

COVID-19 Preparedness Plan for Lifeworks Services Eagan

Administrative Office

Lifeworks is committed to providing a safe and healthy workplace for all our employees. For that reason, we have developed the following Preparedness Plan in response to the COVID-19 pandemic.

For the foreseeable future, ALL Lifeworks employees will work remotely whenever possible and access the Eagan Administrative Office only when necessary to perform functions that cannot be accomplished remotely.

Managers and employees are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces, and that requires full cooperation among employees and management. Only through this cooperative effort can we establish and maintain the safety and health of our employees and workplaces.

Lifeworks management and employees are responsible for implementing and complying with all aspects of this Preparedness Plan. Lifeworks Services managers and supervisors have the full support of the Executive Leadership Team in enforcing the provisions of this policy.

We value our employees and take their health and safety seriously while keeping employees working at Lifeworks Services. Our Employees are classified as “Tier 1” workers. Employee involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We established a COVID-19 Task Force in early March 2020 comprised of leadership and management from day services, fiscal services, compliance, information technology, human resources, advancement, accounting, and payroll. Feedback from employees has been taken into consideration while developing this plan. Lifeworks has involved our employees in this process through Q&A call-in sessions with employees, consistent communications delivered to furloughed employees, regular communication between employees and their supervisors, and HR interviews with employees to learn what is working well, what is challenging, ideas for improvements, and their concerns regarding current state and the potential of returning to work in our facilities. The plan was reviewed by the Health and Safety committee, reviewed and recommended by the COVID-19 Task Force, approved by the Executive Leadership Team, and certified by the President and CEO before distribution. Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19, MN Department of Human Services, CARF standards, as well as Lifeworks Services Policies and standards to address:

- Hygiene and respiratory etiquette
- Engineering and administrative controls for social distancing
- Housekeeping – cleaning, disinfecting and decontamination
- Prompt identification and isolation of sick persons
- Communications and training that will be provided to managers and employees
- Management and supervision necessary to ensure effective implementation of the plan

Screening and policies for employees exhibiting signs and symptoms of COVID-19

The most essential element of Lifeworks' preparedness plan for a safe work environment is simply for employees to stay home when they feel ill. Employees should not enter the Administrative Office or any other Lifeworks Services facility with any health condition that could compromise another employee.

Employees 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 employees' health status prior to entering the workplace and for employees to report when they are sick or experiencing symptoms.

Employee's Health Self-Screening: Employees will self-assess possible symptoms before arriving at the Eagan Administrative Office. Per MN Department of Health screening guidelines, employees will assess themselves. Employees will not report to work, stay away from other people, and contact their health care provider if they have any of the following symptoms:

- A measured fever of 100.4 F. or feel as if I have a fever
- Chills
- A new cough
- Shortness of breath
- A new sore throat
- New muscle aches
- New headache
- New loss of smell or taste.

Entering the Lifeworks Eagan Administrative Office is an employee's acknowledgement that they've assessed their wellness, do not have any of the symptoms listed above, and therefore present no risk to others by working on-site that day. Employees entering the building must be wearing a mask (see Social Distancing section for specific requirements). All employees entering must check-in and check-out by logging in on the Lifeworks Administration Sign In spreadsheet located in I:\Administrative Office.

How employees will communicate that they are sick or experiencing symptoms at home: Employees will email and/or call their direct supervisor to inform them that they are sick or experiencing symptoms at home. The supervisor will inform human resources immediately by calling Marie Rutz, Human Resources manager, 651-365-3723. If she is unavailable, the supervisor will contact Jennifer Evans-Hall, Human Resources director, 651-365-3732. If the supervisor is not available, the employee will contact Human Resources staff directly.

How employees will report being sick or experiencing symptoms while at work: Employees will immediately inform their direct supervisor by email or phone. The supervisor will inform human resources immediately by calling Marie Rutz, HR manager. If she is unavailable, the supervisor will contact Jennifer Evans-Hall, HR director. If the supervisor is not available, the employee will contact Human Resources staff directly.

