

# Emergency & Safety Manual

Parry Sound Public Library

March 2020



**A Visit Will Get You Thinking**

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# Parry Sound Public Library

## Emergency & Safety Manual

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## Introduction

These policies are intended to assist the employees of the Parry Sound Public Library in responding to serious emergencies such as fire, injury to staff or public, severe weather, bomb threats, hostage situations, gas leaks, electrical problems, etc. In the case of a city-wide emergency, such as an ice storm or severe earthquake, staff should look to municipal authorities for direction and support.

In case of a Library emergency, the Library CEO will be notified immediately. If the CEO is not available, the Library Board Chair (or a designated Library Board member) and the City Manager will be notified. The designated spokesperson regarding emergencies will be the CEO and/or the Chair of the Board or his/her designate. Staff should refer all inquiries to the designated spokesperson.

**The safety of patrons and employees is paramount in responding to emergencies. All Library employees should be familiar with emergency procedures.**

**Using the material in this manual, each of you can improve your own skills in handling a potentially dangerous situation. At no time, however, should you place yourself in danger as you follow these procedures. Common sense should always be used.**

**The staff should react as a team and if possible confer before taking any action. A complete Incident Report should be filed after the resolution of every emergency. See Appendix A.**

**The CEO or the Library Board spokesperson will keep employees informed of any situations that jeopardize the safety of staff or patrons.**

## **Section 1: Evacuation**

### **Emergency calls: 911**

In the event of serious circumstances such as fire, the evacuees should assemble in front of Parry Sound Bikes (located at 25 Mary Street), unless otherwise directed.

After an evacuation, no member of the staff or public is to enter the building until advised to do so by the Fire Chief or Chief of Police.

Employees must not leave the site unless approved to do so by their supervisor, the Fire Chief or Police Chief (e.g. Do not get in your car and drive away).

### **1. 1 Evacuation Plan for People with a Disability**

It is expected that, on entering the building for the first time, a person who for any reason may require assistance should familiarize themselves with the established procedures of the evacuation plan and talk to staff member about evacuation procedures.

If a disabled person is unable to exit the building unassisted:

#### **EVACUATION ACTIONS**

- a) Communicate the nature of the emergency to the person.
- b) Ask how the person would like to be assisted.
- c) Evacuate mobility aids with person, if possible.
- d) Escort person to safe area if unable to evacuate.
- e) If the person is in a wheelchair and you need to go down a set of stairs, ask if they want to be facing forward or backwards.
- f) If you are not able to exit building due to fire find the safest location until emergency personnel arrive to help assist.

#### **1. 1. 1 Evacuation Plan for People with Mobility Impairments**

People with mobility impairments can hear standard alarms and voice announcements and can see activated visual notification alerts that warn of danger and the need to evacuate but may need help exiting the Library.

Persons with walking aids and impaired mobility.

- a) Introduce the 'Buddy System' where you ask another patron or a staff member to accompany the person outside the Library.
- b) Be prepared to allow able-bodied persons to evacuate the premises first.
- c) Be prepared to travel at a rate that is comfortable to the person with impaired mobility.

### **1. 1. 2 Evacuation Plan for People with Visual Impairments**

Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and advise of any obstacles such as stairs, narrow passageways, or overhanging objects. At the Assembly Area (Parry Sound Bikes), orient the person and ask if further assistance is needed.

### **1. 1. 3 Evacuation Plan for People with Hearing Impairments**

Communicate with the person through writing, hand gestures, or lip-reading. Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Parry Sound Bikes), orient the person and ask if further assistance is needed.

### **1. 1. 4 Evacuation Plan for People with Speech Impairments**

Communicate with the person through writing or hand gestures. Offer to guide the person to the nearest exit if you can, if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Parry Sound Bikes), orient the person and ask if further assistance is needed.

### **1. 1. 5 Evacuation Plan for People with Cognitive Impairments**

Communicate with the person through a picture diagram. Offer to guide the person to the nearest exit if you can if not ask someone else. Have the person take your elbow and direct the person to the Assembly Area (Parry Sound Bikes), orient the person and ask if further assistance is needed.

## Section 2: Fire

**Emergency calls: 911**

**Huronion Fire & Alarm: 1-888-363-9311**

The fire alarm system is monitored by Huronion Alarm. If there is evidence of fire or smoke, press the fire button on the security panel at the back (McMurray St) entrance.

When the fire alarm sounds:

1. Huronion Alarms will contact and dispatch the Parry Sound Fire Department.
2. All staff should assist in clearing the building by directing patrons to the nearest exits. One staff member should clear the main floor, while the second staff member clears the lower level and locks the front doors.
3. Staff will assemble in front of Parry Sound Bikes (25 Mary St) and keep watch on the doors to see if anyone leaves or enters the Library building. The senior staff member will ensure that all staff members are present and will report to the senior firefighter on duty with the master keys for the building.
4. Do not re-enter the building until it has been declared safe to do so by the fire officials.
5. File an Incident Report. See Appendix A.



## Section 3: Power Failure

### Emergency Calls: Lakeland Power -- 705-746-2611

- In the case of a power failure, emergency power will provide limited lighting for a limited amount of time.
  - If the power failure lasts more than 20 minutes, the Library must be closed and evacuated.
1. If the outage lasts more than 20 minutes or if the failure occurs at night, evacuate Library patrons by following the evacuation procedures.
  2. Lock all doors. Post signage informing the public of the emergency closing at all entrances. **“Closed Due to Power Failure.”**
  3. Inform any staff, including part-time workers and volunteers who might be coming in for a later shift, that the Library is closed. Advise contacts for meeting room bookings and possible Library program attendees.
  4. Call media to announce the closing. Post closing on Library’s official Facebook page. Call the local radio, Moose FM, and ask them to make an announcement. Moose FM: 705-746-2163.
  5. File an Incident Report. See Appendix A.

## Section 4: Fumes/ Gas Leak

**Emergency Calls: 911**

**Union Gas Emergency #: 1-877-969-0999**

For strange fumes coming from air conditioning units, call RTP Mechanical (company which maintains units.) They can be reached at **705-774-6664**.

### 4.1 Fumes

1. Evacuate the general area where fumes are noticeable.
2. Open windows and doors.
3. Contact the CEO or senior staff on duty.
4. The decision to close the Library will be made by the CEO; in the absence of the CEO, the senior staff member on duty will make the decision.
5. File an incident report. See Appendix A.

### 4.2 Noxious Fumes

1. Should a person be ill or overcome by fumes, remove the victim from the vicinity of the fumes.

**Warning: Be Careful. If someone has been overcome by fumes, you could be too.**

2. **Call 911** for an ambulance immediately. Send the nearest available person to the main entrance to await the arrival of the ambulance (or other emergency vehicle) to direct Emergency Personnel to the patient.
3. If it is necessary to evacuate the building, follow the evacuation procedures.
4. Contact the CEO or senior staff on duty to determine whether the Library should be closed.
5. Lock and secure the building.
6. Place notices informing the public of the emergency closing at all entrances.
7. File an Incident Report. See Appendix A.

### 4.3 Gas Leaks

- Natural gas is colourless, odourless and non-poisonous—but it's highly flammable. Gas companies add a rotten-egg smell so escaped natural gas can be detected.
- If you smell gas, call **Union Gas Emergency #: 1-877-969-0999** The emergency service is available 24 hours a day, seven days a week.

