

KPL Return to Work Safely Playbook

COVID-19 Pandemic Preparedness and Response
Version 2 • January 2021



Kalamazoo
Public Library

A Note to All Readers

The information contained in the Kalamazoo Public Library Safe Work Playbook represents current practices regarding the recommended operation of library agencies during this time of the unprecedented COVID-19 pandemic. The health and safety of all people who enter our buildings is our primary priority.

This Playbook aligns with the Centers for Disease Control (CDC), state and local health departments, and the World Health Organization (WHO) recommendations to the greatest extent possible.

This is a working document and **will be updated to reflect changes** in directives and introduce new recommended practices as they become available.

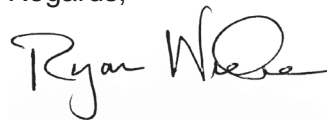
The Safe Work Playbook provides general recommendations for use in all KPL locations or agencies. Since there may be circumstances unique to a location, there may be some cases in which that location must adapt the recommendations of the Playbook to address that **facility's specific requirements**. Such exceptions must be authorized by Worksite Supervisors or Leadership Team. Additionally, the library must comply with all applicable laws, meaning that **if there is a conflict between the** recommendations in the Safe Work Playbook and the applicable law, the library must follow the applicable law.

The vision of the Kalamazoo Public Library is “leading a stronger community through literacy, learning, and innovation.” Although a pandemic event like COVID-19 can alter the way we live—temporarily and forever—we know that KPL has the people, talent, passion, and vision to respond, rethink, and reformat in ways that still provide meaningful impact for the community. Kalamazoo is counting on its library to continue leading the way and providing the means **to fulfilling community aspirations**.

The KPL Safe Work Playbook provides a great deal of information that is important to know as we return to work, and it is the result of much research, coordination and preparation. Thanks goes out especially to Human Resources, Facilities Management, and our community and state partners at Kalamazoo County Public Health and Community Services, and the Library of Michigan.

As thorough as the Playbook is, we know it will continue to grow and evolve as necessary during KPL's phased approach to reopening. Thank you for taking the time to review its contents and becoming aware of new protocols for health screening, staff safety, disinfection efforts, and the processes involved for staff leaves, accommodations, and remote work.

Regards,



On behalf of Leadership Team:

Ryan Wieber, *Director*

Janice Carter, *Executive Assistant*

Michael Cockrell, *Patron Services*

Nnamdi Dike, *Finance & Budget*

Sandra Farag, *Youth Services*

Farrell Howe, *Marketing & Communications*

Kevin King, *Community Engagement*

Terry New, *Human Resources*

Tom Sowell, *Facilities Management*

Jarrold Wilson, *Technology Services*



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Table of Contents	Page
1. Mandatory Employee Daily COVID-19 Screening Protocol.	1–3
2. Preventative Material Inventory.	4
3. Workforce Risk Assessment	5
4. Personal Protection Equipment (PPE).	6
5. Disinfectant Measures	7
6. Advanced Disinfection Protocol.	8
7. Disinfection Checklist.	9
8. Incoming Materials, Supplies, Delivery & Mail Protocol.	10
9. Contractor/Service Provider Protocol	11
10. Employee Leave under Family First Coronavirus Response Act (FFCRA) . . .	12–13
11. Protocol for Requesting Accommodations	14–18
12. Remote Work During COVID.	19
13. Short-Term Remote Work Agreement.	20–END

Mandatory Employee Daily COVID-19 Screening Protocol

An employee who experiences fever and/or respiratory or other COVID-related symptoms while home should not report to work.

Effective immediately, all employees, vendors, or contractors reporting to a KPL location for work or service will be screened for COVID symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Each individual will be screened, including having their **temperature taken, when reporting to work or entering a building for the first time each day.**

Employees should report to designated locations (see below) upon arrival at work and prior to entering any other areas of library property. **Social distancing should be maintained at each screening location.** Vendors, contractors, and visitors must complete the screening protocol upon entry to any KPL location.

Eastwood Branch Library	Back staff entrance
Alma Powell Branch Library	Side staff entrance from hallway

- Each employee, vendor, and contractor will answer screening questions assessing the following information:
 - Do you have any signs or symptoms of fever in the past 24 hours, felt “feverish” or had a temperature that is elevated for you/100.4 degrees F or above?
 - Do you have any of the following symptoms that are not associated with a chronic or known medical condition that is not COVID-19 such as new or different cough, lost of taste or smell, **shortness of breath, difficulty breathing, chills, fatigue, muscle or body aches, headache, sore throat, congestion or runny nose, nausea or vomiting or diarrhea.**
 - Have you been in close contact with someone with a diagnosis of COVID-19 or exhibited COVID-like symptoms within the last 14 days?

