

Policy and Procedures for Interruption of Lifeworks' Intensive Services Due to Dangerous Weather

Title of Procedure, version 0.0	
Status:	<input type="checkbox"/> Working Draft <input checked="" type="checkbox"/> Approved
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Last Review Date:	10/15/2021

Purpose

Lifeworks strives to manage risk and to protect the health and safety of persons served, personnel, and visitors. This Policy and Procedure describes how Lifeworks will evaluate the safety concerns related to possible dangerous weather conditions and their potential effects. This Policy and Procedure also provides details for actions staff should take during interruptions of services due to dangerous weather conditions.

Scope

The policy applies to services provided by Lifeworks at its locations, through community skill building activities, and to transportation provided by Lifeworks in its own vehicles. Service interruption options:

- Route transportation only – all Lifeworks' routes; individuals affected may attend if they are able to secure their own transportation
- Day service facilities closed and Day Services Community Skill Building program cancelled to persons supported by the program
- Lifeworks location(s), including the Administrative Office

Policy

The area Program Manager, the Transportation Manager, and the Director of Program Services will decide if it is safe to drive with individuals Lifeworks is serving in Lifeworks' vehicles.

The area Program Manager and the Director of Program Services will decide if it is safe to have Lifeworks locations open for persons to receive services

The area Program Manager and the Director of Program Services will decide with the Senior VP of Program Services and the Human Resources Director if it is safe for employees to come to a Lifeworks' location to work.

Supported employment sites may close at the direction of the business where the employment site is located.

Decisions regarding independent placement job sites will be made on an individual basis by the employer/business and the person served. The service facilitator will be informed by the business and the person served if the business is closed, or the person is not reporting to work.

Mid-day closings or the early dispatching of Lifeworks' bus routes, will be determined by Program Managers, the Transportation Manager, and the Director of Program Services.

Lifeworks' leaders will utilize information from the National Weather Service, current area weather conditions, and MN DOT driving recommendations to make their decisions.

Guidelines for service interruption decisions are weather conditions with

- tornado watches or warnings in the immediate area
- flash flooding conditions
- poor visibility
- snow accumulation
- freezing rain
- extremely low temperatures and wind speeds (wind chill factor) that poses the risk of frostbite within 10 minutes or less of skin exposure. See chart below:

		Temperature (?F)																	
		-45	-40	-35	-30	-25	-20	-15	-10	-5	0	5	10	15	20	25	30	35	40
Wind (mph)	60	-98	-91	-84	-78	-69	-62	-55	-48	-40	-33	-26	-19	-11	-4	3	10	17	25
	55	-97	-89	-82	-75	-68	-61	-54	-46	-39	-32	-25	-18	-11	-3	4	11	18	25
	50	-95	-88	-81	-74	-67	-60	-52	-45	-38	-31	-24	-17	-10	-3	4	12	19	28
	45	-93	-86	-79	-72	-65	-58	-51	-44	-37	-30	-23	-16	-9	-2	5	12	19	28
	40	-91	-84	-78	-71	-64	-57	-50	-43	-36	-29	-22	-15	-8	-1	6	13	20	27
	35	-89	-82	-76	-69	-62	-55	-48	-41	-34	-27	-21	-14	-7	0	7	14	21	28
	30	-87	-80	-73	-67	-60	-53	-46	-39	-33	-26	-19	-12	-5	1	8	15	22	28
	25	-84	-78	-71	-64	-58	-51	-44	-37	-31	-24	-17	-11	-4	3	9	16	23	29
	20	-81	-74	-69	-61	-55	-48	-42	-35	-29	-22	-15	-9	-2	4	11	17	24	30
	15	-77	-71	-64	-58	-51	-45	-39	-32	-26	-19	-13	-7	0	6	13	19	25	32
10	-72	-66	-59	-53	-47	-41	-35	-28	-22	-16	-10	-4	3	9	15	21	27	34	
5	-63	-57	-52	-46	-40	-34	-28	-22	-16	-11	-5	1	7	13	19	25	31	38	

Frostbite Times:		
5 Minutes	10 Minutes	30 Minutes

Procedure

Day before Emergency Procedures:

- The Director of Programs will consult with the Transportation Manager, the Human Resources Director and the Sr. Vice President of Program and Operations about not offering transportation or about closing Lifeworks locations to service recipients and/or staff.
- A decision will be made by 10 AM to allow:
 - Staff time to contact service recipients and other stakeholders
 - Advancement time to update external and internal websites, announce on Facebook & Twitter, notify Twin Cities television stations, and email all staff to notify them Lifeworks is closing
 - Transportation Manager time to speak to the Metro Mobility provider contact (First Transit agency manager) to notify them that Lifeworks is not providing services and will cancel all rides for the next day.
 - IT Security staff will work with the location Program Supervisors for those locations that will not be staffed so security alarm and door lock schedules may be adjusted to secure those sites.

