COVID-19 Workspace Safety Plan

This plan requires the review of the operational activities in your workspace to ensure effective controls are in place to prevent the transmission of COVID-19. Management and supervisory staff are responsible for developing and updating this document to meet current government mandated requirements. [https://covid19.ubc.ca/](https://covid19.ubc.ca/)

<table>
<thead>
<tr>
<th>Department / Faculty</th>
<th>UBC Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Location</td>
<td>Irving K. Barber Learning Centre, 1961 East Mall</td>
</tr>
<tr>
<td>Proposed Re-opening Date</td>
<td>Tuesday, September 1st (for staff prep &amp; training) Tuesday, September 8, 2020 (opening to students, faculty and staff)</td>
</tr>
<tr>
<td>Workspace Location</td>
<td>Multiple workspace locations in IKBLC</td>
</tr>
</tbody>
</table>

**Introduction to Your Operation**

1. Scope and Rationale for Opening

The Irving K. Barber Learning Centre would like to reopen study space in the central core of the building for September 2020. With 5000-6000 students anticipated in residences this fall, select in-person classes taking place and commuter students requiring a quiet space to study and participate in online classes, we believe it is important to open the Irving K. Barber Learning Centre as a resource to support student learning.

**Guiding Principles**

- The health and well-being of students, faculty and staff is paramount
- The orders, notices and guidance of the Provincial Health Officer will be followed
- Procedures will be based on recommendations from UBC, COVID-19 UBC Safety Plan Completion Checklist, BC’s Restart Plan, WorkSafeBC and the BC Centre for Disease Control

We are proposing to use the Library’s room booking system, LibCal, to have students sign-up for a space to study in IKBLC. We will open registration for 277 study spots daily and close registration 24-hours prior to the building opening. The 277 spots were determined as the maximum occupancy our building could sustain while having students physically distanced (outlined in further detail in question 14). When registering for study spots, students will need to read through and agree to a number of guidelines, such as the requirement to comply with 2-metre physical distancing guidelines, not to let unauthorized patrons into the building, the recommendation to wear a non-medical mask while in the building, and verification that they are not experiencing COVID-like symptoms.
Campus Security will be provided with a list of students who have signed up for a spot and will monitor the front doors (East Mall) for the duration of our open hours, which will be 9am-7pm, Monday to Friday and 10am-6pm, Saturday. UBC Library staff will cover breaks. Before entering the building, students will need to show their UBC ID and Campus Security will verify that they have registered for a study spot.

When entering the building, students will be given a wristband to indicate they are permitted to be in the space. There will be different wristband colours each day, which will be communicated to staff in advance. This is to ensure that students are not letting others in through the many entrances/exits to the building, which would put us over capacity.

Due to computers and printers in our space and the high demand on these devices, we plan on hiring our typical student staff (Chapman Learning Commons Assistant) to support the use of equipment in the space and answer other questions about online learning platforms, for which they will be trained. We will also have at least one professional staff member on site each day to support the students and ensure the service is running smoothly.

The HVAC System in IKBLC leverages wifi signals to calibrate heat/cooling/air flow based on occupancy. The Director of IKBLC has worked with an engineer at the Centre for Interactive Research on Sustainability to leverage this system to send us email alerts if zones of the building go over capacity. This will provide further security to ensure that our spaces are being used safely.

We plan to reopen the space to staff on September 1st, to allow us to prepare the furniture to allow for physical distancing and put up signage about occupancy for each space and other safety protocols. The proposed reopening to students, faculty and staff is September 8, 2020.

This plan has been reviewed by the Teal Zone Facilities Manager, the Director of Custodial Services, our SRS Contact and UBC Library JOHSC.

**Section #1 – Regulatory Context**

2. Federal Guidance


3. Provincial and Sector-Specific Guidance


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UBC IKBLC COVID19 Safety Plan  Page 2  August 2020 | UBC Library
### Section #2 - Risk Assessment

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:
Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine...
activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.

One or more steps under the following controls can be taken to further reduce the risk, including:

- Physical distancing measures – measures to reduce the density of people
- Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of respiratory protection

7. Contact Density (proposed COVID-19 Operations)
Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work
### Patron to Patron Contact

There was close and prolonged contact in IKBLC pre-COVID, as our traffic averaged 10,000 people per day and students would be closely packed together studying throughout the building.

We are limiting occupancy to 277 students per day, which is 40% of pre-COVID occupancy based on furniture counts, and only 2% of our overall daily building traffic pre-COVID. We have outlined occupancy for each area of the building in question 14.

Patrons in the building will be studying at a 2-metre physical distance. Contact will be distant, but prolonged, given that students often study for 2 or more hours in our spaces. We are encouraging (but not requiring) patrons to wear masks due to the prolonged time in our spaces.

High touch public surfaces include:

- Study tables
- Keyboards & mice
- Printers
- Scanners
- Door handles
- Elevator buttons
- Stairwell handrails
- Washroom surfaces

Student staff will clean the keyboards, mice, printers and scanner each morning, before the building opens to patrons. We will be ordering keyboard covers to make cleaning easier.

We will also be creating “Sanitization Stations” throughout the building for patrons to clean spaces before using. These stations will include paper towels and a tethered-down bottle of Germosolve5. Students will be instructed to spray the paper towel with the solution and take the paper towel to their study space to sanitize it.

