Preparing for Colorado Libraries to Reopen

Presented by Ready Teams and The Colorado State Library

Today's Topics

- The impact of the health crisis on library staff in Colorado

- Handling of social service referrals

- A public health perspective on patron and library staff health and safety

- The mental health impact of COVID-19

- Mental health impact of sudden financial insecurity

- A few tools to help deal with the emotional intensity of both patrons and library team members

Housekeeping

- All participants will be on mute throughout the duration of the presentation

- Use the chat function to ask questions

  - Please write QUESTION in all caps before your question in the chat function

  - Please start asking questions during the presentation, the panel will begin to address as many as we have time for during the Q & A

- This Webinar is being recorded

- The recording and slides will be emailed to participants afterwards

The Impact of the Health Crisis on Library Staff in Colorado

What are the Greatest Concerns and Information Requests of Library Staff Based on the Colorado Library Preopening Survey?

- Stress caused by the emotional and economic impact of the pandemic

- How to help patrons who's lives have been impacted by COVID-19

- PPE

- Consistent Adherence to Safety Protocols

- Material Sanitizing

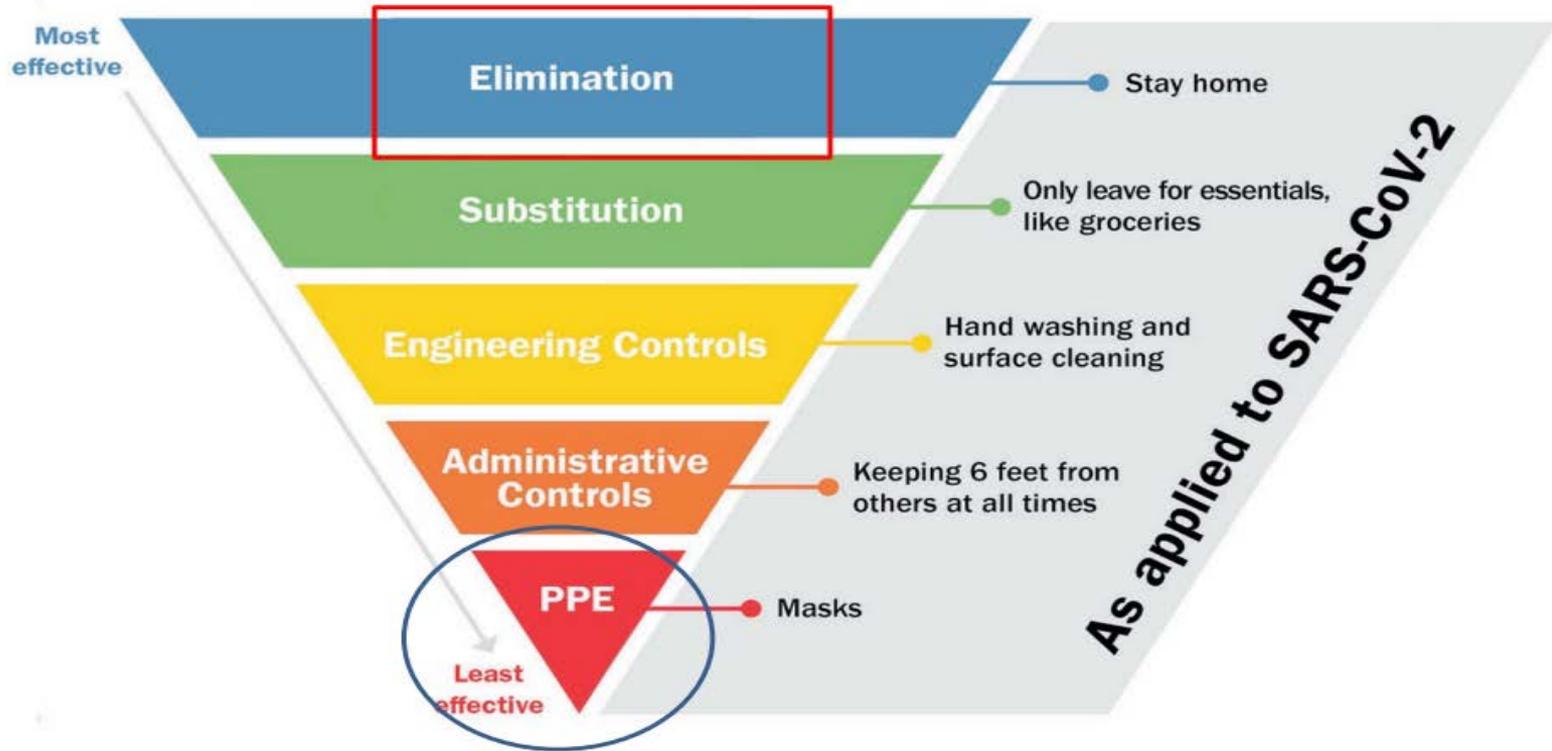# Understanding the Protection PPE will Offer Staff and Library Patrons

