

## **Recovery Plan Framework Alignment**

### **The City's Objective Pillars**

The Library's Phased plan will support the Objective Pillars in the approved Recovery Framework.

#### **1. Community Recovery**

- Online programming activities through the library's website will be continued to provide safe options for literacy development, recreational reading and fun interactive public interaction. These highly valued services for children, teens, families, newcomers and adults will be expanded throughout the recovery period.
- The library will continue to work with Seniors Community groups, school boards and other key groups to evaluate the needs for new services through the Recovery Period including an expansion of homework help and seniors initiatives.
- The Library will work closely with the Region of Peel to ensure that the at-risk populations supported through the Library's Open Window Hub Program are supported through the recovery period. In the closure period, the library worked with the Region to ensure that there were adequate shower facilities, that referrals were made to effective public supports and supported the distribution of boxed meals, gift cards, socks and toiletries to support physical needs. Continuous assessment of needs for this group will be undertaken through the various phases until the Open Window Hub can be re-opened.
- The Library will evaluate options to provide at-risk populations with access to computing and Internet access resources – applying for grants to expand these services during this crucial period.

#### **2. Economic Recovery**

- The Library will continue its work with the Economic Development Office to investigate how research support can be provided to small and medium-sized businesses as they investigate their recovery.
- The library will evaluate new ways to support businesses throughout the Recovery period.

#### **3. Financial Recovery**

- The Library will evaluate fiscal impact of its decisions through the phases and has determined that in alignment with the financial direction it will operate the first two phases of its recovery with full-time resources only.

#### **4. Corporate Recovery**

- The Library will align its phased delivery with the recommendations of the Peel Medical Officer of Health, in alignment with Provincial recovery mandates and orders and in conjunction with other City divisions to ensure service alignment and consistency.

### **The City's Guiding Principles**

In alignment with the City's Recovery Framework, the library has worked to establish plans and protocols to support effective implementation of the next phase of service delivery recovery.

#### Protection the Health and Safety of the Public and Employees

- Working with the Joint Health & Safety Committee, the library has established requirements for PPE and safe operating procedures to allow for an effective introduction of core services and the effective and safe return to work for our employees.
- Established a 72 hour quarantining procedure in conjunction with the Peel Medical Officer of Health to provide additional protection against transfer from returned library materials.
- The Library has discussed the need for modified, enhanced cleaning with the school boards, F&PM and the contract cleaners currently in charge of cleaning for library locations.
- Employee screening protocols will be put into place for all locations.
- Recommended PPE is currently on order.
- The library will be using scheduled appointments for pick-up of materials to allow the staff to retain social distancing from customers by managing the flow of work.

#### Care and Protection of Mental Wellness of City Staff

- The Library has an active Change Management plan to communicate to staff on a regular basis, obtain information on employee concerns and questions and to provide training to help them identify where they are in the change and what they need to feel supported through the change.
- The Library has hosted library-wide town halls to provide organizational and service updates, providing direct answers to employee questions and concerns.
- The Director has met with the Union on a regular basis to ensure that there was effective two-way communication about employee concerns.
- The Library is actively working to promote the suite of services developed by the City available to support Library employees and is working to support them at this time.

#### Phased Approach to service resumption

- The Library has identified a five-phase recovery plan in alignment with library best practices and a careful return to service. With changes in direction from public health leadership, the Library can progress forward and back in the operational service phases.
- The Library's phases will be monitored and future phases will be adjusted as public health situations or directions are adjusted.

#### Building Back Better

- The Library will be building assessment throughout the phases to determine how to adapt services. The movement to virtual programming has been well received by the community. The Library will develop a program to develop a balance between physical and digital programming going forward, and establish a staffing and operating model to support both.

Virtual programming will be the only model supported until Phase four, where potential models for inclusive programming for both will be supported.

- The Library will introduce small surveys through its website through the Recovery period to assess the success of new services and determine customer requirements for new services.
- The Library will use this as input to help evaluate service delivery models and strategic directions to build into its strategic plan.

#### Whole Community Approach

- The Library has been working with other libraries to ensure consistency in service recovery plans and timelines. An early June return to service is in alignment with the plans for GTA, Halton, and Peel libraries, if approved.
- As the library will not be re-opening its doors, the library will work with key stakeholders to continue to provide alternative service delivery. The Library will work with the Region of Peel to contemplate ways to continue to support at-risk populations. The temporary shower provided at Celebration Square has allowed the library to partner to provide meals and supports to this population through its partners during the Pandemic closure period. The library will also continue its work to support seniors and the business community through the specialized research supports provided through Recovery.