

# **North Vancouver City Library COVID-19 Safety Plan**

**LAST UPDATED NOV. 27, 2020**

In compliance with WorkSafe BC requirements, this COVID-19 Safety Plan outlines the policies, guidelines and procedures that have been put in place to reduce the risk of COVID-19 transmission and so that the North Vancouver City Library can return to safe operation.

North Vancouver City Library (NVCL) is committed to providing a safe and healthy workplace for all of our staff. A combination of preventative and control measures will be used to mitigate the risk of exposure and potential spread of the COVID-19 virus.

All staff must follow the guidelines and procedures outlined in this plan to mitigate the risk of exposure to, and potential spread of, the COVID-19 virus.

NVCL follows direction and controls as specified by the BC Centre for Disease Control (BCCDC), the Ministry of Health, the Provincial Health Officer and the Medical Health Officer for Vancouver Coastal Health.

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## COVID-19 Basic Transmission Facts<sup>1</sup>

The COVID-19 virus is transmitted via larger liquid droplets when a person coughs or sneezes and also, potentially, when they are talking in very close proximity to another person. The virus in these droplets then can enter the body of another person when that person breathes in the droplets or when the droplets touch the eyes, nose or throat of that person.

This requires individuals to be in close contact – less than “social” distancing of 3 – 6 feet. This is referred to as “droplet” transmission and is believed to be the primary way COVID-19 is transmitted.

Droplet transmission is much more likely when in close contact in an indoor setting. As the distance from a person coughing or sneezing increases, the risk of infection from droplet exposure is reduced.

The COVID-19 virus can also be transmitted through droplets in the environment if a person has virus particles on their hands (ex. from covering a cough or sneeze) or if someone touches a contaminated area then touches their face or eyes without cleaning their hands. This speaks to the importance of regularly cleaning one’s hands and also cleaning of high touch areas in the environment.

A key issue in transmission is the median incubation period (the time from infection to appearance of symptoms) and the serial interval (the time between successive cases) for the COVID-19 virus. The serial interval for COVID-19 virus is estimated to be 5-6 days. For COVID-19 there are some emerging indications that there are people who can shed COVID-19 virus 24-48 hours prior to symptom onset, but at present, the World Health Organization (WHO) suggests that this does not appear to be a major driver of transmission. However, we need to acknowledge that there is debate about this and that at this time we cannot be categorical.

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<sup>1</sup> Source: BC Go Forward Strategy Checklist. [https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go\\_forward\\_strategy\\_checklist\\_web.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go_forward_strategy_checklist_web.pdf) Accessed June 1, 2020

## **Responsibilities**

Employers, supervisors and all staff share responsibility for a safe workplace and ensuring the guidelines and procedures outlined in this safety plan are implemented and followed effectively.

### ***Employer responsibilities:***

NVCL will:

- Ensure supplies and other resources (such as staff training materials) are readily available where and when they are required.
- Select, implement and document appropriate control measures.
- Ensure supervisors and staff are trained to an acceptable level of competency.
- Conduct a periodic review of the safety plan's effectiveness.
- Ensure staff are provided with and know how to properly use any required Personal Protective Equipment (PPE).
- Maintain records of safety inspections and staff training.
- Ensure a copy of this safety plan is available to all staff.
- Modify service models and levels if warranted.

### ***Supervisor responsibilities***

Supervisors will:

- Promote awareness and share information resources with staff.
- Direct work in a manner that eliminates or minimizes the risk to staff.
- Ensure staff are adequately instructed on the specific controls for identified hazards related to their work and location.
- Ensure staff properly use appropriate PPE where required.
- Ensure staff follow safe work procedures.
- Send staff home if they are ill.

### ***Staff responsibilities***

Staff will:

- Know and understand the hazards of the workplace.
- Take part in training and instruction.
- Follow all established safe work procedures as directed by the employer or supervisor, and use and care for required PPE as instructed.
- Report any unsafe conditions or acts to a supervisor, and know how and when to report exposure incidents.

- Not come to work if they are ill.
- Immediately contact a supervisor if they begin to feel ill at work, then leave work and follow local health agency guidelines.
- Take personal measures to protect themselves and follow public health orders.

## Risk Identification and Assessment

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if an individual touches a contaminated surface and then touched their face.