1. In the event of a gas leak, or suspected gas leak evacuate the building following the evacuation procedures.
2. Call the emergency number for Union Gas 1-877-969-0999.
3. Do not re-enter the building until authorized to do so by the Union Gas Personnel.
4. File an Incident Report. See Appendix A.

## Section 5: Floods, Water Leaks, & No Water

**Town of Parry Sound Water and Sewer: 705-746-2101**

**Town of Parry Sound Water and Sewer after hour emergency: 705-773-8207**

### 5.1 Flooding

1. Do not enter flooded area; there may be danger of electrical shock.
2. Report flooding immediately to the CEO or senior staff on duty.
3. File an incident report. See Appendix A.

## **5.2 Water Leaks**

1. Report water leaks immediately to the CEO or senior staff on duty.
2. If possible, an attempt should be made either to remove endangered Library materials and equipment from the immediate area or to protect them by covering with plastic.
3. File an incident report. See Appendix A.

## **5.3 No Water**

### **Short shut-off (maximum 3 hours)**

1. Library staff should post signs in the Library to inform patrons that the water is not functioning including Out of Order signs on the washroom doors.
2. Where notice is provided by the Town of Parry Sound that a water shut-off is planned, the CEO or designate will contact patrons that have booked the meeting room to advise them in the event that they want to cancel their booking. Similarly, the Children's programmer should notify the parents of children in programs that there is no running water.
3. During a water shut-off, staff are expected to provide coverage while their colleagues access a washroom facility in close proximity to the Library.
4. If a staff member, due to health reasons, requires more immediate access to a washroom, they will contact the CEO or senior staff on duty so other working accommodations can be made.
5. If the water shut-off is unplanned, the above procedure should still be followed.
6. File an incident report. Appendix A.

### **Shut-off of more than 3 hours**

1. The decision to close the Library will be made by the CEO or the senior staff on duty.
2. Inform staff, including part-time workers and volunteers who might be coming in for a shift, that the Library is closed. Advise contacts for meeting room bookings and possible Library program attendees.
3. Close and secure the building.
4. Place notices at all entrances informing the public of the closing.

5. Call media to announce the closing. Post closing on Library's official Facebook page. Call the local radio, Moose FM, and ask them to make an announcement. Moose FM: 705-746-2163.

6. File an incident report. See Appendix A.

## **Section 6: Injuries/ Medical Problems**

### **Emergency Calls: 911**

- **If the injury involves a staff member, please notify the CEO. Follow Worker's Safety Insurance Board (WSIB) regulations and procedures.**
- Under no circumstances should an untrained employee attempt to offer medical advice, attention, or medication.
- **First Aid Kits are located at the front desk (labeled bottom drawer). AED is located in a box on the wall beside the public washroom on the main floor. Naloxone nasal spray is also located in the front desk drawer with the First Aid Kits.**

### **6.1 Illness or Serious injury**

1. In injuries such as falls, broken limbs, shock, unconsciousness, epileptic attacks, the injured person should not be moved.
2. Make the injured person as comfortable as possible. Inform the person that help is coming.
3. Call 911. Be precise in stating the location of the emergency.
4. Send the nearest available person to the main entrance to await the arrival of the ambulance or other emergency vehicle to direct Emergency Personnel to the patient.
5. Clear the area of bystanders; remove obstacles that may be in the path of Emergency Personnel.
6. Look for "Medic Alert" tags bearing the standard physician's symbol. These may be located around the wrist, neck, or in a wallet. Such tags indicate special medical problems.
7. Obtain the name, address and telephone number of the injured person, or witnesses if possible.
8. Library staff should never offer to drive an ill or injured person anywhere for medical assistance.
9. File an Incident Report. See Appendix A.

## **6.2 Minor Injuries**

The following procedures should be followed in those cases of injury that do not warrant the procedures described above:

1. If the injury is sufficiently minor, administer first aid.
2. Library staff should never offer to drive an ill or injured person anywhere for medical assistance.
3. File an Incident Report. See Appendix A.

## **6.3 Bio-Hazards: Needles or Bodily Fluids**

**Parry Sound Health Unit: 705-746-5801 ext. 3213**

### **6.3.1 If you find a needle**

If a Library employee or a member of the public finds a needle, call the Parry Sound Health Unit at 705-746-5801 ext. 3213. Use disposable latex gloves when picking up the needle. Gloves can be found on the CEO's desk and in the labeled First Aid drawer at the front desk.

The Library has a sharps/needle disposal unit located on the CEO's desk. When necessary, the disposal unit will be removed by the senior staff responsible for the Library facility. Please check regularly for changes to the location of the sharps/needle disposal unit.

### **6.3.2 If pierced by a needle**

1. Allow the area to bleed freely. (Do not squeeze it.)
2. Clean with soap and water. Do not use alcohol.
3. Apply antiseptic and cover with a bandage.
4. Watch for signs of infection.
5. Call a physician for follow-up.
6. File an incident report. See Appendix A.

## **6.4 Cleaning up Bodily Fluids**

1. Wear disposable latex gloves (available in First Aid drawer at the front desk and a box can be found on the CEO's desk).
2. Clean area with a germicidal cleaner.
3. Dispose of gloves and cleaning materials in plastic bags for disposal.
4. Wash hands thoroughly immediately after removing gloves.

## **6.5 Working in Extreme Temperatures (outside)**

For instances of extreme temperatures inside the Library, please see 9.2 Heating/ Air Conditioner Failure. Library employees are not to be outside during extreme weather situations.

Library employees are occasionally required to work out of doors. When working out of doors and there is a risk of encountering extreme temperatures, they should observe the following:

1. Dress appropriately for the temperature. Wear layers and warm clothes in the cold and lighter fabrics in the summer.
2. Reduce the amount of exposed skin. Wear hats, mitts, scarves, etc. in cold weather. Wear hats, sunscreen/ long loose fabrics in the summer.
3. Seek shelter/ shade and take frequent breaks.
4. Drink plenty of hydrating fluids.
5. Work at a slower pace and reduce exertion.

**Library employees are not allowed to work in temperatures above 38°C or below -25°C.**

## **Section 7: Rules of Conduct (Patron Behavior Policy OP-20)**

The operational policies of an organization are procedures and guidelines used to ensure that day to day operations are of high standard and guided by the fundamental values of the organization. This policy has been drafted in order to ensure that all users and staff of the Library are treated with dignity and respect and are able to use the facilities without disruption. When a patron is found to be in violation of the Library Code of Behaviour, the following policy will ensure that there is a consistent organization response, rather than a personal one.

In addition, this policy acknowledges the Ontario Library Associations' guidelines with respect to Teen's rights in Public Libraries. The Associations' guidelines recognize that teens have a need for positive social interactions with peers and adults, as well as for structure and clear limits.

### **On the Library premises:**

The use of insulting, threatening or vulgar language, assault, or generally disruptive behaviour will be cause of exclusion from the Library and/or prosecution of the offenders.

Persons committing acts of vandalism, shoplifting or theft of Library equipment, or materials will be prosecuted under Canada's criminal code at the discretion of the CEO or management.

