

COVID-19 Preparedness Plan for The Open Door

The Open Door is committed to providing a safe and healthy workplace for all our staff, volunteers, clients, and donors. To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Staff 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, volunteers, clients, and donors. Only through this cooperative effort can we establish and maintain the safety and health of our team and workplaces.

Staff is responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. The Open Door managers and supervisors have full support in enforcing the provisions of this policy.

Our staff and volunteers are our most important assets. We are serious about the safety and health of these individuals at The Open Door. Our COVID-19 Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses:

- hygiene and respiratory etiquette;
- engineering and administrative controls for social distancing;
- cleaning, disinfecting, decontamination and ventilation;
- prompt identification and isolation of sick persons;
- communications and training that will be provided;
- management and supervision to ensure effective implementation of the plan;
- protection and controls for food pick-up and in-store shopping; and
- communications and instructions for clients.

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

Staff 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 staff's health status prior to entering the workplace and for staff to report to their supervisor when they are sick or experiencing symptoms. Staff members are expected to conduct self-monitoring for signs and symptoms of COVID-19. Symptoms of the virus often include but are not limited to fever, cough, and shortness of breath. Information on COVID-19 signs and symptoms are available on the [CDC website](#).

- Take your temperature prior to each shift and report any fever to your supervisor.
- Report any exposure to COVID-19 positive individuals, respiratory symptoms, sore throat, or dry cough to your supervisor.
- If the employee indicates any of these conditions, the supervisor will require that the employee stay home, and the employee should seek guidance from their healthcare provider.

The Open Door has leave policies that encourage workers stay 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. In addition to The Open Door's standard PTO policy, employees may also be eligible for expanded paid sick leave and Family and Medical Leave under the [Families First Coronavirus Response Act](#). Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. Questions on leave policies should be directed to the Executive Director.

Policies for employees with positive COVID-19 test results

Employees who have tested positive for COVID-19 should notify their supervisor immediately and not return to work until they have met the criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department.

Individuals who test positive for COVID-19 are assigned a case worker through the Minnesota Department of Health (MDH) or a local public health agency. The caseworker works with the employer and affected employee to determine if more communication is necessary based on facts and circumstances, e.g. how close the employees work together and length of contact.

The Executive Director of The Open Door will notify all employees if they have been exposed to a person testing positive for COVID-19 at their workplace. Confidentiality regarding employee health conditions will be maintained as required by the Americans with Disabilities Act (ADA). Employees who have been in close contact (defined as within 6 feet for 15 minutes or more) with the sick person will be required to be tested and may be required to quarantine for period of time recommended by the CDC, based on the situation.

Areas used for prolonged periods of time by the sick person will be temporarily closed while cleaned and disinfected as outlined in [CDC Cleaning and Disinfecting Guidelines](#). These steps will be completed as quickly as possible to minimize interruption to the distribution of food.

Handwashing

Basic infection prevention measures have been implemented at our workplaces. Staff and volunteers 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 toilet. All clients entering a building will be 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. Signs instructing how to properly wash hands are hanging in restrooms.

Respiratory etiquette: Cover your cough or sneeze

This document will be shared with staff and volunteers, instructing everyone 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. They should 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, volunteers, and clients.

Social distancing

Social distancing of at least six feet has been implemented between staff, volunteers, and clients at The Open Door through the following engineering and administrative controls: use telework for non-client-facing staff, flexible work hours, staggered shifts and additional shifts, as necessary, to reduce the number of people in the workplace at one time; and provide signage, markings and instructions for staff, volunteers and clients about social distancing. All recommended protective supplies, such as gloves, nonmedical face coverings, cleaners and disinfecting supplies will be provided by The Open Door. All large events for The Open Door have been cancelled for the remainder of 2020. Changes to the event calendar will be made by the board of directors and the Executive Director.

Eagan Pantry:

Clients will remain outside the building while volunteers inside the pantry complete their food order. Appointments are scheduled in increments of three per every fifteen minutes. When clients arrive for a scheduled appointment, they stand behind a stanchion on an "x" indicated on the ground. Pens and clipboards used by clients are disinfected between each use. Wearing a mask is encouraged for clients, but not required outdoors. Masks and gloves are required by volunteers and staff working in public spaces. Volunteers and staff inside are strongly encouraged to wear masks and gloves and follow social distancing guidelines. During the use of this model, the volunteer roles of Family Advocate and weighing outgoing food have been temporarily discontinued. The New Client Intake process is handled via phone instead of in-person. The number of indoor volunteers is being limited to ten or less per shift. The layout of the pantry allows for people to select food at a safe distance by going through the shopping area in a counterclockwise direction and waiting for the person ahead to advance a minimum of 6 feet prior to proceeding. When The Open Door determines it's safe to allow clients into the building for shopping, clients will be required to wear a nonmedical face covering, sanitize their hands, maintain distancing, and move throughout the shopping area in a counterclockwise direction. Clients will wait in their vehicles until notified to come inside. There will be separate entrance and exit doors. Food donations are being accepted using a contact-less drop off area.