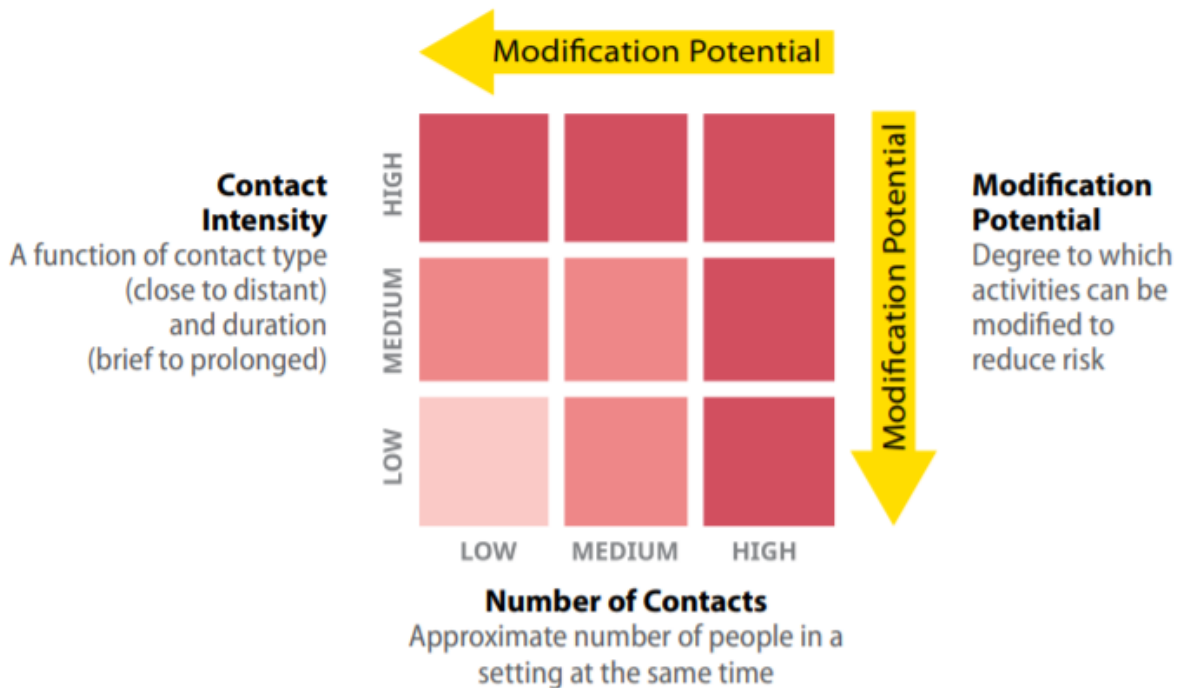
The risk of person-to-person transmission increases the closer people are to one another, the more time spent close together, and the more people that individuals come in contact with.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.<sup>2</sup>

## Risk Assessment

In accordance with the Provincial Health Officer’s recommendation, NVCL has assessed the **risk of transmission** from social interaction in our facility by considering:

- Contact **intensity** – the proximity and duration of contact
- **Number** of contacts – the number of people present in the space at the same time



<sup>2</sup> Source: Worksafe COVID-19 Safe Work Plan. <https://www.worksafefbc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en> Accessed May 22, 2020.

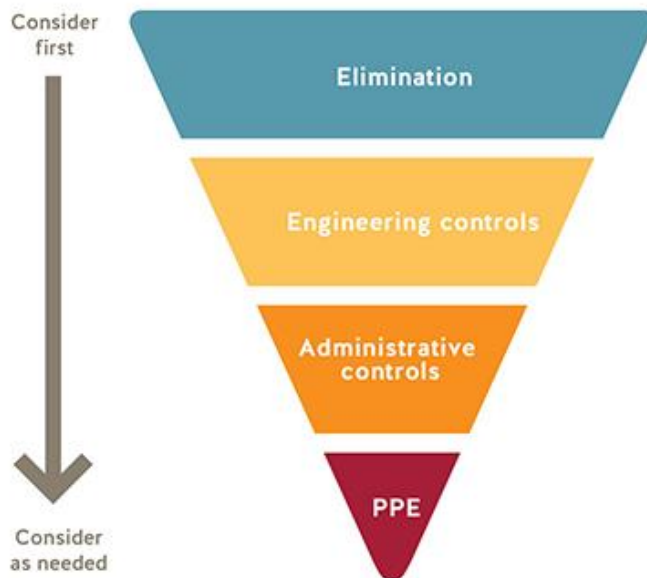
According to the PHO, where risk is low, nothing further is required. Where risk is medium or high, potential modifications or controls should be undertaken to reduce risk.

