COVID-19 Preparedness Plan for Lifeworks Services Direct Service Staff and People Receiving Services

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

We value our employees and people we serve, taking their health and safety seriously at Lifeworks Services and while providing services. Our Employees are classified as "Tier 1" workers. Stakeholder 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, individuals receiving services, and families has been taken into consideration when developing this plan. Lifeworks has involved our employees in this process through Q&A call-in sessions with employees, consistent communication between employees and their supervisors, and HR interviews with managers and supervisors to learn what is working well, what is challenging, ideas for improvement, concerns regarding current state, supporting individuals in the community, and in area businesses. 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; and
- management and supervision necessary to ensure effective implementation of the plan

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

The most essential element of Lifeworks' preparedness plan for a safe work environment is simply for employees and people receiving services to stay home when they feel ill.

Employees and people we serve 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 reporting for work, engaging in services, and for employees to report when they are sick or experiencing symptoms.

Health Self-Screening: Employees and people we serve should self-assess possible symptoms prior to leaving their home. Per MN Department of Health screening guidelines, employees will assess themselves. Employees

will not report to work, will stay away from other people, and contact their health care provider if they have any of the following symptoms:

- A fever of 100.4 F. or higher or feel they 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.

Prior to providing in person services, employees will confirm with people we serve, that they have not tested positive for COVID-19, nor have they had direct contact with a person who has tested positive. This includes living with someone who has tested positive for COVID-19. Minnesota Department of Health has additional guidelines for when to quarantine after exposure to a positive COVID-19 case. Engaging in services or delivering services is an individual's acknowledgement that they've assessed their wellness, do not have any of the symptoms listed above, and therefore present no risk to others that day.

If 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. People we serve, or someone on their support team, should call, text, or email their direct service contact.

If sick or experiencing symptoms while at work or in the community: Employees will immediately inform their direct supervisor by email or phone. The supervisor will inform human resources immediately. People we serve or their support team will call, text, or email their direct service contact to notify them they are experiencing symptoms of COVID-19. This includes if someone in their household tests positive for COVID-19 and it's within the 2 days of contact with Lifeworks employees. People we serve will follow MDH guidelines after an exposure to COVID-19 and their place of employment's preparedness plans.

How to isolate in the workplace or the community until they can be sent home: The employee is asked to leave immediately after communicating they are sick if they are able to do so safely and a plan is in place for individuals receiving services. If the employee needs to wait for transportation assistance or for another direct service staff to arrive, the employee will isolate in their personal vehicle or a designated isolation area. A person receiving services will remain with direct service staff away from other people or at a designated isolation area until transportation arrives to bring them home.

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. 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 the Human Resources manager.

Lifeworks Services has a communicable disease policy and Lifeworks Response to Reported COVID-19 Diagnosis procedure for informing individuals if they have been exposed to COVID-19 while at work or while receiving services. This exposure may require them to quarantine for a specified amount of time. In addition, the Response to Reported COVID-19 Diagnosis Process addresses the steps taken when an employee or person receiving services is exposed to a person with COVID-19.

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 Individuals' health status and health information.

Handwashing

Basic infection prevention measures are being implemented across Lifeworks Services at all times. Employees and people we serve 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. Hand sanitizer (that use sanitizers of greater than 60% alcohol) may be used for hand hygiene in place of soap and water, or if hands are not visibly soiled. Handwashing signs are posted in our facilities. Employees and people we serve in the community will have hand sanitizer with them, in their vehicle and will sanitize their hands before getting out of their vehicle, prior to interacting with anyone in the community, then again once they get in their vehicle.

Respiratory etiquette: Cover your cough or sneeze

Employees and people we serve are being instructed to cover their mouth and nose with their sleeve or a tissue as they are able, 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, with assistance if needed, immediately afterward.

Social distancing

All Lifeworks Employees and people we serve will practice social distancing, maintaining 6 feet apart, when in person. Social distancing is being implemented in service delivery through the following controls: Lifeworks intends to use a remote work model as requested. **At this time all Lifeworks Facilities are closed for in person services**. Services are being delivered 1:1 in the community and at the businesses where people work.

