



Hastings Family Service

HASTINGS FAMILY SERVICE COVID-19 PREPAREDNESS & RESPONSE PLAN

Hastings Family Service (HFS) is committed to providing a safe and healthy workplace for all staff, customers, neighbors, volunteers, vendors and guests. To ensure we have a safe and healthy workplace, Hastings Family Service has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers 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 staff and volunteers. 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 HFS staff, with the Executive and Associate Directors charged with maintaining 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. HFS managers and supervisors have our full support in enforcing the provisions of this plan. Our staff and volunteers are our most important assets. Hastings Family Service is serious about safety and health and protecting its workers.

Hastings Family Service's 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's Occupational Safety and Health Administration (Minnesota OSHA) statutes, rules, and standards, and Minnesota's relevant and current executive orders, and addresses:

1. Ensuring sick workers stay home and prompt identification and isolation of sick persons;
2. Social distancing – Workers must be at least six-feet apart;
3. Worker hygiene and source controls;
4. Workplace building and ventilation protocol;
5. Workplace cleaning and disinfection protocol;
6. Drop-off, pick-up and delivery practices and protocol; and
7. Communications and training practices and protocol.

Hastings Family Service has reviewed and incorporated the industry guidance applicable to our business provided by the State of Minnesota for the development of this plan. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests, visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene and handwashing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses with an industry including retail and food shelves.

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

Staff and volunteers 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 workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

All staff and volunteers will:

- call their supervisor or the volunteer coordinator to report any possible symptoms or exposures prior to coming to work.
- will take their temperature when entering the building. If a temperature reads above 100 degrees, the worker will return home.
- sign-in at their designated entry and check yes/no regarding temperature below 100 degrees and yes/no health screening checklist regarding symptoms.
- Wash hands with soap and water for at least 20 seconds upon entry and before exiting the building, and continue to wash hands and use sanitizer frequently throughout their shift.
- immediately report feeling sick or any symptoms that appear while at work and will return home. Symptoms must not be present for 72 hours before returning to work. Any areas used by the sick person for long periods of time will be closed off for at least 24 hours and then cleaned and disinfected thoroughly.

Hastings Family Service has implemented leave policies that promote workers 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. HFS has a sick leave policy and employees may use accrued sick time for themselves or to care for family members as outlined in the Employee handbook. In addition, HFS offers AFLAC which offers accident insurance and short and long-term disability.

Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. Each situation will be evaluated individually and work from home will be an option for staff as needed.

Hastings Family Service has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

- In the event a positive exposure, all workers who have been within the building for the past 14 days will be notified confidentially of the potential exposure.
- A sign-in at each door for non-workers will require name, phone #, a place to check yes/no regarding temperature below 100 degrees and yes/no to symptoms questionnaire. This information will be used to contact non-staff/volunteers who may have been exposed to the virus and need to take extra precautions.
- In addition, a policy has been implemented to protect the privacy of workers' health status and health information.
- It is not a requirement to quarantine if you are waiting for a co-worker or family member's test results, but additional precautions are encouraged. Staff member may choose to self-quarantine if that is what is most comfortable.
- When a staff member or volunteer is waiting for test results from a potential exposure, with their permission, that information will be shared with staff.

2. Social Distancing – at least six-feet apart

Social distancing of at least six feet is being implemented and maintained between staff, volunteers, customers, neighbors, vendors and guests in the workplace through the following engineering and administrative controls:

COMMON AREAS (hallways, kitchen, work areas)

If spacing cannot be increased or social distancing consistently maintained, staff/volunteers are asked to ensure use of masks and create as much distance as possible. There will be no congregate dining in the kitchen until further notice. Limit the kitchen to two at a time and sit-down breaks will be scheduled in designated areas outside of the kitchen. If you utilize something in a common space, please disinfect items or equipment used (microwave, coffee pot, etc) Ensure proper handwashing/hygiene throughout the day but especially at mealtimes or after using the bathroom facilities.