Individuals can answer the screening questions at kpl.gov/covid-19-symptoms/ on their personal mobile device, on an iPad available at each screening location or verbally. Time/date stamped results provided by the website screening tool should must be presented to the screener. For a more efficient health screening process, staff, contractors, and volunteers are encouraged to bookmark the screening questionnaire website on their mobile device and answer the questions prior to arriving at the health screening station.

Mandatory Employee Daily COVID-19 Screening Protocol

(continued)

- Temperatures will be assessed using a non-contact thermometer. Readings will be taken at the **forehead/temporal artery (Questionable temperature readings should be confirmed with disposable oral thermometers)**. The individual's temperature and answers to symptom and exposure questions will be documented and the record will be maintained as a private medical record.
- Individual temperature and answers to symptom and exposure questions will be documented **and the record will be maintained confidentially as a private medical record.**
- Individuals whose temperatures are below 100.4 and report no exposure or COVID-related symptoms or exposure will be allowed to proceed into the building.
- An individual who has either a fever at or above 100.4 degrees Fahrenheit, is experiencing COVID related symptoms or has been exposed to persons with known or suspected COVID-19 will be sent home.**

The following steps will be taken when an employee, vendor or contractor is experiencing COVID-related symptoms, tests positive for, is diagnosed with COVID-19 or has been exposed to someone with COVID-related symptoms:

1. Isolation requirements for employees, vendors, or contractors who have tested positive for COVID-19. Those individuals may not return to work until they are advised by a health care provider or public health professional that they have completed their isolation period or all of the following conditions are met:

- if the employee has a fever, 24 hours have passed since the fever has stopped with or without the use of fever-reducing medications.
 - **the isolation period (10 days since symptoms first appeared);**
 - **the employee's principal symptoms of COVID-19 have improved;**
- and
- if the employee has been advised by a health care provider or public health professional to remain isolated, the employee is no longer subject to such advisement.

2. Isolation requirements for employees, vendors, or contractor who display COVID-19 symptoms, but who have not yet tested positive. Those employees may not return to work until one of the following conditions is met:

- **a negative diagnostic test result has been received; or**
- **all of the following apply: (i) the isolation period (10 days since symptoms first appeared) has passed; (ii) the employee's principal symptoms of COVID-19 have improved; (iii) if the individual had a fever, 24 hours have passed since the fever subsided with or without the use of fever-reducing medication.**

Mandatory Employee Daily COVID-19 Screening Protocol (continued)

3. Isolation requirements for employees working near an infected co-worker, vendor or contractor.

An individual who has tested positive, is diagnosed with COVID-19 or is experiencing COVID-19 related symptoms will be asked to identify all individuals who worked in close contact with them.

Close contact is defined by CDC as someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24 hour period starting from 2 days before illness onset.

All employees who worked in close contact with the infected individual will be sent home for 14 days under CDC guidelines to ensure the infection does not spread.

- * Time spent waiting for the health screening will be considered as time worked for hourly staff members so they should report any discrepancies in time.
- ** Employees unable to leave the premises will be isolated from other employees and the public until transportation can be arranged (No employee should be sent home via public transportation).

4. Staff Communications

It is the goal of Administration to provide transparent and clear communication around confirmed cases of COVID-19.

Following the confirmation of a positive COVID case in a staff member, patron or vendor the following communication protocols will be enacted:

ACTION	RESPONSIBLE PARTY	METHOD OF COMMUNICATION
Notify Department head/ manager of affected area	HR/designee	Phone/in-person
Notify staff identified as having closed contact	HR/designee	Phone/in-person
Notify FM	HR/designee	Phone/in-person
Notify Director	HR/designee	Phone/text/email
Notify KPL staff	HR/designee	Email
Notify KPL Board of Trustees	Library Director/designee	Email

Communications will include the following:

- Date – Day that library learned of positive test for COVID, KPL location affected, date of
- Location – Location where individual with positive case worked or visited
- Date of last shift/visit
- **Confirmation of date of completion of advanced disinfection protocols (Page 8)**

Preventative Material Inventory

Disinfectant Supplies

- **Confirm an adequate supply of soap, disinfectant and cleaner, hand sanitizer, microfiber towels, tissues**
- Keep a minimum quantity of 30-day supply of disinfectant and cleaning supplies

PPE

- Keep a regular stock of face masks, face shields and gloves
- Keep a minimum quantity of 30-day supply of PPE supplies
- Any KPL employee must wear gloves and mask when cleaning or disinfecting

Employee Health Screening

- Have non-touch thermometers onsite at all locations for employee screening

ITEM	SPECIFICATION	RECOMMENDED QUANTITY
Mask (disposable)	1 per day for customer use.	Min. 30-day supply
Mask (washable)	Washable masks (3 per staff)	3 per employee
Gloves	Nitrile and vinyl	Min. 30-day supply
Face shields	Protective face shield	1 per employee
Aprons	Disposable or offsite laundered	necessary per site quantity
Infrared Thermometer	Medical infrared, 86F to 109F	1-2 per location
Disinfectant spray/wipes	EPA-approved disinfectant	Min. 30-day supply
Spray bottles	1-liter plastic spray containers	Min. 50 bottles
Hand sanitizer	Local-provided with 60% alcohol	Min. 30-day supply
Hand soap	Local-provided	Min. 30-day supply
Hand towels and tissues	Regular stock	Min. 30-day supply
Desk shields	Plexiglass	Sufficient coverage at each public desk

Mandatory Employee Daily COVID-19 Screening Protocol Workforce Risk Assessment

Task for all staff: Understand the difference between low, medium, high, and very high exposure risk

During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19.

