



Bringing Possibilities to Life

# COVID19 PREPAREDNESS PLAN DAY SUPPORT SERVICES

POLICIES & PROCEDURES			1000 - ADMINISTRATION	
ITEM #	DATE DEVELOPED	ORIGINAL APPROVAL DATE	APPROVED BY	LAST AMENDMENT DATE
1050a	5/6/2020	5/7/2020	Pamela Zimmerman	3/1/2021

<b>LEGAL &amp; OTHER REFERENCES</b>	<ul style="list-style-type: none"> <li>Centers for Disease Control and Prevention (<a href="#">CDC</a>) Order</li> <li><a href="#">U.S. Presidential Executive Order 13998</a></li> <li><a href="#">CDC How to Wear Masks</a></li> <li>MN Governor’s Emergency Executive <a href="#">Order 20 - 81</a></li> <li>MN DHS <a href="#">FAQ</a> About the Requirement to Wear Face Coverings</li> <li><a href="#">MN Stay Safe Guidance</a></li> </ul>
<b>RESOURCES &amp; REFERENCES</b>	1050 - COVID19 PREPAREDNESS POLICY

## PURPOSE

This policy lays out the Accord’s policy concerning Day Support Services preparedness for the current pandemic of COVID19.

## POLICY

Accord is committed to providing a safe and healthy workplace for all persons served, employees, volunteers and guests. Out of concern for those it serves and employs, Accord chose to temporarily suspend its branch-based services and scale back its employment services effective March 20, 2020, in support of state strategies designed to slow the pace in which the COVID-19 pandemic is advancing.

The Governor’s Executive Order 20-40, issued on April 23, 2020, provided guidance to certain businesses to start operating again. Accord adopted its initial Preparedness Plan for Day Support Services on May 7, 2020.

On May 11, 2020 Accord and similarly licensed service providers were informed by the Minnesota Department of Services (DHS) that these services were not considered essential and would not be allowed to re-open until further notice. On June 18, 2020 DHS informed Accord and similarly licensed service providers that they would be allowed to open and serve persons who do not live in licensed settings. Services must be provided to persons in small groups for shorter periods of time, with certain modifications to ensure their health and safety. On July 12, 2020, DHS informed Accord and similarly licensed service providers that individuals who live in

group homes and other congregate settings can return to day services programs, starting on July 13, 2020, under the same conditions identified in its June 18, 2020 communication.

Managers and employees are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces, and that requires full cooperation among employees, managers and persons served. Only through this cooperative effort can we establish and maintain the safety and health within our workplace and communities.

Persons served by Accord are the reason it exists. Our mission is to assist persons served lead their *Greatest Lives*. Empowering them to remain safe and healthy is of utmost importance in achieving that mission.

Accord employees are its most important assets. We are serious about keeping our employees safe and healthy.

Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota's Department of Health (MDH) and Department of Human Services (DHS) guidelines and federal OSHA standards related to COVID-19. The CDC and MDH use the term "at risk" to describe persons who may experience greater illness if they acquire the COVID-19 virus, due to their age or underlying health conditions.

"At-risk persons" include people who are:

- a. 65 years and older.
- b. Living in a nursing home or a long-term care facility, as defined by the Commissioner of Health.
- c. Any age with underlying medical conditions, particularly if not well controlled, including:
  - i. People with chronic lung disease or moderate to severe asthma.
  - ii. People who have serious heart conditions.
  - iii. People who are immunocompromised (caused by cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, or prolonged use of corticosteroids and other immune weakening medications).
  - iv. People with severe obesity (body mass index (BMI) of 40 or higher).
  - v. People with diabetes.
  - vi. People with chronic kidney disease undergoing dialysis.
  - vii. People with liver disease.

DHS uses the term "vulnerable adult" to describe adults served by licensed disability focused organizations, such as Accord. Being described as "vulnerable" by DHS does not necessarily mean that one is "at higher risk" of becoming severely ill if they contract the virus. The higher risks status depends upon age or whether underlying health care conditions exist and one's ability to follow safe and healthy practices.