Potential risks in our worksite include:

- Risk of transmission among staff due to proximity in interior spaces and length of time spent together
- Risk arising from number and proximity of customers using the facility
- Risk arising from extended use of the facility by customers
- Risk arising from face-to-face public service, especially prolonged one-to-one support and instruction
- Risk based on shared use of tools, equipment and library materials by staff and customers

### **Risk Mitigation**

In accordance with WorkSafe BC guidelines, NVCL uses four levels of **controls** – elimination, engineering controls, administrative controls and PPE – to reduce the risk of the virus spreading through droplets in the air, in addition to cleaning and hygiene procedures. Different controls offer different levels of protection. Where possible, NVCL uses controls that offer the highest (first) level of protection, then considers additional levels if the first level isn't practicable.



**Physical distancing (elimination)** – mechanisms to minimize face-to-face contact, and keep people at a safe distance from one another

**Engineering controls** – physical barriers where it is not possible to maintain physical distancing

**Administrative controls** – rules and guidelines for staff and customers to reduce risk, including personal hygiene practices and cleaning protocols

**Personal Protective Equipment (PPE)** – where the first three levels of protection aren't enough to control the risks

These controls are reflected in **safe work procedures** and reinforced through **education and training**.

## **Control Measures at NVCL**

The following measures to mitigate risk of COVID-19 transmission will be implemented and maintained over the coming 12-18 months or until direction is received from the provincial health authority.

### ***Personal Measures***

Staff are expected to follow common sense practices and general public health recommendations to safeguard their health, including:

- **Washing hands** regularly for a minimum of 20 seconds with soap and warm water; or using alcohol-based hand sanitizer when handwashing facilities are not available
- Practicing proper "**respiratory etiquette**" by sneezing or coughing into a sleeve, or into a tissue and disposing of it immediately
- **Avoiding touching their face**
- **Staying home** when feeling unwell
- Practicing **physical distancing**
- **Wearing a mask** in all indoor public spaces, common areas of staff spaces, and any areas where physical distance cannot be maintained

Staff who are at an **increased risk of a more severe illness** due to age, a compromised immune system or underlying medical condition should consider extra precautions.

### ***Cleaning & Hygiene Measures***

Cleaning and hygiene practices reduce the risk of surface transmission:<sup>3,4</sup>

Staff are expected to follow **policies on handwashing and personal hygiene** practices, and signage will be posted in washrooms, the staff lounge/kitchen and on staff bulletin boards.

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<sup>3</sup> See WorkSafe BC. "COVID-19 Health and Safety: Cleaning & Disinfecting."

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-cleaning-disinfecting> Accessed May 26, 2020.

<sup>4</sup> See Public Health Agency of Canada. "Cleaning and disinfecting public spaces during COVID-19."  
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html> Accessed May 26, 2020.



**Staff and public washrooms** are checked twice daily to ensure they remain well-stocked with soap, toilet paper and paper towels.

**Hand sanitizing stations** are installed at the entrance and in high-traffic areas.

**Cleaning procedures and schedules** for the library facility have been established to ensure:

- Thorough **daily cleaning** of the entire facility
- Increased cleaning of **washrooms and kitchen** areas
- Increased cleaning of **hard, frequently-touched surfaces** like door handles, elevator buttons, banisters, barriers, counters, table tops and bathroom fixtures

To facilitate cleaning, counters, tables and work surfaces in both staff and public areas must be kept clear of all unnecessary tools, equipment and other items. Bags, purses, laptop cases and other personal belongings should not be placed on counters.

When **staff workstations are shared**, keyboards, mice, phones and desk surfaces must be cleaned between users.

Cleaning and disinfection **supplies and procedures** are provided for each workroom, staff area and active service point. Staff should use these in both staff and public areas for spot-cleaning in case of coughs or sneezes, and to clean staff workspaces and shared equipment between uses.

Supplies are also available for customers or staff to use to clean equipment shared by customers (ex. shopping baskets, computer keyboards) between uses.

**Shared close-contact equipment**, including earphones and toys for customer use and dishes, glassware and utensils for staff use, must be removed or put away.

### ***Physical Distancing (Elimination) Measures***

NVCL has implemented the following measures to reduce the number of people in the facility and to promote safe physical distancing.

## **Staff Areas**

Policies and procedures are in place to support staff to **work from home** where their work allows.

Staff are encouraged to use **email, telephone or web-based conferencing** in place of face-to-face meetings.