All other high touch surfaces listed above will be cleaned by custodial, according to their cleaning protocols.
Library Employees & Student Staff

We plan to hire 12 student staff to help with printers and computers throughout the building and to help campus security to monitor the space. One professional employee will also be on site each day (in rotation--4 employees total) to support the student staff and monitor the service. Contact between student staff/library employees and patrons will be brief and distant.

At our help desk, stanchions will be placed around our desk to ensure patrons stay at a two-metre distance when approaching the desk. When student staff are helping patrons on computers or printers, they will be provided with a laser pointer which will allow them to instruct patrons on what to do, from a distance.

The student staff and library employees will be provided with a face shield for additional safety during interactions with patrons, who may not always respect the physical distancing guidelines with staff. Staff will be trained to remind patrons about the need to physically distance while providing support.

We will also have 2 furniture stewards (student staff) supporting this reopening plan. However, they will be present in the building outside of open hours so will have no contact with patrons.

Security Staff

Interaction between security staff and patrons will also be brief and distant. The protocols for entry are as follows:

1. Patrons will line-up outside the East Mall entrance to IKBLC following physical distancing markers.
2. A door will be propped open and a table will be flush against the door. A table-top plexiglass shield will be in place.
3. Patrons will approach the table one at a time (as per posted signage).
4. Patrons will leave their UBC Card on the table, then step back to the marker.
5. Campus Security staff member will visually check the ID then check the patron name on the list provided.
6. Campus Security staff member will push wristband through the hole in the plexiglass barrier and signal patron to approach and pick-up their UBC Card and wristband.
7. Patrons will be directed to which door they enter through and be asked to sanitize hands upon entry at the available sanitizing station.
8. Campus security will wipe-down table with Germosolve5 and paper towel between each patron.

9. Campus security will wipe-down plexiglass barrier with Germosolve5 and paper towel at the end of each shift.

The Library will provide IKBLC Campus Security with face shields, should they wish to wear them.

8. Contact Number (proposed COVID-19 Operations)

Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)

- The Pre-COVID capacity for our study spaces based on available seats/tables is 689.
- Based on guidelines provided in the UBC Space Planning and Reoccupancy Tool, we are aiming for no more than 40% total building occupancy, and therefore plan to allow 277 students per day in the building.
- Building occupancy will be controlled with the following approach:
  - We will use the Library’s room booking system, LibCal, to have students sign up for a study spot in advance. The maximum number of seats will be 277 per day. To start, each student can book a maximum of two days per week. This may be expanded if we do not reach capacity each day.
  - Students will need to agree to a number of terms and conditions to sign up for the space, such as agreeing to adhere to 2-metre physical distancing guidelines, the posted occupancy guidelines for each space and to not let unauthorized students in the space. They will be warned that not adhering to these safety guidelines could result in a loss of privileges to book the space.
  - When registering for a space, students will also be asked to complete COVID screening questions, asking if 1) They have travelled outside the country within the last 14 days 2) If they have been in contact with anyone with COVID-like symptoms and 3) if they are experiencing any COVID-like symptoms. If they answer yes to any of these questions, they will be asked to book at another time.
  - Campus security staff in IKBLC will receive a list of registered students no later than 12 hours in advance of opening.
  - All doors to the building will be locked from the outside. The East Mall (front) doors will be monitored by campus security, who will check-in students as they arrive, during open hours (M-F 9am-7pm, Sat 10am-6pm)
  - Students will be asked to show their UBC ID (either their physical card or Digital ID Card)
Students will be provided with a wrist-band which will permit them day-use to IKBLC, including in and out privileges. Student staff will monitor the space to ensure everyone is wearing a wristband. This measure is in place to ensure that students do not let non-registered patrons in through other doors which could put us over occupancy.

- Signage will be placed in each area stating the maximum occupancy.

As described earlier, we will use the HVAC system in IKBLC which leverages wifi signals to control output, to further manage occupancy. The system will send us email alerts if zones of the building go over capacity.

- Detailed occupancy for each space in IKBLC can be found in question 14

9. Employee Input/Involvement
Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan

- All relevant facilities managers have been involved in the development of this safety plan

Others who have reviewed/been consulted regard the plan include:

- Campus security, including front line staff
- SRS File Coordinator Contact for UBC Library
- UBC Library JOHSC
- 6 students staff who have/will be working in the building
- The 3 Library employees who will be working in IKBLC (one of them is still to be hired)

10. Worker Health
Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees

- The IKBLC Reopening planning team includes the supervisors of the students who will be staffing the service, so they are aware of all measures and supports available.
- We have been working closely with Campus Security regarding their role in this plan and have asked that we keep communication lines open to receive ongoing feedback about operations and areas to improve. Campus security supervisors will ensure their team members are aware of measures and supports.
- Signage will be posted throughout Library branches regarding Workplace Health and safety measures. Signage is included in Appendix B.
- Supervisors will be responsible for ensuring that all student staff who will be working in-person will have received proper training on all safety protocols prior to beginning work with patrons, as outlined in this Safety Plan.
- All staff participating in staffing IKBLC will receive a copy of this plan by email.
- Staff will also be directed to [https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive](https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive) for more information regarding supports available to them.

