

# COVID-19 Preparedness Plan

## Posted Publicly – available to staff and clients

Company is committed to providing a safe and healthy workplace for all our workers and customers, clients, patrons, guests and visitors. To ensure we have a safe and healthy workplace, Company has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by the Company Owner who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. Company's managers and supervisors have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. Company is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by: sending this policy out electronically to all workers and allowing them to comment electronically at any time to consider updates

Company's COVID-19 Preparedness Plan follows the industry guidance developed by the state of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19, Minnesota Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota's relevant and current executive orders. It addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons;
- social distancing – workers must be at least six-feet apart;
- worker hygiene and source controls;
- workplace building and ventilation protocol;
- workplace cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol; and
- communications and training practices and protocol.

Company has reviewed and incorporated the industry guidance applicable to our business provided by the state of Minnesota for the development of this plan, including the following industry guidance in healthcare. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests and visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;

- additional protections and protocols for work clothes and handwashing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses within an industry.

## **Ensure sick workers stay home and prompt identification and isolation of sick persons**

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers’ health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

For health screening, Company uses the MN Symptom Screener which is a web-based tool that allows businesses to enter non-personal health information to help make a determination about someone entering their facility. MN Symptom Screener uses a few simple questions and also provides the option to record a daily temperature check. In the event the MN Symptom Screener is not available, then we use an electronic, and in-person “Health Screening Form for Visitors” (See attachment) Employees and staff shall follow the following procedure:

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### **COVID-19 Employee-Screening Procedures**

Effective immediately, all employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19.

Every employee will be screened, including having his or her temperature taken, when reporting to work. Employees should report to front door using social distancing protocols or back door if available (employee entrance door) upon arrival at work and prior to entering any other areas of Company property.

Each employee will be screened privately by a Company Owner or Operational Manager using a touchless forehead/ temporal artery thermometer. The employee’s temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Time spent waiting for the health screening should be recorded as time worked for nonexempt employees.

An employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath will be sent home. The employee should monitor his or her symptoms and call a doctor or use telemedicine if concerned about the symptoms.

An employee sent home can return to work when:

- He or she has had no fever for at least three (3) days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved; AND

- At least ten (10) days have passed since the symptoms began.

An employee may return to work earlier if a doctor confirms the cause of an employee's fever or other symptoms is not COVID-19 and releases the employee to return to work in writing.

**An employee who experiences fever and/or respiratory symptoms while home should not report to work.** Instead, the employee should contact his or her immediate supervisor for further direction.

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Workers will communicate with the business if they are sick or experiencing symptoms while at home by contacting the company owner or their supervisor.

Workers report they are sick or experiencing symptoms while at work by contacting the company owner or their supervisor.

Workers will be isolated in the workplace until they can be sent home by staying in the break room and communicating via phone or email to other staff. In the event that break room is not available the worker shall isolate to their vehicle if they drove one. Otherwise worker shall receive further instructions from company owner or supervisor.

Company has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. These workers shall inform one of the owners of their underlying health condition and Company owners shall create a workspace or plan to accommodate the request. If the request cannot be accommodated, then the worker shall work from home if this option is available. Otherwise the worker shall be furloughed or terminated.

Company has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. Owner shall contact all exposed staff via phone or email or in person, whichever is the quickest communicate method that the worker prefers.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information. The MN Symptom Screener does not collect personal health information. In addition, in all reports and policies related to COVID-19, the worker's health status and health information shall be confidential and only released with proper consent or in emergencies as allowed by law. Workers shall simply be "on leave due to COVID-19" if a reason is needed.

### **Make sure sick workers stay home – Company Policy**

1. Established health screening protocols for workers at the start of each shift, such as temperature taking or a health screening survey.
2. Identify and isolate workers with COVID-19 symptoms and those who have been exposed, and send them home immediately even if presenting with mild signs or symptoms.
3. Established communication protocols when workers have been potentially exposed.

4. Established worker sickness reporting protocols.
5. Evaluated and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home.
6. Provide accommodations for vulnerable populations. Populations identified as vulnerable under state or federal guidelines shall be assigned a plan to accommodate their needs, if possible in a safe manner.
7. Clearly communicated sick leave policies to all workers.

## **Social distancing – Workers must be at least six-feet apart**

Social distancing of six feet will be implemented and maintained between workers, customers and visitors in the workplace through the following engineering and administrative controls:

The Company, to the maximum extent allowable by the underlying nature of the work performed uses: telework, flexible work hours, staggered shifts and additional shifts to reduce the number of employees in the workplace at one time. The Company provides signage, markings and instructions for employees, visitors and customers about social distancing. The Company has made physical workplace changes, such as increased distance between workstations and at checkout stations. Aisles, tables, counters, checkout stations, etc. will be arranged and the flow will be directed to allow for social distancing between workers, customers and visitors.

If spacing cannot be increased or social distancing consistently maintained, barriers and guards will be used.

Occupancy requirements, customer numbers, flow and interactions will be safely conducted by head counting and monitoring by front desk staff during drop-off, pickup, delivery. Deliveries shall be scheduled after business hours.

