



## 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:

- will self-screen for symptoms of COVID-19: cough, shortness of breath or difficulty breathing, fever or chills, muscle or body aches, vomiting or diarrhea, new loss of taste or smell. This list is subject to change to reflect current public health recommendations. If a person is experiencing symptoms, they will stay or return home.
- call their supervisor or the volunteer coordinator to report any possible symptoms or exposures prior to coming to work.
- immediately report feeling sick or any symptoms that appear while at work and will return home. 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.
- arrive and sign-in at their designated entry and time. Staff and volunteers may be asked to take additional screening measures, such as taking their temperature and/or signing off on a health screening checklist, if determined necessary based on current public health recommendations.

Additionally, the daily staff and volunteer protocol includes:

- Hand sanitization upon entering and exiting the building, and frequently throughout each shift.
- Adherence to the current HFS face mask protocol, which will be updated as necessary to reflect current public health recommendations. Face masks, when required, must cover both nose and mouth and be tightly secured. The CDC website has information on selecting and wearing face masks. Any exceptions to the use of face masks must be requested and approved by the Volunteer Coordinator.

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.

Current public health recommendations are used to determine when to stay home due to symptoms and/or close contact (defined as within 6' of the person for 15 minutes or more).

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:

- Staff must notify their supervisor and volunteers must notify the Volunteer Coordinator of a positive test result within 24 hours of receipt of the positive result.

- In the event a positive test result, all workers who were in the building at the same time and on the same day will be notified directly and confidentially of the positive test result within the building. The area of the building where the person with the positive result worked will be closed off for 24 hours and then disinfected according to CDC recommendations. All volunteers will receive notification via email that the organization has experienced a positive exposure.
- The daily staff and volunteer schedule will be used to identify impacted individuals. A guest log will be kept to identify and contact non-staff/volunteers who may have been exposed.
- In addition, a policy has been implemented to protect the privacy of workers' health status and health information.
- If it is not a requirement to quarantine, 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 must be 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.

- **OFFICE SPACES**

Staff will wear masks in their office spaces when another person is present. All meetings will be done remotely via phone or platforms like Zoom or Microsoft Teams unless it is not possible to accomplish the work without an in-person meeting. Then, all safety protocols of distance and masking will be required.

- **WORKSPACES**

HFS has created additional workspaces available for food storage, sorting and packing to allow staff and volunteers to spread out throughout the building to maintain a safe social distance.

To maintain safe social distancing for staff, volunteers, neighbors, and donors:

- A monetary donation drop box has been installed at the Rivertown Treasures store entrance.
- A Ring doorbell has been installed at the client services entrance to allow for communication with neighbors needing assistance.
- Plexiglass barriers have been installed at the store counter and reception desk.
- If the building needs to close for a period of time, food donations can be left on a cart outside the Donation Center and brought inside after the donor has left.
- If it is necessary to close the store for a period of time, clothing and household donations will be suspended.

## 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 follow the current face mask protocol
- 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 guest sign-in will be located at each door for non-workers to sign in upon entering the building. Sign in requirements may vary to reflect current CDC recommendations and public health guidance and may include contact information, temperature checks, and health screening questions.
- 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 by email and receive specific training on procedures upon returning to volunteer.
- Protocol for non-workers will be posted at the sign in 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

Update December 2021