### 11. Plan Publication
Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site

- The final copy of our detailed COVID-19 Safety Plan posted online to SRS website and on UBC Library’s COVID-19 response website [https://services.library.ubc.ca/covid-19-response](https://services.library.ubc.ca/covid-19-response) and the IKBLC website.
- Detailed procedures for the IKBLC Reopening Plan ([Appendix A](#)) will be posted to the internal blog for the student staff.
- At each location where there are employees, a hard copy of the final plan will be posted on Health and Safety boards.

### Section #3 – Hazard Elimination or Physical Distancing
Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.
The following general practices shall be applied for all UBC buildings and workspaces:

- Where possible, workers are instructed to work from home.
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
- All staff are aware that they must maintain a physical distance of at least 2 metres from each other at all times.
- Do not touch your eyes/nose/mouth with unwashed hands.
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands.
- All staff are aware of proper handwashing and sanitizing procedures for their workspace.
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided.
- Management must ensure that all workers have access to dedicated onsite supervision at all times.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See SRS website for further information.

### 12. Work from Home/Remote Work

Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible.

- We will be hiring 12 student staff (Chapman Learning Commons Assistants) to support questions about computers, printers, online learning software and other directional questions.
- We will be hiring 2 furniture stewards to reset the furniture each morning and to clean the computer keyboards/mice.
- The four employees who are part of the Chapman Learning Commons/IKBLC team (two librarians, one M&P and one CUPE 2950) will each be on site to ensure the service is running safely and smoothly. There will be no more than two employees in the office on one day. The rest of the time, the team will work remotely. The Program Assistant (CUPE 2950) will be present in the office up to four days per week, as very little of their role can be done remotely. The two librarians and one M&P staff member will be in the office one day per week, as the majority of their work can be done remotely.
- One CUPE 2950 staff member, who supervises the furniture stewards will do site visits twice per month. All other work will be done remotely.
13. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts
For those required/wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity; describe how you may group employees semi-permanently to limit exposure, where necessary

- All shifts will be scheduled between the hours of 9am - 7pm, Monday to Friday and 10am-6pm on Saturday.
- Shifts of a minimum of 2 hours will be scheduled for the student assistants, who will be working at the desk one at a time.
- Library staff will be scheduled between 9am-5pm, Monday to Friday.
- Furniture stewards are scheduled Monday to Friday from 7 am to 9 am
- 2-metre physical distancing procedures will apply at all times

14. Spatial Analysis: Occupancy limits, floor space, and traffic flows
Describe or use UBC building keyplans (or do both, where appropriate) to identify and list the rooms and maximum occupancy for each workspace/area, explaining your methodology for determining occupancy

The IKBLC team did a detailed walkthrough of the building, with an eye to COVID occupancy that would allow for 2-metre physical distancing while students were studying in our spaces. To ensure safety, we opted for generous amounts of space. In most cases, this meant:

- One person per study table, with tables spread 2 metres apart
- Removing every other seat from long tables that wrap our staircases and line our walls
- In areas with computers, prohibiting use of every other machine

Using the above guidelines, following are the pre-COVID and planned COVID occupancies for each of the study spaces we plan to reopen:
<table>
<thead>
<tr>
<th>Spaces Name</th>
<th>Room Number</th>
<th>Pre-COVID Occupancy</th>
<th>COVID Occupancy</th>
<th>Occupancy %</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 study</td>
<td>Rm. 100</td>
<td>12</td>
<td>4</td>
<td>33%</td>
<td>One person per study table.</td>
</tr>
<tr>
<td>Level 2 computers</td>
<td>Rm. 210</td>
<td>24</td>
<td>12</td>
<td>50%</td>
<td>The computer workstations were already quite spaced out. The large monitor provides an additional barrier for patrons across the table.</td>
</tr>
<tr>
<td>Learning concourse</td>
<td>Rm. 210 &amp; 215</td>
<td>111</td>
<td>38</td>
<td>34%</td>
<td>Reduce single seats by half. One person only on bench seats (normally four).</td>
</tr>
<tr>
<td>Level 2 hallway</td>
<td>Rm. 250</td>
<td>36</td>
<td>9</td>
<td>25%</td>
<td>One person per table, seated closest to the wall (for maximum space for hallway traffic).</td>
</tr>
<tr>
<td>Qualicum Reading Room</td>
<td>Rm. 303, 305</td>
<td>75</td>
<td>33</td>
<td>44%</td>
<td>Remove 10 tables. One person per table. Remove every other chair from seating around stairwell and east window seating.</td>
</tr>
<tr>
<td>Chapman Learning Commons</td>
<td>Rm. 300</td>
<td>114</td>
<td>68</td>
<td>60%</td>
<td>Closing off every other computer. For computers across the table from one another, the monitor acts as a physical barrier between patrons. The space was designed with ample space between patrons, which makes higher occupancy possible for this space.</td>
</tr>
<tr>
<td>Level 3 hallways</td>
<td>Rm. 350</td>
<td>39</td>
<td>11</td>
<td>28%</td>
<td>One person per table, seated closest to the wall (for maximum space for hallways traffic).</td>
</tr>
<tr>
<td>Room/Location</td>
<td>Tables</td>
<td>Chairs</td>
<td>Capacity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Golden Jubilee Room</td>
<td>133</td>
<td>57</td>
<td>43%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Musqueam Reading Room</td>
<td>63</td>
<td>19</td>
<td>30%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nass Reading Room</td>
<td>43</td>
<td>15</td>
<td>43%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 4 hallway</td>
<td>39</td>
<td>11</td>
<td>28%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTALS</td>
<td>689</td>
<td>277</td>
<td>40%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**In some areas, the COVID occupancy is as high as 60%. This is only in large open areas where there is a lot of space to distance furniture and/or the furniture was already very spaced out. Extra chairs and tables will be removed and stored elsewhere in the building. In other areas, where the space is enclosed, the occupancy is as low as 25% to ensure appropriate physical distancing can be maintained.**