OSHA Definition of Risk Categories

Lower Exposure Risk

(Caution) Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within **6 feet of) the general public. Workers in this category have minimal occupational contact with the** public and other coworkers.

Medium Exposure Risk

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within **6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19** patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

High Exposure Risk

High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include:

- Healthcare delivery and support staff (e.g., doctors, nurses, and other hospital staff who must enter patients' rooms) exposed to known or suspected COVID-19 patients
- Medical transport workers (e.g., ambulance vehicle operators) moving known or suspected COVID-19 patients in enclosed vehicles.
- Mortuary workers

Very High Exposure Risk

Very high exposure risk jobs are those with high potential for exposure to known or suspected **sources of COVID-19 during specific medical, postmortem, or laboratory procedures.**

Workers in this category include:

- Healthcare workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures (e.g., intubation, cough induction procedures, bronchoscopies, some dental procedures and exams, or invasive specimen collection) on known or suspected COVID-19 patients.
- Healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients (e.g., manipulating cultures from known or suspected COVID-19 patients).
- Morgue workers

**** As of 6/1/2020, KPL has assessed its workforce falls into two risk categories including Lower Exposure Risk (not required within 6 feet of others to perform job duties) and Medium Exposure Risk (required to come within 6 feet of others to perform job duties) based on OSHA definitions. This assessment will be reviewed and updated**

as circumstances change.

Personal Protective Equipment (PPE)

KPL's top priorities to mitigate the spread of COVID-19:

1. Personal hygiene
2. Social distancing
3. Frequent disinfecting of common surfaces
4. PPE

At a minimum, KPL will abide by Kalamazoo County Public Health Department recommendations, CDC recommendations, and Michigan Executive Order requirements in establishing PPE requirements.

Masks

- **Face masks are required for all KPL staff at all times, unless your office door is closed or you are** the only staff person in your agency workspace. If you have a medical condition or other concern when wearing a mask, please contact your supervisor or HR to discuss.
- Patrons and other visitors will be asked to abide by current Executive Order requirements on mask wearing.
- KPL will continue to monitor mask recommendations and requirements and advise of any updates.

Face Shields

- Face shields may be used as an additional safety measure. Masks must still be worn with a face shield.

Gloves

Based on CDC findings, the Library will only require staff to wear gloves when using cleaning chemicals to clean or disinfect Library materials and spaces, or moving unquarantined items.

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection. Touching your face **with contaminated hands, whether gloved or not, poses a significant risk of infection.**
- Gloves often create a false sense of security for the individuals wearing them. People are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves. However, they are not more protected.
- When wearing gloves, people are less inclined to wash their hands. This is counterproductive and puts others at higher risk. We want people to wash their hands because it is the best defense against any virus.
- Proper removal of gloves takes training. If contaminated gloves are not removed properly, our employees are exposed to greater risk.

Mandatory Employee Daily COVID-19 Screening Protocol

Disinfectant Measures

Task: Implement the General Disinfectant Measures

General Disinfectant Measures:

- Disinfection should be completed routinely and as listed in the table at the end of this section.
- Proper personal sanitary practices including frequent hand washing are a necessary part of disinfectant process.
- KPL custodial staff will be responsible for most routine cleaning and disinfecting except for returning patron materials.
- All staff are responsible for completing some routine workplace disinfectant tasks, i.e. wiping their own workspaces, cleaning up after themselves, and disinfecting frequently used surfaces.
- When necessary, various staff will be required to assist in cleaning high touch public area surfaces during the day to supplement or assist FM staff.
- The measures listed on the chart below should be implemented to reduce risk and spread of infection.

