

COVID-19 Preparedness Plan for Interfaith Outreach & Community Partners

Interfaith Outreach & Community Partners (“Interfaith”) is committed to providing a safe and healthy workplace for our staff and community. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. Supervisors and staff 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 the team. Only through this cooperative effort can we establish and maintain the safety and health of our staff and workplaces. While comprehensive, this document cannot anticipate all possible situations that may arise. It is our hope that it provides staff and community members with clear guidelines that are easily applied to situations not anticipated.

Supervisors and staff are responsible for implementing and complying with all aspects of this Preparedness Plan. Interfaith supervisors have our full support in enforcing the provisions of this policy.

Our staff members are our most important asset. We are serious about safety and health and keeping our staff working at Interfaith. Staff involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved staff at all levels in this process by engaging them in conversations in person and via e-mail to hear more about their workplace needs and concerns. This, along with guidance from the State of Minnesota, CDC, and MDH inform our business planning as we continue to carry out the mission of our organization. Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines and federal OSHA standards related to COVID-19 and addresses:

- hygiene and respiratory etiquette;
- engineering and administrative controls for social distancing;
- housekeeping – cleaning, disinfecting and decontamination;
- prompt identification and isolation of sick persons;
- communications and training that will be provided to supervisors and staff; and
- management and supervision necessary to ensure effective implementation of the plan;
- protection and controls for pick-up, drop-off, and delivery;
- protection and controls for in-store shopping; and
- communications and instructions for customers.

Screening and policies for staff and community members exhibiting signs and symptoms of COVID-19

All 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 staff and community members’ health status prior to entering the workplace and for staff and community members to report when they are sick or experiencing symptoms.

- All people seeking to engage with us in-person must participate in a COVID-19 symptoms screening.
- Staff who are experiencing symptoms at home and/or are a contact of someone with COVID-19 are instructed to communicate these situations to their supervisor and HR.
- Anyone in the building who experiences symptoms and is not able to go home immediately will be directed to remain in Office Space #3.

Interfaith has implemented leave policies that promote staff 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. Under the FFCRA Interfaith is providing eligible staff with Paid Sick Leave and leave under Emergency FMLA. Depending upon eligibility and situation, staff members are also able to utilize FMLA, general leaves of absence, Quarantine Pay, Salary Continuation, and PTO. Accommodations for staff with underlying health conditions or who have household members with underlying health conditions have been implemented. As staff members make us aware of situations specific to them, we will work with the staff to be in an interactive dialogue to make reasonable accommodations that meet Interfaith's business needs and do not place undue hardship on the organization.

Interfaith has also implemented a policy for informing staff and community members if they have been exposed to a person with COVID-19 at their workplace which requires them to quarantine for the required amount of time. As staff, volunteers, and other community members make us aware of possible or confirmed exposure, we are following guidelines and best practices as documented by the CDC and MDH for contact tracing, notification, and quarantine periods for exposed persons.

In addition, a policy has been implemented to protect the privacy of staff and community members' health status and health information. It is the organization's aim to collect information that allows us to make appropriate decisions to support the health and safety of all who are in our building each day. We will gather information from individuals in a way that satisfies our needs as an employer to ensure the safety and health of those who are in our building while minimizing the amount of information that needs to be retained. Information that does need to be retained will be held by the Director of Human Resources.

Handwashing

Basic infection prevention measures are being implemented at our workplaces at all times. Staff and community members 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 visitors to the facility will be required to wash their hands prior to or immediately upon entering the facility.

Interfaith Outreach provides hand sanitizer stations throughout the building in addition to soap at sinks in restrooms on the east and west sides of the building along with our hospitality area. We support our staff and community members in washing and/or sanitizing their hands frequently to slow the transmission of COVID-19. We have educational signage from the MDH "How to Wash Your Hands." This is also provided in multiple languages.

Respiratory etiquette: Cover your cough or sneeze

Staff and community members are being 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. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all staff and community members. Interfaith Outreach has posted educational signage from the MDH "Cover Your Cough." This is also provided in multiple languages. We are providing face masks for each person who is on our property. Ongoing we will provide support to staff and community members on respiratory etiquette as needed.

Social distancing

Social distancing is being implemented in the workplace through the following engineering and administrative controls:

- Remote work
- Flexible work hours
- Staggered/additional shifts to reduce the number of staff and volunteers in the workplace at one time
- Maintaining six feet of distance between workers and community members
- Providing signage or instructions for staff and community members
- Regulating riding in or sharing of vehicles
- Supporting communications plans to address staff concerns, etc.
- Provision of PPE including masks, gloves, disinfectant
- Staff working onsite must work in a closed-door office or conference room unless in one of the following areas: front desk, food shelf, Resale Select
- Creation of partition at the front desk to protect staff and community members

Staff and community members are prohibited from gathering in groups and in confined areas, including hallways, personal offices, small conference rooms, and from using other staff's personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment. If staff members are using shared equipment (e.g. scanner/copier) they are able to use their own stylus to use the device and are also provided with appropriate cleaning equipment to wipe down the device if unable to use a stylus.

