

## Volunteer General Safety Guidelines

The Library encourages volunteers to stay home and seek medical care if they have flu-like symptoms including fever, cough, and shortness of breath. We want volunteers to get better and to limit exposure to others.

- Before leaving for the Library, all volunteers should check their temperature. Volunteers with a temperature of 100 or more should not come into the Library for their shift.
  - If you are not able to come in for your volunteer shift, please report your absence as soon as possible.
- Volunteers who develop a temperature of 100 or more or become ill during their shift at the Library should inform a supervisor and leave the Library immediately.
- If any other COVID-19 symptoms exist, we recommend you consult with your medical provider.
- Volunteers must be fever free for a minimum of at least 24 hours without the use of fever reducing or cough suppressing medications before returning to the Library.

Do not enter the Library if you are experiencing:

- Cough
- Shortness of breath or difficulty breathing
- *Or at least two of these symptoms:*
  - Fever
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell

**IMPORTANT NOTE:** It does not matter how mild your symptoms are. If you meet the above criteria, you are required to leave the Library immediately. This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

### **Important changes specific to volunteer safety/access:**

- Volunteers cannot use staff break rooms or staff restrooms.
- Volunteers will not be able to access lockers. Personal items should be kept with you or not brought into the Library.
- The computer at the Volunteer Station will not be operational. Volunteers will record their volunteer hours in one of the following ways:
  - Enter volunteer service online at [VicNet](#) - contact the Volunteer Program staff if you need training on this online system.
  - Email your volunteer service including date, time, and role to [volunteer@crlibrary.org](mailto:volunteer@crlibrary.org).
  - Leave a voicemail message of your volunteer service including date, time, and role at 319-739-0403.
- **If you are diagnosed with COVID-19, we ask you to immediately notify the Volunteer Program at [volunteer@crlibrary.org](mailto:volunteer@crlibrary.org) or 319-739-0403.**

- **Always wear a face covering/mask in the Library.** For a tutorial on the proper way to put on and remove a face mask please watch the following [video](#).
  - You may wear a mask of your own - cloth or disposable.
  - Please contact the Volunteer Program staff immediately if you do not have a mask.
  - You are responsible to wash your cloth mask(s) at home before your next shift.
- **Gloves may be worn by volunteers handling materials in the sorter area when handling non-quarantined materials.** Linn County Public Health recommends frequent hand washing in lieu of gloves, but gloves will be available. Please dispose of your gloves properly – view the following [video](#) for safe removal or the following [pdf](#). **Wash your hands after removal at the nearest public sink.**
- **Wash your hands frequently,** especially after touching shared surfaces. Go to the nearest public sink often with soap and water for at least 20 seconds or use hand sanitizer if soap and water are not available. Watch this tutorial about [the proper way to wash your hands](#).
- **Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.** Throw used tissues in the trash and immediately wash hands at the nearest public sink with soap and water for at least 20 seconds or use hand sanitizer.
- **Avoid touching your eyes, nose, and mouth with unwashed hands.**
- **Avoid standing in doorways, halls, and other narrow walkways.**
- **Social distancing of 6 feet must always be maintained.**
- **Lastly...Be Kind!** Practice generous intent with staff, fellow volunteers, and patrons as we adjust to this new “normal.” We are all under extreme amounts of stress; it is vital to be mindful that we each process this stress differently – and that is **OKAY!**

## **Questions & Answers**

### **Q: What to do if I see a patron who isn't wearing a mask?**

A: There are two main factors when answering this question.

1. Safety is our primary concern. If you see something unsafe, let staff know. If a patron is close to you and isn't wearing a mask, you have some options:
  - Let the patron know that masks are required and they can go to a staff station to get one.
  - Leave the area and let a staff member know that a patron isn't wearing a mask.
    - Staff will be talking with patrons about wearing masks in a respectful and compassionate manner. If a patron says they cannot/will not wear a mask, staff will assist them quickly to move them out of the building while still trying to meet their needs.
2. The other factor that we want to bear in mind is that we don't want to police the public in our Library buildings looking for infractions - not as staff or as volunteers.
  - If a patron sitting way across the way from you has their mask off and isn't bothering anyone, we'll let it slide as reasonably as we can. We'll assume positive intent - maybe difficulty breathing, maybe needs a quick mask break in a solitary space, etc. - and we'll move on.
  - We will keep an eye open for patterns or for unsafe interactions - not simply a momentary lapse.
  - Again, if you have larger concerns or another patron approaches you with concerns, please let staff know.

We realize this a complex question and therefore answer. Our goals are to provide a safe Library experience to everyone while being kind, empathetic, rational, and accommodating.

### **Q: What should I do if a patron comes within 6 feet of me?**

A: Certainly you are welcome to move outside of the area if you are working in the shelves or on the floor and the patron needs to be in that area, too. We will give the patron the right of way in that instance. However, if a patron approaches you (too closely) and needs help, the best response is the most direct one. Staff are trained to respond with something along the lines of: "I am happy to help you. In order to keep everyone safe, the Library is requiring people to social distance 6 feet apart. If we can do that, I'll be happy to help!" Then you can answer their question or show them what they need. If they need staff, you can show them to a staff station. The most important thing to do is set safe boundaries for yourself.