AREA/PLACE	SURFACE	CHEMICAL	PROCEDURE	FREQUENCY	TASKED TO
Common Customer Surfaces	Table tops, small study spaces, computer surfaces	EPA-approved disinfectant	Manufacturer directions on label	Between each use	All staff
Offices, desks, & meeting rooms	Table and chair surfaces	EPA-approved disinfectant	Manufacturer directions on label	At the end of each meeting, and end of day	All staff
General objects often touched or used	Door handles, light switches, phones, elevator buttons	EPA-approved disinfectant	Manufacturer directions on label	At least 4 times per day	All staff
Self-check and catalog stations	Touch Screens	EPA-approved disinfectant	Manufacturer directions on label	Between each use	All staff
Play spaces and toys	Removed or closed until further notice	EPA-approved disinfectant	Manufacturer directions on label	Removed until further notice	N/A
Restrooms	All surfaces, mirrors, counters, floors	EPA-approved disinfectant	Manufacturer directions on label	At least 4 times per day	FM staff

Advanced Disinfection Protocol, Due to a Positive COVID-19 Case

Task: Review, understand, and prepare for the triggering of the Advanced Disinfection Protocol

The Routine Disinfection Measures should be followed regularly, whereas the Advanced Disinfection **Protocol is triggered when an active employee has tested positive for COVID-19 and HR notifies** FM department of a positive case.

COVID-19 advanced disinfection is triggered when an active employee has tested positive for COVID-19.

The CDC recommends that when an employee tests positive for COVID-19 the workspace should be quarantined for 24 hours in order for any droplets in the air to dissipate. After the quarantine period an EPA registered disinfectant should be applied to all surfaces with listed dwell time before use.

If multiple employees in a location are confirmed to have a positive COVID-19 test, the agency may close for a period of at least 72 hours to allow for natural deactivation of the virus followed by a comprehensive disinfection of the area or building by custodial staff.

Additional Considerations

1. If Library staff is unable to keep up with the demands/need for disinfecting KPL for any reason, the Head of Facilities Maintenance will contact an approved company to perform this work.

Modernistic (provisional) 1 (800) 627-5080

An approved company must meet the following requirements:

- Trained personnel to execute the process of advanced disinfection.
- Proper equipment and PPE to perform the task.
- All necessary procedures and local authorizations or permit to perform disinfection services.
- Company must provide safety orientations and regular safety audits.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

2. Facilities department will coordinate and supervise the disinfection process.

They must ensure that:

- **There is a specific plan and strategy to disinfect Library facilities and materials.**
- Only authorized people can access the site during the cleaning operation.
- All third party team members are using any required PPE.
- A safety meeting is conducted prior to commencing work.
- Assure that KPL employees are made aware that the work areas have been disinfected.

Mandatory Employee Daily COVID-19 Screening Protocol

Disinfection Checklist

Task: Agency or building designee routinely completes the Disinfection checklist each day

Frequent disinfection of surfaces is critical to mitigating the risk of COVID-19. Identifying the areas to clean, the proper disinfectant and technique, and frequency is vital.

By accessing and completing the Disinfection Checklist on the COVID-19 tab of MyKpl, the assigned agency or building ensures this work is completed.

Checklist

- Keyboards
- Touchscreens
- Door handles
- Countertop and table surfaces
- Computer mice
- Phones
- Copy machines
- Drawer pulls and handles
- **Office equipment: staplers, calculators, etc.**
- Elevator buttons
- Faucet handles
- Hard surface seating
- Chair arm rests
- Handrails
- Elevator metal chair rail and panels

- Pump sanitizer stations
- Breakroom appliances & coffee makers
- “ • Water coolers

Incoming Materials, Supplies, Delivery and Mail Protocol

The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled, and exposed to different conditions and temperature is also low.”

— World Health Organization

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should deactivate the virus.

Returned Library Materials

- **Returned Library materials will be quarantined for 96 hours**

Supplies and Other Shipped Materials

- The virus does not survive for long on surfaces and the length of shipment time and other environmental factors should deactivate the virus.
- No quarantine of mail and packages is recommended upon delivery.

Deliveries Between Locations

- Returned library materials in totes will have already been quarantined and cleaned.
- Staff transporting unquarantined items with the KPL delivery van should wear gloves while handling.

Mandatory Employee Daily COVID-19 Screening Protocol

Contractor and Service Provider Protocol

Task: Review, understand, and follow the guidelines below directing work performed by commercial vendors in KPL buildings during the period of the pandemic

Contractor and Service Provider Restrictions

- Meetings should be conducted remotely whenever possible.
- Business critical, in-person visits:
 - Should be as short as possible while allowing for quality service.
 - All contractor workers and supervisors will wear face coverings at all times.
 - Contractors and workers will adhere to social distancing except where necessary to perform the work.
 - Contractors will be subject to wellness checks before entry.
 - KPL procedures will be communicated to the contractor or service provider prior to the visit.
 - Any work performed in staff or patron spaces will be communicated to KPL staff prior to commencement.

Contractor and Service Provider Entry Procedure

- On-site service visits must be arranged in advance.
- First time contractors and service providers will be screened and obtain credentials **through the FM office.**
- The KPL staff member that arranged the visit or work must meet the contractor at the staff entry door.
- The staff member arranging the visit must also arrange for an HR approved screener to be there at that time if the staff member is not a screener themselves.
- After screening, and if the visitor is not already on the approved vendor list, they will be escorted **to the FM offices for sign-in, badge, and temporary keys if needed.**

Contractor and Service Provider Work Procedure

- Work will be stopped if social distancing and mask wearing rules are not followed.
- Workers should avoid sharing tools where possible.
- Frequently used tools should be cleaned and disinfected often.
- Only the minimum number of contractor or service provider employees required to safely complete the work should be on-site.
- Contractor will check in with the KPL staff member before leaving the site.