For those who would like more in-depth information on PPE:

CO Health Links has a great webinar with Dr John Adgate on their YouTube channel called:

Risk Reduction and PPE: What to do at Work and Home through COVID-19

https://www.youtube.com/watch?v=ai2eaDR_f7g

HIERARCHY OF CONTROLS

Most effective

Elimination — Stay home

Substitution — Only leave for essentials, like groceries

Engineering Controls — Hand washing and surface cleaning

Administrative Controls — Keeping 6 feet from others at all times

PPE — Masks

Least effective

As applied to SARS-CoV-2

colorado school of **public health**

UNIVERSITY OF COLORADO
COLORADO STATE UNIVERSITY
UNIVERSITY OF NORTHERN COLORADO

Courtesy: Dr. John Adgate, Colorado School of Public Health © 2020

Material Sanitizing

Every library will have their own protocols based on the recommendations of the library system, their county's emergency response team, and the state recommendations.

Helpful guidance and references from the Colorado Library Consortium:

https://www.clicweb.org/wp-content/uploads/2020/04/Libraries-Returning-to-Service-and-COVID-19.pdf

Consistent Adherence to Safety Protocols

A few approaches that may help:

- Use language that makes it about everyone rather than one patron vs one staff member
- "The space needs to be safe for everyone and you must enforce the (state's, county's, library system's) guidance that says..."
- Use reflective listening (e.g. "It sounds like this rule makes you feel uncomfortable…")
- Don't be afraid to call for a colleague, manager, or the appropriate public safety team member.
- Don't make exceptions – you are part of a team

Handling Social Service Referrals

- Give referrals and facts – not advice

- Have current information from your library's social services referral reference

  - Determine if organization's have adjusted their offerings during COVID-19

  - Request approximate timelines or backlogs to help patrons understand waittimes they may encounter

  - Consider offer resources a patron has not requested (e.g. Colorado Crisis services, a Food Pantry)

  - No matter how a patron approaches a request for information, respond with compassion and respect

A Public Health Perspective on the Patron and Library Staff - Health and Safety First

Transmission Facts

COVID-19 Epidemiology

Prioritize Your Safety

Consider Others' Safety
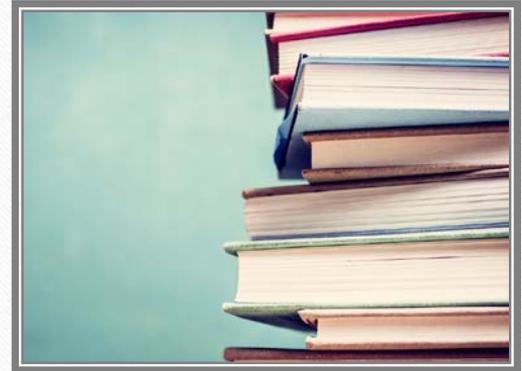
Quick Facts: **COVID-19 Transmission**

- COVID-19 is a virus spread by **respiratory droplets** from
  - Sneezing
  - Saliva (i.e. talking, coughing)

- Respiratory droplets can travel up to **6 feet** from the source

- You can get COVID-19 if respiratory droplets enter your **eyes, mouth, or nose**

