

We eliminate poverty by empowering families and engaging communities

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# COVID-19 Reopening Preparedness Plan

*The Promise of Community Action*

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

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## Introduction



**WE ARE CAPLP** – We stand behind each other and we stand beside each other

You are not in this alone...

At CAPLP it is our priority to keep our employees and their families healthy, especially during the COVID-19 pandemic. *We do the Right Thing* even when it is not easy. When faced with the COVID-19 pandemic and as we have continued to provide services to clients, it has not always been effortless. Yet the needs of our clients are a priority that continues to be met. We will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of our business. Within the midst of these guidelines, we will *Be Brave*. We will challenge ourselves to go further, endure more obstacles and try new and innovative methods to continue to serve those who need us the most. This return to office action plan details how we plan to return to the office and still keep all of our employees safe to every extent possible. The plan pulls from Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), and the Minnesota Department of Health (MDH) guidance. It also includes highlighting the responsibilities of supervisors/directors and employees and outlining the steps CAPLP is taking to address COVID-19. While adhering to these responsibilities we will continue to *Help People*. Now more than ever, we must assist people to help themselves, who in turn can help another.

While we will implement various protocols to ensure your safety, it's up to you and your co-workers to execute these protocols daily. By releasing this preparedness plan, CAPLP hopes to clearly communicate our plans moving forward, highlight workplace protocols to protect your safety, and establish a level of comfort for all our employees when you to return to the office.

We understand that every employee's situation is different and encourage those with specific risks or concerns to reach out to their supervisor/director and /or HR to discuss alternate arrangements if necessary. As we work through this pandemic, we will continue to *Raise the Bar* by striving for excellence in the service to our clients and to never settle for the status quo, because we are part of the Community Action movement.

Finally, we will *Care for Each Other*, as well as ourselves, by treating our clients and each other with respect and trust. CAPLP has not become the Agency that we are proud to be without being kind, assuming the best and building relationships. We have had a great number of successes to celebrate and that will not end, because **WE ARE CAPLP**.

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### Transitioning back to the office and or direct service transition timeline

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming "normal" operation is not feasible. CAPLP will continue to monitor applicable federal, state and local guidance and determine next steps for reopening the office. At this time, we have created a tentative phased approach for our employees to return to work.

#### Office Closure

During this phase, our offices will remain closed to clients and customers. Employees who are working remotely are asked to continue doing so until further notice. Employees may be permitted to go to the office for supplies, etc. upon the supervisors' approval. Employees who need to go to the office, must practice social distancing, wear appropriate PPE and practice appropriate hygiene. Direct services are being provided solely through remote and virtual means.

#### Phase One

Under Phase One, the offices will re-open by appointment only and clients will continue to be served via remote and virtual technologies whenever possible or by appointment only and with use of the Client Waiver and Acknowledgment, prior to the appointment <F:\Agency Forms\HUMAN RESOURCES\COVID & REMOTE WORK\COVID-19 Client Waiver and Acknowledgement.pdf>

Direct service may be used by clients if social distancing protocols can be maintained, but at no point can more than 10 people be in an area at a time. There will be a daily limit of the number of employees working from the office.

Employees who are able should continue to remain working remotely. Employees working in the office must practice social distancing, use appropriate hygiene and wear appropriate PPE. Employees must also follow the CAPLP Employee Returning to the Office Procedures <F:\Agency Forms\HUMAN RESOURCES\COVID & REMOTE WORK\Employee Returning to Office Procedures.pdf> including the self-screening checklist prior to going into the office each day <https://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf>.

Under Phase One guidance from the government, nonessential travel will be avoided. All meetings will be conducting using social distancing guidelines and/or through virtual or remote means.

#### Phase Two

Under Phase Two, the offices may reopen for walk-in and appointments to the employees whose position requires them to conduct face-to-face direct service work with the appropriate use of the Client Waiver and Acknowledgment form <F:\Agency Forms\HUMAN RESOURCES\COVID & REMOTE WORK\COVID-19 Client Waiver and Acknowledgement.pdf>. All employees will practice social distancing, wear appropriate PPE and use appropriate hygiene. Employees must also follow the CAPLP Employee Returning to the Office Procedures <F:\Agency Forms\HUMAN RESOURCES\COVID & REMOTE WORK\Employee Returning to Office Procedures.pdf> including the self-screening checklist prior to going into the office each day <https://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf>. However, the number of employees will still have a daily limit while working from the office. Employees who are able to work remotely should continue to do so. CAPLP will observe governmental guidelines related to occupancy and capacity given each office's square footage. Direct service may be open to the public as long as social distancing and other protocols mentioned elsewhere in this plan can be maintained. Signage will include the maximum occupancy at any given time. CAPLP Leadership Team and/or their designees can ask people to leave the offices if social distancing cannot be maintained due to capacity. All meetings will be conducting using social distancing guidelines of groups of ten or less and/or through virtual or remote means. Non-essential travel will continue to be avoided.

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### **Phase Three**

Under Phase Three, the office may reopen to all employees. Working from home will only be allowed as under our Telecommuting Policy (with temporary accommodations for non-exempt staff) <F:\Agency Forms\HUMAN RESOURCES\COVID & REMOTE WORK\Telecommuting Policy and Procedure.pdf> or as a potential reasonable accommodation for employees at high risk with underlying health conditions. All health and safety protocols will be observed. We may also consider resuming business-related travel.

### **Considerations**

It's important to note that these phases are tentative and are subject to change based on federal, state and local guidance, and the pandemic itself. Should an employee test positive for COVID-19 after the office reopens, our plan may change to protect our employees. In addition, if cases of COVID-19 spike again in our state or in our local area, we will consider whether to remain at the office or work remotely.

