Health and Safety for Library Staff

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Agenda

- Health and Safety Policies
- Safety Plans
- Staff Training
  - Scenario Exercise
- Safe Work Practices
- Working with Your Municipality
- Workers Compensation Responsibilities
- Mental Health in the Workplace
  - EQ Game
- Resources
Health and Safety Policies

- Board Policy - Risk Management
- Operational Policies
  - Health and Safety Orientation*
  - Hazard Assessment
  - Working Alone
  - Personal Protective Equipment
  - Workplace Inspections*
  - Equipment and Tool Maintenance Program
- Incident Investigation*
- Statement to Third Parties
- Joint Health & Safety Committee*
- Personal Property
- Preventing Workplace Violence*
Health and Safety Orientation

- Orientation Checklist with accompany PowerPoint
  - Polices
  - Incident Reporting
  - Safety Plans
  - Public Conduct Response Guidelines
  - Safe Work Practices
  - OHS
  - Ergonomics

- Staff then get a safety tour of each space they will be working in
Workplace Inspections

- Done every other month with a team of two (one manager, one union)
- Review the space for safety hazards, as well as speaking with staff about their knowledge of health and safety policies/procedures and if they have any concerns
Incident Investigation

- Completed for all safety incidents
- Managers then identify cause(s) of the incident and develop any corrective actions that are needed
- Also reviewed at IRM meetings
Joint Health & Safety Committee

- **Mandate**: To assist the Employer in meeting its obligation to provide a safe and healthy workplace as prescribed in the Alberta Occupational Health & Safety Act.

- **Four members**: 
  - two union
  - two management
  - Facilities manager ex-officio member

- **Meet 6 times per year**
Preventing Workplace Violence

- LPL believes in the prevention of violence and promotes a violence-free workplace. It is the policy of the Library that any act of violence committed by or against any employee or member of the public is unacceptable conduct and will not be tolerated.

- We never expect our staff to take bullying
  - Important to report all bullying incidents to your supervisor immediately
  - Ongoing training for staff on how to handle difficult people etc.

- CUPE course - Combating Workplace Bullying
  - **Harassment** is using real or perceived power to abuse, devalue or humiliate someone.
  - **Bullying** is a form of harassment; acts or verbal comments that could mentally hurt or isolate a person in the workplace; psychological abuse (not physical).
Safety Plans

- LPL has several types of safety plans
  - Crisis Response Plan
  - Evacuation Plans
  - Lockdown Plans
  - Shelter-in-Place Plans
  - Public Conduct Response Guidelines
Crisis Response Plan

- Evacuation Plans
  - Wildfire
  - Blizzard
- Lockdown/Shelter-in-Place Plans
- Tornado
- Overdose
- Mental Health First Aid
- Transporting Injured Employees

- Power Outage
- Unattended Child
- Lost Child
- Reporting of Abuse
- Elevator Malfunction
- Water or Sewer Main Break
- Important Phone Numbers
Crisis Response Plan

Wildfire

Follow the flow chart below when a wildfire forces the evacuation of the area around a branch:

1. Follow the appropriate Evacuation Plan to evacuate the building.
2. Go to a safe location of your choice.
3. Follow directions of Manager or SAS.
4. Once you have evacuated the building, follow directions of Emergency Services to evacuate the area.
5. Inform your Manager (weekdays) or SAS (evenings and weekends) of your location.
Evacuation Plans

Important Parts

► Definitions of roles and important terms
► Important notes
  ► When clearing the building, if an individual refuses to leave, do not argue with them. Inform them of the issue and leave them where they are. Report the individual’s location to the Incident Commander. **Always ensure your own safety.**
► Clearly defined tasks for each staff person
► Clearly defined gathering points/muster points
► Maps indicating locations for emergency exits, fire extinguishers
► Re-entry/Closure instructions
EVACUATION PLAN
Main Library

The Evacuation Plan is in place to ensure all staff and public can safely evacuate the Main Branch library building during an emergency. The plan will guide staff and contract security on how to properly evacuate staff and public in an emergency.