- Spread can occur from contact with **contaminated surfaces** or objects

6' is about the length of skis
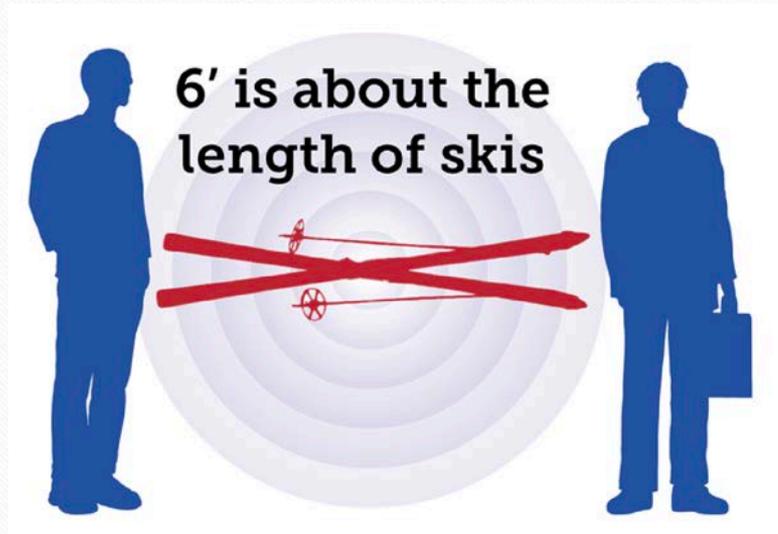
Quick Facts: **COVID-19 Transmission**

- Current research suggests…
  - 25-50% of cases do not show symptoms
  - Children can get and transmit COVID-19
  - Some people with COVID-19 can transmit the virus for up to 20 days

- The risk of poor health outcomes from COVID-19…
  - increases with age
  - is higher in those who are immunocompromised or have preexisting conditions
    - Chronic lung disease, heart disease, cancer, diabetes, hypertension, liver disease, chronic kidney disease, obesity

COVID-19 Epidemiology
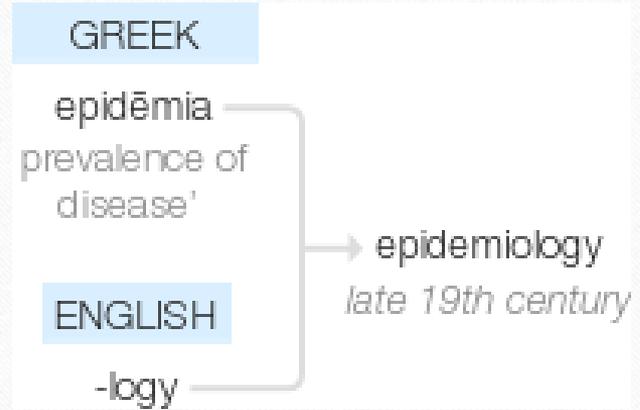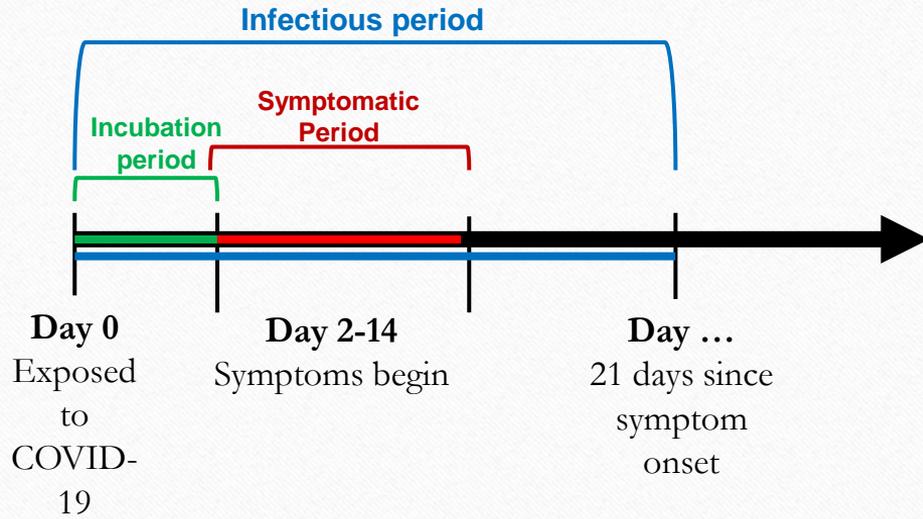
Prioritize **YOUR** safety