Parents or guardians are responsible for the supervision of their children. Children requiring supervision are not to be left unattended in the Library as per Section 79 (3) of Ontario's Child and Family Services Act which reads:

(3) No person having charge of a child less than sixteen years of age shall leave the child without making provision for his or her supervision and care that is reasonable in the circumstances.

### **Library Code of Behaviour:**

- Speak and work quietly.
- Disruptive behaviour is not permitted.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Running jumping or other inappropriate physical activity is not permitted.
- Attend to and supervise children in your care.
- Use Library materials, equipment and furniture with care.
- Report disruptive behaviour to a Library employee.
- Set your cell phone to silent and use quietly.
- You may enjoy food and covered drinks in the Library, however, no food or drinks are allowed at the Library computers.
- The consumption of alcohol, drugs of any type, smoking, or use of electronic cigarettes or similar devices is prohibited on Library property.
- Any breach of laws will result in police intervention.



In addition, patrons are not permitted to loiter in the ground floor washrooms, hallway, or under the stairs and outside at the back emergency stairway.

The Library Code of Behaviour will be posted and a copy will be kept at the desk for all staff to refer to.

### **Exclusion from the Library:**

Patrons not complying with the Library Code of Behaviour will be asked to leave on either a temporary or permanent basis.

For minor violations, patrons will be given a warning that their behaviour is in violation of the Library Code of Behaviour. When possible, a short explanation will be offered as to how the violation is disruptive to the atmosphere of the Library and how it impedes the enjoyment of the facilities for others.

For minor violations, at the discretion of the CEO or management, a second warning may be given. Police will be called when required.

When a patron is asked to leave the Library due to a violation of the Code of Conduct an incident report will be written.

If a patron has been excluded from the library they will be subject to the Province of Ontario's Trespass to Property Act, R.S.O. 1990, c. T21.

If a patron is asked to leave the Library, the period of exclusion will not be less than one day. This will allow time for the patron to reflect on their behaviour and for the CEO to review the incident report and video, and determine if further exclusion or action is warranted.

### **Right of Appeal**

Patrons may appeal and decision regarding their exclusion from the library within ten working days of the date of the exclusion. The appeal shall state why library privileges should be restored. The CEO will respond to the appeal in writing within ten (10) days of the date the appeal was received. Any person may appeal the CEO decision by sending an appeal in writing to the Board Chair of the Library within ten (10) business days. The decision of the Library Board is final.

## **7.1 Breaches of the Rules of Conduct**

If you feel that you are a victim of abusive or insulting behaviour you have several options available to you: you may handle the incident yourself, seek assistance from your supervisor or the CEO, or push the panic button or call the police.

### **7.1.1 Dealing with an Incident Yourself**

Tell the patron clearly and firmly that their behaviour is against Board policy. If you choose to do this, it is advisable to have a witness present and to fill out an Incident Report. It is important that the written record of the incident includes the date, times, the nature of the behaviour, and witnesses, if any.

### **7.1.2 Seeking Assistance**

You may choose to seek assistance from your supervisor, the CEO or the Ontario Provincial Police.

### **7.1.3 Informal Complaints**

You may request that the matter be dealt with on an informal basis with the assistance of your supervisor. It is sometimes the case that such unacceptable behaviour is the result of a communication problem and that once this has been identified the matter can be resolved fairly easily without going to a full investigation.

### **7.1.4 Formal Complaints**

A formal complaint may be filed within a reasonable time of the incident. However, the sooner you file, the easier it will be to establish facts and resolve the case satisfactorily.

A formal complaint must be written and signed, and must include a description of the incident or incidents, the names of witnesses, if any, and details of any steps already taken to resolve the matter. It may be submitted to the supervisor; however, all formal complaints must be copied to the CEO, who is responsible for conducting an investigation.

### **7.1.5 Remedial Action**

When the CEO is satisfied that an employee is or has been the victim of abusive or insulting behaviour by a member of the public, the CEO will immediately warn the patron that he or she is in violation of this policy and that the behavior will not be tolerated. This warning may be made orally and/or in writing. The person who violates this policy may be required immediately to leave the Library premises, including Library grounds. A suspension of Library borrowing and/or use privileges may ensue under the Library's Rules of Conduct. If unacceptable behaviour persists, then a written notice of the Library's intention not to allow the customer on Library premises for a given time will be served. In the event of

a second violation of this policy, the person who violates this policy will be barred from use of the Library and the matter may be referred to Parry Sound OPP.

## **7.2 Angry or Irate Patrons**

Dealing with angry or irate patrons is a problem we all face when working with the public. Here are some techniques to follow: Focus on emotions first, try to remain calm, and try to calm the other person. Do not give the appearance of being combative or fearful. Show that you care about the patron's problem by making eye contact, nodding head and have a relaxed body posture.

1. Try to avoid escalating the situation. Find ways to help the irate patron save face. Listen attentively and elicit all information about the complaint.
2. Be aware of how you are speaking. Speak slowly and clearly. Keep your voice low-pitched and quiet.
3. Empathize with the patron and try to understand how he/she feels. Listen carefully and try to put yourself in their shoes so you can better understand how to solve the problem. If the patron is assured that you understand, then there will be no need to express that anger at a higher level. This does not mean that you agree with the complaint. This only means that you acknowledge their feelings.
4. Repeat what the patron has said (paraphrase) and ask if your paraphrase is an accurate restatement of what was said.
5. If the patron says your paraphrase is not correct, ask him/her to restate the point. Paraphrase until you have done so to the patron's satisfaction.
6. Make your statement only after the patron has accepted your paraphrasing.
7. Paraphrasing is especially useful during arguments on highly emotional issues when one side tends to prepare a rebuttal while the other side is still speaking. Paraphrasing ensures that both sides really listen because each side must be able to restate the other's position. The resulting communication is usually cleared and the situation is frequently enhanced.

When you understand what the problem is take immediate action:

1. If the patron's complaint is legitimate, alleviate the situation in the appropriate manner based on the Library rules and policies.
2. If the patron's complaint is not legitimate, and he/she wants you to alter established rules, explain the Library's policy.

3. Suggest alternative solutions that do not violate Library policy.
4. If the patron persists after you have followed these guidelines, refer the patron to a senior staff member on duty or the CEO.

## **7.3 Disruptive Behaviour**

**Muskoka-Parry Sound Community Mental Health Service 705-746-4264**

**Police (non-emergency): 705-746-4225**

**Police (emergency): 911**

Some patrons may act strangely, but they do not disturb other patrons or staff. These people should not be considered disruptive patrons unless their behaviour violates or restricts the rights of others to use the Library freely.

Disruptive or rowdy behaviour, loitering or soliciting (including soliciting signatures for a petition) are not allowed in the Library or on Library property. If individuals or groups are guilty of any of these practices that violate the rights of others, the staff member in charge, if possible accompanied by another staff person(s), should:

1. If this is a regular patron who appears to be having an off day, try engaging them in conversation. Ask them how the weather is outside today. Ask them how they're feeling today. An example of the kind of conversation you might have:

'Hi, (patron's name). How are you doing today? You don't seem like yourself, did you get a good night sleep last night/ have you had something to eat today?'

2. If they identify as needing aid, if they haven't eaten, or didn't have anywhere to sleep last night ask them if they would like you to contact someone for them. Let them use the phone if they are in distress. Allow them to call a family member or friend. Direct them to Community Mental Health if an opportunity arises.