Morning of Emergency Procedures:

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- 4:25 a.m. – Area Program Managers and Transportation Manager will check the weather and road conditions via observation, the radio, and the internet
- 4:30 a.m. – Area Program Manager calls the Transportation Manager who speaks with the Director of Program Services to discuss emergency conditions.
- The Director of Program Services will discuss with the Human Resources Director and the Sr. Vice President of Services and Operations if site locations should be closed.

- 4:45 a.m. – A final course of action is decided.
 - If the decision is made to not provide Lifeworks' transportation, the Director of Program Services will call the program managers. The program managers will call program supervisors and leads. Program supervisors and leads will notify all staff, including drivers, and service facilitators (contractors, interns, volunteers). Service facilitators will call the residences of all persons served and notify them that individuals are welcome to attend Lifeworks' day services if they can obtain their own transportation.

- 5:00 a.m. – In the event of day service facility closing, the Transportation Manager will speak to the Metro Mobility provider contact (First Transit agency manager) to notify them that Lifeworks is not providing services and will cancel all rides for the day.
- Center supervisors will arrange for one staff person to be at each center in the morning to ensure the safety of people served if someone happens to arrive at a center.

- In the event of all Lifeworks locations closing, the HR Director will notify the executive leadership team. The executive leadership team will notify their Department Managers who in turn will notify all their staff, contractors and volunteers.

- 5:15 a.m. – Director of Program Services notifies Advancement staff, who will update external and internal websites, announce on Facebook & Twitter, notify Twin Cities television stations, and email all staff to notify them Lifeworks is closing.

- The Transportation Manager will work with IT Security staff and the location Program Supervisors for those locations that will not be staffed so security alarm and door lock schedules may be adjusted to secure those sites.

Mid-Day Interruption or Transportation Provided Early Procedures:

- After being notified by their Program leadership, staff will contact persons served's residences to verify someone is going to be at their respective homes.
- If no one will be at the home, the person served will remain at Lifeworks until someone can pick him or her up.
- Lifeworks staff will remain at the center locations until all persons served have left and will follow the location's Emergency Procedure.
- Program Managers and/or the Transportation and Facility Manager will contact IT's Security staff to coordinate any changes to the security alarm or door lock procedures.

Employment Team Procedures in all Circumstances:

- Employment teams will work with their Program Managers to ensure coverage for contract supported employment site locations that will remain open.
- Service Facilitators will contact employers/businesses to see if the business is going to close.
- The Service Facilitators will contact the supported workers, their residences and transportation providers and notify them of any closures.

General Procedures:

- People served with questions will contact their service facilitator.
- Supervisors will discuss work assignments with their employees. If approved by the supervisor, hourly staff not working due to a closure may choose to use PTO or take the day off unpaid.
- When Lifeworks needs to interrupt services on a subsequent day, the Day before or the Morning of procedures will be followed except:

- o Non-exempt staff on PTO or unpaid leave will not be expected to contact service recipients and other stakeholders. The Program Managers and Program Supervisors will make these calls.

Day Program Coverage and Contact List	Staff	Phone
Apple Valley	Abu Hamad	612-600-0893
Brooklyn Park	Angela Baeten	612-703-2638
East Metro Employment I	Beth Coppock	612-703-3506
East Metro Employment II	Patrick Eisele	612-735-7102
Mankato	Laura Koble	612-702-9861
South Metro Employment	Brian Begin	612-702-9422
West Metro Employment	Sherry Campeau	(612) 385-9431
Admin	Don Becchetti	612-703-2127
Transportation	Bob Platz	651-208-5577
	Miranda Madigan	612-703-2124
Emergency Numbers	Susan Winterfeld Thompson	612-703-0456
	Kim Mueller	612-804-3271
	Jennifer Evans Hall	612-483-7022

Resources

Transportation Module

Emergency Procedures for Each Location

Version History

Version	Modified Date	Approved Date	Author	Reason/Comment

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2	10/15/2021	10/15/2021	Andrea Lang	Removed Hastings and Eagan contact info. Added Sherry Campeau for WM.

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