I am a KPL Employee Who ...	Steps to Take	Return to Work	Pay implications
... is unable to work due to illness related to Coronavirus (COVID-19).	<ol style="list-style-type: none"> 1. Contact your supervisor. 2. Complete Leave Request for Emergency Leave (COVID-19) and submit to HR. 3. Utilize paid sick leave under the Federal Emergency Paid Sick Leave Act. 4. If further time off is required, use sick, vacation or floating holiday if available. 	Follow CDC guidelines for ending isolation/quarantine and return to work.	100% of pay for up to 80 hours or a part-time hourly employee's two-week equivalent (based on last 6 months).**
... is unable to work due to quarantine or isolation due to exposure to person with confirmed COVID-19 or person with symptoms.	<ol style="list-style-type: none"> 1. Contact your supervisor. 2. Complete Request for Accommodation and submit to HR. Collaborate with supervisor and HR to access options for accommodations. 3. If remote work is not possible, submit Leave Request for Emergency Leave (COVID-19) and submit to HR. 4. Utilize sick leave under the Federal Emergency Paid Sick Leave Act. 	Follow CDC guidelines for ending isolation/quarantine and return to work.	100% of pay for up to 80 hours or a part-time hourly employee's two-week equivalent (based on last 6 months).**
... is at high risk or immune-compromised and advised to quarantine or isolation by healthcare provider.	<ol style="list-style-type: none"> 1. Contact your supervisor. 2. Complete Request for Accommodation and submit to HR. Collaborate with supervisor and HR to access options for accommodations. 3. If remote work not possible, complete Leave Request for Emergency Leave (COVID-19) and submit to HR. 4. Utilize sick leave under the Federal Emergency Paid Sick Leave Act. 5. If further time off is necessary per healthcare provider direction, use sick, vacation or floating holiday if available. 		100% of pay for up to 80 hours or a part-time hourly employee's two-week equivalent (based on last 6 months).**

Mandatory Employee Daily COVID-19 Screening Protocol

Employee Leave under Family First Coronavirus Response Act			
I am a KPL Employee Who ...	Steps to Take	Return to Work	Pay implications
... is providing care to a seriously ill family member due to COVID-19 related illness	<ol style="list-style-type: none"> 1. Contact your supervisor. 2. Complete Request for Accommodation and submit to HR. Collaborate with supervisor and HR to access options for accommodations. 3. If remote work not possible, complete Leave Request for Emergency Leave (COVID-19) and submit to HR. 4. Utilize sick leave under the Federal Emergency Paid Sick Leave Act. 5. If further time off is necessary per healthcare provider direction, use sick, vacation or floating holiday if available. 	Follow CDC guidelines for ending isolation/quarantine and return to work.	<p>Employee may take paid sick leave for the first 10 days (2/3 pay)* or substitute any accrued sick, vacation or other accrued leave.</p> <p>Additional leave will be paid at 2/3 of regular pay rate.*</p> <p>Employee may supplement 2/3 pay with sick, vacation or float if available after the initial 10 days.</p> <p>Employee may take intermittent leave as needed.</p>
... is caring for child(ren) whose school or day care center has closed due to COVID-19 or providing care to a quarantined family member	<ol style="list-style-type: none"> 1. Contact your supervisor. 2. Complete Request for Accommodation and submit to HR. Collaborate with supervisor and HR to access options for accommodations. 3. If remote work not possible, complete Leave Request for Emergency Leave (COVID-19) and submit to HR. 4. Utilize sick leave under the Federal Emergency Paid Sick Leave Act for 10 days. 5. If further time off is necessary, utilize Emergency FMLA (up to 10 weeks). 		<p>Employee may take paid sick leave for the first 10 days (2/3 pay)* or substitute any accrued sick, vacation or other accrued leave.</p> <p>Additional leave will be paid at 2/3 of regular pay rate.*</p> <p>Employee may take intermittent leave as needed.</p>

*Family First Coronavirus Response Act

****Employees who have utilized 80 hours of Emergency Sick Leave for previous isolation/quarantine requirements will be allotted additional sick leave for health department or KPL required isolation/quarantine orders. Appropriate documentation will be required.**

Additional Resources

- [Center for Disease Control and Prevention Coronavirus Disease 2019 \(COVID-19\)](#)
- [Kalamazoo County Health and Community Services Department COVID-19](#)
- [Families First Coronavirus Response Act: Questions and Answers](#)

Request for Accommodation and Leave Request for Emergency Leave (COVID-19) forms are located in Paycor under Documents or on the COVID Resource page on myKPL.