3. Otherwise, approach the patron and explain that his or her behaviour is inappropriate in the Library as it violates library policy. Address them by name, if possible. If there is a co-worker that has a special rapport with the individual, see if they are available to speak with them.

4. Let them know what we will need from them to no longer be in violation, let them know the consequences if they don't follow the policy (let them know that they have a choice in following the policy or leaving the library). If they refuse to leave on their own let them know that they have a choice to leave on their own or you will have to call someone to escort them out.

5. If they decide to leave, let them know that they are welcome to come back tomorrow (if applicable). Consider walking them out the door to ensure they actually leave.

6. Call the police to escort them out if they continue to refuse to leave. Do not attempt to physically force them out of the library.
7. Make sure the patrons and other staff are safe. Consider waiting at a distance or somewhere you feel safe until the police arrive if they are refusing to leave.
8. Email the staff coming in later that day to let them know about the individual(s) and any action you took. Describe what they are wearing to help with identification. Please cc the CEO on this email.
9. File an Incident Report. See Appendix A.

## **7.4 Children in the Library (Patron Behavior Policy OP-20)**

**Family and Children's Services (Children's Aid Society): 705-746-9354**

**Police Non-Emergency: 705-746-4225**

1. Responsibility for the behaviour and well-being of any child under the age of 18 who uses the Library rests with the parent/caregiver.
2. Employees are not responsible for children in the Library.
3. Children under 12 years of age are not to be left unattended in the Library.
4. In all areas of the Library, children 10 years of age and under must be in the immediate vicinity of a parent/caregiver. The parent/caregiver of a child 10 years of age and under attending a Library program, which does not require the parent to be in attendance, must remain in the vicinity of the program room.
5. The assigned caregiver must be at least 18 years old and carry emergency contact information.
6. If a child 10 years of age and under is found unattended in the Library, either during hours of operation or at closing time, PSPL employees will make every attempt to locate the parent/caregiver in the facility. Library employees will make attempts to call the child's home phone number. If parent/caregiver direct contact cannot be made within one hour, Library employees are obligated by the Ontario Child and Family Services Act to call the police or the Children's Aid Society. Employees must complete an Incident Report.
7. If a particular child has been left unattended on previous occasions, and the parent/caregiver has already been informed of the Library's policy, follow the steps in #6 above.
8. Library employees are required to notify the appropriate authorities if they have reason to suspect that there is evidence of child abuse and/or neglect.
9. Under no circumstances is a Library employee to accompany an unattended child off the Library property.

10. This policy will be posted in areas of the Library and on the Library website.

Techniques for interacting with an unattended and/ or distressed child:

1. Comfort and reassure the child. However, limit physical contact and “pair up” with another staff member whenever possible.
2. Do not offer food.
3. If in doubt about a situation with an unattended child, do not hesitate to call the police.
4. Under no circumstances is a staff member to drive a child home.
5. File an incident report. See Appendix A.

#### **7.4.1 During Library hours:**

**Police Non-Emergency: 705-746-4225**

1. Try to find out the child’s name, address and phone number.
2. Try to find the parent in the Library.
3. Place a call to the parents’ home if the number is available to attend at Library to take custody of the child.
4. If the parent cannot be reached within one hour or the parent cannot attend the Library within one (1) hour – contact the Parry Sound OPP.
5. If the Library is closing and the parent(s) cannot be reached – contact the Parry Sound OPP.
6. Do NOT leave the Library with the child.
7. If the child leaves the Library alone, unsupervised, after having contact with the Library staff, call and advise the Parry Sound OPP.

#### **7.4.2 Chronic Supervision Problem:**

1. If a child is regularly left unattended for significant periods of time: obtain the child's name, address and phone number.
2. Phone the parent(s) to discuss the situation.
3. If the matter persists bring to the attention of the CEO who will then discuss it with the Library Board for further action.

## **7.5 Violence, Assault or Threat of Assault**

### **Police: 911**

1. Any staff member who observes an act or threat of violence or assault will call the police immediately.
2. Act as calmly as possible and do not argue with the assailant.
3. Try to alert other staff members and patrons, and move away.
4. Call 911, if possible, or hit one of the panic buttons. Panic buttons are hanging at front desk, at staff lockers, and in back office. Press and hold panic button until red light flashes.
5. File an Incident Report. See Appendix A.

## **7.6 Watching, Following and/or Approaching**

If suspicious watching, following, and/or approaching of a patron or staff member is observed or reported, the staff member in charge, if possible accompanied by another staff person(s), should:

1. Offer support to the victim.
2. Warn the offender that if the behaviour continues the police will be called.
3. Observe the offender. Note details of age, build, height, colouring, clothing, etc.
4. Call the police if the behaviour continues.
5. File an Incident Report. See Appendix A.

### **7.6.1 Stalking, Flashing and/or Exposure**

Stalking, flashing or exposure is a criminal offence. If such an incident is observed or reported, the staff member in charge, if possible assisted by another staff person(s) should:

1. Offer support to the victim.
2. Call the police and give them a description of the offender.
3. Observe the offender. Note details of age, build, height, colouring, clothing, etc.
4. Identify the offender to the police if the offender is still in the Library when the police arrive.
5. File an Incident Report. See Appendix A.

## **7.7 Trespass Notices (Patron Behavior Policy OP-20)**

Trespass notices are issued by the CEO on behalf of the Board and under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44 and the Trespass to Property Act, R.S.O. 1990, c. T.21. The Public Libraries Act, s 23 (4) © gives the Board the legal authority to make rules “for the exclusion from the Library of persons who behave in a disruptive manner or cause damage to Library property”.

The issuance, appeal and revocation of trespass notices will be subject to the following rules:

A trespass notice may be issued to persons who behave in a disruptive manner or cause damage to Library property. The notice will cite the Trespass to Property Act, R.S.O. 1980, Chapter 551, Section 3.

1. A trespass notice may be issued by the CEO and his/her designate to persons who violate the Library Board’s Rules of Conduct.
2. A trespass notice to the offender will be issued by registered mail or hand delivered;
3. A trespass notice may be issued for a period of one month to an indefinite period;
4. Library staff will be notified of individuals who have been sent a letter banning them from the building. Two copies of the original letter will be kept: one copy will be posted on the staff bulletin board. The second copy will be delivered by hand to the Parry Sound OPP.
5. A person issued with a trespass notice may appeal the notice by requesting in writing to appear before the Board to give reason why the notice should be revoked.
6. An appeal to revoke a trespass notice issued to a minor must be made by the appellant in the company of their parent or legal guardian.

## **7.8 Hold and Secure Procedure**



Hold and Secure is a partial lockdown response for a threat to personal safety that is present outside of the building. Access to and from the building is controlled. Types of circumstances that could result in a hold and secure being initiated include

- A violent person in close proximity to the building (outside – for inside the building, see 7.9 Lockdown Procedure)
- A potentially dangerous animal outside the building
- Severe weather (eg. tornado)
- An environmental threat outside the building (eg. chemical fire, explosion)

In such cases, the following procedures are recommended:

1. Advise the CEO of the threat. It may be necessary to call 911.
2. Tune in to local news stations and/or local police service website or social media for up-to-date information
3. The most senior level staff will announce “Hold and Secure” to the Library’s patrons. Information shared should include the nature of the threat, not to leave the facility, and to advise that further updates will be provided.

