

Community Partners' COVID-19 Response and Preparedness Plan

EFFECTIVE IMMEDIATELY

Instated 3/16/2020, Revised 7/28/2020

Community Partners serves people who are at the highest risk of becoming ill from COVID-19/coronavirus. Community Partners is committed to providing a safe and healthy workplace for all our staff, participants, and volunteers. To ensure we have a safe and healthy workplace, Community Partners has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. ***Staff and volunteers are all responsible for implementing this plan.*** Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by the Executive Director, who maintains the overall authority and responsibility for the plan. ***However, staff and volunteers are equally responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan.*** Community Partners' staff have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. Community Partners is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process through discussion at staff meetings.

Community Partners' COVID-19 Preparedness Plan follows the industry guidance developed by the state of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19, Minnesota Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota's relevant and current executive orders. It addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons;
- social distancing – workers must be at least six-feet apart;
- worker hygiene and source controls;
- workplace building and ventilation protocol;
- workplace cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol
- communications and training practices and protocol; and
- client services protocols.

Community Partners has reviewed and incorporated the industry guidance applicable to our business provided by the state of Minnesota for the development of this plan, including the following industry guidance: Minnesota Health Department [Guidance for Visiting People at Home](#); Stay Safe MN Guidance for [All Businesses](#) and [Transportation, Distribution and Delivery](#); and OSHA COVID-19 [Guidance for Rideshare, Taxi, and Car Service Workers](#) and COVID-19 Guidance for the Package Delivery Workforce.

Ensure sick workers stay home and prompt identification and isolation of sick persons

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. *Staff will self-assess their health status prior to entering the workplace, and send an email to Taylor Holm, Executive Director, commpart.ed@gmail.com with the answers to the following questions the morning of their office shift:*

1. Have you had any of the following symptoms since your last day at work or the last time you were here that you cannot attribute to another health condition?
2. Please answer “Yes” or “No” to each question. Do you have:
 - a. Fever or feeling feverish?
 - b. Chills?
 - c. A new cough?
 - d. Shortness of breath?
 - e. A new sore throat?
 - f. New muscle aches?
 - g. New headache?
 - h. New loss of smell or taste?

Staff who are sick or experiencing symptoms will report that information to his/her supervisor via phone or email, and will stay home. Community Partners has implemented leave policies that promote staff staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Please refer to Community Partners’ Personnel Policy for more information.

Community Partners will adhere to the Families First Coronavirus Response Act (FFCRA). If staff are sick due to COVID-19 or are seeking diagnosis, Community Partners’ staff will indicate this on their leave form, and will also indicate whether they are using FFCRA Paid Leave or Community Partners’ sick leave.

In case of staff illness, healthy staff will try to cover the job duties as best possible and will ask Board members for help when needed.

Accommodations for staff who are able to work from home have been implemented.

If a staff person has been *exposed* to COVID-19, or live with someone who has been exposed to COVID-19, they will be instructed to work from home until COVID-19 test results come back. If the test results come back positive, they will be instructed to work from home for two weeks/CDC recommended period of time.

Social distancing – Staff must be at least six-feet apart

Staff are encouraged to work from home when possible. Social distancing of at least six feet will be implemented and maintained between workers through work stations distanced at least six feet apart. Shifts for working in the office will be staggered to reduce the number of people in the office.

Staff hygiene and source controls

Basic infection prevention measures are being implemented at our workplace at all times. Workers 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 dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. Source controls are being implemented at our workplaces at all times. **Staff will use face coverings when social distancing cannot be maintained.**

Workers 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, particularly their mouth, nose and eyes, with their hands. Workers are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be supported by making tissues and trash receptacles available to all staff and other persons entering the workplace.

Workplace building and ventilation protocol

The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people.

Workplace cleaning and disinfection protocol

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment and areas in the work environment, including restrooms, and meeting rooms. These places are cleaned and disinfected daily. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, copy machines, delivery equipment, etc. If a person in the workplace is symptomatic or is diagnosed with COVID-19 we will immediately hire a professional cleaning service to deep clean our office.

Appropriate and effective cleaning and disinfecting supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

Drop-off, pick-up and delivery practices and protocol

Deliveries received and pick-up of supplies will be done via contactless methods whenever possible.

Communications and training practices and protocol

Our original COVID-19 Preparedness Plan was communicated via a staff meeting to all workers on 3/16/2020, and necessary training was provided. Updates to this plan were made on 4/23/2020 with all staff initialing the updates. The latest revisions to our plan were communicated to all staff on 7/21/2020.

Volunteers will be provided with an instruction sheet outlining the COVID-19 protocols for his/her volunteer assignment.

All staff, volunteers and clients will also be advised not to enter the workplace if they are experiencing symptoms, have been exposed to, or have contracted COVID-19.