1. Always **wear a mask**

2. **Wash your hands** frequently but use hand sanitizer (that contains at least 60% alcohol) when handwashing is not possible

3. Social distance yourselves from all others, including employees, by **at least 6 feet**

4. **Avoid touching** your face and mask, and wash your hands before and after removing your mask

5. Frequently **disinfect** your workspace and home
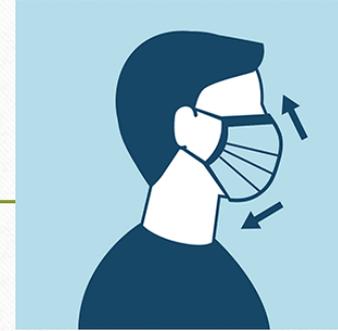
Mask Use

- Masks are used to prevent you from potentially transmitting COVID-19

- While at work…

  - masks should be worn **all day**

  - should not be touched or removed until the end of the work-day

  - If you touch your mask, wash your hands immediately

- Masks must be used **in conjunction with social distancing**

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

World Health Organization

Remember anytime you touch the mask **you must wash your hands!**

Mask Removal

1. Remove mask from behind to avoid touching front

2. Wash hands immediately

3. Disinfect anything that touches the mask

- **If your mask is a cloth mask:**

  - **After each use ,** wash cloth mask in washer machine (or carefully by hand) in hot water and detergent soap

- **If your mask is not a cloth mask** (or single use mask):

  - **After one use**, dispose of the non-cloth mask.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water

World Health Organization

Remember anytime you touch the mask **you must wash your hands!**

Consider **OTHERS'** safety

- **Stay home** if you are sick

- **Do not share** objects with other employees (i.e. Headsets, phones, computers)

- **Do not congregate** in a shared-space (i.e. break rooms)

- **Communicate** with others

Mental Health Impact of COVID-19

- Nearly 2/3 of Americans reported experiencing Anxiety and/or Depression in a poll conducted at the end of MARCH.

- Social isolation is a big problem, especially for people who were already struggling

- Older adults are especially vulnerable to social isolation
  - In normal times, loneliness and social isolation are among the biggest predictors of mortality in older adults

- People who report being socially isolated have higher rates of:
  - Anxiety
  - Depression
  - Substance abuse
  - Suicide

- Isolation makes these problems worse

Mental Health Impact of COVID-19

COVID-19 impacts our coping strategies

- Accessing healthcare
- Exercise
- Work (seriously)
- Diet
- Social supports
- Community connections
- Routine

Mental Health Impact of Sudden Financial Insecurity

- 1 in 3 Americans experiencing job loss or reduction in hours related to COVID-19 reported they were in "High Distress"

- Job loss is associated with many different mental and physical health problems

- Stigma associated with unemployment, struggling financially
  - Bigger problem for working-age men

- Problems compounded by not being able to afford mental health care

- Economic downturns and increased unemployment are associated with increased rates of suicide and overdose deaths

Mental Health Impact of Sudden Financial Insecurity

- Depression:
  - Sense of failing/disappointing others
  - Anger/ Frustration
  - Isolation
  - Motivation
  - Hopelessness

- Anxiety:
  - Waiting for next shoe to drop
  - Worrying
  - Irritability
  - Helplessness

What Can Library Staff Do?

- * Boundaries * remember you are not therapists
- Help people access resources they ask for
- Help people notice resources they didn't know they needed
- Static displays
  - Example: May is Mental Health Awareness Month!
- Promote positive coping strategies
- Include local mental health and crisis line information in the bundle of resources you share

What Can Library Staff Do?

- * Boundaries * remember you are not therapists

- Show that you are glad to see the patrons and that they matter to you
  - "Make their day"
  - Respect
  - Warmth
- Questions

What Can Library Staff Do?