Sample Hold and Secure wording: “Attention, this is a security alert. We are implementing hold and secure procedures due to a threat outside the Library. For your own safety, stay inside the building. We will notify you when it is safe to leave.”

If the CEO is not present, notify and maintain ongoing communication with the CEO.

4. If safe to do so, a staff member will be posted at the main entrance to advise patrons that it is too dangerous to go outside. If a patron refuses to stay in the library, call the OPP.
5. Depending on the nature of the threat, it may be necessary to lock the entrance doors.
6. Turn off lights and move patrons and staff away from windows if the threat could result in windows being broken from the outside.
7. All individuals should prepare to move into Full Lockdown if required.
8. Hold and Secure is over when announced by a person of authority (senior level staff)
9. An incident report is to be completed after the event is resolved. See Appendix A.

## **7.9 Lockdown Procedure**

Designated meeting place during Lockdown Procedure is outside Parry Sound Bikes (25 Mary Street.)

When a patron present inside the facility poses a violent threat to staff members or patrons, the staff member can initiate a lockdown of the Library. An example is an armed person in the building. The following steps should occur only if it is safe to do so.

1. Lock the entry door and telephone 911 or push a panic button. Include location, description of the assailant, what is going on and if anyone has been hurt.
2. A senior level staff will make an announcement of "Full Lockdown" to the patrons. If possible, follow the same format as found in 7.8 Hold and Secure Procedures

Sample Lockdown wording: "Attention, this is a security alert. There is an armed intruder in the building and we are implementing Full Lockdown procedures. Please take shelter immediately." (or) "Attention, Full Lockdown is in effect. Take shelter immediately" (or) "Lockdown. Lockdown. Lockdown."

Remember to speak clearly.

3. Depending on the circumstances and level of danger, employees inside the building can react as follows, only if it is safe to do so:

#### Run

- If there is an escape path, attempt to evacuate, whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Go to your designated meeting place if it is safe to do so.
- Call 911 when you've reached safety.

#### Hide

- Go to the nearest room and lock the door or barricade with furniture.
- Take patrons into hiding.
- Stay out of assailant's view.
- Move down onto the floor or take cover under desks.
- Turn off cellphones and stay silent.
- Turn off lights
- Stay clear of windows

4. During a Lockdown, it is possible that assailants will try to "trick" people into coming out from hiding. They may go to locked doors and pretend to be employees or police. They may force employees to make announcements that "it is safe to come out." **DO NOT COME OUT OF HIDING.** The CEO or local police will make an announcement using a specific phrase when the Lockdown is over.

5. A member of the local police and/or the CEO will go around and unlock all doors when the Lockdown is over.

6. Once the situation has been resolved and the Library is re-opened, complete an Incident Report. See Appendix A.

## **7.10 Hostage Situation**

The primary concern is for the safety of staff and the patrons. It is important to keep the situation from worsening. Employees should not challenge the offender(s) but rather they should try to remain calm and cooperate with them.

1. Offer and provide access to and assistance with the telephone and/or other equipment. The intent here is to establish communication between the offender(s) and persons with some skill in dealing with such situations.
2. Staff should work with the offender(s) to evacuate as many people as possible from the building.
3. Call 911, advise emergency authorities of the situation, and proceed as advised. If unable to call 911 push the panic button located hanging beneath the front desk, at the staff lockers, or in the back office.
4. Evacuated employees should be prepared to assist the police with information about the offender(s) (number, names, descriptions, location in the building), type and number of weapons, hostages remaining in the building, and other requested information.
5. Notify the CEO. File an incident report. See Appendix A.

## **Section 8: Problems relating to alcohol/ drugs**

**Muskoka-Parry Sound Community Mental Health Service 705-746-4264**

**Police (non-emergency): 705-746-4225**

**Police (emergency): 911**

Should you observe or encounter a person who appears to be under the influence of alcohol or drugs:

1. Be cautious when approaching them. Consider approaching them from the front and putting a table or some distance between yourself and the patron.
2. Notify another employee that you are going over to the person. Establish a code word or a length of time before they position themselves nearby. Ideally, the second employee would be engaging in non-

threatening activities (such as checking books on a shelf or shifting books) nearby. Pages should not be used as the second employee unless absolutely necessary.

3. Speak calmly and directly to them. Ask them questions to determine if they are coherent.

Sample questions: "Can you tell me your name?"

"Can you tell me where you are?"

"Can I help you get transportation home?"

**If the patron appears asleep or unconscious...**

4. If the patron appears to be asleep or unconscious, try knocking on the desk nearby them and calling in a louder voice. Avoid shouting, violently shaking them or slamming objects and they may startle and lash out. If you need to touch the person to try to wake them, stand behind them and tap their back. If the person is not waking up, increase the volume of your voice and try gently shaking them.

**5. If the person will not regain consciousness, is sluggish when they wake or exhibits blue-tinged lips and/or fingers dial 9-1-1 immediately.**

**If the patron is sluggish or struggling to maintain consciousness...**

6. Inform them that you are concerned for their safety and that you are going to call for medical help. Call 911.

7. Remain with them until help arrives. Monitor their situation, try to keep them conscious.

**If the patron is agitated, angry, hyper or otherwise acting abnormally...**

8. Address the person by name, if possible. Remain calm and speak to them calmly. If you find yourself feeling upset, scared or anything other than calm, see if a co-worker can take over the conversation for you. If there is a co-worker that has a special rapport with the individual, see if they are available to speak with them.

9. Try engaging them in conversation. Ask them how the weather is outside today. Ask them how they're feeling today. An example of the kind of conversation you might have:

'Hi, (patron's name). How are you doing today? You don't seem like yourself, did you get a good night sleep last night/ have you had something to eat today?'

10. If they identify as needing aid, if they haven't eaten, or didn't have anywhere to sleep last night ask them if they would like you to contact someone for them. Let them use the phone if they are in distress. Allow them to call a family member or friend. Direct them to Community Mental Health if an opportunity arises.
11. If they appear to be rambling or talking to themselves, do not acknowledge this.
12. If they are violating a library rule, inform them of this. Let them know what we will need from them to no longer be in violation, let them know the consequences if they don't follow the policy (let them know that they have a choice in following the policy or leaving the library). If they refuse to leave on their own let them know that they have a choice to leave on their own or you will have to call someone to escort them out.
13. If they decide to leave, let them know that they are welcome to come back tomorrow (if applicable). Consider walking them out the door to ensure they actually leave.
14. Call the police to escort them out if they continue to refuse to leave. Do not attempt to physically force them out of the library.
15. Make sure the patrons and other staff are safe. Consider waiting at a distance or somewhere you feel safe until the police arrive if they are refusing to leave.
16. Email the staff coming in later that day to let them know about the individual and any action you took. Describe what the person is wearing to help with identification. Please cc the CEO on this email.
17. File an Incident Report. See Appendix A.

## **Section 9: Physical facility/ technology failure**

### **9.1 Damage/Malfunction**

Should you discover any damage to the Library building (broken windows, doors, etc.), or should you observe that some fixture (toilet, water fountain, etc.) is not working properly, notify the CEO or senior staff on duty.