How employee will isolate in the workplace until they can be sent home: The employee is asked to leave the facility immediately after communicating they are sick if they are able to do so safely. If the employee needs to wait for transportation assistance, the employee will isolate in the Blue Room until they leave the office.

Policies: Lifeworks Services has implemented leave policies that promote employees staying home when they are sick, when household members are sick, or when required by a health care provider to quarantine or isolate themselves or a member of their family or household. Lifeworks PTO, Banked Sick Time, FMLA and additional leave policies are found in the employee handbook. Additionally, Lifeworks Response to Reported COVID-19 Diagnosis Process is posted on the intranet. Requests for accommodations for employees with underlying medical conditions or who have household members with underlying health conditions will be reviewed and discussed with the employee's supervisor and Marie Rutz, Human Resources manager.

Lifeworks Services has a communicable disease policy and notification procedure for informing employees when they may have been exposed to COVID-19 at their workplace. This exposure could require them to quarantine for a specified amount of time. The Response to Reported -COVID-19 Diagnosis Process addresses the steps taken when an employee may be exposed to a person with COVID-19 at work.

In addition, Lifeworks HIPAA Privacy Policy, the training for this policy and procedures, and state required personnel record policies have been implemented to protect the privacy of employees' health status and health information.

Handwashing

Basic infection prevention measures are implemented at Lifeworks Services at all times. Employees 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 toilet. There are hand sanitizer dispensers throughout Lifeworks Eagan Administrative Office (that use sanitizers of greater than 60% alcohol) that may be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. All vendors approved to enter the Administrative Office will also be required to use hand sanitizer immediately upon entry. When and if visitors are allowed into Lifeworks Eagan Administrative Office, all visitors to the facility will be required to use hand sanitizer located in the lobby immediately upon entering the facility.

Respiratory etiquette: Cover your cough or sneeze

Employees 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 the trash 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 employees and visitors, when and if visitors are allowed into the building. Lifeworks will conduct refresher trainings at team meetings until such time as annual training will suffice. Instructions and reminders will also be included in orientation and annual health and safety training.

Social distancing

Social distancing is being implemented in the workplace through the following engineering and administrative controls: Lifeworks Administrative Office intends to use a remote work model until further notice. Lifeworks will

continually assess and communicate changes to this plan should environmental circumstances change to allow for a work model that includes a working on-site in the facility.

Visitors: The Eagan Administrative Office main entrance doors will be locked and may not be opened from the outside. Visitors may ring the doorbell for assistance or call the employee expecting them when they arrive. Visitors are not allowed into the building at this time and any meeting must take place outside the facility.

Vendors: Vendors may not access the building to provide any service that has not been pre-authorized by a Director level position or above. Vendors approved to enter must acknowledge that they've assessed their own wellness, reviewed symptoms and confirm that they are symptom-free, and provide the fiscal specialist stationed at the front desk with their name and business name. The fiscal specialist will enter their information on the Lifeworks Administration Sign In spreadsheet located in I:\Administrative Office.

Approved vendors must be accompanied by a Lifeworks employee and will be required to use hand sanitizer upon entry and wear a face mask that Lifeworks will provide for them if they do not have one. Vendors will also be required to wear a new set of gloves provided by Lifeworks before leaving the lobby area.

Face Coverings: Per the Governor's [Executive Order 20-81](#), people in Minnesota are required to wear a face covering in all indoor businesses and public indoor spaces. Lifeworks requires that employees wear masks in common areas of the buildings such as the Board room, hallways, bathrooms, and break rooms. Employees accessing the Eagan Administrative Office are encouraged to provide their own masks that meet the criteria listed below. Lifeworks will provide non-medical grade masks for employees who do not have their own. At this time visitors are not allowed in the building; however, when and if they are allowed, they will be required to wear non-medical grade masks and must be escorted by a Lifeworks employee in all areas outside the front lobby.

