

Lifeworks Dangerous Weather Closure Policy and Procedures

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 the Main office, services provided by Lifeworks at its locations, community, and coordinated transportation by third party vendors (Lyft, Metro Mobility). Rarely does Lifeworks transport in its own vehicles to and from a person's home.

- This may apply to all **Day service facilities, Day services community program(s), main office, or it may be used for specific locations or service areas** where dangerous weather is occurring to cancel persons supported by the program and staff travel.

Policy

The area Team Manager, the Transportation Manager, Vice President(s) of Program, and Senior Manager(s) will decide if it is safe to drive with individuals.

The area Team Manager and the Vice President(s) of Program will decide if it is safe to have Lifeworks locations open for persons to receive services.

The area Team Manager and the Vice President(s) of Program will decide with the Vice President of People and Culture if it is safe for employees to come to a Lifeworks' service location to work.

The Executive Leadership Team (ELT) will decide if it is safe for employees to remain at or come to Lifeworks Main office to work. If it is determined to be unsafe, all employees will be asked to leave or to not come into the office. This will include whether employees who travel for service meetings or employment visits are encouraged to be conducted remotely or rescheduled.

The Executive Leadership Team will determine with Department Managers essential work tasks/responsibilities that may require hourly employees to work. Department Managers will determine with their staff if essential work can be performed from their homes, or if there is an exception, staff must report to the office.

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.

Decisions for Transportation at each Program site will be decided by the Transportation Manager, Vice President(s) of Program, Senior Manager, and Team Manager of the site.

Mid-day closings or the early dispatching, will be determined by Team Manager, the Transportation Manager, Senior Manager, and the Vice President(s) of Program.

Once decisions are made to close or dismiss early, the Vice President(s) of Program will inform ELT of the decision.

Lifeworks' leaders will utilize information from a valid Weather source, current area weather conditions, and MN DOT driving recommendations to make their decisions.

Guidelines to aid in decisions on weather conditions:

- Governors' decision to close down
- tornado watches or warnings in the immediate area posing immediate threat
- flash flooding conditions
- poor visibility
- snow accumulation based on MN Dot identified road conditions
 - o Travel Not Advised
- freezing rain based on MN Dot identified road conditions
 - o Travel Not Advised
- 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	-76	-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	26
	45	-93	-86	-79	-72	-65	-58	-51	-44	-37	-30	-23	-16	-9	-2	5	12	19	26
	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	36	

Frostbite Times:		
5 Minutes	10 Minutes	30 Minutes

Procedure

Day before Emergency Procedures:

- **Service site(s) and Community services:** Transportation Manager will schedule a meeting with the following to discuss pending weather, with the areas Team Manager(s), Senior Manager(s), and Vice President(s) of Program(s). The Team Manager, Senior Manager, and Vice President(s) will consult with Vice President of People and Culture about closing Lifeworks service locations to persons served and/or staff. This may be only for specific locations.
- **Main office closure:** The Executive Leadership Team will confer and decide about closing.
- **A decision will be made by 2:00pm to allow:**
 - o Staff time to contact service recipients and other stakeholders
 - o Notify Advancement time to update external and internal websites, announce on Lifeworks’ social media pages, and email all staff to notify them Lifeworks is closing
 - o Management time to notify staff.
 - o The Transportation Manager time to speak to the Metro Mobility provider contact to notify them that Lifeworks is not providing services and will cancel all rides for the next day.
 - o IT Security staff will work with the location Team Manager(s) 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:

