice for pens utilized by the public would be to have a separate bin/receptacle for "used" items that can be disinfected/quarantined for 24 hours at the end of each day.
- Employees will need to communicate their travel that is out of the state (especially to an identified viral hotspot) to the library director or direct supervisor from an awareness standpoint. This measure is not meant to be over burdensome, but to ensure the safety of our employees.

Reporting Workplace Safety Issues

Employees should promptly report any suspected violations of on-site workplace safety to the Safety Supervisor in Charge and/or the Library Director. The report can be made verbally or in writing, via telephone or electronic communication. Employees who have concerns about the safety of the workplace should include the date, details about the specific transgression, and note any staff member, volunteer, or contractor's name associated with the incident. The Safety Supervisor in Charge and/or Library Director will follow up and remediate problems with a facility enhancement or coaching/discipline for employees.

Facility Enhancements & Internal Controls for Staff and Public

The library designed phases of operation (see Appendix C) that maximize access to materials by the public, while requiring the fewest number of staff members to be present in the building or on bookmobile vehicles. The phases will be entered into depending on the prevalence of COVID-19 in the community. The more restrictive phases (Phase 5: Virtual Only and Phase 4: Drive-Thru) would be used when community spread is high and there is collective effort to mitigate viral transmission. Phases 3, 2, and 1 assume low community spread and may result in higher interaction among individuals. Community members should assess their own risk tolerance to determine the best way to interact with the library.

6ft Social Distance

In accordance with recommendations from the CDC and state and local agencies, the library will require that staff, volunteers, contractors, and the public to maintain 6ft social distance when possible. If 6ft social distance cannot be maintained, other physical controls will be employed, such as sneeze guards.

- Community Relations will coordinate and place physical markers on the floors to ensure 6ft social distancing.
- Department managers should work with Facilities to evaluate their workroom and reconfigure to maximize 6ft distance. If staff workrooms cannot be reconfigured, supervisors should explore setting up workstations at other places within the library building (while closed to the public) and present alternate work spaces to the library director for approval.

Quarantining circulate materials

- Items that circulated outside of the library and are subsequently returned will be quarantined for a duration of time according to professional standards.
- Customers who are concerned about borrowing items can be advised about the quarantine window and/or advised to place items on hold. Holds have a 5-day pickup window and will empower customers to choose the duration of time they are most comfortable with before borrowing shared materials.

Enhanced Cleaning Procedures

- Employees will be responsible for cleaning high touch surfaces periodically in their department and some communal areas during the day (see Appendix B - Cleaning Checklist).

Improvements to the Facility

- Increased ventilation (of outside air) will be implemented when heating and cooling the library building.
- The Library will place hand sanitizer dispensers at key places throughout the library building to mitigate the spread of microbes from person-to-person or person-to-surface.
- The Library will place disinfectant wipes at key places throughout the library building to encourage disinfecting of keyboard, mice, and other surfaces.

Vehicle Operation

- Vehicular occupancy should be one person or as low as possible. If staff must have more than one person in a vehicle, people should maximize spacing as much as possible and wear masks. Most importantly, if more than one person is in a vehicle, ensure the vehicle's heating/AC system is not recirculating air. The vehicle should be placed in the setting to draw outside air. Open windows would be ideal.
- The RHPL community bookmobiles will resume service initially only for hold distribution and will not allow members of the public to board either vehicle. Once Michigan is officially in phase 5 (containing phase) of the MI Safe Start Plan, will standard bookmobile operations resume.

Appendix A - Screening at Arrival

Staff can utilize the MI Wellness check app to log health screening details online, or utilize a staff phone line to verbally answer the screening questions provided by Oakland County.



This checklist provides basic information only. It is not intended to take the place of medical advice, diagnosis or treatment.

WHAT TO DO

Create and implement an active screening plan including:

- Location and staffing of the screening table
- Signage to support the active screening process
- Rules to allow or prohibit entry
- Script for screening
- Alcohol-based hand sanitizer available at the screening table
- Handout explaining the changes
- Develop sick policies, like work from home options

SCREENING QUESTIONS TO CONSIDER

Greet everyone entering the building with a friendly, calm, and reassuring manner.