## 9.2 Heating/ Air Conditioner Failure

Should you discover that the heat or air conditioner (AC) does not appear to be working, notify the CEO or senior staff on duty.

The CEO or senior staff will contact the appropriate company immediately and will monitor the temperature.

For an AC failure:

- Set up fans to assist with air movement.
- Be sure there is access to water, preferably cool water
- If other parts of the building still have AC or are cooler, staff should switch service points
- Staff are encouraged to work at a slower pace and reduce exertion
- If appropriate, encourage frequent breaks.
- **If the temperature in the Library becomes 38°C or higher, the CEO or senior staff will close the Library.**

For a heating failure:

- Close non-essential spaces to the public and keep the doors closed
- If the temperature in the Library becomes 5°C or lower, the CEO or senior staff will close the Library.
- Prior to leaving the Library, the CEO or senior staff will turn on all taps (where possible) to a light trickle to discourage water freezing in the pipes.

## 9.3 Technology Failure

As a general rule, the Library will not close due to technology failure.

Should there be a technology or computer failure and you can't get a hold of the CEO or designate then contact: Georgian Bay Software 705-746-6943

### 9.3.1 Internet failure

1. Check internet and Wi-Fi to determine if it is the public network, the staff network or both that have stopped working.
2. In the back office, next to the CEO's desk you will find the modem and router, located in the metal cabinet below the security monitor.
3. Unplug the modem and router and wait 30 seconds before plugging back in.
4. If this attempt to reset the Internet fails, alert a senior staff member or the CEO.

5. If the internet will be down for more than 30 minutes, post signage on the front doors and on social media notifying patrons.

### **9.3.2 Computer failure**

If a computer fails, try restarting the computer. If it is still not working, place an out of order sign on the monitor and notify the CEO.

## **Section 10: Break-ins/ Vandalism/ Theft**

**Police (non-emergency): 705-746-4225**

**Police (emergency): 911**

### **10.1 Break-Ins**

If you arrive at the Library and find evidence of a break-in, theft or vandalism:

1. Do not enter the building if you believe the perpetrator is still inside.
2. Call the police.
3. Enter the building when the police arrive.
4. Walk through the building assessing damage, theft.
5. Notify the CEO.
6. File an Incident Report. See Appendix A.

### **10.2 Vandalism**

If vandalism is observed during Library hours, the staff member in charge should:

1. Decide whether the destructive patron seems harmless and if so inform him or her that the action is against the law and must stop.
2. If the patron seems dangerous, or refuses to stop destroying Library property when warned, call the police.
3. File an Incident Report. See Appendix A.

4. The Library will prosecute anyone who maliciously destroys Library property, but can only do so when the vandalism has been observed and documented. Photographs, video footage and incident reports are all useful documentation in this situation.

### **10.3 Theft**

Theft of Library materials can only be dealt with if the Library can prove that the patron intended to steal the material. Even if a patron is attempting to leave the building with materials that have not been signed out, it must not be assumed that theft was intended. If you are convinced that a patron is attempting to steal Library material:

1. Approach the individual and ask if you can help him or her to sign out the material.
2. Do not attempt to restrain or detain a patron who does not respond to your approach.
3. If the material is not handed over, telephone the police.
4. File an Incident Report. See Appendix A.

## **Section 11: Hold-ups/ Robberies**

### **Emergency Calls: 911**

1. Do not put up a fight. It is not your responsibility to act as a police officer. Resistance may only serve to increase the destruction and bring about bodily harm to staff and/or patrons. Therefore, offer no resistance.
2. Call 911 . . . discreetly, if you can. Otherwise push the panic button located hanging beneath the front desk.
3. File an Incident Report. See Appendix A.



## **Section 12: Bomb Threats**

**Emergency call: 911**

### **12.1 Suspicious Objects or Packages in the Library**

1. Do not disturb any suspicious object or package.
2. During the day, notify the CEO or senior staff on duty who will call the police. Ask for instructions on building evacuation.
3. During evenings and weekends, the senior staff member on duty will call the police to ask for instructions on building evacuation.
4. Notify the CEO.
5. File an Incident Report. See Appendix A.

### **12.2 Telephone Threat**

If you receive a call regarding a bomb threat; keep the caller on the telephone if possible without endangering yourself and/or the patrons in the building and WRITE DOWN as much of the following information as you can obtain:

1. The time the phone call came in and the time the bomb is set to go off.
2. The location of the bomb (building, floor, room.)
3. The kind of bomb.
4. The reason the bomb was set.
5. Any other information that might prove useful in finding the bomb or identifying the caller.
6. Notify the CEO or senior staff on duty who will call the police and ask for instructions on building evacuation.
7. During evenings and weekends the senior staff member on duty will call the police to ask for instructions on building evacuation.
8. File an Incident Report. See Appendix A.

## **12.3 Imminent Detonation**

1. If the alleged time of the explosion is imminent (within 15 minutes of the call), activate the fire alarm.
2. Evacuate the building using the evacuation procedures (see Section 2, above).
3. If more time is available, call the police with details, report the alleged location and time of explosion immediately to the CEO or designate.
4. Wait outside the emergency entrance of the building for Emergency Police and/or Fire Personnel in order to receive further instructions.
5. File an Incident Report. See Appendix A.

## **Section 13: Inclement Weather/ Emergency Closing**

The Parry Sound Public Library is a public service institution, and every effort is made to maintain regular hours for the public. Circumstances which could precipitate closure include: failure of heating/cooling equipment during periods of extreme weather, heavy snowfall, unsafe road conditions, lack of electrical power, lack of computers available at the circulation desk for an extended period of time, or inadequate staffing levels. The responsibility for closing the Library rests with the CEO or the senior staff on duty if the CEO is not available.

The decision to close will be based upon:

1. General conditions of roads.
2. Condition of parking lots and walkways.
3. Availability of staff to open and operate the Library.
4. Condition of the building's equipment.
5. Requests for closure by local or provincial agencies.

The public will be notified of the closure by means of signs posted on the entrances, posts on social media and an announcement on local radio.

All employees scheduled to work during hours when the Library closes unexpectedly will receive their normal day's pay. If the Library is closed while staff are at work, employees will be dismissed for the day and will be paid for the balance of hours that they normally would have worked.

During operating hours, minimum staffing assigned is to include 2 employees. If the Library cannot meet this minimum staffing requirement in the building due to sickness or poor weather conditions the Library will close.

## **Section 14: Earthquake**

In the event of an earthquake tremor:

1. Evacuate the building.
2. If exits are blocked because of falling debris, staff and patrons should take cover under tables and study carrels.
3. Call 911 to notify emergency services.
4. After an evacuation, no member of the staff or public shall enter the building until advised to do so by the Fire Chief or Chief of Police.
5. Normal Library operations will not be reinstated until it has been determined by emergency personnel that there is no possibility of endangerment to public or staff.
6. Contact the CEO.
7. File an incident report. See Appendix A.