Protocol for Requesting Accommodations

Kalamazoo Public Library (KPL) values all of our employee's contributions including those who are experiencing disabilities. A reasonable accommodations primary function is to enhance workplace productivity and provide equal employment opportunities to applicants, candidates, and employees with disabilities.

The goal of this protocol is to create a more inclusive environment where all employees can readily **and efficiently ask for and receive reasonable accommodations necessary to reach their full potential** at work. This guidance also complies with our Federal obligations under the Americans with Disabilities Act, Section 503 of the Rehabilitation Act, and other applicable state and local disability related regulations.

Purpose

The purpose of this document is to provide all employees with a detailed guide on the reasonable accommodation process. There are important steps that must be taken to ensure reasonable accommodations are documented (within the accommodation tracking system), communicated, and provided in a timely fashion. These steps ensure equal opportunity for applicants, candidates, and employees with disabilities as well as ensure Kalamazoo Public Library meets its legal obligations.

KPL is committed to processing requests for reasonable accommodation and will provide reasonable **accommodations where appropriate, in a prompt and efficient manner in accordance with the time** frames set forth in the following procedures.

Who is covered by this guidance?

Applicants, candidates, and employees with physical or mental conditions that substantially limits one or more major life activities or have a record of such a substantially limiting condition.

What is workplace reasonable accommodation?

Workplace reasonable accommodation, sometimes called workplace adjustments, are any changes in the workplace or the way job duties are customarily performed that provides an equal employment opportunity to an individual with a disability. (This process does not cover requests that would pose an undue hardship or fundamentally change the essential functions of a job.)

Not All Accommodation Requests Can Be Honored

Sometimes an applicant or an employee may ask for an accommodation that is not reasonable or necessary, that poses an "undue hardship" (i.e. too costly or disruptive to business) on the company or its employees or that might threaten the safety of the individual who has made the request or of others. Even in those cases, the company will discuss whether some other form of workplace accommodation may be effective.

When is reasonable accommodation provided?

- When an applicant with a disability needs an accommodation to have an equal opportunity **to compete for a job;**
- when an employee with a disability needs an accommodation to perform the essential functions **of the job or to gain access to the workplace; and**
- **when an employee with a disability needs an accommodation to enjoy equal access to benefits** and privileges of employment (e.g., productivity tools, trainings, company sponsored events).

Mandatory Employee Daily COVID-19 Screening Protocol

What are the common types of accommodations?

• **Acquisition or modification of equipment.**

- Changes in the physical layout of a work environment to eliminate or reduce barriers.
- Elimination of non-essential job duties.

• **Modifications of an individual's work schedule while continuing to meet business requirements.**

• **Modifications to the building where an individual performs work.**

Note: Leave time and/or reassignment to another vacant position are accommodations of last resort.

Responsibilities

- The applicant, candidate, or employee has the responsibility to request an accommodation.
- Managers are responsible to receive, begin documentation for, and communicate all accommodation requests to Human Resources (HR).
- HR and/or manager is responsible for initiating the interactive process with the person who requests an accommodation, to involve only those who are necessarily involved to insure an effective and timely accommodation is provided. They also must inform the employee or applicant of the outcome of their request.

What is the interactive process (IP)?

The interactive process is a collaborative effort between the employee and HR to discuss the need for an accommodation as well as identify effective accommodation solutions. The interactive process begins when an employee discloses a disability/health condition and requests an accommodation, a manager or Human Resources representative recognizes an obvious challenge of an applicant, candidate, or employee due to a disability, or when an employee returns to work with an on-going health care condition or disability.

Confidentiality in the Reasonable Accommodation Process

Ensuring the confidentiality of all medical information obtained in connection with a request for reasonable accommodation, as well as the confidentiality of all associated communications during the interactive process is required by federal law.

All documentation must be kept in a file separate from an individual's personnel file. Non-medical

information obtained during this process is shared on an as needed basis with those involved in providing a reasonable accommodation.

KPL Procedure for Reasonable Accommodations

Most accommodation requests are initiated by the applicant, candidate, or employee. That said, it is important to recognize that company representatives should not assume that because an individual has a physical or mental disability that he or she will necessarily require or want an accommodation. An individual may have a disability that does not limit the employee's ability to perform the essential **functions of their job or require a workplace modification. Because each individual's abilities and needs** are different, each accommodation request will be handled on a case-by-case basis.

At times, KPL may be able to address an employee's disability or chronic health condition related needs outside the reasonable accommodation process. Example, an employee with carpal tunnel syndrome may request an ergonomic chair, stand/sit desk, or wrist pad. Requests under these procedures,

requests should be directed to the employee's manager.