- "Good morning/afternoon! As you know, COVID-19 continues to evolve quickly. We are screening all employees for potential risks of COVID-19 to ensure the health and safety of everyone."

1. Do you have any of the following symptoms: fever, cough, shortness of breath/difficulty breathing, or at least 2 of the following – chills, muscle pain, headache, sore throat, loss of taste/smell, diarrhea, or extreme fatigue?

Yes No

2. Have you traveled internationally within the last 14 days?

Yes No

3. Have you had close contact with a confirmed/probable COVID-19 case?

Yes No

HOW TO RESPOND

- If the individual answers NO to all questions, they have passed the screening and can begin working.
- If the individual answers YES to any screening questions, or refuses to answer, they failed the screening. Keep the employee away from others and contact a supervisor for assistance.

MESSAGES YOU CAN USE TO PREVENT SPREAD OF VIRUSES AND STAY HEALTHY

Practice these healthy habits to prevent the spread of viruses:

- Wash your hands with soap and warm water for 20 seconds. If unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze, or cough/sneeze in your upper sleeve.
- Immediately throw away used tissues in the trash, then wash hands.
- Clean and disinfect frequently touched surfaces, such as doorknobs, handles, light switches, tables, toilets, faucets, sinks and cell phones.
- Avoid touching common surfaces in public places – elevator buttons, door handles, handrails, etc. Use elbows or knuckles to push buttons when you do not have a tissue or sleeve to cover your hand or finger.
- Make sure others in your household, or anyone you are regularly in close contact with, follow these precautions.

For more information, visit [CDC's Resources for Businesses and Employers](#).

For questions call Nurse On Call at 1.800.848.5533

NURSE ON CALL PUBLIC HEALTH INFORMATION
800.848.5533 NOC@OAKGOV.COM
OAKGOV.COM/HEALTH @PUBLICHEALTHOC

 

The Oakland County Health Division will not deny participation in its programs based on race, sex, religion, national origin, age or disability. State and federal eligibility requirements apply for certain programs.
3/22/20

Appendix B - Cleaning Checklist

Department Name _____

Date _____

| | Morning Shift Change | Afternoon/evening Shift Change |
|--|----------------------|--------------------------------|
| Self-checkout screens (each hour) | | |
| Countertops & drawer handles | | |
| Staff arm chairs | | |
| phones | | |
| staff computers keyboards/mice | | |
| public computers keyboards/mice (as used) | | |
| Photocopier | | |
| Door handles | | |
| Public handrails | | |
| Elevator buttons (external) | | |
| Elevator buttons (internal) | | |
| study room tables (when possible) | | |
| Restroom doors | | |
| Restroom faucets | | |
| Drinking fountain | | |
| Vending machine | | |
| office supplies like staplers and tape (as needed) | | |

Communal cleaning assignments:

- i. Circulation: stair handrail, elevator buttons (outside/inside)
- ii. OS: scooter handles/panel on scooter front
- iii. YS: bathroom accessibility button, bathroom doors (where people push it open)
- iv. AS: bathroom accessibility button, elevator button outside

Appendix C - Phases of Operation

Rochester Hills Public Library
PHASED REOPENING PLAN



| PHASE 5 <i>Online Only</i> | PHASE 4 <i>Drive-Thru Services</i> | PHASE 3 <i>Grab & Go</i> | PHASE 2 <i>Limited Use</i> | PHASE 1 <i>Full Service</i> |
|--|--|--|---|--|
| <ul style="list-style-type: none">• Building & drive-thru closed.• Online library available 24/7.• Programs are online.• Live phone assistance.• Bookmobile suspended. | <ul style="list-style-type: none">• Building closed.• Drive-thru open & phone assistance.• Online library available 24/7.• Programs are online.• Bookmobile suspended. | <ul style="list-style-type: none">• Building open with public access limits.• Drive-thru open & phone assistance.• Online library available 24/7.• Programs are online, take-home & outside.• Face masks required.• Bookmobile: Hold pick-ups only. | <ul style="list-style-type: none">• Building open with distancing measures.• Drive-thru open & phone assistance.• Online library available 24/7.• Programs are online, take-home, & outside.• Face masks required.• Bookmobile: Limited public access. | <ul style="list-style-type: none">• Building open with full-service & no restrictions. |
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Visit rhpl.org and our social media channels for updates.



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