

Lifeworks Workspace Standards & Guidelines

Overview Purpose of Facilities Department

The Lifeworks Facilities team ensures the spaces and buildings we work in are well maintained and reflect our mission, vision and values. The Facilities team collaborates with the Executive Leadership team, managers, program, and external vendors when making decisions regarding facilities. The Facilities team executes facility plans; monitors and audits facility standards; manages vendor relationships at Lifeworks centers.

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Lifeworks Workspace Standards

All Lifeworks facilities are designed and decorated in alignment with Lifeworks brand to have the look and feel of Lifeworks. Consistent branding ensures people recognize Lifeworks when entering a space. This is especially important in the public areas of main entrances, lobbies, and hallways.

Standards for the organization are created and maintained by the Facilities department in collaboration with vendors and the Advancement department to ensure alignment with Lifeworks brand. Residents are staff who are assigned to work from the Main Office on a regularly scheduled basis.

All staff are responsible for maintaining the physical environment of Lifeworks facilities by picking up items from the floor, keeping program, break rooms and shared spaces neat and clean; maintaining clutter-free offices and shared desks; and ensuring entrances and exits are always accessible.

The bulletin boards at the staff offices and Main Office mail copy room are the official posting area for legal postings. Staff should leave the posted documents on the bulletin boards until the human resources or compliance departments are consulted. Removing postings from these bulletin boards may put Lifeworks out of compliance with local, state, and federal legal requirements.

Staff will refrain from having personal items in shared spaces or assigned workspaces at the Main Office. Personal items could include food items, pictures, inspirational sayings, lotions, blankets, and personal cleaning supplies.

We will use lockers for personal items like coats, shoes, and bags. We will use only covered cups and glasses throughout the Main Office and eat only in the café area or first floor breakroom, refraining from eating in the open areas or free-address desks.

All staff, including residents scheduled to be at the office on a regular basis, will optimize desk drawer storage rather than storing office supplies on desktops and keep the tops of file cabinets and other furniture clear of items to ensure clean line-of-sight across the office.

Facilities Requests and Reporting a Facilities Issues

All staff can submit a service request to the facilities department to report an issue like a leaky faucet or broken hinge or other similar maintenance repair. Facilities requests pertaining to design, maintenance, and furniture should also be submitted using the Service Request system from a manager or supervisor.

If an employee has immediate facilities concern and using the Service Request system is not an option, the employee may call the one of the facilities team members at 651-208-5577 or 612-703-2124.

Minnesota Department of Human Services & CARF

Minnesota Department of Human Services completes a licensing inspection every four years to review Lifeworks implementation of facilities, service delivery, person served requirements, and employee training requirements.

Lifeworks is also accredited by CARF through a thorough review of quality service delivery for individuals.

There are red emergency three ring binders and yellow health and safety three ring binders at all Lifeworks centers and Main Office. the contents of these binders can also be found on SharePoint.

Food Preparation at Lifeworks

Lifeworks not licensed by the Minnesota Department of Health to serve food prepared at our program locations because of the possible health risks involved in using raw food items. Only pre-packaged foods that require no additional ingredients may be prepared at centers and provided to people served for consumption.

- Examples of acceptable items include:
 - Pillsbury biscuits or sliced cookies
 - Deli prepared meals
- Examples of unacceptable items include:
 - Raw meat of any kind needing to be cooked or grilled
 - Mixes that require adding eggs, milk, etc.

Security Systems at Centers and Main Office

Staff receive security key cards that allow limited entrance into Lifeworks sites and rooms within the facilities. Your key card access is determined by your role and responsibilities at Lifeworks.

Some doors may be locked; however, locked doors must have an internal panic bar that when pressed will open the doors from the inside.

Lifeworks has security cameras at the following sites:

- Main Office
- Apple Valley
- Brooklyn Park

We have signs posted outside indicating security system. Main Office camera is by the front door and by IT server room.

Visitors at Main Office and at specific centers should sign in when they arrive and sign out when leaving. Check with the supervisor at the center or the Office Coordinator at the Main Office to learn the specific procedure for visitors.