Protocol for Requesting Accommodations (continued)

Requesting a Reasonable Accommodation (RA)

The process begins when the company becomes aware that an employee may need an adjustment **or change concerning some aspect of the application process, the job, or a benefit of employment for a reason related to a disability or chronic medical condition.** Notification may include documentation from the employee directly and/or from the employee's physician. An **applicant or employee** may request a reasonable accommodation at any time, **orally or in writing.** A request for an accommodation can also be made by an employee representative (e.g. family member). If the request comes in through **a third party, the request should be confirmed with the applicant or employee.** Request for Accommodation can be found at:

An accommodations request does not have to include any special words, such as "reasonable accommodation," "disability," or "ADA." A request is any communication in which an individual asks or states that the applicant or employee needs a change because of a medical condition. A manager or HR needs to ask an individual whether they are requesting a reasonable accommodation if the nature of the initial communication is unclear.

Once the library receives notice of a need for accommodation, it will provide the employee with the Accommodation Request form which the employee (and/or the employee's physician) must complete and return as indicated.

If the disability or need for accommodation is obvious or adequate medical documentation has already been provided for other reasons (i.e. Family Medical Leave Act, Workers Compensation), no medical **documentation will be required. However, a request form still needs to be filled out by the applicant or employee.** The employee will be asked to sign a release form authorizing the company to secure additional medical information from the employee's health care provider whenever the disability or need for accommodation is not obvious. The healthcare provide would be asked to provide job relevant information **as to the nature of the employee's medical condition, and/or whether the requested modification/ accommodation is necessary.**

Initiation of the Interactive (IP) Process

After a request for accommodation has been made, and if need be, confirmed by a health care provider, the next step is to begin the interactive process to determine what, if any, accommodation should be provided. All accommodation requests are handled on a case by case basis.

During the interactive process, the individual requesting the accommodation and the manager and HR, will need to clearly discuss key aspects with each other including:

- the nature of the job-related challenge that is generating the request
- **confirming that a disability is prompting the need for an accommodation**
- the accommodation solution(s) that may be effective in meeting an individual's needs to successfully meet the requirements of the job

Mandatory Employee Daily COVID-19 Screening Protocol

Time Frame for Processing Requests and Providing Reasonable Accommodations

KPL will process requests and, where appropriate, provide accommodations in as short a period as **reasonably possible**. The time frame for processing a request (including providing accommodation, if approved) is as soon as possible but no later than **30 business days from the date the request is made**. In certain circumstance, a request for reasonable accommodation requires an expedited review and decision (e.g. address a safety related concern, provide an interpreter for a meeting, etc.)

An extension of the time frame for providing an accommodation will be considered in extraordinary circumstances that **could not reasonably have been anticipated or avoided in advance** of the request for accommodation, or that are **beyond KPL's ability to control**.

Determination

Once HR receives all of the medical and other information deemed necessary, they will determine **in consultation with others on a need-to-know basis whether the workplace modification/accommodation sought will be granted, or, whether an alternative modification/accommodation is appropriate. HR will first inform the employee's manager and then the manager or will communicate the decision** to the employee and discuss the employee's questions/concerns, if any, about that decision and steps for implementation.

When KPL **grants an accommodation**, the manager or HR will give the **Approval of Request** form to the requestor, and discuss implementation of the accommodation. A decision to provide an accommodation **other than the one specifically requested will be considered a decision to grant an accommodation**. If the accommodation offered is other than the one requested, but the alternative accommodation is not accepted by the employee, the manager or HR will record the individual's rejection of the alternative accommodation on the Approval of Request form.

Medical information will be disclosed ONLY on an "as need to know" basis. Accommodations may be provided without informing the employee's manager or supervisor without disclosing the employee's diagnosis or disability.

Temporary of Trial Accommodations

Many accommodations are implemented long-term, while some accommodations last for only a temporary period. Every situation is unique and requires case-by-case analysis of the individual's **limitations, restrictions, specific accommodation needs, and the impact accommodation will have** on job performance and library operations.

Implementing a temporary change offers the opportunity to evaluate an accommodation for effectiveness before making the decision to implement the change long-term and also demonstrates good faith.

Monitoring an Accommodation

It is the obligation of the manager to monitor the effectiveness of the accommodation. This monitoring should occur outside of the KPL performance evaluation process. While employees with disabilities must be able to perform essential functions of their job with or without accommodation, it is also the responsibility of the manager to ensure an accommodation is effective for the employee. If an accommodation is no longer effective, then the interactive process should be revisited.

Protocol for Requesting Accommodations (continued)

Protocol for Requesting Accommodations (continued)

Accommodation Request Denial

If the library **denies a request for accommodation**, the manager or HR will communicate this with the employee and discuss the reason for the denial. The employee will be provided information on the process or appealing this decision.

Appeals Process

An individual dissatisfied with the resolution of a reasonable accommodation request can ask the Director of the library for to reconsider that decision. An individual must request reconsideration within **10 business days** of receiving the denial.