**Signage will be placed throughout the building stating the maximum occupants for each space.**

**Only those who have registered for a spot in advance will be permitted to enter the building. Entrance will be through the East Mall main doors, closest to the north. Exit will be through the central East Mall doors or any other building exits (they will all be locked from the outside, so will be exit only.)**
IKBLC COVID-19 Safety Plan

The East Mall doors, closest to the south, will be for card entry for staff and faculty who are working in the space, under approved safety plans.

We already have signage up for all IKBLC elevators indicating one person at a time.

Problem spaces as far as directional flows will be the hallways and stairwells, however:

- We have measured the hallways and there is enough room for people to get through safely, at a distance, if people keep right and yield to oncoming traffic. We will put up signage accordingly.
- The main stairwell does not provide enough room for two people to occupy the same step at the same time with a 2 metre distance, however, the landings to each stairwell do, allowing people to safely yield. We have put up signage indicating that patrons keep right and yield to oncoming traffic.

Following are the pre-COVID and planned COVID occupancies for each of the office spaces we plan to reopen as part of the IKBLC COVID-19 Safety Plan. Please note that there are other plans for specific Library units which are not included in the table below, however, we are aware of these plans and have ensured that occupancy levels and traffic flows ensure safety.

<table>
<thead>
<tr>
<th>Room Number</th>
<th>Pre-COVID Occupancy</th>
<th>COVID Occupancy</th>
<th>Occupancy %</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IKBLC 203</td>
<td>7</td>
<td>1</td>
<td>14%</td>
<td>Student staff will pick-up keys and leave belongings in this shared space.</td>
</tr>
<tr>
<td>IKBLC 318</td>
<td>6</td>
<td>2</td>
<td>33%</td>
<td>Staff within the office will maintain at 2-metre distance between workspaces. Those with adjacent workspaces will not be in the office at the same time.</td>
</tr>
<tr>
<td>IKBLC 322</td>
<td>1</td>
<td>1</td>
<td>100%</td>
<td>This is the office for the Director of IKBLC. The Director will be the only person present in this office. Meetings will not be held in this space.</td>
</tr>
</tbody>
</table>

There will be staff present in the level 3 and 4 north wing of IKBLC (the MAA Library) for the Materials Pick-Up Service. These plans are outlined in our Materials Pick-up Service Safety Plan. Currently, there
is only one staff member on site at a time in the MAA Library and their office space is completely separate from the IKBLC team, so we will be able to maintain appropriate distance. We will use the same entrance/exit (on level 3), however, have different start and end times to our workday.

## 15. Accommodations to maintain 2 metre distance
Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working

### In office space

### In public spaces
For keeping distance between employees and patrons, the following interventions will be in place

- Stanchions will be placed around our Help Desk on level 3 so that patrons will keep a two-metre distance when approaching our desk. If patrons are asking for support on their personal devices while at the desk, student staff will use laser pointers to avoid touching the personal device.
- Wait here decals will be placed on the floor surrounding the desk, to be clear where to wait and also to keep patrons apart while lining-up.
- When helping patrons at computers, student employees will be provided with laser pointers in order direct patrons on what to do on their screen/keyboard, while maintaining physical distance.
- Library employees will follow institutional policies as described in “UBC Employee COVID-19 Physical Distancing Guidance”. A minimum 2 metres will be maintained between individuals.
- Lunch rooms/staff rooms will be closed. Fridges, kettles and other shared kitchen spaces, appliances, and equipment will not be permitted to be used.
- Elevators will be restricted to single occupancy.
- Signage will be placed on washrooms indicating occupancy and every other sink and washroom stall will be placed out of order.

## 16. Transportation
Detail how you are able to (or not) apply UBC's COVID-19 vehicle usage guidelines to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures

- We have reviewed the UBC Employees COVID-19 Use of Shared UBC Vehicles guidance document and it is not applicable as we will not be using vehicles.

17. Worker Screening
Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised

- Until UBC or the province provides greater guidance, our screening process will include entry door signage (front and back) for both workers or patrons that prohibits entry if any of the above 3 criteria apply.
- The following sign will be posted on the entry doors (front and back): WorkSafeBC: Entry Check for Workers.
- If staff are unwell and exhibiting any symptoms that may suggest a COVID-19 infection, they must NOT return to the workplace. They must complete the BC self-assessment tool (https://bc.thrive.health/) and follow instructions.
- Worksafe: Entry Check for Workers
- Worksafe: Entry Check for Visitors
- When registering for a space online, students will be also asked to complete COVID screening questions, asking if 1) They have travelled outside the country within the last 14 days 2) If they have been in contact with anyone with COVID-like symptoms and 3) If they are experiencing any COVID-like symptoms. If they answer yes to any of these questions, they will be asked to book at another time.

