

# COVID-19 Preparedness Plan for Lifeworks Services Direct Service Staff and People Receiving Services

Lifeworks is committed to providing a safe and healthy workplace for all our employees and people we serve. For that reason, we have developed the following Preparedness Plan in response to the COVID-19 pandemic.

We value our employees and people we serve, taking their health and safety seriously at Lifeworks Services and while providing services. Our Employees are classified as “Tier 1” workers. Stakeholder 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, individuals receiving services, and families has been taken into consideration when developing this plan. Lifeworks has involved our employees in this process through Q&A call-in sessions with employees, consistent communication between employees and their supervisors, and HR interviews with managers and supervisors to learn what is working well, what is challenging, ideas for improvement, concerns regarding current state, supporting individuals in the community, and in area businesses. 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 refers to 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; and
- management and supervision necessary to ensure effective implementation of the plan

## Screening and policies for employees and people we serve exhibiting signs and symptoms of COVID-19

The most essential element of Lifeworks’ preparedness plan for a safe work environment is simply for employees and people receiving services to stay home when they feel ill.

Employees and people we serve 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 reporting for work, engaging in services, and for employees to report when they are sick or experiencing symptoms.

**Health Self-Screening:** Employees and people we serve should self-assess possible symptoms prior to leaving their home. Per MN Department of Health screening guidelines, employees will assess themselves. Employees

will not report to work, will stay away from other people, and contact their health care provider if they have any of the following symptoms:

- A fever of 100.4 F. or higher or feel they 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.

Prior to providing in person services, employees will confirm with people we serve, that they have not tested positive for COVID-19, nor have they had direct contact with a person who has tested positive. This includes living with someone who has tested positive for COVID-19. Minnesota Department of Health has additional guidelines for when to quarantine after exposure to a positive COVID-19 case. Engaging in services or delivering services is an individual's acknowledgement that they've assessed their wellness, do not have any of the symptoms listed above, and therefore present no risk to others that day.

**If 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. People we serve, or someone on their support team, should call, text, or email their direct service contact.

**If sick or experiencing symptoms while at work or in the community:** Employees will immediately inform their direct supervisor by email or phone. The supervisor will inform human resources immediately. People we serve or their support team will call, text, or email their direct service contact to notify them they are experiencing symptoms of COVID-19. This includes if someone in their household tests positive for COVID-19 and it's within the 2 days of contact with Lifeworks employees. People we serve will follow MDH guidelines after an exposure to COVID-19 and their place of employment's preparedness plans.

**How to isolate in the workplace or the community until they can be sent home:** The employee is asked to leave immediately after communicating they are sick if they are able to do so safely and a plan is in place for individuals receiving services. If the employee needs to wait for transportation assistance or for another direct service staff to arrive, the employee will isolate in their personal vehicle or a designated isolation area. A person receiving services will remain with direct service staff away from other people or at a designated isolation area until transportation arrives to bring them home.

**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. 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 the Human Resources manager.

Lifeworks Services has a communicable disease policy and Lifeworks Response to Reported COVID-19 Diagnosis procedure for informing individuals if they have been exposed to COVID-19 while at work or while receiving services. This exposure may require them to quarantine for a specified amount of time. In addition, the Response to Reported COVID-19 Diagnosis Process addresses the steps taken when an employee or person receiving services is exposed to a person with COVID-19.

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 Individuals' health status and health information.

## Handwashing

Basic infection prevention measures are being implemented across Lifeworks Services at all times. Employees and people we serve 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 restroom. Hand sanitizer (that use sanitizers of greater than 60% alcohol) may be used for hand hygiene in place of soap and water, or if hands are not visibly soiled. Handwashing signs are posted in our facilities.

## Respiratory etiquette: Cover your cough or sneeze

Employees and people we serve are being instructed to cover their mouth and nose with their sleeve or a tissue as they are able, 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, with assistance if needed, immediately afterward.

## Physical distancing

All Lifeworks Employees and people we serve should practice physical distancing, maintaining 6 feet apart, when in person. Physical distancing will be followed in all environments when possible. If physical distance is not possible it is recommended to wear masks, however this is a recommendation, not a requirement.

**Visitors:** The doors are locked at all Lifeworks facilities and information is posted with phone numbers to call in the event someone needs assistance. Visitors are allowed at Lifeworks program locations only when approved by the Program Manager. Meetings outside of Lifeworks facility will follow the building or homes response to COVID-19. This includes if masks are requested to be worn. Lifeworks staff hosting a visitors will sign the visitors name on the sign in sheet of the facility.

**Vendors:** Vendors may not access the building to provide any service unless pre-authorized by a Manager level position or above. Vendors approved to enter must acknowledge that they have assessed their own wellness, reviewed symptoms and confirm they are symptom-free. Lifeworks staff hosting a vendor will sign the vendors name on the sign in sheet of the facility.

Approved vendors must be accompanied by a Lifeworks employee.

**Face Coverings:** At this time masks are not required except for when employees are providing cares, passing medications, and preparing meals. Respect individuals' choice to continue or discontinue wearing mask outside of the parameters identified in the previous statement. If physical distancing is not possible, it is recommended, not required, to wear a mask. All employees and people we serve are to follow guidelines in buildings, when entering an individual's home, or when working in the community buildings. Practicing social distancing, maintaining at least 6 feet between each person, will continue.