All staff are expected to monitor how effective the program has been implemented and will take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by Community Partners' Board of Directors and the plan was posted throughout the workplace and made readily available to employees 3/16/2020. It will be updated as necessary by Taylor Holm, Executive Director.

Additional protections and protocols

Other conditions and circumstances addressed in this plan that are specific to our organization include:

All Volunteers:

We will keep volunteers updated on our COVID-19 preparedness so that they will know what to expect and that we are committed to protecting their health. Volunteers will receive an email with our updated COVID-19 Response and Preparedness Plan whenever updates are made. New volunteers will be given an electronic copy of this plan in the onboarding process. All volunteers will also be required to sign a [Waiver of Liability for Providing Volunteer Services](#) prior to beginning any volunteer assignment. See Appendix A for a copy of this waiver.

Service Provision Protocols

Volunteer Visiting – Will be done mostly through phone visiting/telephone reassurance. Volunteers may provide companionship outdoors, maintaining 6ft distance a part at all times.

Volunteer Transportation

Our program will:

- Limit offering of rides to ones that are most needed.
- Avoid more than one passenger at a time in the vehicle. Have riders sit in the back seat on the passenger side to provide as much distance between people as possible.
- Provide volunteers the cleaning supplies, face masks, trash bags, and hand sanitizer, if needed.
- Contact the rider and volunteer in advance of the ride to check that they do not have symptoms of COVID-19. If either party is presenting symptoms, the ride will be cancelled. The screen is to be conducted by the Volunteer Coordinator the afternoon prior, or morning of the ride as follows:
 1. Have you had any of the following symptoms since your last time volunteering that you cannot attribute to another health condition?
 2. Please answer “Yes” or “No” to each question. Do you have:
 1. Fever or feeling feverish?
 2. Chills?
 3. A new cough?
 4. Shortness of breath?
 5. A new sore throat?
 6. New muscle aches?
 7. New headache?
 8. New loss of smell or taste?
- Let the passenger know about the COVID-19 precautions being used. Request the passenger to handle their own personal bags and belongings during pick-up and drop-off. Exceptions can be made for participants who have walkers or are unable to handle their own belongings.
- Track rides given and drivers so we have contacts for contact tracing.

Volunteers will be given written guidelines:

- Not to volunteer if sick, have any coronavirus symptoms or you have been in contact with someone with Coronavirus in the past 14 days.
- To ensure that vehicle door handles, seat belts and buckles, arm rests and inside surfaces are cleaned and disinfected before and after the ride with Environmental Protection Agency-approved cleaning chemicals from [List N](#) or that have label claims against the coronavirus.

- To wash hands or use hand sanitizer containing at least 60 percent alcohol prior to the ride and after the ride.
- To wear a face mask. If necessary, provide a mask for your passenger by leaving it on the seat. Ask them to put it on their mask as soon as they are in the car.
- To not enter the client's home. Wait outside to pick them up.
- To avoid physical contact with the participant when not necessary.
 - to avoid handling the passenger's personal bags or belongings during the pick-up and drop-off unless absolutely necessary.
- To keep as much space as possible between yourself and the passenger (passengers should sit in the back seat away from the driver).
- To lower vehicle windows to increase airflow, when practical. Avoid using the re-circulated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or lower the vehicle windows.
- To ask the passenger to remove everything they take into the car.
- To drop the client at the front door of their destination. Only enter the facility if necessary. Wait in your car, or return at a scheduled time and place for pick up.
- To call the Community Partners' office if you have questions or concerns.
- To call the Community Partners' office know if you become ill with COVID-19 symptoms within 14 days of driving.

Deliveries of Groceries, Meals on Wheels, and Goods

Our program will:

- Contact the volunteer the morning of the deliveries to check that they do not have symptoms of COVID-19 using the following screen:
 1. Have you had any of the following symptoms since your last day at work or the last time you were here that you cannot attribute to another health condition?
 2. Please answer "Yes" or "No" to each question. Do you have:
 - a. Fever or feeling feverish?
 - b. Chills?
 - c. A new cough?
 - d. Shortness of breath?
 - e. A new sore throat?
 - f. New muscle aches?

- g. New headache?
- h. New loss of smell or taste?

- Provide volunteers with face masks and hand sanitizer, if needed. Lake View Hospital will provide volunteers with disposable gloves for each delivery.
- Inform clients of our COVID-19 procedures for deliveries.

Volunteers will be given written guidelines:

- Not to volunteer if sick, have any coronavirus symptoms or have been in contact with someone with Coronavirus in the past 14 days.
- **To wear a face mask during the shopping trip and delivery, and upon approaching the Community Partners' office. To wear a new pair of disposable gloves for each delivery.**
- To clean your hands with sanitizer containing at least 60 percent alcohol before and after deliveries are made. To wash your hands with soap and water when you return home.
- That all deliveries are currently no contact. Leave deliveries in a prearranged place, the porch, hanging on a door handle, etc. Call the Participant to let them know groceries have been delivered. Do not enter the participant's home and maintain six feet distance from the client.
- To let us know if you become ill with COVID-19 symptoms within 14 days of volunteering by calling the Community Partners' office.