18. Prohibited Worker Tracking
Describe how you will track and communicate with workers who meet categories above for worker screenings

- Employees feeling ill, with any common cold, influenza or COVID-19-like symptoms, will be asked to stay home and isolate for 10 days following the onset of symptoms or until symptoms resolve.
- The direct supervisor will use the Library’s internal systems to track any workers who cannot attend work due to one or more of the three categories of restriction (as defined by Worksafe).
● Unit Head will report to Associate University Librarian who will report to the University Librarian and the IKBLC Reopening planning team. Following this, we will reach out to our Safety and Facilities Officer for further direction.

Section #4 – Engineering Controls

19. Cleaning and Hygiene
Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by your departmental staff (i.e. non-Building Operations) for common areas/surfaces

● We will assume custodial standards will apply per Building Operations COVID-19 website
● Custodial Services will clean the designated washrooms through the building and high touch point areas in main corridors, elevators and stairways once per day and once during the evening shift.
● Signage will identify designated washrooms (in staff areas only, since all available public washrooms will be open).
● Custodial Services do not clean computer workstation and equipment. Accordingly and per the UBC COVID-19 Guidance on Cleaning Standards and Recommendations for Supplementary Cleaning, public workstations, printers and scanners will be cleaned by UBC Library employees twice daily (once before we open and once in the afternoon). Study tables will be cleaned once daily.
● Sanitizing stations will be set-up throughout the building and patrons will be encouraged to clean surfaces before using them. The sanitizing stations will include paper towels and a bottle of Germosolve5. Students will be instructed to spray the paper towel with the solution and take the paper towel to their study space to sanitize it.
● Each employee/student staff member will clean their personal workstation when they arrive that day with Germosolve 5. Shared workstations, or equipment (photocopiers, phones) must be cleaned before every use using paper towel and cleaning solution provided.
● Employees will wash their hands before and after cleaning shared and personal equipment.

20. Equipment Removal/Sanitation
Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils

● Staff will be provided with an internal procedures document outlining the steps for daily procedures. This document will include what surfaces need to be sanitized, when and with what disinfectant. Please see Appendix A.
- Public computer workstations will be cleaned twice per day and patrons will be strongly encouraged to clear them before use.
- Fridge and microwaves will be taped off to prohibit use.
- Kettles, coffee makers, and other shared items will be tucked away to prohibit use. Signage will be placed on cabinets indicating these items may not be used.
- Water coolers will be taped off by UBC Library employees.
- Water fountains will be taped off.
- Printers, scanners and photocopiers will be cleaned by employees prior to use.

21. Partitions or Plexiglass installation
Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas

- We will have a table-top plexiglass barrier in place at the front-door check-in location, which will be staffed by Campus Security.
- IKBLC employees supporting our reopening not only work at a Help Desk, but roam throughout the building to provide support. Accordingly, purchasing a plexiglass shield for the desk inside IKBLC did not seem appropriate since much of our time is spent away from the desk helping patrons at our computers and printers. Instead, we are opting for face shields for employees to wear during their shifts, providing a ‘portable barrier’ when interacting with patrons.
- We will also be placing stanchions around the Help Desk, to ensure patrons stay a two metre distance from the desk, when approaching.
- There is one bank of computers on level 2 of IKBLC where we will be purchasing two plexiglass shields to allow for our accessible workstations to be used, while the adjacent standing height workstations are in use.

Section #5 – Administrative Controls

22. Communication Strategy for Employees
Describe how you have or will communicate the risk of exposure to COVID-19 in the workplace to your employee, the conduct expectations for the employee’s physical return to work around personal hygiene (including use of non-medical masks), the familiarization to contents of this plan, including how employees may raise concerns and how you will address these, and how you will document all of this information exchange

- Only selected workers will be returning to the workplace; following an established schedule. These workers will participate in training related to mitigating risk; supervisors will share and post written procedures and protocols for mitigating risk; when workers need to raise questions, they will raise them to their supervisors or unit heads who will follow-up in order to respond to or escalate them appropriately.
Employees will never be working alone. Student staff will either have a supervisor present or Campus Security will be available.

Supervisors will communicate self screening protocols to workers by email, online or phone. Signage will be posted. Expectations are that workers will notify supervisors if they are ill and that, if ill, they will not come into the workplace.

Workers will raise health and safety concerns with Supervisors and Unit Heads via email, online or phone. Unit Heads will follow-up with Associate University Librarians and other relevant groups to resolve any issues.

23. Training Strategy for Employees
Detail how you will mandate, track and confirm that all employees successfully complete the Preventing COVID-19 Infection in the Workplace online training; further detail how you will confirm employee orientation to your specific safety plan

- All employees will be required to complete UBC’s ‘Preventing COVID-19 Infection in the Workplace’ online training module. Supervisors will be responsible for tracking staff completion as well as site-specific training.
- Existing signage related to screening as outlined in question 25 will be in place at the work entrance of each Library (WorkSafeBC: Entry check for Workers and Visitors).