**Staff schedules** have been adjusted to decrease the number of staff in each work space at one time and to minimize sharing of workstations. Breaks are staggered to reduce congestion in the staff lounge/kitchen. Where practicable a cohort approach is used to further reduce contact among staff.

**Staff work areas** and shared spaces have been modified as necessary to ensure safe distancing. Staff workstations will be reconfigured or temporarily removed where safe distancing is not possible. Floor markings, walkways or directional signage will be installed in staff areas where merited, including at the staff entrance.

**Visitors are prohibited** in staff areas. **Contractors and deliveries** are permitted, but must follow the same personal hygiene, mask-wearing and physical distancing protocols as staff, and should minimize time in staff areas.

Workflows that bring staff into proximity with one another or with customers will be modified where possible to incorporate safe distancing measures.

## **Public Areas**

To reduce the number of customers visiting the library facility, NVCL has developed and encouraged the use of **alternative services**, including telephone, email and chat-based customer service, digital collections such as ebooks and elearning resources, and online programming for all ages.

**Loan policies** have been altered to encourage people to reduce the frequency of their visits, including extended loan periods, elimination of overdue fines and increasing the number of items that may be borrowed at one time.

**Takeout service** is promoted as an alternative to in-library browsing.

NVCL has established and posted **occupancy limits** for the library facility and implemented measures to restrict the number of people in the library at one

time.<sup>5,6</sup> Further occupancy limits and restrictions (including temporary closure) will be established for smaller spaces and spaces where congestion is a concern.

To manage the number of customers in the facility and the duration of their visits, and to minimize lineups and waiting areas:

- **Appointment-based** service is offered where practicable
- **Time limits** or metered access will be implemented where practicable

**Protected service hours** are in place for community members who have increased risk of severe illness from the COVID-19 virus (older individuals, individuals with underlying medical conditions).

To reduce the need for contact between staff and customers, NVCL continues to implement options for **self-service** or **touchless** transactions where practicable.

Physical distancing protocols for **payments and cash handling** will be implemented where needed (where it is necessary to process payments, we will continue to accept cash, recognizing not all people have access to credit or debit cards).

NVCL has identified and **reconfigured public spaces** where physical distancing may be a challenge, including changing the number and layout of public computer workstations, public seating and other furniture.

Measures in place to manage the flow of customers include:

- Recommended **traffic flow** for elevators and stairwells to encourage one-way traffic
- **Directional signage**, one-way walkways and marked-off designated walking areas as appropriate

**Signage, place markers** and other measures (ex. attendants) are used to encourage physical distancing in areas where people may congregate or line up.

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<sup>5</sup> "The PHO's order prohibiting gatherings of over 50 people is intended to prevent large groups of people from gathering in close quarters with one another, and does not necessarily apply to buildings where physical distancing is possible. There could be more than 50 patrons and staff in a large library building at any given time if they are not all in one area at the same time and are actively engaged in physical distancing." (Source: Ministry of Education. "Supporting Restoration of Public Library Service During COVID-19 in BC: Guidance Framework for Public Library Systems." Updated May 21, 2020.)

<sup>6</sup> Guidance to Retail Food and Grocery Stores recommends 5 square metres of unencumbered floor space per occupant. Unencumbered means retail floor space minus floor space used for fittings, displays, etc. <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-grocery-stores.pdf>

## **Engineering Controls**

Where it is not always possible to maintain safe distance between staff and others, NVCL uses additional measures to provide physical separation.

**Plexiglass barriers** and other partitions will be installed at public service desks and at staff workstations located too close to workroom doors or traffic paths where staff cannot relocate to another workstation.

Keeping spaces **well-ventilated** can also reduce the risk of transmission. The library facility is largely open-plan, has modern and well-maintained mechanical systems, and has operable windows.<sup>7</sup> To promote air circulation in spaces used by staff and customers:

- Windows are kept open where practicable (blinds may be closed to prevent heat gain)
- Doors are propped open where practicable and where it does not interfere with safe distancing or safety.

## **Administrative Controls**

NVCL has put in place policies and guidelines to reduce risk for staff and customers.

**Signage** in multiple languages will be posted at entrances and other key points to inform customers about occupancy limits, handwashing, hygiene practices, mask-wearing, and physical distancing.

Signage will also be in place to advise those who are ill, recently arrived from outside Canada, or recently in contact with someone who has tested positive for COVID-19 that they should not enter. (*NOTE: Libraries have been specifically instructed by the Chief Medical Health Officer that customers "should not be screened for temperature or symptoms upon entry. Signage advising [customers] who are ill that they should not enter is acceptable."*<sup>8</sup>)

Staff who are showing symptoms of COVID-19, have been directed by public health to self-isolate, who have recently arrived from outside Canada, or who have had recent contact with a confirmed COVID-19 case are **prohibited from the library facility** and must self-isolate.