Mobile Pantry:

The Open Door's mobile pantry sites are following a pre-packed model. Volunteers wearing masks and gloves bring pre-packed food to each site. Some sites maintain the client appointment process, while others have the food dropped off with a site liaison who then distribute the food with internal volunteers. A new drive-thru model is also being used at some sites whereby volunteers load pre-packed food into the vehicles of those in need of food. Volunteers pre-packing food are maintaining a minimum of 6 feet of distance unless they are part of the same household. Food donations are being accepted using a contact-less drop off area.

Garden to Table:

The Open Door's Garden to Table program instructs gardeners to avoid using community tools and use your own if you have them. Gardeners will disinfect shared tools before and after use. The Open Door will have disinfecting wipes or spray in the sheds. If several people are gardening, come back later. Visit the garden alone or with members of your immediate household. Gardeners are maintaining at least 6 feet from others.

Administrative Office:

Staff who share an office have been reassigned to other working areas or alternate hours to maintain social distancing. Working from home is encouraged when feasible. In areas where shared workspace is in use, sanitizing wipes are available to clean prior to and after use. Wipes must be immediately disposed in the trash after use. Staff will avoid using anyone else's personal protective equipment, phones, computer equipment, desks, workstations, offices, or other personal work tools and equipment.

Cleaning, disinfection, and ventilation

Enhanced housekeeping practices have been implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools, delivery vehicles and areas in the work environment, including restrooms, meeting rooms, and food sorting areas. Frequent cleaning and disinfecting is being done to high-touch areas, such as phones, keyboards, touch screens, door handles, carts, sinks, and sorting tables. Volunteers in the Client Attendant role are responsible for using disinfecting wipes (or spray) to clean shared phones, keyboards, and pens at the start of their shift. Volunteers in the Shopper role are responsible for using disinfecting spray on shopping carts between each use. Volunteers and/or staff will use disinfecting spray at least twice a day to wipe down door handles, carts, sinks, and sorting tables. Volunteers in the Food Rescue role and/or staff will use disinfecting wipes prior to the use of The Open Door's vehicles. If an employee, volunteer, or client is symptomatic or is diagnosed with COVID-19, the site supervisor will coordinate cleaning and disinfecting of that person's workspace following the CDC's guidelines.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels and manufacturer specifications, including hand sanitizer (with a minimum of 60% alcohol), disinfecting wipes, and sanitizing spray. The maximum amount of fresh air is being brought into the workplace and ventilation systems are being properly used and maintained, where available.

Communications and training

This COVID-19 Preparedness Plan was communicated via email to all staff and volunteers with active email accounts on **July 14, 2020**. Additional communication and training will be ongoing and provided to all workers who did not receive the initial training. Instructions will be communicated to clients and visitors through posted signage, The Open Door's website, and email about: how drop-off, pick-up, and in-store shopping will be conducted to ensure social distancing between clients, volunteers, staff and donors; required hygiene practices; and recommendations that clients and visitors use face masks when dropping off, picking up, accepting delivery or in-store shopping. Clients, volunteers, staff, and donors will also be advised through email, social media and posted signs not to enter the facility if they are experiencing symptoms or have contracted COVID-19. Managers and supervisors are to monitor how effective the program has been implemented by speaking with each staff member to confirm training is taking place, questions are answered, and feedback is conveyed to a supervisor. Management and employees are to work through this new program together and update the training as necessary. This COVID-19 Preparedness Plan has been certified by **The Open Door** management and was posted throughout the workplace **July 14, 2020** It will be updated as necessary.

Certified by:



Jason Viana, Executive Director

July 14, 2020

Date

Appendix A – Guidance for developing a COVID-19 Preparedness Plan

General

Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) – www.cdc.gov/coronavirus/2019-nCoV

Minnesota Department of Health (MDH): Coronavirus – www.health.state.mn.us/diseases/coronavirus

State of Minnesota: COVID-19 response – <https://mn.gov/covid19>

Businesses

CDC: Resources for businesses and employers – www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

CDC: General business frequently asked questions – www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

CDC: Building/business ventilation – www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: Businesses and employers: COVID-19 – www.health.state.mn.us/diseases/coronavirus/businesses.html

MDH: Health screening checklist – www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: Materials for businesses and employers – www.health.state.mn.us/diseases/coronavirus/materials

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – <https://mn.gov/deed/newscenter/covid/>

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – www.dli.mn.gov/updates

Federal OSHA – www.osha.gov

Handwashing

MDH: Handwashing video translated into multiple languages – www.youtube.com/watch?v=LdQuPGVcceg

Respiratory etiquette: Cover your cough or sneeze

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

CDC: www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

MDH: www.health.state.mn.us/diseases/coronavirus/prevention.html

Social distancing

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA): www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

MDH: www.health.state.mn.us/diseases/coronavirus/basics.html

MDH: www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: www.health.state.mn.us/diseases/coronavirus/returntowork.pdf

State of Minnesota – <https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp>

Training

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

Federal OSHA: www.osha.gov/Publications/OSHA3990.pdf

MDH: www.health.state.mn.us/diseases/coronavirus/about.pdf