Physical Environment of Facilities

Daily Cleaning Maintenance

Staff are responsible for cleaning tables, counters and change tables at Lifeworks facilities. Lifeworks facilities are cleaned daily by vendors selected and coordinated through the facilities department. Specific cleaning requirements may vary based on the needs of each site, but general cleaning. The Main Office is cleaned according to the building contract

Cleaning Solution Guidelines

- Cleaning solutions used at Lifeworks must be kept in the original bottles unless clearly marked to protect staff in case of exposure to the solutions.
- All hazardous cleaning solutions, if not in original bottle, need to have Safety Data Sheets (SDS) and are kept in the Health/Safety manual.
- All cleaning solutions must be stored in locked areas in Lifeworks centers.
- BASIC G Lysol wipes and Sani-Wipes are the only disinfectants that may be used at Lifeworks program centers. The use of bleach is prohibited unless it is required to disinfect surfaces in the case of *Clostridium difficile* (C. difficile). If bleach is needed, reach out to the facilities team to determine requirements.
- Chemicals, detergents, and other hazardous or toxic substances must not be stored with food products or stored in any way that may pose as a hazard to persons receiving services.

Hazardous Materials

All hazardous materials are to be disposed of correctly and not thrown in the general trash.

- Maintenance or janitorial services dispose of hazardous materials.
- Copier and printer toners are discarded in a recycling box provided by equipment vendor and returned to that vendor or disposed of properly.

Restroom and Changing Rooms

It is the responsibility of every staff person working at Lifeworks to ensure that restrooms are functional and presentable. Staff working at program centers are to ensure change rooms are functional and presentable for people using services to access as needed. If there is an issue with a restroom or change room, any staff person may enter a service request for the facilities department.

- Paper towels, wipes, and sanitary products must be disposed of in garbage receptacles and may not be flushed down the toilet.
- Personal items should be stored out of sight and in a respectful manner.
- Personal hygiene wipes should not be stored near toilets to ensure the wipes are used and disposed of properly.
- Electrical chargers for lift batteries should be stored away from sources of water and not stored under or next to bathroom sinks.

Electrical Precautions

Lifeworks requires specific protocols regarding extension cords and multiple outlet strips that all staff must follow at program locations and at Main Office.

- There should be only one power strip plugged into a single duplex electrical outlet.
- Use only power strips that have an internal circuit breaker.
- Do not plug a power strip into another power strip.
- Do not use power strips or extension cords as permanent wiring.
- Holiday lights and other decorative lighting may not be permanently used or plugged into the wall outlets or extension cords. They must be turned off at night. No holiday or decorative lighting is permitted at the Main Office.

- Toasters, appliances, fans, and portable heaters at the program facilities may be used only with the approval of the Facilities department.
- No personal items are allowed at the Main Office, including heater, heated blankets, fans, and appliances.
- Circuit breaker electrical panels require a three-foot clearance on the floor around them. Blocking electrical panels that contain circuit breakers is a violation of both the OSHA and National Fire Protection Association (NFPA) codes.
- All electrical panel breakers are required to be labeled according to the appliance to which they supply power.

Fire Extinguishers

All fire extinguishers are inspected at Main Office, Brooklyn Park and Apple Valley on a quarterly basis, properly maintained, recharged when necessary and affixed with a current inspection tag. Staff may use a fire extinguisher in the event of a fire after ensuring the safety of people served. Fire extinguishers at the main office are located in the copy/fax area near the free address desks.

Candles

Candles are not allowed in any Lifeworks building because of the potential fire hazard.

Animals on Site

Animals are not permitted in Lifeworks buildings, with the exception of trained therapy animals and certified assistant animals that are approved by program services or human resources. Animals are defined as any living creature that is not human.

Tobacco Free Facilities

Lifeworks buildings are tobacco free. Smoking, vaping, or the use of chewing tobacco is permitted only in designated areas outside of the buildings when it does not interfere with delivery of quality services and supervision for individuals.

Smoking, vaping, or the use of chewing tobacco is never allowed in company vehicles an employee is providing support to an individual served by Lifeworks who does not himself or herself use nicotine products.

Requirements when at the Main Office

Staff are required to wear their name badges when in the office.

Use of Lifeworks Facilities Before or After Service Hours

People from other organizations may use our facilities only if their use is prearranged and approved by the Facilities Department.