24. Signage
Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)

UBC Provided Signage
- Entry Checklist to be posted on all Library entrances
- Washroom Occupancy limit (for Designated washrooms)
- Please do not use signs for washrooms not in use
- Please do not use this sink for sinks external to washrooms that are not designated handwashing stations
- Please do not use for fridges, microwaves, and water coolers
- Elevator limit signage
- Wait here floor decal for outside of IKBLC
- One Way directional signage for spaces with more than one employee
- Keep right signage for hallways
- Occupancy limit poster for IKBLC spaces

Digital Signage (included in Appendix B)
- Cover your cough
- Do your part
- Physical Distancing
Library Specific Print Signage (included in Appendix B)

- Physical Distancing for Workstations
- Sanitization Station Poster (to identify areas with cleaning supplies)
- Clean surfaces poster (to encourage patrons to clean surfaces before use)
- Do not enter signage (for managing traffic flow at entrances/exits)
- Faculty and Staff Entrance Only (for designated door)
- Sit Here Decal (for demarcating where students should sit)

A poster for outside IKBLC is in development, but will include following message:

Welcome to the Irving K. Barber Learning Centre.

- Bookings are required for building entry and must be made 24-hours in advance. Please visit ikblc.ubc.ca for more information.
- UBC card is required for entry
- Masks are strongly encouraged
- Physical distancing is required at all times. No exceptions
- Food and drink is not available for purchase inside the building. Please plan accordingly
- Book returns not are accepted inside. Please use external book drops
- Please wash/sanitize hands upon entry

Another poster will be in sign-holders throughout the building, with the following messaging:

Welcome to the Irving K. Barber Learning Centre

- Please use supplies provided at Sanitization Stations to clean surfaces before use
- Masks are strongly encouraged
- Wash hands frequently
- Physical distancing is required at all times. No exceptions
- One person per study table only. Do not move tables or chairs together
- Wristband must be worn/visible at all times when in building
- Non-compliance with guidelines will result in loss of booking privileges
## 25. Emergency Procedures
Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents

- In the event of an emergency, employees working on site will go to the established Muster Area, as indicated in the [IKBLC BERP](#). This plan was last updated in February 2020 and is reviewed annually by the Director of IKBLC. The Director of IKBLC is participating in the reopening of the building and will update the BERP, as required.
- If the designated floor warden or muster captain is not on site, the staff working in the space should report to Firefighters that the building is cleared.
- If there is an immediate threat to personal health and safety, workers will contact Campus Security and call 911.
- If a worker or visitor becomes ill in the workplace, workers will follow established protocols and contact Campus First Aid (for staff or faculty) or 911 for non-staff students; the person calling will inform Campus First Aid of 911 if the distressed person is experiencing COVID-like symptoms.
- Staff who exhibit any symptoms of COVID-19 will leave campus immediately.

## 27. Addressing Risks from Previous Closure
Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment

- The full-time employees who will be staffing this service are senior employees who are not new to the organization and their roles will not change. They will be conducting the same work and using existing procedures/workflows and equipment that will be adapted for safety in the COVID-19 environment.
- All employees working on site will be required to complete UBC’s COVID-19 Safety Training online module.
- All student staff will receive customized on-site training in early September to ensure they are aware of COVID-related procedures as well as their core job duties. The unique COVID-related procedures can be found in [Appendix A](#).
Section #6 – Personal Protective Equipment (PPE)

28. Personal Protective Equipment
Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE

- Following the information provided in the UBC Employee COVID-19 PPE Guidance, PPE is not required for the Barber reopening since a 2-metre distance will be adhered to at all times.
- Gloves will be available to employees who may experience irritation from frequent cleaning of workstations and surfaces. The gloves will protect their hands from the cleaning solution, if required. We have ample gloves in stock from the Library’s Materials Pick-Up Service.
- Face shields have already been procured directly by the Library’s Facility Manager and employees interacting with patrons will be provided with a personal face shield. Instructions on how to clean will be provided to them.

Section #7 - Acknowledgement

29. Acknowledgement
Plan must demonstrate approval by the Administrative Head of Unit, confirming: 1) the Safety Plan will be shared with staff and how; 2) staff will acknowledge receipt and will comply with the Safety Plan.

I acknowledge that this Safety Plan has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan.

Date: August 24, 2020
Name (Manager or Supervisor): Susan Parker
Title: University Librarian

Faculty and Staff Occupying Workspace

<table>
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<tr>
<th>Name</th>
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UBC IKBLC COVID-19 Safety Plan
Page 22
August 2020 | UBC Library
Appendix A: Procedures for IKBLC COVID Operations
Procedures for IKBLC COVID Operations
August 24, 2020

Planning Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Unit</th>
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<tbody>
<tr>
<td>Julie Mitchell</td>
<td>Associate University Librarian &amp; Director, IKBLC. Chair.</td>
</tr>
<tr>
<td>Alex Kuskowski</td>
<td>Learning Services Librarian, Chapman Learning Commons</td>
</tr>
<tr>
<td>Emma MacFarlane</td>
<td>Learning Commons Coordinator, Chapman Learning Commons</td>
</tr>
<tr>
<td>Jean-Paul Eidsvik</td>
<td>Director, Finance &amp; Facilities</td>
</tr>
<tr>
<td>Alicia Munro</td>
<td>Facilities Manager</td>
</tr>
<tr>
<td>Kristen Wong</td>
<td>Program Services Assistant, IKBLC</td>
</tr>
</tbody>
</table>

