



Interruption of Lifeworks' Services Due to Dangerous Weather Policy and Procedure

Purpose

Lifeworks strives to manage risk and to protect the health and safety of clients, 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), and the main office, or it may be used for specific locations where dangerous weather is occurring to cancel clients supported by the program(s) and staff travel.

Policy

The area Team Manager, Transportation Supervisor, Facilities & Fleet Manager, Director of Day and Employment, and Senior Manager(s) will decide if it is safe to drive with individuals.

The area Team Manager, Senior Manager, and the Director of Day and Employment will decide if it is safe to have Lifeworks locations open for clients to receive services.

The area Team Manager, Senior Manager, and the Director of Day and Employment will decide with the Chief People Officer 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 the 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. ELT 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 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 client. The Lifeworks staff will be informed by the business and the client if the business is closed, or the client is not reporting to work.

Decisions for Transportation at each Program site will be decided by the Transportation Supervisor, Facilities & Fleet Manager, Director of Day and Employment, Senior Manager, and Team Manager of the site.

Mid-day closings or the early dispatching, will be determined by the Team Manager, Transportation Supervisor, Facilities & Fleet Manager, Senior Manager, and the Director of Day and Employment.

Once decisions are made to close or dismiss early, the Director of Day and Employment 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 and/or travel not advised.
- Freezing rain based on MN Dot identified road conditions and/or 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

This information is available in an alternate format upon request. Lifeworks is an Equal Opportunity Employer.



Procedure

Day before Emergency Procedures:

Service site(s) and Community services: Transportation Supervisor, Facilities & Fleet Manager, Team Manager(s), Senior Manager(s), Director of Day and Employment, and Chief People Officer will schedule a meeting to discuss pending weather and closing Lifeworks service locations to clients and/or staff.

Main office closure: The ELT will confer and decide about closing.

A decision will be made by 2:00pm to allow:

- Staff time to contact clients and other stakeholders.
- Notify Advancement time to update external and internal websites, announce on social media, and email all staff to notify them Lifeworks is closing.
- Management time to notify staff.
- Transportation Supervisor 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.
- IT Security staff will work with the Team Managers 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 – Transportation Supervisor, Facilities & Fleet Manager, Team Manager(s), Senior Manager(s), Director of Day and Employment, and Chief People Officer will check the weather and road conditions via observation, the radio, and the internet. They will speak to one another to discuss emergency conditions.
 - The ELT will discuss if the Main Office should be closed.
 - If a Lifeworks facility closes hourly staff have the following options:
 - Use PTO
 - If permitted by Supervisor and available to do so, work remote. Supervisors should designate how much time is expected they work.
 - Unpaid
 - 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.



3. 6:30a.m. – In the event of day service facility closing, the Transportation Supervisor 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 to a Lifeworks staff, if needed, the task of notifying clients of the closure.
5. Team Managers will arrange for one staff to be at each center in the morning to ensure the safety of clients if someone happens to arrive at a center.
6. 6:45 a.m. –Director of Day and Employment and/or ELT notifies Advancement staff, who will update external and internal websites, announce on social media, and email all staff to notify them Lifeworks is closing.
7. The Facilities & Fleet Manager will work with IT Security staff and the location Team Managers 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 client's residence to verify someone is going to be at their respective homes.
- If no one will be at the home, the client will remain at Lifeworks until someone can pick them up.
- At least one Lifeworks staff will remain at the facility locations until all clients have left and will follow the location's Emergency Procedure. Lifeworks must continue to follow required staffing ratios until all clients have left the building.
- Team Managers and/or the Facilities & Fleet 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.
- Employment staff 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 Employment staff will contact the supported workers, their residences and transportation providers and notify them of any closures.



- Any Transportation support with clients 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 and Lifeworks’ social media.
- Clients with questions will contact their primary Lifeworks staff.
- 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:
 - Non-exempt staff on PTO or unpaid leave will not be expected to contact clients and other stakeholders. The Team Managers and Senior Program Managers, or designee will make these calls.

Coverage and Contact List	Staff	Phone
Executive Leadership Team	Gertrude Matemba-Mutasa	651-802-3080
Executive Leadership Team	Laura Purfeerst	612 986-9445
Executive Leadership Team	Chief People Officer	TBD
Executive Leadership Team	Don Becchetti	651-248-2232
Executive Leadership Team	Emma Rohrer	651 332-6822
Executive Leadership Team	Dan Mogelson	651-417-5046
Director of Day & Employment	TBD	TBD
Apple Valley	Chris Wagner	651-323-4493
Brooklyn Park	Angela Baeten	612-703-2638
East Metro Employment	Latricia Green	651-231-0429
Mankato	Robin Heitner	612-986-2179
Mankato Employment	Cory Case-Lentz	507-380-9506
South Metro Employment	Sean Horsley	651-587-9305
West Metro Employment	Josiah Kwia	651-443-7490
Senior Manager- Day	Abubaker Hamad	651-600-0893
Senior Manager- Employment	Mary Hexom	612-703-2293
Facilities and Fleet Manager	Bob Platz	651-208-5577
Transportation Supervisor	Miranda Madigan	612-703-2124



Rights & Responsibilities

Lifeworks employees are responsible for the health and safety of the clients they are providing services to. It is employee's responsibility to follow this policy and procedure in conjunction with all other policies at Lifeworks.

The members of the Executive Leadership Team will be responsible for assuring the implementation of this policy and procedure in their respective management areas.

Disregard or failure to comply with this Policy and Procedure could lead to disciplinary action, up to and including, possible termination.

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	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 closed
5	2/17/2023	2/17/2023	Andrea Lang	Updated titles, changed decision roles, removed some language around Lifeworks route, added based on Governors Closure, updated the contact list
6	10/19/2023	10/19/2023	Andrea Lang	Updated contact list
7	1/26/2025	1/26/2025	Julie Windisch	Updated contact list, updated titles, change person served to client. Updated to new format, added a rights & responsibilities section.