Managers and employees are responsible for implementing and complying with all aspects of this Preparedness Plan. Accord managers and supervisors have the full support of the Leadership Cabinet in enforcing the provisions of this policy.

## **1.00 Screening and Policies for Employees Exhibiting Signs and Symptoms of COVID-19**

**1.10** Employees have been informed of and encouraged to self-monitor for the following signs and symptoms of COVID-19: Fever of 100.4 or higher; new and persistent dry cough; difficulty breathing (unable to hold breath for 20-30 seconds); or unusual fatigue. When any of these symptoms are present, the employee must notify their manager and stay at home until the fever has been absent for three consecutive days, without the use of medications.

**1.11** Prior to beginning a shift, employees shall report to the Manager on duty and will be required to have their temperature taken. Employment team members are responsible to check their own temperature. Employees with a temperature of 100.4 or higher will not be allowed to work.

**1.12** Employees who exhibit symptoms of COVID-19 while at work, will immediately report to their supervisor, sign out and leave the premises. They must stay at home until the symptoms have subsided for a minimum of three consecutive days, without the use of medications.

**1.13.** Employees with ongoing symptoms are strongly encouraged to contact their health care provider. Should they be tested for COVID-19 and receive a positive diagnosis, they must inform their supervisor immediately and not report to work until 14 calendar days have passed since the day of initial symptoms.

**1.14** Employees with a household member who has been tested and has received a positive diagnosis of COVID-19, must immediately inform their supervisor and not report to work until 14 calendar days have passed since the day of initial symptoms.

**1.15** Employees may be eligible for Paid Time Off or Safe/Sick Time Off and other benefits as described in the Employee handbook.

**1.16** With supervisor approval, employees whom are able to perform their primary duties to expectations may work from home.

## **2.00 Screening and Policies for Persons Served Exhibiting Signs and Symptoms of COVID-19**

**2.10** Persons served, and if applicable, their guardians, or residential support provider, have been informed of and encouraged to self-monitor for the following signs and symptoms of COVID-19: Fever of 100.4 or higher; new and persistent dry cough; difficulty breathing (unable to hold breath for 20-30 seconds); or unusual fatigue. When any of these symptoms are present, the person served, guardian or residential support provider, must notify their Accord manager and the person served must stay at home until the fever has been absent for three consecutive days, without the use of medications.

**2.11** Persons served who arrive at the building, using non-Accord and Accord transportation services, will have their temperature taken and if the temperature is 100.4 degrees or higher will be isolated, and transportation services to return the person home, will be arranged or provided.

**2.12** Persons served at branches or work sites who exhibit symptoms of COVID-19: Fever of 100.4 degrees or higher; new and persistent dry cough; unable to hold breath for 20-30 seconds; or unusual fatigue will immediately report to their supervisor. The person will be isolated and their emergency contact or residential support organization will be called and transportation services to return the person home will be arranged or provided. The person must stay at home until the symptoms have subsided for a minimum of three consecutive days, without the use of medications.

**2.13** Persons who have been tested for COVID-19 and have received a positive diagnosis or are presumed to have a positive diagnosis, must inform Accord immediately and then stay at home for 14 calendar days since the day of initial symptoms.

**2.14** Persons served who have a household member who has been tested for COVID-19 and that household member has received a positive diagnosis or is presumed to have a positive diagnosis, must immediately inform the manager and not report to the service branch or work until 14 calendar days have passed since the day of initial symptoms.

### **3. Notification of Exposure to COVID-19**

**3.10** If an employee or person served is diagnosed with COVID-19 or there is a presumption of a positive test result, the Director should notify Paul Welna, Chief of Human Capital. He shall notify the Minnesota Department of Health (MDH) and follow the protocols as directed by MDH.