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<sup>7</sup> Research is underway to assess whether air movement and mechanical systems have any role in the transmission of the COVID-19 virus. NVCL will take action based on public health recommendations.

<sup>8</sup> Source: Vancouver Coastal Health Authority. Letter to Arts, Culture and Recreation Facility Operators dated May 7, 2020. <http://www.vch.ca/Documents/COVID-19%20-%20MHO%20Letter%20-%20Culture%20and%20Recreation.pdf>

Procedures are in place should a customer or staff member start to **feel ill** in the library facility.

**First aid attendants** must review Occupational First Aid Attendant protocols<sup>9</sup> for use during the COVID-19 pandemic. (First aid attendants are not obliged to provide first aid to the general public.)

Staff **guidelines, procedures and training** have been developed for handwashing and hygiene; entering, exiting and passing through staff work areas; cleaning protocols including safe use and disposal of supplies; correct use of any personal protective equipment used; and specific safe work procedures.

In addition, guidelines for **working from home** and **working alone** are in place to ensure staff are safe.

**Staff education and training** are in place to ensure staff are familiar with protocols and take the form of:

- Information posted on staff **bulletin boards**
- Regular communication and updates via **Intranet** and **email**
- Periodic reviews at **staff meetings and crew talks**
- Scheduled **safety orientation** and review for new staff, staff returning to the library facility after an extended absence, and staff taking on new roles and responsibilities
- Site-specific orientation for **contractors** coming into the library facility
- Training for **supervisors** on monitoring staff and the workplace to ensure policies and procedures are being followed

### ***Personal Protective Equipment Measures***

PPE may be used where physical distancing, engineering and administrative controls cannot adequately control the risk of transmission. This is the final item in the hierarchy of controls because PPE should never be the only method used to reduce exposure, and should only be used if the first three levels are insufficient to sufficiently mitigate risk.

**Gloves** may be used in combination with other measures to further reduce the risk of exposure to the virus that causes COVID-19 and as additional protective

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<sup>9</sup> Can be accessed at <https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>

measures in circumstances where staff are touching materials with which others have or will come into contact.<sup>10</sup>

Gloves are required for some activities such as when cleaning and disinfecting common areas, or performing first aid.

Gloves will be provided for staff to use when cleaning, when handling recently returned library materials or when shelving or preparing library materials for use by others.

Gloves must be used in accordance with manufacturer instructions and good hygiene practices.

**Masks or face coverings** must be worn in indoor public spaces, including libraries.<sup>11</sup>

Free non-medical masks will be supplied to individuals who do not have one.

A face covering can be a medical or non-medical mask, or another face covering made of tightly woven fabric.

A face covering must cover the **nose and mouth**. Otherwise, it does not prevent the user from inhaling or exhaling potentially infectious droplets.<sup>12</sup>

The requirement to wear a mask **does not apply** to:

- A person **less than 12** (twelve) years of age
- A person who is **unable** to wear a face covering due to a **psychological, behavioural or health condition** or a **physical, cognitive or mental impairment**
- A person who is unable to put on or remove a face covering **without the assistance** of another
- While consuming **food or beverage**

**Staff must wear masks:**

- In all indoor public areas of the library
- In common spaces (thoroughfares and stairs, staff lunchroom or workrooms, shared washrooms, elevators)

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<sup>10</sup> Source: WorkSafe BC. "Returning to safe operation frequently asked questions."  
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/faqs-returning-to-safe-operation> Accessed May 26, 2020

<sup>11</sup> Source: Ministry of the Solicitor General.  
[https://www.bclaws.ca/civix/document/id/mo/mo/m0425\\_2020](https://www.bclaws.ca/civix/document/id/mo/mo/m0425_2020)

<sup>12</sup> More about when and how to use a mask can be found here:  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

- Any time they are unable to maintain at least 2 metres of distance from others
- When moving from one space to another

If staff work in a **staff workroom** or have an **office** (shared or otherwise), they are not required to wear a mask while are at their regular work station **if** they are able to maintain 2 metres of distance from others. If their workstation is within 2 metres from others, they must wear a mask.