People we serve and employees are strongly encouraged to wear masks, as they are able, throughout the duration of their service time if they are not able to wear keep physical distance. Clean, laundered, non-medical grade masks are available to employees and people we serve.

CDC guidelines to face coverings or masks include:

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

**Community:** Staff must wipe down touched surfaces before and after use. Employees providing services in the community will have designated cleaning products, hand sanitizer, and gloves in a refillable kit.

**Virtual and In-Person Group Meetings:** Zoom for Healthcare and FaceTime still are the preferred virtual methods for meeting with a group however, not the only option. Face to face meetings in a Lifeworks facility at this time must be coordinated with the Program Manager to ensure space available. In-Person meetings should continue to practice physical distance in Lifeworks facilities and the community when possible.

All employees must maintain a physical distance of six feet between themselves and the individual served or other employees.

**Transporting Individuals Receiving Services:** Prior to getting on transportation, individuals will complete a self-assessment to determine they do not have COVID-19 symptoms and have not had contact with someone who has tested positive for COVID-19. Employees should support people receiving services to access rides from family, residential staff, public transportation, ridesharing services, or Metro Mobility first, and whenever possible. If those methods of transportation are not available or in an emergency, contact Bob Platz Transportation Manager at 651-208-5577 or Miranda Madigan Transportation Coordinator at 612-703-2124 for further assistance. When a Lifeworks employee-transport someone receiving services in their vehicle the following must occur:

- Staff and the person receiving services will refrain from drinking or eating while in transportation

- Staff is in the driver seat and the person(s) receiving services is in the rear most passenger side seat (not sitting directly behind the driver)
- Staff and the person receiving services have their windows down at least halfway, weather permitting, for the duration of the ride
- Clean and disinfect commonly touched surfaces in and on the vehicle prior to and immediately after transporting someone

In the event someone receiving services is not willing to comply with the above list, employees should consult their Manager to formulate an alternative transportation plan.

**Additional Supports:** This preparedness plan is intended to address many issues of safely working at Lifeworks, supporting people in the community, and accessing facility spaces. It is not intended to address specific issues of desk spacing, staggered scheduling, the number of employees working in a program facility at one time and other facilities, supplies and individual personnel issues. Contact Manager for further assistance.

**Gathering and Sharing Equipment:** 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.

## Housekeeping

Frequent cleaning and disinfecting will be conducted by each employee in high-touch areas of their own workspace, including vehicles, phones, keyboards, touch screens, and controls. Employees will be trained on proper cleaning procedures and supplied with designated cleaning products.

If an employee must access a Lifeworks facility, they must sign in on the electronics sign in sheet.

- Administrative Sign in sheet: I Drive>>Administrative Office>>Lifeworks Administrative Sign In
- Apple Valley Sign in sheet: I drive. I>Client Paperwork> Individual DT&H> Apple Valley> Apple Valley Sign in
- Brooklyn Park Sign in sheet: sign in sheets are front doors and Main office side, stored in I Drive>> Brooklyn Park scan>>sign in
- Mankato Sign in sheet: Mankato Staffing Outlook Calendar

Each employee will wipe down any areas they have touched using a designated disinfectant prior to leaving.

Employees will follow postings at each location and practice social distancing if other employees are present. 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 Lifeworks space when there is a diagnosed COVID-19.

## Notification of Exposure to COVID-19

Any employee or person served who has been in close contact, [defined by the CDC](#), with another person who has been diagnosed with COVID-19 will be notified of their potential exposure within 24 hours via phone call or email. Notification will include MDH direction to quarantine, symptoms and signs to monitor, and what to do if symptoms develop. For people we serve the following will be notified within 24 hours if applicable: guardian, residential contact, and case manager. Additional notification, while adhering to HIPAA policy, may include employers and transportation providers, if applicable. Lifeworks will implement the COVID-19 Responses Process.

## Communications and training

**Communications:** The original Preparedness Plan was communicated to all employees the week of June 8, 2020. This plan was updated on May 2022 and communicated to all employees and people receiving services. This plan has continued to be updated with changes in guidance. . This plan has further been updated and communicated to all employees and posted on Lifeworks external website. Lifeworks will continue to seek feedback, update this plan as needed, and communicate any changes as needed.

This Preparedness Plan will remain in place for the foreseeable future.

**Training:** Lifeworks Employees will complete a PowerPoint training and a quiz with a minimum 80% score to ensure competency in Lifeworks LMS. Individuals receiving services will have a copy of the plan available to them, parents and guardians, residential staff, case manager, and all others as requested. Translated versions will be available on the website at [www.lifeworks.org](http://www.lifeworks.org), under COVID-19 resources or upon request. Respiratory etiquette will be demonstrated in trainings. Lifeworks will conduct refresher trainings at team meetings until such time as annual training will suffice. Instructions and reminders will be included in orientation and annual health and safety training. New employees and contractors will receive training during orientation.

**Monitoring:** Managers, supervisors, and all employees will 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.

The original Preparedness Plan has been certified by Lifeworks Services management and was posted throughout the workplace May 2022. **It 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 –

HIPPA Privacy Policy

Lifeworks Employee Handbook

Response to Reported COVID-19 Diagnosis Process

## 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)

### **Notification of Exposure to COVID-19**

<https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html>

<https://www.health.state.mn.us/diseases/coronavirus/contact.pdf>

<https://www.health.state.mn.us/diseases/coronavirus/adultdaycase.pdf>

### **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)