## **Section 15: (A) Epidemic/Pandemic**

1. If there is a serious infectious disease outbreak, recovery may be slow and limited staff, services, and hours may be necessary for several weeks or more.
2. Parry Sound Public Library may temporarily close or limit services because of a public health emergency such as an epidemic/pandemic in the event that any of the following occur:
  - a) A mandate, order, or recommendation for closure is issued by the Town of Parry Sound, Parry Sound District, provincial or federal health or other government officials.
  - b) If a Library employee has been diagnosed with the contagion, the library will temporarily close.
  - c) At the direction of the library board
  - d) At the discretion of the CEO

In addition, the Parry Sound Public Library may temporarily close, reduce its operating hours, or limit services, in the event that there is insufficient staff to maintain basic service levels or to reduce the possible spread of the contagion. In the event of closure, overdue fines will be suspended. The exterior book drop may be closed or kept open and cleared periodically.

3.Types of Library Closures:

- a) Complete Closure: no staff in the building at any time.

- b) Library Closure with Essential Services Only: exempt and other essential library employees may be required to work from home or on site during closures to perform necessary duties, such as payroll, bill paying, building maintenance, emptying book drops, etc.
- c) Library Closure with Reduced Services: Staff may:
  - i. be allowed to work inside the building, although the building is closed to the public
  - ii. be assigned to provide services to patrons in newly determined ways

4. In the event of cancellation of services, programs, meeting room usage or Library closures, library staff, at the direction of the CEO will:

- a) Notify staff, board members, custodial staff and the public via email, social media and the Parry Sound Public Library website
- b) Call or email scheduled program presenters, community room reservations, outreach sites, program attendees (if we have contact information)
- c) Provide information regarding the epidemic/pandemic on the Library's website's homepage
- d) Create signage for updating patrons inside the library and on the outside of the building.
- e) Notify local media and other government entities as deemed necessary by the board and CEO.

#### 5. Screening, Social Distancing and Personal Protective Equipment

- 1. If recommended and/or required by local, provincial or federal health officials, library staff will follow suggestions and directions to complete pre-work health screening questions and implement social distancing within the library building. Personal Protective Equipment (PPE) will be provided by the library should it be deemed necessary for employees to wear such equipment when working in the library during closure or upon reopening. Refer to Appendix D for time-sensitive requirements related to health, safety and emergencies. Refer to Appendix E for workplace screening questions.

#### 6. Additional Cleaning Measures

During the epidemic/pandemic, the library board and CEO will ask staff and contracted custodians to increase cleaning within each location. The CEO will devise new cleaning procedures for the library during the epidemic to ensure standards for the cleaning of bathrooms, railings and door knobs, telephones, keyboards, counters, and cleaning of workstations/offices of employees who go home sick, emptying of wastebaskets, etc.

#### 7. Responsibility for Library Operations

The CEO and library board will establish a schedule for seeing to the critical needs of the facility if the library is closed for an extended time (boiler and building checks by custodians, book drop, payroll and banking considerations). If, for any reason, the CEO is unable or unavailable to perform the responsibilities and decisions outlined in this policy, administrative authority for this policy and all library operations shall be provided by the library board chair.

## **Section 15: (B) Handling of Returned Materials during a Viral Pandemic**

1. To reduce the risk of Infectious disease, staff handling returned library items must:
  - Wear disposable latex gloves when handling items from the book return and when disinfecting items.
  - Remove gloves following the 7-step glove removal procedure (Appendix C).
  - Refrain from touching your face; germs can easily be passed from your hands to your mouth causing infection
2. All books and items should be accepted for return through the external and internal book return bins only and should not be accepted at service desks.
3. Removing items from book return:
  - Don disposable gloves.
  - Straddling the book return bin and bending your knees to keep the items close to your body and to protect your back, remove only a few items at a time from the return bin to avoid leaning items on clothing.
  - Place items on designated shelves/carts where they will remain for a period of approximately 72 hours.
  - Space the shelves/carts sufficient distance away from the book return bin to avoid the need to twist. If space permits, stand books up in an open/fanned position.
  - Once book return bin is empty, remove gloves as per the guidelines outlined in Appendix C, including washing your hands immediately following the glove removal.
4. After 72 hours:
  - Don gloves
  - For books:
    - Wipe the outside of each book with an approved cleaner.
    - Allow the book to air dry.
    - Place the book on the book cart.
  - For DVDs:
    - Wipe the inside and outside of the case with an approved cleaner.
    - Use an approved DVD cleaner to wipe both sides of the DVD.
    - Allow the case and DVD to air dry before returning the DVD to the case.
    - Place the DVD on the book cart.
  - For other lending items:
    - Wipe the item as best as possible with an approved cleaner.
    - Allow the items to air dry.
  - Once items have been disinfected and placed on carts, remove gloves as per the guidelines outlined in Appendix C, including washing your hands immediately following the glove removal.

5. Returning books to shelves:

- Place items from book carts on to shelves as per regular procedure, bending your knees to access the low shelves to reduce forward bending.
- Once all required items have been returned to the shelves, remove gloves as per the guidelines outlined in Appendix C, including washing your hands immediately following the glove removal.

Reviewed annually

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CEO Signature

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Date

## **Appendix A: Incident Reports**

### **Introduction**

Filing incident reports allows the Library to keep track of incidents that occur and to assess if any remedial action is required (e.g., banning, training, new policies or procedures, the filing of a Form 7 with the WSIB).

### **Procedure**

Complete the following form, filling in all relevant categories.

Once the form is submitted, a copy of the form will kept by the CEO.

### **When should you file an Incident Report?**

The Emergency Safety Manual addresses this matter in detail, but here are some examples of incidents that would require the completion of an Incident Report. As this is not an exhaustive list of possible situations, staff will always have to make a judgment call about the seriousness of the situation.

If in doubt about whether to complete an incident report, ask the CEO or senior staff on duty.

- Physical or verbal altercation with a customer or between customers.
- Serious breaches of Code of Conduct (if you are recommending that a patron be banned, then complete an incident report). For example, you would not complete one for a patron that was told to stop using a cellphone but you would if that customer yelled and threatened you after you had asked him/her to stop.
- If you have an accident in the workplace (e.g., you slipped on the stairs)
- If you have a report of a patron observed “leering” at young children/teens in the Library.
- If a patron has been left in the Library after it has closed.
- You had to call the Police or other emergency response for assistance.
- A patron reports an unsafe situation to you (e.g., a fallen shelf).
- The police called looking for information about a patron.

# PARRY SOUND PUBLIC LIBRARY

## INCIDENT REPORT

Name of Staff completing Incident Report: \_\_\_\_\_

### INCIDENT TYPE

- ☐ Injury/Illness    ☐ Complaint    ☐ Security    ☐ Vandalism    ☐ Assault    ☐ Criminal  
☐ Other \_\_\_\_\_

Date Occurred: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Specific Location: \_\_\_\_\_

### Personal Details (person involved in incident):

Full Name: \_\_\_\_\_ ☐ Male    ☐ Female    Age: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

### INCIDENT DETAILS: Describe the incident (Include the names, locations, witnesses, details)

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Were police called to the scene? YES \_\_\_ NO \_\_\_

Name of Police Officer(s): \_\_\_\_\_

### INJURY/ILLNESS DETAILS:

Type of Bodily Injury (if any): \_\_\_\_\_

Names of Injured persons: \_\_\_\_\_

Describe exactly what happened: Did the person: ☐ Go Home    ☐ Go to a doctor    ☐ Go to a Hospital

First aid received? YES \_\_\_ NO \_\_\_ First aider details and treatment details: \_\_\_\_\_

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## Appendix B: Emergency Contacts