**Face shields** should not replace masks, unless someone is unable to wear a mask. Persons with certain disabilities or medical conditions that inhibit breathing, such as asthma or chronic obstructive pulmonary disorder (COPD) may choose to wear a face shield. They still need to maintain 2 metres physical distancing, and practice good hand hygiene, especially if touching the face shield.

Face shields, by themselves, will not protect the wearer from inhaling potentially infectious droplets or from spreading the same type of droplets to others.

According to WorkSafe, masks may offer some level of protection to others by preventing the wide spread of droplets from the wearer. They may be used as a protective measure in combination with other controls and should never be relied upon as a sole protective measure.<sup>13</sup>

Staff will be provided with **non-medical masks** to use when working in situations where physical distancing or physical barriers are not options. Face shields for eye protection will also be made available.

Masks and face shields must be used in accordance with instructions for their correct use.

### ***Safe work procedures***

Specific **safe work procedures** have been developed for specific activities, services and programs.

Each safe work procedure will include:

- Identification and assessment of potential risks
- Specific safety measures to control risks (physical distancing, engineering controls, administrative controls, PPE)

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<sup>13</sup> Source: WorkSafe BC. "COVID-19 Health and Safety: Selecting and Using Masks." <https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-selecting-using-masks?lang=en> Accessed May 26, 2020.

Education and training on safe work procedures will be provided to relevant staff.



## **Ongoing Risk Monitoring and Safety Plan Updates**

All staff are responsible for supporting a safe workplace.

Staff who identify a **safety concern** should notify a supervisor immediately so that policies and procedures can be adjusted or updated.

Health and safety concerns may also be reported to the Joint Health & Safety Committee for consideration and recommendations.

As part of ongoing risk assessment, members of the Health & Safety Committee will perform regular **inspections** to identify emerging areas of concern.

## Resources

### ***Authoritative Sources of Information***

NVCL follows the evidence-informed recommendations of these local authorities.

**BC Centre for Disease Control** <http://covid-19.bccdc.ca/>

**Provincial Health Officer**

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

**Public Health Agency of Canada** <https://www.canada.ca/en/public-health.html>

**Vancouver Coastal Health** <http://www.vch.ca/covid-19>

**WorkSafe BC** <https://www.worksafebc.com/en/about-us/covid-19-updates>

### ***Resources Consulted***

Specific measures and guidelines reflected in this document are drawn from the following resources.

#### **Provincial Government**

***BC Go Forward Strategy Checklist: Key Steps to Safely Operating Your Business or Organization and Reducing COVID-19 Transmission***

[https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go\\_forward\\_strategy\\_checklist\\_web.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go_forward_strategy_checklist_web.pdf)

***BC Go Forward Management Strategy***

[https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/bc\\_covid-19\\_go-forward\\_management\\_strategy\\_web.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/bc_covid-19_go-forward_management_strategy_web.pdf)

***Ministry of Education. Supporting Restoration of Public Library Services During COVID-19 in BC: Guidance Framework for Public Library Systems.***

<https://www2.gov.bc.ca/gov/content/sports-culture/arts-culture/public-libraries/tool-resources-library-administrators>

## **WorkSafe BC**

**Arts and Culture Facilities: Protocols for Returning to Operation.**

<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/arts-and-cultural-facilities>

**COVID-19 Information & Resources**

<https://www.worksafebc.com/en/about-us/covid-19-updates>

**COVID-19 and Returning to Safe Operation**

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/covid-19-returning-safe-operation>

**Preventing Exposure to COVID-19 in the Workplace: A Guide for Employers**

<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>

## **Health Authorities**

**PHO Orders, Notices and Guidance re: COVID-19**

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

**Guidance to retail food and grocery stores**

[https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/guidance\\_to\\_grocery\\_stores\\_april\\_25\\_final.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/guidance_to_grocery_stores_april_25_final.pdf) (April 25, 2020)

**Guidance to social service providers**

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-social-service-providers.pdf> (April 4, 2020)

**Vancouver Coastal Health. Letter to Arts, Culture and Recreation**

**Facility Operators (May 7, 2020)** <http://www.vch.ca/Documents/COVID-19%20-%20MHO%20Letter%20-%20Culture%20and%20Recreation.pdf>

## **Other Resources**

**Canadian Urban Libraries Council. Toolkit on Recovery & Reimagined Library Services Post COVID-19 (May 21, 2020)**

<http://culc.ca/advocacy/thinktank/>

***Australian Library and Information Association: Checklist for Re-opening Libraries (May 6, 2020)*** <https://read.alia.org.au/australian-libraries-responding-covid-19-checklist-reopening-libraries>