- When things get intense:
  - Listen
  - Be respectful/ Stay professional
  - Validate
  - Set limits
  - Be consistent
  - Offer resources

- Safety:
  - Social distance
  - Have a plan
  - Address situation as a team
  - Take a break
  - End the conversation
  - Use your resources (security, public safety, crisis line)
  - Document

Q & A with our Panelists

Panelists Mini-Bios

Christine Kreger is the Professional Development Consultant for the Colorado State Library, bringing over 25 years of training and continuing education experience to the table. She is passionate about learning at all levels and connecting library staff to the information and resources they need for all of the great work they do.

Olivia Zarella is public health professional focused on infections disease and climate change. She is currently a doctoral student in public health at the Colorado School of Public Health. Currently she is working to strengthen the systems that prevent and control infectious diseases and focuses on improving public health intervention sustainability through the education of and inclusion of at-risk communities in decision making. To support Colorado communities during this pandemic, Olivia created the ColoradoSPH COVID-19 Student Response Initiative.

Carl LoFaro is a social worker with 15 years of experience working in mental health care and prevention. He has served challenging populations in high-stress situations including while deployed with the Army to Iraq and in crisis centers in Colorado. His belief that other community members are often the best resources for people who are struggling guides his current work as a suicide prevention researcher and a doctoral student.

Q & A with our Panelists

Alyssa Henneboehle is a family nurse practitioner with nine years of experience in healthcare. Her focus during her RN career was obstetrics, and as an NP she provides primary care to residents of assisted-living facilities. She is passionate about caring for underserved populations and is particularly concerned about the current COVID-19 outbreak because of the increased risk the virus poses to her patient population.

Robert Ayala is the division manager of customer experience at the Loveland Public Library, with primary responsibilities for customer service, circulation, facilities, and security. He has been with LPL for 6 years with previous positions at the Converse Public Library and San Antonio Public Library. Other areas of experience are in adult services, community partnerships, large-scale programming and events, and project management.

Polly Gallagher is an executive director of a small to mid-sized rural Colorado library district. She has led non-profit and government agencies through a variety of pivots and significant changes in operations and service models. She believes that libraries are recognized as trustworthy resources in our community and are positioned to support and direct people within our building and beyond.

Reference Links

Public Libraries Respond to COVID-19: Survey of Response & Activities

http://www.ala.org/pla/issues/covid-19/surveyoverview

University of Minnesota Center for Infectious Disease Research and Policy COVID-19 Resource Center

https://www.cidrap.umn.edu/infectious-disease-topics/covid-19?f%25255B0%25255D=field_related_topics%3A178636&f%255B0%255D=field_related_topics%3A178636#bibliography&1-4

Kaiser Family Foundation: The Implications of COVID-19 for Mental Health and Substance Use

https://www.kff.org/health-reform/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/

McKinsey & Company: Returning to resilience: The impact of COVID-19 on mental health and substance use

https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/returning-to-resilience-the-impact-of-covid-19-on-behavioral-health

SAMSHA: Taking Care of Your Behavioral Health: Tips For Social Distancing, Quarantine, And Isolation During An Infectious Disease Outbreak

https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf

Reference Links

SAMHSA: Coping with stress during infectious disease outbreaks
https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4885.pdf

SAMHSA: Manage Stress during a crisis: A guide for supervisors
https://www.osha.gov/SLTC/emergencypreparedness/resilience_resources/support_documents/supervisorintra/intrade
ployment_supervisors.pdf

LPL Circulation/Customer Service Material Handling Guidelines
https://docs.google.com/document/d/1E_fS2mMVFwlq9GCV_xJ8use84O4z-z0BJrVw8cXtu6s/edit?usp=sharing

LPL No Contact Curbside Service
https://docs.google.com/document/d/11Sks8mSFZct0WrTAXvfDIo5XUFKgJkBrNnBL5eVVTHU/edit?usp=sharing

Contact Information

If you would like to contact Ready Teams, the host of this webinar.

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Ready Teams' mission is to share tools and information to assist non-profits and government agencies to better reach their objectives and meet their clients' needs. The primary ways Ready Teams meets this mission is through customized staff training, financial analysis, and strategic planning.