Visitors: The doors are locked at all Lifeworks facilities and information is posted with phone numbers to call in the event someone needs assistance. Visitors are not allowed at Lifeworks program locations at this time and any meeting must take place outside of the facility.

Vendors: Vendors may not access the building to provide any service unless pre-authorized by a Manager level position or above. Vendors approved to enter must acknowledge that they have assessed their own wellness, reviewed symptoms and confirm they are symptom-free. Lifeworks staff hosting a vendor will sign the vendors name on the sign in sheet of the facility.

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 upon entering the building.

Face Coverings: Governor's Executive Order 20-81, requires people in Minnesota to wear a face covering in all indoor businesses and public indoor spaces. Employees are to wear masks while in buildings, when working directly with individuals receiving services, while providing transportation or when working in the community. This also includes wearing a mask while practicing social distancing, maintaining at least 6 feet between each person. Additionally, masks must be worn in outdoor situations where social distancing cannot be maintained. Individuals who have medical conditions or circumstances that prevent them from wearing a face covering are exempt from the order. People we serve are strongly encouraged to wear masks, as they are able, throughout the duration of their service time, unless services are being delivered remotely. Employees and people we serve are encouraged to provide their own masks that meet the criteria listed below. Lifeworks will provide a clean, laundered, non-medical grade masks to employees and people we serve who do not have their own.

Acceptable face coverings or masks include:

- Cloth mask that is homemade and covers the person's mouth and nose.
- A disposable or clean, laundered, cloth surgical mask.

Per CDC Guidance (2/2021) recommended masks should:

- Have two or more layers of washable, breathable fabric
- Have a nose wire to prevent air from leaking out of the top of the masks
- Completely cover your nose and mouth
- Fit snugly against the sides of your face and don't have gaps

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

Community: Staff must wipe down touched surfaces before and after use. Employees providing services in the community will have designated cleaning products, hand sanitizer, and gloves in a refillable kit.

Virtual and In-Person Group Meetings: Zoom for Healthcare and FaceTime are the preferred virtual methods for meeting with a group, even if meeting participants are on-site at the same time. No face to face meetings should take place in a Lifeworks facility at this time. In-Person meetings in the community should take place outside, with fewer than ten people and with all participants wearing a mask that covers their nose and mouth, maintaining a minimum of six feet between people.

All employees must wear masks when meeting with all individuals served or when in an area with co-workers, or within a communal space in a building, while maintaining a social distance of six feet between themselves and the individual served or other employees.

Transporting Individuals Receiving Services: Employees should support people receiving services to access rides from family, residential staff, public transportation, ridesharing services, or Metro Mobility first, and whenever possible. Individuals utilizing Metro Mobility are required to wear a mask covering their mouth and nose for the duration of their ride. Individuals will complete a self-assessment to determine they do not have COVID-19

symptoms and have not had contact with someone who has tested positive for COVID-19. If those methods of transportation are not available or in an emergency, contact Bob Platz Transportation Manager at 651-208-5577 or Miranda Madigan Transportation Coordinator at 612-703-2124 for further assistance. When a Lifeworks employee-transports someone receiving services in their vehicle ~~if~~ the following must occur:

- Wash hands immediately before and after transit or use hand sanitizer with at least 60% alcohol to sanitize hands
- Staff and the person receiving services wears a mask covering their nose and mouth
    - Refrain from drinking or eating while in transportation
- Staff is in the driver seat and the person receiving services is in the rear most passenger side seat (not sitting directly behind the driver)
- Staff and the person receiving services have their windows down at least halfway, weather permitting, for the duration of the ride
- Clean and disinfect commonly touched surfaces in and on the vehicle prior to and immediately after transporting someone

In the event someone receiving services is not willing to comply with the above list, employees should consult their Manager to formulate an alternative transportation plan.