Acceptable face coverings or masks include:

- Cloth mask that is homemade and covers the person's mouth and nose.
- A bandana or similar piece of cloth that is tied around a person's head and covers the person's mouth and nose.
- A lightweight scarf that is wrapped in a way that will cover the person's mouth and nose.
- A disposable or cloth surgical mask.

Coffee filters, ski masks, winter scarves, and silk scarves do not meet the necessary criteria for a face mask.

Cleaning Products and Cleaning Expectations: Designated cleaning products will be available throughout the building, at each copier, and banks of file cabinets. Staff must wipe down touched surfaces of copiers and file cabinets after use. Staff must clean their own desk areas throughout and at the end of the workday. Staff must use cleaning products to wipe down doorknobs and tables of rooms they are leaving after any period of occupancy.

Virtual and In-Person Group Meetings: Excluding Orientation for New Employees, Zoom for Healthcare and FaceTime are the virtual methods for meeting with a group, even if meeting participants are on-site at the same time.

All employees must wear masks if they are in conference rooms and must maintain a social distance of at least six feet between themselves and other employees. Further:

- A maximum of six employees will be allowed to use the Board room at the same time, one person to a conference table.
- A maximum of three employees may use the Dakota Room and Blue Room* at the same time, one person at each end of the conference table and one person in the middle of the table.
- A maximum of two employees may use the East Room at the same time, one person at each end of the table.

(* The Blue Room will not be available for meetings if it has been used as an isolating area for a person who becomes ill at work.)

Break Room: No more than two employees are allowed in the break room at the same time. All silverware, cups, plates and utensils must be contained in an employee's personal space. Employees may use the refrigerator and microwave in the break room. Staff will refrain from sharing food and drinks of any kind in Lifeworks facilities or while working with other outside of the facilities. This includes communal coffee pot, tea, bringing food made at home or purchasing food for a group to share at work (donuts, cookies, candy, pizza, etc.) . Employees must wipe down all surfaces they touch in the break room before leaving it.

- A maximum of two employees can use the tables in the break room at the same time, one person to a table.

Workstation Spacing: Lifeworks managers must ensure that employee workstations are a minimum of six feet apart. As work is now remote, employees who are accessing the Eagan Administrative Office must ensure they are a minimum of six feet from others even if it means they do not utilize their regular workstation. Lifeworks will consistently assess the effectiveness of the remote work model and simultaneously evaluate Administrative support department and Fiscal Management Service physical layouts to create the appropriate distancing, if and when employees are authorized to return to the office on a regular basis.

Front Desk: Lifeworks has installed a Plexiglas barrier in front of the fiscal specialist's workstation at the front desk. A maximum of one employee will be seated at the front desk. Employees must approach the front desk from the lobby side of the desk, not from behind the desk.

No-Contact Document Delivery: Documents from visitors will be placed in the drop box slot where the fiscal specialist stationed at the front desk may retrieve them safely.

Transporting Co-workers: Lifeworks Administration employees may not transport co-workers in their vehicles during work hours. It is highly recommended that employees not transport co-workers in their vehicles during off-work hours, as well.

Gathering and Sharing Equipment: Employees and all people at Lifeworks are prohibited from gathering in groups and confined areas and from using other employees' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices, or other personal work tools and equipment.

Additional Supports: This Preparedness Plan is intended to address many issues of safely working at Lifeworks Administration, but it is not intended to address specific issues of cubicle spacing, staggered scheduling, the number of employees working in a department at one time, and other facilities, supplies, and individual personnel issues. Contact the staff listed below for further assistance.

Facilities and Supplies	Bob Platz, Fleet and Facilities Manager	(651) 365-3728
Personnel Issues and Requests for Accommodations	Marie Rutz, Human Resources Manager	651-365-3723 or 612-703-4248

Don Becchetti, Director of Operations and Jennifer Evans-Hall, Director of Human Resources are additional resources for management and employees to address issues that arise as this plan is implemented and adapted to meet the changing dynamics of our current environment and the organizational needs of Lifeworks.