Guiding Principles

- The health and well-being of staff, students and faculty is paramount
- The orders, notices and guidance of the Provincial Health Officer will be followed
- Procedures will be based on recommendations from UBC, COVID-19 UBC Safety Plan Completion Checklist, BC’s Restart Plan, WorkSafe BC and the BC Centre for Disease Control

Employee Safety Protocols

- If working alone, there will be a communication protocol to connect with a supervisor on a regular basis
- Wash hands frequently observing handwashing guidelines posted by sinks. If there is no immediate access to soap and water, use hand sanitizer
- Ensure appropriate Personal Protective Equipment and cleaning supplies are in stock (list below). Contact your direct supervisor if supplies are running low
- Practice physical distancing for all in-library activities
- Face shields will be provided to staff who wish to use them. While physical distancing is paramount, we recommend that you also consider wearing your own non-medical face mask during your shift. Please see [UBC’s guidelines on using a non-medical masks](#) and watch the associated video
- Do not share computer workstations. In situations where this is not possible, keyboards, mouse, and scanning wand must be wiped down between each use with Germosolve 5
- Limit rooms/spaces in use: one washroom defined for use; no use of kitchens, or staff rooms
- No use employee lunch rooms or other shared gathering spaces
- No use of shared kettles, microwaves or fridges
- No use of water fountains or water coolers, so be sure to bring water from home
- Limit physical contact with patrons. Follow procedures outlined below.
- If you feel ill, with any common cold, influenza or COVID-19-like symptoms, you must stay home and isolate for 10 days following the onset of symptoms or until symptoms resolve

Safety Supplies and Cleaning Protocols

To ensure the safety and health of library staff and patrons, this plan will require:

- Disinfecting cleaner
- Hand sanitizer
- Gloves
• Face shields
• Face Masks**
• Disinfecting wipes

*Please note that it is the responsibility of employees to clean their face shields daily with the supplies provided (Germosolve 5 and paper towel).
**Since physical distancing procedures will be in place, wearing face masks is not required by UBC PPE Guidelines, however, we encourage employees who wish to wear their personal face masks to do so while at work.

General Procedures

For Patron Entry into IKBLC

Patron admission to IKBLC will be handled by Campus Security using the procedures outlined below:

1. Patrons will line-up outside the East Mall entrance to IKBLC following physical distancing markers.
2. A door will be propped open and a table will be flush against the door. A plexiglass barrier will be in place on the table.
3. Patrons will approach the table one at a time (as per posted signage).
4. Patrons will leave their UBC Card on the table, then step back to the marker.
5. Campus Security staff member will visually check the ID then check the patron name on the list provided.
6. Campus Security staff member will push wristband through the whole in the plexiglass barrier and signal patron to approach and pick up their UBC Card and wristband.
7. Patron will be directed to which door they enter through and ask that they sanitize hands upon entry.
8. Campus security will wipe-down table with Germosolve5 and paper towel between each patron.
9. Campus security will wipe-down plexiglass barrier with Germosolve5 and paper towel at the end of each shift.

Using Shared Workstations and Spaces

The CLC desk computers are considered shared workstations due to dedicated hardware and software. Before using a shared workstation:

1. Wash/sanitize hands
2. Use spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (keyboard, scanning wand, mouse, desensitizer, etc.)
3. Dispose of paper towel in garbage bag
4. Wash/sanitize hands
5. Ensure cleaning solution has dried before using workstation.

Clean the following shared surfaces before using, following the instructions described above. For electrical and electronic devices follow the manufacturers’ instructions and only use the recommended cleaning solutions. Take care around paper surfaces.

• Chair arms
• Counters, desk tops, tables, and other workstations
Computer keyboards & mice
Desk tops
Door handles and latches
Scanners
Photocopiers
Printers
Staplers: We will only have the no-touch (automatic) stapler available at the Help Desk. No other stationary will be available due to the high-contact with these items.

Chapman Learning Commons Assistant (CLCA) Procedures

CLCA Training
- Training will happen on September 3 and 4, 2020. We will follow the procedures outlined in this document and will maintain physical distancing. Twelve students and two staff members will be attending CLCA training. Training will take place in the Qualicum room, Level 3, IKBLC. Students will sit at pre-prepared stations at separate tables.
- Prior to space training, we will explain physical distancing procedures and encourage students to wear a mask. Students will wait outside to be let into the building by a staff member.
- Upon entering the building, wash hands with soap and water in level 2 washroom.
- Students will be trained on the procedures outlined in this document and in the IKBLC Safety Plan.

Shift Start:
1. Arrive at IKBLC
2. Call security at 822-2222 for building access
3. After entering the building, wash hands with soap and water in level 2 washroom
4. Enter room 203 and put on assigned face shield
5. Avoid removing face shield during shifts
6. Keep 2-metres from other patrons and employees at all times.
7. Wipe down CLC space following ‘Using Shared Workstations and Spaces’ directions.

Shift End:
1. Wipe down any communal objects that you may have touched including locks, tables and lockers.
2. Remove gloves if you are wearing them. Wash or sanitize hands.
3. Remove face shield, sanitize face shield and return to appropriate storing area.