**3.11** The Chief of Human Capital or designee shall notify other employees and persons served who may have interacted in-person with the affected ~~employee~~, person, along with their guardians and case managers, about a potential exposure to an individual who has contracted the COVID-19 virus. If a person served or employee of a cohort is confirmed to have COVID-19, all members of the cohort will be considered a close contact and must not attend the program for 14 calendar days, except for those who have recovered from COVID-19 within the past 90 days. MDH will work with Accord to determine the risk level of other employees and persons served and will provide guidance regarding communication and other steps. Depending upon the level of risk exposure to the individual with the COVID-19 virus, employees and persons served may be required to stay at home for 14 calendar days since the day of exposure.

**3.12** The notification will protect the confidentiality of the individual whom has contracted the COVID-19 virus, according to the standards of the federal Health Insurance Portability and Accountability Act (HIPAA)

### **4. Handwashing and Sanitary Practices**

**4.10** Employees and persons served will wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially upon arrival and prior to departure, prior to and after meals, and after using the toilet and during other scheduled times.

**4.11** Hand-sanitizer stations (consisting of at least 60% alcohol) are placed throughout the branches and can be used if hands are not visibly soiled.

**4.12** Employees will aid persons served who need it in washing hands or using hand sanitizers.

**4.13** All guests will be required to wash or sanitize their hands prior to or immediately upon entering the branch.

**4.14** Gloves will be worn by branch employees while assisting with lunches, personal cares and other duties that carry a higher risk for infection. They will be worn by employment staff, as determined necessary based upon the individual situation.

## **5. Respiratory Etiquette-Covering Your Cough or Sneeze**

**5.10** Employees, persons served and guests 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. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward.

**5.11** Employees must wear face coverings while transporting persons served in Accord or private vehicles. Persons served must wear face coverings while riding in Accord vehicles or private vehicles driven by an Accord employee and in vehicles associated with Metro Mobility or Metro Transit. If the person served forgets their face covering, Accord will provide one. If the person served refuses to wear their mask, Drivers will pull over and request them to put it back on. If the person served continues to not comply, a call to the Guardian of person served or group home coordinator regarding compliance will take place. If the person served refuses to comply at that point, Accord reserves the right to refuse transportation until the person served agrees to comply. Persons served who refuse to wear a face covering will not be transported by Accord or employees of Accord. Face coverings cannot be shared with others.

**5.12** The organization will make a good faith effort to provide each employee with two face coverings. Employees may acquire and use personal face coverings. Employees must ensure Face Coverings are sanitized after each day, using guidelines from the Centers for Disease Control (CDC), [www.cdc.gov](http://www.cdc.gov) or Minnesota Department of Health (MDH), [www.health.state.mn.us](http://www.health.state.mn.us).

**5.13** Persons served will be required to acquire personal face coverings. Persons served, their guardians or residential support provider must ensure Face Coverings are sanitized after each day using guidelines from the Centers for Disease Control (CDC) or Minnesota Department of Health (MDH).

**5.14** Employees must wear face coverings when directly supporting a person served, within the service branch and when leaving the branches for community-based jobs and community activities. Guests must wear coverings when in an Accord branch. Persons served must wear face coverings when in the service branch or when being transported by Accord personnel, unless they are considered exempt as defined by Executive Order 20-81; Exempt persons are individuals with a medical condition, mental health condition, or disability that makes it unreasonable for the individual to maintain a face covering. However, Branch management reserves the right to require persons served to wear

coverings if they are in an area with others who are at “high risks “of greater illness if they are exposed to COVID-19.

**5.15** Employees, persons served and guests may use face shields. Face shields are to be used in addition to face coverings, rather than a substitute for them.

**5.16** Persons employed in community-based jobs will be required to follow the COVID-19 plan as mandated by the employer.

## **6. Social distancing**

**6.10** The organization will make good faith efforts to reduce the number of persons served and adjust seating arrangements for those riding on assigned routes and attending community activities. All employees driving or persons served riding in Accord vehicles must wear face coverings unless exempt under Executive Order 20-81. (Refer to 5.14)

**6.11** Employees and persons served will be strongly reminded to keep 6 ft. distances while engaged in branch based and community activities including during lunches. Visual aids will be placed throughout the service branch.

