

# COVID-19 Preparedness Plan for Lifeworks Services Main 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.

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 Main 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 Main 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 Main 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. 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, Vice President of Human Resources, Diversity and Inclusion, 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 meeting room or other designated 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 Main 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.

## 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.. Instructions and reminders will be included in orientation and annual health and safety training.

## Physical distancing

Physical distancing is being implemented in the workplace through the following engineering and administrative controls: Lifeworks Main Office is moving toward a hybrid model

**Visitors:** The Office main entrance doors, suite 150, will be locked and may not be opened from the outside. Visitors must be planned prior to visit due to Lifeworks staff continuing to work a hybrid model. Visitors to the main office will use the designated door Suite 150. If a visitor for the main office arrives at the program doors, they will be directed to where the main office door. . Planned visitors must acknowledge that they've assessed their own wellness, reviewed symptoms and confirm that they are symptom-free and provide the staff with their name. Lifeworks staff will enter the visitor's information on the Lifeworks Administration Sign In spreadsheet located in I:\Administrative Office.

**Vendors:** Vendors may not access the building to provide any service that has not been pre-authorized. 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 staff with their name and business name. The staff 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

**Face Coverings:** Lifeworks recommend, not requires, employees wear a face mask, regardless of vaccination status, especially, when they may be unable to keep 6 ft distance. Lifeworks employees will be required to wear masks when they are providing personal cares, passing medications, or preparing food for someone other than themselves. When entering businesses, employees will follow the businesses guidelines. Additionally, if entering a participants home, employees will follow the homes request if they ask them to wear a mask. .

CDC recommends face coverings or masks include:

- Cloth mask that is homemade and covers the person's mouth and nose.
- A disposable or 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.

**Cleaning Products and Cleaning Expectations:** Designated cleaning products will be available throughout the building, at each copier, and banks of file cabinets. Staff should wipe down touched surfaces of copiers and file cabinets after use. Staff should clean their own desk areas throughout and at the end of the workday. Staff should 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:** Zoom for Healthcare and FaceTime will continue to be offered as a method for all meetings with a group. When in person, employees should try to maintain physical distance of at least six feet between themselves and other employees.

PPE will be available to employees if they request it. Employees will follow the guidance provided at the site of the meeting.

**Break Area:** Employees may use the refrigerator and microwave in the kitchen area of the room. Communal coffee pot and tea will not be provided at this time. Employees must wipe down all surfaces they touch in the break room before leaving it.

**Workstation Spacing:** Lifeworks Employees will continue to work six feet apart as much as possible. This includes when employees access the main office, they maintain six feet apart.

**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.

**Gathering and Sharing Equipment:** Employees and all people at Lifeworks should limit gathering in groups in confined areas. All equipment, phones, computer equipment, desks, cubicles, workstations, offices, or other personal work tools and equipment will be wiped down after they have been used. Employees will not use other employees PPE.

**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, Vice President of Human Resources, Diversity and Inclusion 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 Main 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 area and meeting rooms.

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 should be cleaned by the employee who last touched them.

Staff will be trained on proper cleaning procedures and location of cleaning products so they may be used if the employee is accessing the Main Office.

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 Main Office if an employee, visitor, or contractor is diagnosed with COVID-19 while they were present in the building.

## Communications and training

**Communications:** The Preparedness Plan is posted on Lifeworks Today, and the Compliance page,

COVID-19 Preparedness Plan Lifeworks Main office is posted on:

<https://lifeworksservices.sharepoint.com/sites/compliance>

Learning Management System (LMS) for review and acknowledgement by all active employees.

The original Preparedness Plan was officially took in 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. 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 **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**

## 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](http://www.cdc.gov/coronavirus/2019-nCoV)

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

[www.osha.gov](http://www.osha.gov)

[www.dli.mn.gov](http://www.dli.mn.gov)

## **Handwashing**

[www.cdc.gov/handwashing/when-how-handwashing.html](http://www.cdc.gov/handwashing/when-how-handwashing.html)

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

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

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

## **Physical distancing**

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

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

## **Housekeeping**

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

[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)

[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)

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

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

## Training

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

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

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