Workers, visitors and customers will be prevented from gathering in groups in common areas and confined areas, including elevators using signage and arrangement of chairs.

Personal protective equipment, phones, pens, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment will not be shared and, if used by more than one person, cleaned and disinfected between users.

Riding in or sharing of vehicles will be discontinued.

Contact information shall be listed on all posters and provided to consumers via email to address employee, visitor and customer questions and concerns.

The front desk shall have a supply of and provide recommended protective supplies, including masks or nonmedical cloth face coverings, gloves, disinfectant, face-shields for workers and instruction about when and how they should be worn.

1. Maximized the use of telecommuting; workers who are able to work from home must work from home.
2. Staggered shifts and breaks; create additional shifts.
3. Evaluated traffic patterns to reduce crowding at entrances, in hallways, etc.
4. Limited gatherings of workers.
5. Ensured physical distancing in workplaces, including at workstations, waiting areas, etc.
6. Limited non-essential worker interaction across buildings, worksites, etc.

## 7. Increased physical space between workers and customers.

*During the workday*, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage members and others to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

### *Outside activities*

Employees might be encouraged to the extent possible to:

1. Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
2. Avoid recreational or other leisure classes, meetings, activities, etc., where employees might come into contact with contagious people.

## **Worker hygiene and source controls**

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All customers, clients, patrons, guests and visitors to the workplace are required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. These will be maintained, and refilled by the Company. Necessary handwashing and/or sanitizer facilities will be provided, supplied and maintained throughout the facilities, and workers will be allowed to perform handwashing to meet this precaution. In addition, handwashing and/or sanitizer shall be provided for hand hygiene will be provided for customer and visitor use in the waiting area and other public areas of the facilities.

1. Ensured workers regularly wash their hands. Ensure handwashing and/or hand-sanitizer facilities are readily available and stocked.
2. Provided recommended protective supplies, such as non-medical cloth masks, gloves, disinfectant, guards, shields, etc.
3. Posted handwashing and “cover your cough” signs.
4. Encouraged use of source control masks, such as non-medical cloth masks.
5. Prohibited on-site food preparation and sharing.
6. Provided tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.

## **Respiratory etiquette: Cover your cough or sneeze**

Workers, customers and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers, customers and visitors. These instructions and reminders will be communicated via posters in public facility rooms, and staff shall be instructed to remind customers and visitors that are not in compliance.

## **Cleaning, disinfection, and ventilation**

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, delivery vehicles and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, waiting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc. The facility shall be cleaned every other hour, operational manager will be conducting the cleaning. The Company will use CDC approved disinfectant to clean the workplace (See “Cleaning and Disinfecting Your Facility” – CDC factsheet).

The Company shall close overnight and the Company facility shall be disinfected if a worker, customer or visitor is symptomatic or is diagnosed with COVID-19. This includes cleaning the entire facility and all touch points for patients. The locations of the staff or customer shall be closed for an additional two days, with additional cleaning occurring during that time. If the location of the worker, customer or visitor cannot be determined for their last 7 days, then the facility shall be shut down for 2 days with cleaning occurring during that entire period.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product. The cleaning and disinfecting supplies that have been procured are COVID-specific and EPA-registered household disinfectants

(<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>), which are used for the purposes of disinfecting surfaces and they should be used as specifically directed in the “Cleaning

and Disinfecting You Facility” – CDC factsheet. Personal protective equipment is required while cleaning. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people. The ventilation systems of all facilities are being checked and/or are current on the manufacturer’s maintenance schedule.

1. Routinely clean and disinfect all areas, such as offices, restrooms, locker and changing rooms, common areas, shared electronic equipment, machinery, tools, controls, etc.
2. Frequently clean all high-touch items, such as door knobs, countertops, railings, handles, light switches and other surfaces.
3. Personal equipment, tools and phones should not be shared or, if shared, should be disinfected after each use.
4. Implemented routine cleaning and disinfecting of the workplace if a worker, customer or visitor becomes ill with COVID-19.
5. Selected appropriate and ensured the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency (EPA) has developed a list of products that meet EPA’s criteria for use against SARS-CoV-2.
6. Reviewed product labels and material safety data sheets, follow manufacturer specifications, and use required personal protective equipment for the product.
7. Maximized fresh air into the workplace, limit air recirculation, and properly use and maintain ventilation systems.
8. Taken steps to minimize air flow from units blowing across people and considered the use of portable HEPA filter units.

## **Additional protections and protocols for drop-off, pick-up and delivery:**

1. Drop-off, pick-up or delivery of goods made using means that allow for at least six feet of distance between the worker and customer.
2. Order verification must also be made using means that allow for at least six feet of distance or a complete barrier between the worker and customer.
3. Contactless payment should be used whenever possible. If contactless payment is not possible, payment must be made in a manner that allows for at least six feet of distance between the worker and customer.
4. Customers should pre-order goods or pre-arrange the maintenance or repair of goods services before traveling to the business.
5. Timing of outdoor drop-off, pick-up and delivery should be pre-arranged and arrival at the drop-off, pick-up or delivery location should be communicated through voice, text or email messaging.
6. Customers should be asked to wear cloth face masks and provided masked if they do not have one.
7. Drop-off and pick-up locations should allow for six feet of social distance between customers and minimize contact with car surfaces.