RIVERTOWN TREASURES

- Voucher appointments in the store / donations accepted in the Donation Center Mon/Tues. 9-4pm
- Store open Wed – Saturday from 9am-4pm
- A disinfecting schedule will be followed mid-day and after closed each day.

Store

- The Donation Center doors will be designated as the store entrance only; the Rivertown Treasures door will be designated as the exit and remain locked so the door can only be used as an exit from the store. Appropriate signage will be provided.
- The door between the store and client services area will remain locked at all times.
- The public restroom and dressing rooms will not be available until further notice.
- Number of shoppers in the store will be limited to 15 people or less, including Rivertown Treasures personnel.
- Shoppers will follow traffic flow signage and be limited to two people in one aisle at a time, maintaining 6 feet social distancing at all times.
- All shoppers will be required to wear a mask and use the provided sanitizer station upon entry. Shoppers will be asked to read the health screening sign, asked if they have any symptoms, and asked to leave if they do not meet all protocols.
- It is recommended that shoppers come without children; children outside of a car seat, carrier or stroller will not be allowed. Children age 14 and older may come in with a parent.
- Racks and displays will be spaced to create opportunity for social distancing as well as a specific area established for check out lines.
- Staff/volunteers will wear a mask and gloves; checkout surfaces will be sanitized between customers.
- Plexiglass will be installed at registers to create a protective barrier.

Vouchers

- Clothing Vouchers will limited to one at a time done by appointment only, and will have a time limit.
- No extra guests/children will be allowed. If the neighbor does not have day care available, the appointment will be completed via phone/drive thru/delivery.
- Voucher neighbors will be let in at the client services door and checked in, given instructions and brought into the store. The client services area in the back will remain closed.
- Vouchers will provide a limited number of items instead of an open dollar amount and clients will have one shopping opportunity (unless we have nothing available for a member of the family.)
- Items will be sorted and prepped for checkout by the shopper prior to coming to the register.
- Voucher recipient will be given bags to pack up their own items and be escorted out the side door.

Sort

- Shifts will be limited to two people in the soft sort area and one in the hard goods area.
- Shifts will be reduced to 9-12pm and 1-4pm.
- Shifts/days will be shortened as we determine the volume.
- Volunteers will start and end their shift by sanitizing all surfaces and/or equipment.
- Gloves will be available for use and are encouraged.
- A system to use the first in/first out method will be implemented so incoming items sit for up to 48 hours before they are sorted.

DONATION CENTER

- Donation Center volunteers will do donation intake outside, weather permitting, so donors do not need to enter the building.
- Donations will be accepted by appointment only, will have limited drop-off times and limitations on what and how much can be accepted.
- No reception area/free shelf/seating area will be available until further notice.
- Any visitor/vendor other than shoppers entering the building will be signed in at their point of entry, checking yes/no regarding temperature below 100 degrees and yes/no health screening checklist regarding symptoms as outlined on page 1, and utilize the hand sanitizing station. They would be unable to proceed into the building if they do not meet health protocols.

CLIENT SERVICES/FOOD SHELF

- The client services area will continue to be closed to the public. All intake and scheduling will be completed over the phone, and face-to-face appointments will be done via zoom or facetime.
- Personal Protective Equipment (PPE) including masks and gloves and/or frequent handwashing are used when handling food.
- Social distance protocols implemented in the drive thru food shelf include putting the food items for pick up onto the rolling rack in the alley and then closing the door before the person gets out of their car to retrieve their items.