Cleaning Computer Workstations
- See procedures for ‘Using Shared Workstations and Spaces’
- Keyboard covers; wipes; Germosolve 5
- Remember garbage bag for disposing of paper towel
- Empower patrons to use disinfecting solution and paper towels provided by posting signage beside the computers and at the Help Desk.
- Chapman Learning Commons Assistant will clear computer workstations, printers and scanners once in the afternoon.
Guidelines for Helping Patrons at the Desk

- No touching personal devices (like a patron’s tablet, etc.)- directing patron to click devices themselves
- Give patrons hand sanitizer or wipes to use at work stations (provide clear instructions to patrons about disposing of wipes, do not leave wipes on the table)
- Employees will be trained on recommended language for when a patron gets ‘too close’- for example, when stepping out from behind the desk to assist a patron at a workstation, reiterating that they will maintain 2m physical distance
- Frequent cleaning at the desk
- Distancing measures at the desk- signage, using stanchions, and ‘x’ on floor- to manage line-ups

Helping Patrons at Computer Workstations/ Printers

1. Wash/sanitize hands.
2. CLCA should be wearing face shield if desired. Consider using personal mask as well, if preferred.
3. Stay two metres apart from patrons.
4. Do not touch patrons’ keyboard or mouse. Provide directions from a 2 meter distance. Use a laser pointer if necessary.

Filling Up the Printers

1. Wash/sanitize hands.
2. Stay two metres apart from patrons.
3. Let patrons know that staff will be cleaning and refilling printers, and to step back. This could take up to 10 minutes per printer. Direct patrons to use printers on another level during this time.
4. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (scanning wand, printer screen, scanner handle, paper trays at contact points, etc.)
5. Dispose of paper towel in garbage bag.
6. Load paper and check ink levels.
7. Wash/sanitize hands.
8. Ensure cleaning solution has dried before using workstation.

Procedures for Patrons Returning Equipment to the Desk

While we are not currently lending equipment, patrons may wish to return equipment borrowed pre-COVID. Should this happen:

1. Ask patron to leave equipment on the desk
2. Pick-up equipment and lock it in the cabinet where the equipment belongs
3. Email CLC Staff member to alert them of the return
4. Wash/sanitize hands

Please note that we cannot accept book returns at the CLC Desk or internal MAA book drop. Ask patrons to use the external IKBLC book drop for book returns.
Informal Learning Space Steward Procedures

Informal Learning Space Stewards Training

- Training for the two Informal Learning Space Stewards will take place on one morning for two hours during the week of September 1st to 4th.
- Training will take place before the building is open to patrons.
- Physical distancing will be maintained at all times during training.
- Stewards and the Program Services Assistant (trainer) will wash hands upon entering the building.
- Stewards will be trained on proper use of face shield, gloves, and Germosolve5, proper disposal of gloves and paper towels, as well as proper cleaning and storing of supplies.

Informal Learning Space Stewards Arrival Procedures

1. Arriving at IKBLC, wash hands with soap and water.
2. Put on gloves and your assigned face shield stored in Room 203. Consider using a personal mask as well, if preferred. Avoid removing face mask/shield during shifts.
3. Keep 2-metres from fellow steward or anyone else in the building.
4. Wear protective eyewear to protect from splashing of Germosolve5.
5. Wipe down shared surfaces (tables, keyboards, mice, printers and scanners) using Germosolve5 - spray on to a paper towel, not directly on to surfaces, and wipe. Use a new paper towel frequently. See ‘Using Shared Workstations and Spaces.’
6. Remove and dispose gloves and materials used to wipe down surfaces in a plastic bag and dispose of in garbage bin.
7. Wash hands, remove face mask, wipe face mask and return to appropriate storing area.

For the foreseeable future do not use these other workplace conveniences:

- Departmental Kitchen and lunch areas
- Refrigerators, kettles, Canadian Springs or other bottled water dispensers, coffee makers, microwaves, toasters, toaster ovens, cutlery, cups, dishes, bowls, etc.
- Bring your own lunches, bottled water, coffee, and use your own cutlery, plates and bowls.

Frequent hand washing throughout the day.

Wash your hands frequently, particularly if handling in coming or in process materials. Do not give germs a chance. If your workplace has a kitchen sink, you may use the sink as a hand cleaning station, but, be mindful, if you do so, please, clean the sink and surround following the instructions above.
Appendix B: Signage
COVER YOUR COUGH

STOP the spread of germs that make you and others sick!
Cough or sneeze into your upper sleeve, not your hands or cover your mouth and nose with a tissue.

Put your used tissue in the waste basket.
CLEAN YOUR HANDS AFTER COUGHING OR SNEEZING.

Wash hands with soap and warm water or clean with alcohol-based hand cleaner.
Do your part

Please follow UBC Campus Rules to keep our community safe.
Thank you for practicing physical distancing
To support physical distancing and help prevent the spread of illness, we ask that you do not sit at this workstation.
UBC Library

Sanitization Station

Please use the supplies provided to clean surfaces before use.
Please clean surfaces **before use** with supplies available at our Sanitization Stations.
Entry through East Mall Doors Only
Exit Only
Entrance Only
Faculty and Staff Entrance Only
Please sit here