Additional Supports: This preparedness plan is intended to address many issues of safely working at Lifeworks, supporting people in the community, and accessing facility spaces for a limited amount of time. It is not intended to address specific issues of desk spacing, staggered scheduling, the number of employees working in a program facility at one time and other facilities, supplies and individual personnel issues. Contact Manager for further assistance.

Gathering and Sharing Equipment: Employees and all people served by Lifeworks are recommended not gather in groups greater than ten people and in confined areas. Employees and people we serve are also prohibited from using other peoples' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices, or other personal belongings and equipment. 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.)

Housekeeping

Frequent cleaning and disinfecting will be conducted by each employee in high-touch areas of their own workspace, including vehicles, phones, keyboards, touch screens, and controls. Employees will be trained on proper cleaning procedures and supplied with designated cleaning products.

If an employee must access a Lifeworks facility, they must sign in on the electronic sign in sheet.

- Administrative Sign in sheet: I Drive>>Administrative Office>>Lifeworks Administrative Sign In
- Apple Valley Sign in sheet: I drive. I>Client Paperwork> Individual DT&H> Apple Valley> Apple Valley Sign in
- Brooklyn Park Sign in sheet: I Drive>> Brooklyn Park scan>>sign in

- Mankato Sign in sheet: Mankato Staffing Outlook Calendar

Each employee will wipe down any areas they have touched using a designated disinfectant prior to leaving. Employees will wear face masks in common areas or around other employees. Employees will follow postings at each location and practice social distancing if other employees are present. 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 Lifeworks space when there is an Employee diagnosed with COVID-19. The Lifeworks facility will be closed until thorough cleaning has been completed.

Notification of Exposure to COVID-19

Any employee or person served who has been in close contact, defined by the CDC, with another person who has been diagnosed with COVID-19 will be notified of their potential exposure within 24 hours via phone call or email. Notification will include MDH direction to quarantine, symptoms and signs to monitor, and what to do if symptoms develop. For people we serve the following will be notified within 24 hours if applicable: guardian, residential contact, and case manager. Additional notification, while adhering to HIPAA policy, may include employers and transportation providers, if applicable. Lifeworks will implement the COVID-19 Reponses Process.

Communications and training

Communications: The original Preparedness Plan was communicated to all employees the week of June 8, 2020. This plan was updated on July 17, 2020 and communicated to all employees and people receiving services the week of July 20, 2020. Since July 20, 2020, this plan has continued to be updated with changes in guidance. Staff received training and the updates have been posted on our external website to ensure easy access to it. This plan has further been updated and communicated with the latest update on March 23, 2021 and communicated to all employees and posted on Lifeworks external website. Lifeworks will continue to seek feedback, update this plan as needed, and communicate any changes as needed.

This Preparedness Plan will be in place officially as of Monday, March 29, 2021.

Training: Lifeworks Employees will complete a PowerPoint training and a quiz with a minimum 80% score to ensure competency in Lifeworks LMS. Individuals receiving services will have a copy of the plan available to them, parents and guardians, residential staff, case manager, and all others as requested. Translated versions will be available on the website at www.lifeworks.org, under COVID-19 resources or upon request. Respiratory etiquette will be demonstrated in trainings. Lifeworks will conduct refresher trainings at team meetings until such time as annual training will suffice. Instructions and reminders will be included in orientation and annual health and safety training. New employees and contractors will receive training during orientation.

Monitoring: Managers, supervisors, and all employees will 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.

The Preparedness Plan has been certified by Lifeworks Services management and was posted throughout the workplace Monday, June 8, 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 President and CEO

Jeff Brown, President and CEO, Lifeworks Services

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

Lifeworks Policies –

HIPPA Privacy Policy

Lifeworks Employee Handbook

Response to Reported VOCID-19 Diagnosis Process

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

Notification of Exposure to COVID-19

https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html

https://www.health.state.mn.us/diseases/coronavirus/contact.pdf

https://www.health.state.mn.us/diseases/coronavirus/adultdaycase.pdf

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