Housekeeping

A contracted cleaning services will clean the Eagan Administrative Office each night. Regular housekeeping practices have continued, including routine cleaning and disinfecting of work surfaces, equipment, and areas in the work environment, such as restrooms, break rooms, and meeting rooms.

Employees must set their waste receptacles at the edge of the office doorway or cubicle entrance at the end of the workday to ensure minimal activity from cleaning staff around workstations.

Frequent cleaning and disinfecting must be conducted throughout the day by each employee in high-touch areas of their own desks, such as phones, keyboards, touch screens, and controls. Door handles, railings, copy machines, remotes, microwaves and other surfaces must be cleaned by the employee who last touched them. Gloves and cleaning supplies will be provided in restrooms. Bathroom stall locks and the top of the toilet seats must be wiped with a disinfectant wipe after each use.

Staff will be trained on proper cleaning procedures and location of cleaning products so they may be used if the employee is accessing the Eagan Administrative Office while Lifeworks is working remotely and, if and when employees are authorized to return to the office on a regular basis.

As outlined in the Lifeworks Response to Reported COVID-19 Diagnosis Process, Lifeworks will contract with the cleaning service to conduct a thorough cleaning of the Administrative Office if an employee is diagnosed with COVID-19.

Communications and training

Communications: This Preparedness Plan was communicated to all employees the week of May 18, 2020 on Lifeworks Today, the HR Resources page, an external email group to furloughed employees, and posted in the Lifeworks online Learning Management System (LMS) for review and acknowledgement by all active employees.

This Preparedness Plan will officially take effect Tuesday, May 26, 2020 and will remain in place for the foreseeable future. Lifeworks will continue to seek feedback, update this plan as needed, and communicate any changes as needed.

Training: Staff must complete a PowerPoint training and a quiz with a minimum 80% score to ensure competency. The training and quiz will be available for remote access on the Lifeworks LMS. Furloughed employees will complete Preparedness Plan training on their first day returning to work. Additional communication and training will be ongoing via Lifeworks Today and the Lifeworks LMS. New employees and contractors will receive training during orientation.

Monitoring: All employees must monitor the effectiveness of the program through observations and report incidents to Human Resources. Human Resources and Compliance will assess incidents to determine themes and patterns to address regarding implementation of this plan. Human Resources will provide support for retraining and employee performance management. Management and employees are to work through this new program together and update the training as necessary.

This Preparedness Plan has been certified by Lifeworks Services management and was posted throughout the workplace Tuesday, May 26, 2020. It will be updated as necessary.

- Reviewed by Health and Safety Committee
- Recommended for approval by COVID-19 Taskforce
- Approved by Executive Leadership Team
- Certified by **Jeff Brown, President and CEO, Lifeworks Services**

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

Lifeworks Policies

[Lifeworks Response to Reported COVID-19 Diagnosis Process](#)

[Lifeworks Employee Handbook](#)

[HIPAA Privacy Policy](#)

General

www.cdc.gov/coronavirus/2019-nCoV

www.health.state.mn.us/diseases/coronavirus

www.osha.gov

www.dli.mn.gov

Handwashing

www.cdc.gov/handwashing/when-how-handwashing.html

www.cdc.gov/handwashing

<https://youtu.be/d914EnpU4Fo>

Respiratory etiquette: Cover your cough or sneeze

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

www.health.state.mn.us/diseases/coronavirus/prevention.html

www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Employees exhibiting signs and symptoms of COVID-19

www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

www.health.state.mn.us/diseases/coronavirus/basics.html

Training

www.health.state.mn.us/diseases/coronavirus/about.pdf

www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

www.osha.gov/Publications/OSHA3990.pdf