## **Community Considerations**

Company shall collaborate with other facilities and stakeholders in the community, including the regional health care coalition, to facilitate a community-wide approach and maintain capacity for a potential surge

in COVID-19 cases. Company is monitoring applicable trade organizations, licensing boards and Minnesota Department of Health and Minnesota Department of Human Services bulletins, email listservs and websites.

Company has ensured they are safely able to work with clients without resorting to crisis standards of care.

## Communications and training

This COVID-19 Preparedness Plan was communicated electronically, with opportunity to comment, to all workers on **June 23rd, 2020** and necessary training was provided. Additional communication and training will be ongoing in person and electronically with the Company Owner, supervisors and legal counsel and provided to all workers who did not receive the initial training. Instructions will be communicated to customers and visitors about: how drop-off, pick-up, delivery and in-store shopping will be conducted to ensure social distancing between the customers and workers; required hygiene practices; and recommendations that customers and visitors use face masks when dropping off, picking up, accepting delivery or in-store shopping. Customers and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19. This will be communicated via normal communication methods with the patient (email or phone) and at the entry during a positive health screening. Managers and supervisors are to monitor how effective the program has been implemented by reviewing this plan at the regular staff meeting and conferring with our general counsel attorney. Management and workers are to work through this new program together and update the training as necessary. This COVID-19 Preparedness Plan has been certified by Company management and was posted throughout the workplace **June 30, 2020**. It will be updated as necessary.

Certified by:

Signed: 

**Samantha Franklin or Mackenzie Kerber  
Owner of Company**

# Appendix A – Guidance for developing a COVID-19 Preparedness Plan

## General

Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) – [www.cdc.gov/coronavirus/2019-nCoV](http://www.cdc.gov/coronavirus/2019-nCoV)

Minnesota Department of Health (MDH): Coronavirus – [www.health.state.mn.us/diseases/coronavirus](http://www.health.state.mn.us/diseases/coronavirus)

State of Minnesota: COVID-19 response – <https://mn.gov/covid19>

## Businesses

CDC: Resources for businesses and employers – [www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)

CDC: General business frequently asked questions – [www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html](http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html)

CDC: Building/business ventilation – [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: Businesses and employers: COVID-19 – [www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

MDH: Health screening checklist – [www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: Materials for businesses and employers – [www.health.state.mn.us/diseases/coronavirus/materials](http://www.health.state.mn.us/diseases/coronavirus/materials)

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – <https://mn.gov/deed/newscenter/covid/>

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – [www.dli.mn.gov/updates](http://www.dli.mn.gov/updates)

Federal OSHA – [www.osha.gov](http://www.osha.gov)

## Handwashing

MDH: Handwashing video translated into multiple languages – [www.youtube.com/watch?v=LdQuPGVcceg](http://www.youtube.com/watch?v=LdQuPGVcceg)

## Respiratory etiquette: Cover your cough or sneeze

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)

CDC: [www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/prevention.html](http://www.health.state.mn.us/diseases/coronavirus/prevention.html)

## **Social distancing**

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

## **Housekeeping**

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)

Environmental Protection Agency (EPA):

[www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

## **Employees exhibiting signs and symptoms of COVID-19**

CDC: [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/basics.html](http://www.health.state.mn.us/diseases/coronavirus/basics.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/returntowork.pdf](http://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)

State of Minnesota: <https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp>

## **Training**

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html)

Federal OSHA: [www.osha.gov/Publications/OSHA3990.pdf](http://www.osha.gov/Publications/OSHA3990.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/about.pdf](http://www.health.state.mn.us/diseases/coronavirus/about.pdf)

## **Appendix B – Health Screening Form for Visitors**

**Health Screening Form for Visitors**

In an effort to reduce the risk of COVID-19 exposure to Company employees, all visitors must complete the following screening questions:

Date: \_\_\_\_\_

Visitor's name: \_\_\_\_\_ Visitor's phone number: \_\_\_\_\_

Person/department visiting: \_\_\_\_\_

<b>Self-Declaration by Visitor</b>		
	<b>YES</b>	<b>NO</b>
Have you traveled outside the United States or been in close contact with anyone who has traveled to those areas within the last 14 days?		
Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?		
Have you experienced any cold or flu-like symptoms in the last 14 days (fever, cough, shortness of breath or other respiratory problem)?		

Visitors answering yes to any of the above questions will not be permitted access to Company's facility.

Visitor signature: \_\_\_\_\_

**For internal use:**

Access to facility (circle one):                      Approved                      Denied

Employee name: \_\_\_\_\_ Employee signature: \_\_\_\_\_



The employee may return to work earlier if a doctor confirms the cause of the employee's fever or other symptoms is not COVID-19 and provides a written release for the employee to return to work.

Date the employee returned to work: \_\_\_\_\_