**6.12** Physical environments will be adapted to limit group sizes in individual rooms throughout the branches. Cohorts of no more than 10 people, will be formed and will receive services together to the maximum extent possible. Seating spaces will be maximized to ensure distances of 6 feet between people.

**6.13** Production spaces for persons served will be adapted to create more space between workstations.

**6.14** Communal food and sharing of food and beverages will not be permitted until further notice.

**6.15** Shaking hands, hugging, fist bumps, high fives and other physical forms of greetings or celebrations will not be allowed.

**6.16** Large meetings will be held via remote teleconference.

**6.17** In-person meetings will be held as necessary and will use social distancing strategies.

**6.18** Employees using shared office space will use social distancing strategies.

## **7. Housekeeping**

**7.10** Employees will be required to sanitize tables, other surfaces, door handles, light switches, and other common touch points throughout the day using a sanitizer composed of 60 % alcohol or more. Lunch tables will be cleaned before and after lunch.

**7.11** Employees or contractors shall clean restrooms at least once per day.

**7.12** Accord vehicles will be sanitized using a sanitizer composed of at least 60% alcohol, at the completion of each route or trip by the staff member who drove or a designated staff member.

**7.13** Shared computers and mobile devices will be sanitized using a sanitizer composed of at least 60% alcohol, at the end of each day by the designated staff member.

**7.14** Gloves shall be worn while cleaning. Gloves will not be shared.

## 8. Communications and Training

This Preparedness Plan was provided in-person or via mail or email to employees, persons served, guardians, and residential support providers. Necessary training will be ongoing and will occur as employees are called back to work and persons served begin receiving services once again. Managers and supervisors will monitor effectiveness of implementation and training will be updated as necessary. This Preparedness Plan has been certified by Accord and was posted on its web site and throughout the branches. It will be updated as necessary.

## 9. Temporarily Voluntary Closure

The organization will consistently monitor the number of employees and persons served who have been confirmed to have COVID-19. It will pay particular attention to such factors as the existence of multiple cohorts in the same building who have been exposed to COVID-19; the number of employees needed to maintain minimum staffing ratios; and the number of persons served who are not participating in services due to COVID-19 exposure or infection. If the organization determines that the environment is not safe for persons served or there are not enough staff members to meet minimum staffing ratios or that the number of persons actively being served is so low that it is economically infeasible to continue operating, it will voluntarily close for a temporary time period.

## CHANGE HISTORY

VER.	DATE	CHANGED BY	STATUS	COMMENTS
1.00.01	5/5/20	Robert Brick	Adopted	Document created to conform to MDH Requirements
1.00.02	7/9/20	Robert Brick	Amended	To conform to DHS new requirements for licensed or certified programs dated, 6/18/20
1.00.03	7/27/20	Robert Brick	Amended	To conform to Executive Order 20-81 mandating wearing of face coverings
1.00.04	12/18/20	Robert Brick	Amended	To conform to DHS guidance document <i>Update for providers of days services for adults with disabilities dated 12/04/20</i>
1.00.05	3/2/2021	John Stanton	Amended	Added further MNDOT and CDC requirements regarding ridership in

				Accord Vehicles along with Policy Name Change

**APPROVER / OWNER / AUTHOR, CONTACT DETAILS**

ROLE	TITLE	CONTACT DETAILS
Approver	Pamela Zimmerman	
Owner	Pamela Zimmerman	
Author	Pamela Zimmerman	
Contact	Pamela Zimmerman	

**REVIEW FREQUENCY: ANNUALLY**

VER.	DATE	APPROVER SIGNATURE	COMMENTS

**ROLES & RESPONSIBILITY**

ROLE	RESPONSIBILITY
Policy Administrator	Maintain this document
Owner/Author	Review content