1. 6:00 a.m. or at discovery of weather emergency – area Team Manager(s) and Transportation Manager will check the weather and road conditions via weather source, MN DOT, observation, the radio, and the internet. Team Manager(s) calls the Transportation Manager who speaks with the Senior Managers, and Vice President(s) of Program to discuss emergency conditions.
 - o The Executive Leadership Team will discuss whether the Main office should be closed.
 - o If a Lifeworks closes or a specific Lifeworks facility closes, hourly staff have the following options:
 - Use PTO
 - If permitted by Supervisor and available to do so, work remotely. Supervisors should designate how much time is expected for them to work.
 - Unpaid
 - o Team Managers and Department Managers will discuss options with employees.
2. 6:15 a.m. – A final course of action is decided by the above people identified in 1.
3. 6:30a.m. – In the event of day service facility closing, the Transportation Manager will speak to the Metro Mobility provider contact to notify them that Lifeworks is not providing services at a specific location and will cancel all rides for the day.
4. Team Managers will delegate the task of notifying participants of the closure. would notify
5. Facility 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.
6. 6:45 a.m. –Vice President(s) of Programs and/or Executive Leadership Team notifies Advancement staff, who will update external and internal websites, announce on Lifeworks’ social media pages, and email all staff to notify them Lifeworks is closing.
7. The Transportation Manager will work with IT Security staff and the location Team Manager(s) 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:

- Follow steps 1-3 above then proceed (this is the group which decides location closures)
- After being notified by their Program leadership, staff will contact persons served residences to verify someone is going to be at their respective homes.

- If no one is at home, the person served will remain at Lifeworks until someone can pick him or her up.
- Lifeworks staff will remain at the facility locations until all persons served have left and will follow the location’s Emergency Procedure.
- Team 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 and Service Coordinators Procedures for weather related occurrences:

- Employment teams will work with their Team 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.
- Employment staff and Service Coordinators will be notified if it is determined unsafe for them to travel.
- The Service Facilitators will contact the supported workers, their residences and transportation providers and notify them of any closures.
- Any Transportation support with participants will be discussed with Lifeworks Transportation department, Team Manager, and Senior Manager

General Procedures:

- Staff are informed that Lifeworks closures will always be communicated via Lifeworks’ website, Lifeworks’ social media pages.
- People served with questions will contact their service facilitator.
- Managers will discuss work assignments with their affected employees. If approved by the supervisor, hourly staff not working due to a closure may work remotely if permitted, 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 Team Managers and Senior Program Managers, or designee will make these calls.

Coverage and Contact List	Staff	Phone
ELT- Main office	Gertrude Matemba-Mutasa	651-802-3080
ELT- Main office	Laura Purfeerst	612 986-9445
ELT- Main office	Stephanie Karaman	612-849-1750



ELT- Main office	Don Becchetti	612-248-2232
ELT- Main office	Emma Rohrer	651 332-6822
ELT- Main office	Dan Mogelson	651-417-5046
ELT- Main office & Programs	Kevin Kmetz	612-430-1318
ELT- Main office & Programs	Kelsey Kostohryz	651-900-2924 or Personal Cell 651-260-3337
Apple Valley	Chris Wagner	651-323-4493
Brooklyn Park	Angela Baeten	612-703-2638
East Metro Employment	Kristina Skiles	612-517-5457
Mankato	Robin Heitner	612-986-2179
South Metro Employment	Sean Horsley	651-587-9305
West Metro Employment	Josiah Kwia	651-443-7490
Main office	Don Becchetti	612-248-2232
Transportation	Bob Platz	651-208-5577
	Miranda Madigan	612-703-2124

Resources

Transportation Module

Emergency Procedures for Each Location

Version History

Version	Modified Date	Approved Date	Author	Reason/Comment
2	10/15/2021	10/15/2021	Andrea Lang	Removed Hastings and Eagan contact info. Added Sherry Campeau for WM.
3	5/25/2022		Andrea Lang	Updated format and title changes
4	10/12/2022	10/12/2022	Andrea Lang	Title changes, changed the hours to one hour later; changed center to facility; clarified it may only be one location close
5	2/17/2023	2/17/2023	Andrea Lang	Updated titles, changed

Interruption of Lifeworks Intensive Services due to dangerous weather

Revision Date: 10/19/2023

				decision roles, removed some language around Lifeworks route, added based on Governors Closure, updated the contact list
6	10/19/2023		Andrea Lang	Updated contact list
7	11/28/2023		H&S Committee	Revised social media, clarified roles, added piece about service meetings