Fire Warden: Manager: Maintenance and Facility Services
Backup Fire Warden: Most senior manager in building, then most senior maintenance staff in building.

Definitions:
Fire Warden: staff member listed above, responsible for reporting status of evacuation to Fire Dept.
Senior Staff/Deputy Warden: The most senior staff member by classification and the most senior staff by seniority; remain at gathering point and wait for Fire Warden to check in, except if you have an urgent report, then report to fire police personnel you see.
Second Staff - All staff who are not designated as senior staff
Security - Contract security staff member or a maintenance staff member
Gathering Point – the location where staff members and the public evacuate too.
Incident Commander – First Emergency personnel to arrive

IMPORTANT:
When clearing the building, if an individual refuses to leave, do not argue with them. Inform them of the issue and leave them where they are.
Report the individual’s location to the Fire Warden.
Always ensure your own safety.

BUILDING EVACUATION

In case of fire or other emergency, the alarm will sound and staff should proceed as directed.

WHEN YOU HEAR THE FIRE ALARM:

Upper South Wing – Customer Services

Senior staff person on Service Desk/Deputy Warden
Advises the public at the Customer Services Desk and the Stafford Dr side of the wing
“Please proceed slowly and exit the building” (Point to East Entrance (Stafford Dr))
Customer Services staff moves through after the public, close doors as rooms are evacuated. Places “Do Not Enter” Sign (located at the entrance) outside East Entrance doors and proceeds to meeting point.

Gathering point for this exit is Stafford Drive by Halmrast Manor.

Second staff person on Service Desk
Advises the public on the parking lot side of the wing and the Link/Bookshop.
Please proceed slowly out of the building through that exit.” (Point to East Entrance (Stafford Dr))
Customer Services staff moves through after the public, close doors as rooms are evacuated and proceeds to meeting point.

Gathering point for this exit is Stafford Drive by Halmrast Manor.
EMERGENCY EXITS AND EXTINGUISHERS
Staff are responsible for knowing the locations of fire exits and fire extinguishers.

GATHERING POINTS:
- Gathering point for Northwest Entrance (north end of parking lot) is corner of 5th Avenue and 8 Street.
- Gathering point for North Entrance (5th Ave) is corner of 5th Avenue and 8 Street.
- Gathering point for Southwest Entrance (south end of parking lot) is on boulevard south-west edge of Parking Lot.
- Gathering point for Read On corridor exit is on boulevard at south-west edge of Parking Lot.
- Gathering point for Lower Study Fire Exit doors is on boulevard at south-west edge of Parking Lot.
- Gathering point for East Entrance (Stafford Bldg) is south off Library Property adjacent to Naterra Manor.

LETHBRIDGE PUBLIC LIBRARY
MAIN FLOOR

LETHBRIDGE PUBLIC LIBRARY
LOWER FLOOR
Lockdown vs. Shelter-in-Place Plans

- **Lockdown** - Threats of an immediate nature, normally involve a threatening assailant and little to no time to react.

- **Shelter-in-Place** - for incidents of a ‘less immediate nature’ such as tornados, and normally involve a few minutes to react.

- You can’t force any one to take shelter or to remain in the building.

- Formatted the same as the Evacuation Plans

- Communication plans are important

- Take care when selecting shelter locations
  - No windows, interior room if possible, accessible.
LOCKDOWN PLAN (FOR THREATS OF AN IMMEDIATE NATURE)

Threats of an immediate nature normally involve a threatening assailant and little to no time to react.

If a threatening intruder or active assailant enters the building, take shelter immediately and if possible phone 911. Inform the SAS as soon as possible. Staff have the authority to initiate Lockdown without administrative approval when the situation requires it.

The SAS will make the decision to activate Lockdown Procedures (if not already activated).

The SAS is the point of contact for police if there is an immediate threat in the area that would require a lockdown.

If the library is informed by the schools or police that a lockdown is in effect at one or both schools, inform the SAS immediately, and follow the procedure below.