When in-person services resume:

- A waiting room will not be provided. Neighbors must arrive on time and will not be allowed in the building more than 5 minutes before their scheduled appointment.
- No beverages or magazines/books will be available.
- No extra guests/children will be allowed. If the neighbor does not have day care available, the appointment will be completed via phone/drive thru/delivery.
- The neighbor's temperature will be taken when entering the building. If a temperature reads above 100 degrees, the neighbor will return home and services provided via phone.
- Volunteers/staff will check in neighbors and check yes/no regarding temperature below 100 degrees and yes/no health screening checklist regarding symptoms. If the neighbor is experiencing symptoms, they cannot return until 72 hours after symptoms subside.
- All neighbors will wash hands with soap and water for at least 20 seconds upon entry and before exiting the building. Sanitizer will be available in all areas including offices and the food shelf.
- The Business Center will be available upon the hour, not to exceed 45 minutes. Disinfection will be completed prior to the next appointment by the volunteer receptionist.
- The Market food shelf will continue with pre-pack drive-thru distribution. The choice model may be available and the selections will be recorded by a volunteer over the phone.

MEALS ON WHEELS

- Staff and volunteers will take their temperature at the beginning of their shift if they enter Allina Hospital. If a temperature reads above 100 degrees, the worker will return home.
- Volunteers will sign-in at their designated entry and check yes/no on the health screening checklist regarding symptoms.
- Staff and volunteers will wash hands with soap and water for at least 20 seconds or use hand sanitizer at the beginning and end of shift, and continue to wash hands and use sanitizer frequently throughout their shift.
- Vehicle-sized sanitizer will be provided to volunteer drivers.
- Masks must be worn during food prep, packing and when exiting the vehicle during delivery.
- Volunteers will continue to deliver meals to the door step of individuals and will not enter residences.

3. Worker hygiene and source controls

- Basic infection prevention measures are being implemented at our workplaces 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. All workers, customers, neighbors, volunteers, vendors and guests are required 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, as long as hands are not visibly soiled.
- All workers, customers, neighbors, volunteers, vendors and guests are required to wear face masks unless in their own office space away from others.
- All workers, customers, neighbors, volunteers, vendors and guests are asked to cover their mouth/nose, particularly when coughing or sneezing, and to avoid touching their face with their hands. Respiratory etiquette will be demonstrated on posters and supported by making masks, tissues, and trash receptacles available.

4. Workplace building and ventilation protocol

- Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems including water, plumbing, electrical and HVAC systems. 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.

5. Workplace cleaning and disinfection protocol

- Regular housekeeping practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles, and areas in the work environment including, but not limited to, restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas including, but not limited to phones, keyboards, touch screens, controls, office machines, credit card readers, delivery equipment, door handles, food and grocery carts, sorting tables, etc.
- A disinfection schedule has been established and high touch areas are being disinfected twice daily by staff/volunteers; volunteers are responsible for disinfecting their work stations after their shifts; staff

are responsible for disinfecting their offices/work surfaces; deep-cleaning of bathrooms and kitchen is happening weekly.

- Appropriate and effective cleaning and disinfectant 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.

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

- A sign-in at each door for non-workers will require name, phone #, a place to check yes/no regarding temperature below 100 degrees and yes/no to health screening checklist.
- A hand-sanitizing station will be available at each point of entry.

7. Communications and training

- This COVID-19 Preparedness Plan was communicated via zoom to all staff in their Monday morning zoom meeting in June 2020 and was also provided via email. Necessary training will be provided prior to opening and additional communication and training will be ongoing via weekly zoom staff meetings. Training will be provided to all workers who did not receive the initial training and prior to initial assignment or reassignment.
- All volunteers will receive a copy of the plan through Volgistics and receive specific training on procedures upon opening.
- Protocol for non-workers will be posted at the sign in and monitored by staff/volunteers.
- Protocol for shoppers in Rivertown Treasures will be posted at the established entrance and monitored by staff/volunteers.

Managers and supervisors are expected to monitor how effectively the program has been implemented. All management and workers are to 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 Hastings Family Service management, and the Plan was posted throughout the workplace and made readily available to employees. It will be updated as necessary by the Executive or Associate Directors.

Certified by:

Chris Koop, Executive Director

Amy Sutton, Associate Director