**POLICE-FIRE-AMBULANCE 9-1-1**

Electrical – Bay Area Electrical: 705-746-5877

Family and Children’s Services (Children’s Aid Society): 705-746-9354

Fire Department: 705-746-2262

Georgian Bay Software: 705-746-6943

Heating/Cooling: RTP Mechanical: 705-774-6664

Huron Fire & Alarm: 1-888-363-9311

JASI helpdesk call Ontario Library Service – North: 1-800-461-6348

Konica Photocopier: Near North Business Machines: 705-787-0517

Lakeland Power: 705-746-2611 / 1-888-282-7711

Locksmith: Safe N Sound Locksmithing: 705-746-0918

Moose Radio: 705-746-2163

Muskoka-Parry Sound Community Mental Health Service: 705-746-4264

Town of Parry Sound: 705-746-2101

Parry Sound Health Unit: 705-746-5801

Town of Parry Sound Water and Sewer: 705-746-2101

Town of Parry Sound Water and Sewer after hour emergency: 705-773-8207

Plumbing: Morrow’s Plumbing: 705-746-8135

Police (non-emergency): 705-746-4225

Union Gas Emergency: 1-877-969-0999

Snow Plow: (Dale) 705-203-0705

## Appendix C:

# How to Remove Gloves

To protect yourself, use the following steps to take off gloves



Grasp the outside of one glove at the wrist.  
Do not touch your bare skin.



Peel the glove away from your body,  
pulling it inside out.



Hold the glove you just removed in  
your gloved hand.



Peel off the second glove by putting your fingers  
inside the glove at the top of your wrist.



Turn the second glove inside out while pulling  
it away from your body, leaving the first glove  
inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Clean your hands immediately after removing gloves.

## Appendix D:

### COVID-19 Emergency: Mandatory face masks

The Parry Sound Public Library works with other agencies responsible for health and safety and emergency preparedness. During the COVID-19 pandemic of 2020, the library responded to specific requirements under provincial legislation including regulations as well as to requirements of the local public health unit. As an organization that is permitted to open per *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20 – Stage 2 Closures, our library now has been given a responsibility and additional requirements with respect to implementing mandatory mask use.

1. Under O. Reg 263/20 s.4(2), no member of the public is permitted to enter or remain in the public areas of the Enclosed Public Space (“the library”) unless they are wearing a mask (see note 1) in a manner that covers their nose, mouth and chin.
2. The exceptions to this requirement under sub-section (1) are:
  - a) Children under two (2) years of age, or children under the age of five (5) years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver;
  - b) Individuals with medical conditions rendering them unable to safely wear a mask, including breathing difficulties or cognitive difficulties;
  - c) Individuals who are unable to apply or remove a mask without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act* (AODA) or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended;
  - d) An employee working in an area of the library that is not designated for public access or working within or behind a physical barrier (e.g., plexiglass).
3. No person shall be required to provide proof of any of the exemptions set out in sub-section (2).
4. Individuals are permitted to temporarily remove their mask when necessary for the purpose of:
  - a) consuming food or drink
  - b) for any emergency or medical purpose
5. Those individuals removing their masks for extended periods of time and outside of the temporary exemptions outlined in sub-section 4 will receive a verbal reminder from our staff of the requirement to wear a mask as a result of this policy.
6. The library will post the following information at every public entrance using prominent and clearly visible signage:

All persons entering or remaining in these premises must wear a mask that securely covers the nose, mouth, and chin as required by the Medical Officer of Health under the authority of the *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20.

Toutes les personnes qui entrent ou restent dans ces locaux doivent porter un masque qui couvre solidement le nez, la bouche et le menton, comme l'exige la Médecin chef en santé publique en vertu de la *Loi sur la protection civile et la gestion des situations d'urgence* (LPCGSU), Règlement de l'Ontario 263/20.

7. In addition to the face mask requirement, the library will have an alcohol-based hand rub at all entrances and exits for the use of all persons entering or exiting the establishment.
8. Library staff will be trained in these mandated requirements, including all aspects of Appendix D.

Note 1: "Mask" means: a cloth (non-medical) mask, medical mask or other face coverings, (e.g., bandana, a scarf or cloth), for filtering respiratory droplets that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gapping.

## **Appendix E:**

### **COVID-19 Emergency: Mandatory Employee Screening**

Version 1 – September 25, 2020

Ontario Ministry of Health COVID Screening Tool for Workplaces (Businesses and Organizations)

This tool provides basic information only and contains recommendations for businesses or organizations for COVID-19 screening as per Ontario Regulation 364/20. It is not to be used as a clinical assessment tool or intended to take the place of medical advice, diagnosis or treatment. Where the document includes references to legal requirements, it is not to be construed as legal advice. This document may also not be applicable to health care settings, and some non-health care workplaces (e.g., congregate living settings) where existing screening is already in place.

Workplaces should implement this screening for any workers or essential visitors entering the work environment. This does not include patrons entering a workplace (e.g., customers entering a grocery store, restaurant, bar or other food or drink establishment). It also excludes emergency services or other first responders entering a workplace for emergency purposes. Further, essential workers who travel outside for Canada for work purposes should not be excluded entry on this basis alone.

Screening should occur before or when a worker enters the workplace at the beginning of their day or shift, or when an essential visitor arrives.

At a minimum, the following questions should be used to screen individuals for COVID-19 before they are permitted entry into the workplace (business or organization). This tool may be adapted based on need and the specific setting.

Instructions in the tool should be followed. Anyone who does not pass screening should be advised that they should not enter the workplace and should self-isolate, call their health care provider or Telehealth Ontario. Once an individual has passed the screening questions, they should be allowed to enter the workplace, but should report any symptoms immediately

Employers must also meet all obligations under the Occupational Health and Safety Act.

## COVID-19 Emergency: Mandatory Employee Screening

### Required Screening Questions

1. Do you have any of the following new or worsening symptoms or signs?  
Symptoms should not be chronic or related to other known causes or conditions.

Fever or chills ◆ Yes ◆ No

Difficulty breathing or shortness of breath ◆ Yes ◆ No

Cough ◆ Yes ◆ No

Sore throat, trouble swallowing ◆ Yes ◆ No

Runny nose/stuffy nose or nasal congestion ◆ Yes ◆ No

Decrease or loss of smell or taste ◆ Yes ◆ No

Nausea, vomiting, diarrhea, abdominal pain ◆ Yes ◆ No

Not feeling well, extreme tiredness, sore muscles ◆ Yes ◆ No

2. Have you travelled outside of Canada in the past 14 days? ◆ Yes ◆ No

3. Have you had close contact with a confirmed  
or probable case of COVID-19? ◆ Yes ◆ No

### Results of Screening Questions:

- If the individual answers NO to all questions from 1 through 3, they have passed and can enter the workplace.
- If the individual answers YES to any questions from 1 through 3, they have not passed and should be advised that they should not enter the workplace (including any outdoor, or partially outdoor, workplaces). They should go home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1 866-797-0000) to find out if they need a COVID-19 test.

### Resources:

- COVID-19 (coronavirus) in Ontario webpage (find a testing location, check your results, how to stop the spread of the virus).
- Ministry of Labour, Training and Skills Development's Resources to prevent COVID-19 in the workplace
- Ministry of Health's COVID-19 Guidance for Essential Workplaces