WHEN YOU ARE INFORMED THAT A LOCKDOWN IS IN EFFECT:

Senior Staff on Service Desk

Advises the public via PA system:

"The library is currently going into a voluntary lockdown, due to ______________________ (e.g. a school lockdown in progress). For your security, we encourage you to take shelter immediately."

Once you have found shelter and if it is safe to do so, the senior staff person will inform the SAS (403-330-1471) that the building is in lockdown.

If possible, the senior staff should ensure they are in possession of a cell phone, such as The Crossings maintenance phone.

The SAS will appoint a single point of contact to communicate with the senior staff person at The Crossings during the lockdown.

SHELTER-IN-PLACE PROCEDURE (TORNADO OR SIMILAR THREATS)

Shelter-in-Place is for incidents of a 'less immediate nature' such as tornadoes, and normally involve a few minutes to react.

The SAS will make the decision to activate Shelter-in-Place Procedures.

The SAS monitors weather events:

Weather Warnings – Shelter-in-Place may be activated

Weather watch – no change to operations

The SAS will communicate that the decision has been made to activate a Shelter-in-Place in the order below:

SAS Phone

• Main 
  • Adult’s
  • Children’s
  • Customer
  • Service

SAS Text

• All Managers
  • Maintenance
  • Security

WHEN YOU ARE INFORMED A SHELTER-IN-PLACE IS IN EFFECT:

Senior Staff Person

Advises the public via PA system:

"The library is currently going into a voluntary shelter-in-place, due to ______________________ (e.g. weather conditions, etc.). For your security, we encourage you to proceed to the front of the library and take shelter in the public washrooms. Further information will be provided once everyone is secure."
Public Conduct Response Guidelines

- Outlines responsibilities of Security Staff and Library Staff
- Outlines types of bans and who has the authority to issue them
  - **Minor Bans**
    - Up to a week in duration, can be issued by any library staff or security staff
    - For behavioural problems such as disruptive behaviour, under the influence of intoxicants
  - **Major Bans**
    - Minimum of 6 months up to lifetime, can be issued by CEO, Security Facilitator and Security Staff
    - For all cases where there has been a breach of the *Criminal Code* or a provincial statute which includes assault, theft, or verbal abusive to staff
    - Issue a Trespass Notice under the *Trespass to Premises Act*
Safety Scenarios

1. Break into groups of 4 - 6 people.

2. Talk through your assigned scenario - what would you do, what plans would you access, who would you call etc.

3. Present your scenario and proposed actions to the group.
Safe Work Practices (SWP)

“Safe work practices are generally written methods outlining how to perform a task with minimum risk to people, equipment, materials, environment, and processes.” *Infrastructure Health and Safety Association*

- Tasks requiring a SWP are identified through a Hazard Assessment
- Included details on who is needed, equipment and materials needed, PPE’s required and method/procedure required
- Breaks down and grades any identified hazards
  - Hazards are then addressed by engineering and/or administrative controls
**Hazard Assessment Explanation**

<table>
<thead>
<tr>
<th>P</th>
<th>PROBABILITY</th>
<th>What is the probability of the hazard causing an incident?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unlikely</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Possible</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Likely</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S</th>
<th>SEVERITY</th>
<th>If the hazard does cause the incident, how will it impact those involved?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First aid or minor damage to property / environment</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Lost time injury or moderate damage to property, equipment, or environment</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Permanent disability or fatality / major damage to property, equipment, or environment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E</th>
<th>EXPOSURE</th>
<th>How often are those involved put in a situation where the hazard could cause an incident?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rarely</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Often</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Frequently</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>T</th>
<th>TOTAL</th>
<th>P + S + E</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>R</th>
<th>RANKING</th>
<th>L = Law (3 or 4)</th>
<th>M = Medium (5 or 6)</th>
<th>H = High (7, 8 or 9)</th>
</tr>
</thead>
</table>

Address high priority hazards first, then medium priority hazards. Low priority hazards may simply require monitoring.