We are asking all people on our property to wear face masks in compliance with Executive Order 20-81. We have supplies to provide all staff and community members with face masks as needed. Gloves will be provided to those working in the food shelf, Resale Select, or handling shared items (e.g. documents provided by a community member). Ongoing we are in conversation with our staff and community members about questions and concerns. We are addressing these on a 1:1 basis where appropriate and communicating more broadly where needed.

We are engaging volunteers and staff in our building in groups where space permits social distancing of at least six feet (e.g. food shelf, Resale Select, lobby). Face masks (and gloves where applicable) are worn and made readily available. Regular handwashing/sanitizing, covering of coughs and sneezes, and limiting shared supplies are practiced.

Our client services (Case Management, Employment Services) are being offered onsite at a reduced capacity and only for services that cannot otherwise be delivered remotely. All in-person interaction is structured in a way that maintains social distancing and mitigates potential exposure risks. Measures include use of partitions, physical distancing, use of face masks, disposable keyboard covers, regular cleaning/sanitizing, etc.

Our food shelf is operated through a hybrid model. We offer indoor shopping on designated days, by appointment only. We also offer the option of utilizing the food shelf by driving up/picking up food curbside. With both models, indoor shopping and driving up, social distancing is maintained at all times. We support clients with access or health limitations by designating a “shopper” who can pick-up their food if needed. We also provide food delivery when able through local partnerships and our Food to You program.

Our Resale Select store is currently open for in-person and online shopping. The store is operating at a reduced capacity in compliance with state guidelines and is structured in a way to support social distancing between staff/volunteers and customers.

We receive in-kind donations at our donation door. This is conducted with social distancing throughout all aspects of the process. This includes instructive signage that allows community members to understand how they should notify Interfaith Outreach of their presence, where to place donations, and how to safely interact with staff/volunteers throughout the process.

Cleaning, disinfection, and ventilation

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunchrooms, and meeting rooms. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, railings, copy machines, etc. We have janitorial staff onsite to conduct regular cleaning on the days our building is open. In situations where we have a probable or confirmed exposure within our building, we will delay the cleaning and disinfecting of the identified space as long as possible up to 24 hours where able. We then sanitize all possible contacted surfaces with a bleach and water solution. Cleaning/disinfecting products are made readily available to staff so that they are able to clean their own workspaces and other shared spaces they come have physical contact with.

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 where it is needed. For additional cleaning and disinfecting outside of regular janitorial service, dependent on supply availability will have the following types of cleaning products available: bleach/water solutions, soap/water solutions, disinfectant cleaning wipes, sprays, and alcohol-based disinfecting products. These cleaning supplies should be used according to package directions. Any staff or community members with questions about the utilization of these supplies should seek additional guidance from the Office Manager who will guide all onsite cleaning and disinfection processes

outside of what is provided during regular janitorial service. For their own safety, staff and community members are able to use gloves and masks when using cleaning supplies as needed or as the products require. The maximum amount of fresh air is being brought into the workplace, and some of the organization's work (food shelf distribution, curbside ambassadors) is generally conducted outdoors. Air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize airflow blowing across people.

Communications and training

This COVID-19 Preparedness Plan was first communicated to all staff on May 20, 2020, and subsequently on May 26, 2020, September 3, 2020 and May 10, 2021. Necessary training was provided to ensure that all staff understood the plan and had the opportunity to seek additional guidance and support as we continue to engage in our work. Additional communication and training will be ongoing and provided to all staff and volunteers who did not receive the initial training. This will be conducted by staff shift leads, the Director of Human Resources, and the Office Manager.

Ongoing as our community's situation changes in terms of both COVID-19 spread and mitigation measures in place, instructions will be communicated to the community about:

- how drop-off, pick-up, delivery, and in-store shopping will be conducted to ensure social distancing between community members and staff/volunteers;
- required hygiene practices; and
- recommendations that all staff and community members use face masks when dropping off, picking up, accepting delivery, or in-store shopping.

These instructions may apply to our client services, food shelf distribution, Resale Select store or any other onsite operations that involve in-person interactions.

Staff and community members will also be advised not to enter the workplace or engage with us on site if they are experiencing symptoms or have contracted COVID-19 based on health screening results.

Supervisors are to monitor how effective the program is post-implementation. They will do this by reporting back about the efficacy of the program as well as identifying and escalating issues that are emergent and/or not in compliance with this plan. Management, supervisors and all staff are to work through this new program together and update the training as necessary. This Preparedness Plan has been certified by Interfaith management and was posted throughout the workplace effective May 10, 2021. It will be updated as necessary.

Certified by:



Kevin Ward
Executive Director
Interfaith Outreach & Community Partners