Short-Term Remote Work

Kalamazoo Public Library (KPL) may require or allow employees to temporarily work from home to ensure business continuity. Short term work from home arrangements may be implemented in the event of an emergency such as a severe weather event or pandemic or in response to an approved accommodation for an employee.

Managers will determine if job duties are appropriate for a remote work arrangement, including equipment needs, workspace design considerations, expectations and scheduling issues. An agreement will be prepared by the manager and signed by the employee which outlines terms of the arrangement.

The employee will establish an appropriate work environment within their home for work purposes. Kalamazoo Public Library will not be responsible for costs associated with the setup of the employee's **home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.**

KPL will determine the equipment needs for each employee on a case-by-case basis. Equipment supplied by the organization is to be used for business purposes only.

Consistent with the organization's expectations of information security for employees working at the **office, employees working remotely will be expected to ensure the protection of proprietary company and patron information accessible from their home office.**

During emergency remote working arrangements, employees should not assume any specified length of time as KPL may require employees to return to regular, in-office work at any time.

Remote Work During COVID

KPL prohibits in-person work for employees to the extent that work activities can be feasibly completed remotely. Managers /supervisors shall determine which activities must be completed remotely vs. in-person to maintain the current operational level of the library and establish work expectations for their staff.

The following positions/work responsibilities have been determined to be necessary to be on-site for the continuity of library operations.

POSITION	ON-SITE WORK RESPONSIBILITIES
Director/Department head	Oversight and management of operations and staff on-site; management of security, conduct COVID screening and contact tracing; conduct curbside service
Marketing & communication manager	Evaluation and distribution of signage; conduct curbside service
Custodial and maintenance staff	Completion of facility cleaning and disinfection protocols, building repair and maintenance, HVAC control and maintenance, material delivery
Library assistants	Conduct curbside service; cataloging, acquisition and material processing; processing of MeL materials, answering patron phone calls; supporting business office operations to include accounts payable, conduct COVID screenings; shelving and discharging of materials; oversight and management of on-site hourly staff
Librarians	Conduct curbside service, cataloging of materials, collection maintenance; oversight and management of on-site hourly staff, conduct COVID screening; shelving and discharge
IT specialists and interns	Provide IT support for remote and in-person workers; telephone and network administration; support on-site technology needs for current operational level of the library; conduct curbside service
HR intern	Document maintenance; support for COVID screening and contact tracing; conduct curbside service if needed.
Accounting specialist	Support for business office, accounts payable
Digital media specialist	Production of video content using library equipment; onsite photography for library promotion
Graphic design specialist	Printing of required materials
Executive Assistant	Answering patron phone calls; printing and distribution of Board packets; support to Director
Circulation Manager	Conduct curbside service to include procedural development, staff training; oversight and management of on-site hourly staff

Short-Term Remote Work Agreement

Employee Information

Name: _____

Job _____ title:

Department: _____

FLSA status: ☐ Exempt ☐ Nonexempt

This temporary remote work agreement will begin and end on the following dates:

Start date: _____ End date:

Temporary _____ work _____ location:

Description _____ of _____ work _____ to _____ be _____ completed:

Employee schedule: _____

The employee agrees to the following conditions:

- The employee will remain accessible and productive during scheduled work hours.
- Nonexempt employees will record all hours worked and meal periods taken in accordance with regular timekeeping practices.
- Nonexempt employees will obtain supervisor approval prior to working unscheduled overtime hours.
- The employee will report to the employer's work location as necessary upon directive from their supervisor.
- The employee will communicate regularly with their supervisor and co-workers, which includes a weekly written report of activities.
- The employee will comply with all KPL rules, policies, practices and instructions that would apply if the employee were working at the employer's work location.
- The employee will maintain satisfactory performance standards.
- The employee will make arrangements for regular dependent care and understands that remote work is not a substitute for dependent care. In pandemic circumstances, exceptions may be made for employees with caregiving responsibilities.
- The employee will maintain a safe and secure work environment at all times.
- The employee will report work-related injuries to his or her manager as soon as practicable.

Short-Term Remote Work Agreement (continued)

KPL will provide the following equipment:

- The employee will not make any changes to security or administrative settings on KPL equipment. The employee understands that all tools and resources provided by the company shall remain the property of the company at all times.
- The employee agrees to protect company tools and resources from theft or damage and to report theft or damage to his or her manager immediately.
- The employee agrees to comply with KPL's policies and expectations regarding information security. The employee will be expected to ensure the protection of library and patron information accessible **from their home offices.**
- The employee understands that all terms and conditions of employment with the company remain **unchanged, except those specifically addressed in this agreement.**
- The employee understands that management retains the right to modify this agreement on a temporary or permanent basis for any reason at any time.
- **The employee agrees to return company equipment and documents within five days of termination** of employment.

Employee signature: _____ Date: _____

Manager signature: _____ Date: _____

Human resources signature: _____ Date: _____

END