**Occupational Risk Management:** The process by which potential hazards from work practices, techniques, materials, products or services are reviewed to avoid or reduce injury to a worker or damage to company property.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Hazard Rating</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>P</td>
<td>S</td>
</tr>
<tr>
<td></td>
<td>Engineering Controls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>•</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Administrative Controls</td>
<td></td>
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<td></td>
<td>•</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Personal Protective Equipment</td>
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</tbody>
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Working with Your Municipality

- They may have a Health and Safety Management Program that you can access for training, documentation, investigations, etc.

- Being under the municipal government umbrella, you may have H & S obligations
  - Safety Audit
  - Workers compensation and other insurances
Workers Compensation Responsibilities
When You Have to Report

<table>
<thead>
<tr>
<th>Province/State</th>
<th>Employees</th>
<th>Employers</th>
<th>Doctors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>2 years</td>
<td>72 hours</td>
<td>48 hours</td>
</tr>
<tr>
<td>Alaska</td>
<td>30 days</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>2 years (for appeal)</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>British Columbia</td>
<td>Immediately/when you become aware</td>
<td>3 business days</td>
<td>3 business days</td>
</tr>
<tr>
<td>Idaho</td>
<td>Immediately (no longer than 60 days)</td>
<td>Immediately</td>
<td>n/a</td>
</tr>
<tr>
<td>Montana</td>
<td>30 days (injury)</td>
<td>24 hours (recommended)</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>1 year (occupational disease)</td>
<td>6 days (legally)</td>
<td></td>
</tr>
<tr>
<td>Oregon</td>
<td>Immediately</td>
<td>5 days</td>
<td>3 business days</td>
</tr>
<tr>
<td>Washington</td>
<td>1 year (injury)</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>2 years (occupational disease)</td>
<td></td>
<td></td>
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</tbody>
</table>
Alberta WCB Responsibilities
TYPES OF INJURIES OR DISEASES CONSIDERED WORK-RELATED

- **Traumatic injuries** - These injuries happen suddenly, causing trauma to the body.

- **Injuries caused by repeated activities** - These injuries include strains or sprains caused by doing the same activity over and over again.

- **Occupational diseases** - These diseases are caused by some condition at the worksite.

- **Re-injury** - Re-injury occurs when you hurt an old workplace injury during work.
Alberta WCB Responsibilities
Injuries that Require Reporting

- Work-related injuries or diseases that cause you to need medical aid or time away from work, including:
  - Injuries that cause (or are likely to cause) you to be off work beyond the day of injury
  - Injuries that require modified work beyond the day of injury
  - Injuries that require medical treatment beyond first aid
  - Injuries that may result in a permanent disability
Mental Health in the Workplace
Mental Health in the Workplace

In 2013, the Mental Health Commission of Canada introduced a national standard for psychological health and safety in the workplace.

From this standard, 13 workplace factors were identified that affect psychological health and safety.

- Organizational Culture
- Psychological and social supports
- Clear leadership and expectations
- Civility and respect
- Psychological demands
- Growth and development
- Recognition and reward
- Involvement and influence
- Workload Management
- Engagement
- Balance
- Psychological protection
- Protection of physical self
Workplace Mental Health Resources

- Mental Health Commission of Canada
  - https://www.mentalhealthcommission.ca

- Being a Mindful Employee
  - https://www.ccohs.ca/products/courses/mindful_employee/

- 13 Factors: Addressing Mental Health in the Workplace
  - https://www.mentalhealthcommission.ca/English/13-factors-addressing-mental-health-workplace

- Not Myself Today (subscription required)
  - https://www.notmyselftoday.ca/

- Workplace Strategies for Mental Health in the Workplace
  - https://www.workplacestrategiesformentalhealth.com/
Other Resources

- Occupational Health and Safety Alberta
  - [work.alberta.ca/occupational-health-safety.html](http://work.alberta.ca/occupational-health-safety.html)

- WCB Alberta
  - [www.wcb.ab.ca](http://www.wcb.ab.ca)

- WorkSafeBC
  - [www.worksafebc.com](http://www.worksafebc.com)

- Health and Safety Executive - Assessment of Repetitive Tasks (ART) Tool
  - [www.hse.gov.uk/msd/uld/art/](http://www.hse.gov.uk/msd/uld/art/)
Questions?

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