Service Coordination

- Staff service coordination contacts will be done by phone or email whenever possible.
- If an in-person service coordination home visit is needed, staff will follow these guidelines
 - Not visit anyone's home if sick, have any coronavirus symptoms or you have been in contact with someone with Coronavirus in the past 14 days.
 - Use a face mask
 - Limit what parts of the home you are in. For example, stay in the room closest to the door instead of moving to other rooms if possible.
 - Limit the number of people in the space, and keep a distance of at least 6 feet between you and others.

- Keep the visit as short as possible.
- If you are visiting someone who is in bed, stand at the foot of the bed rather than the head. This will give you a natural distancing of about 6 feet while being able to connect directly through eye contact.
- Wash your hands. Wash your hands for at least 20 seconds with soap and water as soon as you enter the home (or use hand sanitizer if hand washing is not possible). Wash hands frequently during the visit if you perform tasks where you are touching things that other people have touched, and wash hands as soon as you leave. Take hand sanitizer with you in case hand washing is not an option.
- Always cover your coughs and sneezes, and ask others to do the same. Take tissues with you. If you use a tissue, throw it away right after use and then wash or sanitize your hands.
- Avoid touching things in the home and do not touch your eyes, nose, mouth, or face during your home visiting time

Caregiver information and support – Will be done by phone or with remote technology. Respite will not be provided at this time.

Classes and Social Activities – Are cancelled until public health guidelines allow for people 65 and over to gather in groups. To help reduce social isolation during this time, we will do other services such as delivery of care packages, phone visits, virtual gatherings and other means.

Chore Services - Are provided by referral only. Chore Days have been cancelled in 2020.

Meeting protocols- When possible, meetings will be held via phone or remote communication technology, especially meetings that involve older adults/people at high risk for COVID-19 complications. If meetings are held in-person, meeting participants will be seated at least six feet apart and follow social distancing guidelines.

Payments - Clients will be encouraged to mail any payments/donations to the program office to limit in person contact.

Office Hours - Our office will remain open daily, however, our hours will change from 9am to 3:30pm to 9am to 3pm until further notice. Due to limited staff in the office, please leave a voicemail if we are unable to answer your call.

Community Partners' office will be closed to walk-in traffic. By limiting public interaction, we reduce the risk of our employees being infected. At this time, Community Partners employees will be available by phone and email.

Please call Community Partners' office at 218-834-8024 with any questions.

Certified by:

Taylor Holm, Executive Director

7/28/2020

By signing below, I agree to comply with the written instructions and protocol listed above. Any employee who violates this COVID-19 Policy will be subject to disciplinary action, up to and including dismissal.

Employee Printed Name

Employee Signature

Date

Authorized Signature & Date

Waiver of Liability for Providing Volunteer Services

I, _____, wishing to volunteer my time and services for Community Partners hereby acknowledge that said organization is doing everything they can to protect the public as well myself as a volunteer. To this extent, I agree to follow Center of Disease Control (CDC), local guidelines, and the protocol stated in Community Partners COVID-19 Response and Preparedness Plan for social distancing to reduce the spread of Novel Coronavirus, or COVID-19. This will require me to maintain six (6) feet of distance between myself, fellow volunteers, staff, and patrons of the organization as much as possible.

I agree to utilize surgical masks or improvised masks such as scarves, bandanas, and handkerchiefs to reduce the risk of exposure to myself and others. I agree to wash or sanitize my hands after using the restroom, sneezing, and coughing, and will properly wear and utilize sterile gloves.

I understand that I may be informed of or encounter sensitive Personal Health Information (PHI) for those that Community Partners serves. I agree to hold this information in confidence and will not disseminate any PHI except as allowed by law and/or per the policy and procedures of said organization which I am volunteering for.

I understand that there is no direct medical health coverage afforded to me during my relationship with Community Partners. Community Partners is not responsible for any potential exposure to Novel Coronavirus, or COVID-19.

I understand that if I am a person 65 years of age or older, a person who is pregnant, a person with an underlying medical condition like heart disease, diabetes, lung disease, asthma, HIV/AIDS, etc., I am in an increased risk category for COVID-19 and am assuming an increased risk by volunteering.

By signing below, I agree to comply with the written instructions above and the protocol listed for my specific volunteer assignment. Failure to comply with these written instructions or verbal instructions from staff may result in my volunteer privileges being removed and I may be asked to leave the premises.

Volunteer Printed Name

Date

Volunteer Signature

Authorized Signature & Date