

Mains'I COVID-19 Office Preparedness Plan: Policy and Procedure

Mains'I is committed to providing a safe and healthy workplace for all our employees and customers. To promote a safe and healthy workplace for all people, we have developed the following COVID-19 Office Preparedness Plan in response to the COVID-19 pandemic. All practices within this plan are aligned with the Mains'I vision, mission, and core values.

All employees are responsible for implementing this plan. We offer services to and employ people who have conditions that put them at greater risk should they contract COVID-19. Our goal is to lessen the potential for transmission of COVID-19 in our workplace and communities, and that requires full cooperation among our employees and stakeholders.

This plan has been approved by the Mains'I COVID Response Team, and has been developed and implemented with the participation of employees. Feedback was attained through individual and team conversations, services virtual gatherings, information shared through the Mains'I COVID Resources web page, and e-mail communications.

This plan includes the policies, practices and conditions recommended for COVID-19 preparedness by the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH), federal Occupational Safety and Health Administration (OSHA) standards, and Executive Order 20-48 related to worker and customer exposure to COVID-19. The plan includes the following, in compliance with the guidelines and standards above:

1. infection prevention measures;
2. prompt identification and isolation of sick persons;
3. engineering and administrative controls for social distancing;
4. cleaning, disinfecting, decontamination and ventilation;
5. hygiene and respiratory etiquette;
6. communications and training for employees necessary to implement the plan;
7. provision of management and supervision necessary to ensure effective ongoing implementation of the plan;
8. protection and controls for pick-up, drop-off and delivery;
9. protections and controls for in-office working/gatherings;
10. communications and instructions for customers

Services personnel follow the established Best Practices: Infectious Disease Prevention and Mains'I Shift and Visitor Guidelines.

Screening and policies for employees and visitors exhibiting signs and symptoms of COVID-19

Employees have been informed of and are encouraged to self-monitor for signs and symptoms of COVID-19. Employees are encouraged to contact the Mains'I nurse when anyone is being tested or having symptoms. The nurse contact number is 612-644-0615.

The following policies and procedures are being implemented to assess employees' health status prior to entering the workplace and for employees to report when they are sick or experiencing symptoms.

Any person entering a Mains'I workplace setting will check in using the Mains'I Employee and Guest Sign In form. The sign in procedure includes a temperature check, which is administered by the front desk personnel, or, if not available, a self-check. If a person indicates any signs of symptoms, discloses recent outstate travel, or if a temperature is 99.6 degrees, the Mains'I nurse may be contacted to discuss recommended next steps.

Mains' I has leave policies that promote employees 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. Refer to the Mains' I sick leave language within the Paid Time Off Policy, Payroll Policy, the Family Medical Leave Act (FMLA), and Unpaid Leave of Absence Policy.

Mains' I has a communication practice for informing employees when they have been exposed to a person with COVID-19 at their workplace. Employees follow quarantine practices established by State Department of Health.

Handwashing

Basic infection prevention measures are implemented at our workplaces at all times. Employees are instructed to wash their hands for 40-60 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, after coughing or sneezing, and after using the restroom. All customers and visitors to the workplace are asked to wash or sanitize their hands prior to or immediately upon entering the facility. 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.

Visual handwashing instructions are displayed at hand washing/sanitizing areas (restrooms, front entrances, and kitchens).

Customer service specialists in office settings supply sanitizer at sanitary stations.

Respiratory etiquette: Cover your cough or sneeze

Employees, customers and visitors are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. Tissues are disposed in provided trash receptacles and people wash or sanitize their hands immediately afterward. Respiratory etiquette and instructions are displayed on posters throughout workplace settings, and tissues and trash receptacles are available to all workers, customers and visitors.

Customer service specialists in office settings maintain tissue supply and receptacles.

Social distancing and universal precautions

Employees, customers, and visitors in the workplace are requested to use the following practices:

1. Administrative personnel work remotely as much as possible, as agreed upon by supervisors/teams.
2. People are requested to maintain a social distance of at least 6 feet.
3. Any meetings or trainings scheduled at the office will be approved through the Training/Meeting Exception Request (see Training/Meeting Exception Request form), on a case by case basis.
4. Administrative personnel working in the office setting have staggered shifts, if social distancing is not possible within their work space, and their duties require them to work in the office.
5. Signage, markings and instructions for employees, visitors and customers about social distancing, proper face mask use, and hand washing techniques are displayed throughout office setting;
6. Signs are located throughout office space, indicating room capacity.
7. Resources/instructions are also available on the Mains' I COVID Resources website page. Employees receive training on proper use of protective supplies
8. A Plexiglass barrier is installed at front desk reception areas.
9. Employees are given face masks to wear when in Mains' I work settings; masks will be worn when traveling throughout the setting; masks may be removed when in socially distant individual work environments.

10. All guests and customers are requested to wear a face mask when in the work setting; we will supply a mask if needed.
11. Employees notify customer service specialist when delivering or picking up requested supplies. They are notified where to pick up/drop off items safely.
12. Employees are requested to clean and disinfect their personal work areas, tools, and equipment after use. Needed supplies are provided by Customer Service Specialists.
13. Employees are requested to use disinfectant wipes before and after using shared equipment (fax, copier, folding machine). Supplies are located near equipment.
14. Employees are encouraged to contact their supervisor to discuss and address any concerns they may have.

Cleaning, disinfection, and ventilation

Regular housekeeping practices are implemented in the work environment, including routine cleaning and disinfecting.

1. Office settings are cleaned each evening.
2. Throughout the day, employees are encouraged to clean and disinfect their personal work areas, tools, and equipment, as well as common office equipment before and after use.
3. Customer Service Specialists disinfect common areas, including equipment, each morning upon arrival, and routinely clean and disinfect throughout the day. (See Daily Cleaning and Disinfectant Checklist.)
4. Cleaning and disinfectant supplies are routinely inventoried and ordered. All supplies are in accordance with CDC guidelines, as available. When recommended CDC supplies are not available, replacement products are used until supplies can be procured.

Communications and training

This COVID-19 Office Preparedness Plan was initially communicated to all employees who work within the Mains'I office settings on May 22, 2020; training was provided by team supervisors prior to June 1, 2020, through established team communications and training practices. New employees working within the office receive a copy of the plan during their office training, conducted by the Corporate Administrative Coordinator or their supervisor.

The COVID Office Preparedness Plan is located on the Mains'I COVID 19 Resources web page. Upon entry to office settings, customers and visitors receive instructions on Mains'I COVID practices by front desk personnel, verbally and through posted signage. (See Screening and policies for employees and visitors exhibiting signs and symptoms of COVID-19 above.)

This COVID-19 Office Preparedness Plan has been certified by the Mains'I COVID Response team on 5-21-2020
The plan is updated as necessary.