We recognize that everyone will need to make a personal decision based on individual circumstances, such as underlying health conditions for the employee or a family member whether they can return to the office. Please reach out to your Director, Supervisor, or HR to discuss your individual circumstance.

### **Workforce Protocols to Follow When Returning to Work**

CAPLP has implemented, and will continue to implement, various workplace protocols designed to preserve the health and safety of our employees when returning to the office or continuing to work from the home. This section further explains these protocols. For additional information, please reach out to your supervisor/director

### **Employee Screening, Exposure and Confirmed Illness Protocols**

Keeping employees safe is our priority. To accomplish this task, we have created various procedures for daily self-screening, dealing with exposure to COVID-19, responding to a confirmed case of COVID-19 and reporting transparency.

### **Employee Screening Protocols**

The Equal Employment Opportunity Commission permits employers to measure employees' body temperatures while at the office if the need arises. Employee screening will be implemented on a nondiscriminatory basis, and all information collected should be treated as confidential medical information-specifically, the identity of workers exhibiting a fever, or other COVID-19 symptoms should only be shared with HR and others with a true need to know. CAPLP will NOT keep a record of individual's body temperatures.

- All employees experiencing symptoms of COVID-19 should stay home and notify your supervisor.
- Employees will be asked to take their own temperature from home before coming to the office. If the temperature is below 100.4, the employee may come to the office. If the temperature is 100.4 or above, the employee should stay home and contact the supervisor.
- Upon arrival at the office, the employee must sanitize their hands before reporting to their workspace.
- Supervisors will periodically check on each employee throughout the day to ensure employees are not experiencing COVID-19 symptoms via verbal check. If anyone is experiencing symptoms, they should go home immediately.

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## Office Operations Protocols

To ensure the safety of both employees and clients, the following operational protocols will be followed:

- Masks will be worn by employees at all times while in the presence of other people. If your workspace allows for social distancing and you have no other person within 6 feet, you may temporarily remove your mask.
- Wash hands with soap and water (at least 20 seconds) or use hand sanitizer often throughout the day, especially after coughing, sneezing, before and after eating, and when entering and leaving the building.
- Sanitize/disinfect high touch surfaces often.
- Maintain a safe social distance from others. Feel free to verbally ask the other person to move back if you are uncomfortable.
- Common Areas, such as coffee pots, refrigerators, water fountains, water dispensers, etc. will not be open for use.

## COVID-19 Exposure and Confirmed Illness Protocol

Employees who test positive for COVID-19, or believe they have been infected, will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Stay away from other people in their home as much as possible; staying in a separate room and using a separate bathroom if available.
- Not allow visitors.
- Wear a face mask if they must be around people.
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Clean high touch surfaces daily.
- Continue monitoring their symptoms, calling their health care provider if their condition worsens.

Notably, employees who are symptomatic or who have tested positive should not return to work until the conditions outlined in the table below are met:

<b>Employee was experienced COVID-19 symptoms with or without a positive COVID-19 Test</b>	<b>Employee tested positive for COVID-19 but experienced no symptoms</b>
The employee may return to work if: <ul style="list-style-type: none"><li>• They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time.</li><li>• Coughs and other symptoms have improved.</li><li>• At least 10 days have passed since they first experienced symptoms and they are symptom-free.</li></ul>	The employee may return to work if: <ul style="list-style-type: none"><li>• They continue be asymptomatic and do not develop a fever, cough or other COVID-19 symptoms.</li><li>• 10 days have passed since test</li></ul>

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When an employee tests positive for COVID-19, deep-cleaning (disinfecting) procedures will be triggered. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine for 14 days after their last exposure and monitor themselves closely for symptoms.

### **Reporting Transparency Protocol**

Any CAPLP employee who experiences COVID-19 symptoms, or has tested positive for COVID-19, must notify their Director and/or Supervisor and HR as soon as possible. The employee will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstances, CAPLP will notify impacted employees if there is a confirmed case of COVID-19 in the workplace. CAPLP may elect to close the office for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

### **Social Distancing Protocol**

Employees will follow social distancing best practices while in the building, including, but not limited to, workspaces, and large offices and conference rooms.

Stay at least 6 feet away from other people when working, on breaks, or during face-to-face meetings. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.

- Avoid contact with other people whenever possible (e.g. handshakes, etc.).
- Avoid touching surfaces that may have been touched by others until sanitize and disinfected.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility.
- Follow any posted signage regarding COVID-19 distancing practices.
- Clean and sanitize or disinfect your workspace often.
- Avoid touching your face.
- Avoid non-essential gathering.

### **Employee Health and Safety Protocols**

The success of our return to office action plan relies on how well our employees follow distancing and safety and health protocols. As such, the following protocols have been implemented to ensure your health and safety, and that of others. Please bring any concerns regarding the following protocols to your supervisor.

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## General Employee Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home.

- Regularly wash your hands with soap and warm water for at least 20 seconds, especially before and after eating.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose and mouth.
- Wear face coverings (which will be provided) in accordance with CDC guidelines when in public and when physical distancing of 6 feet or more cannot be guaranteed. It is recommended that employees wear face coverings when entering and exiting the building and when using common areas such as bathrooms. To see how to appropriately put on and take off a mask, click here: (ctrl, click) <https://www.youtube.com/watch?v=OABvzu9e-hw>
- Use hand sanitizer often and sanitize/disinfect your workspace and frequently touched surfaces often.
- Finally, employees who are feeling sick are asked to stay home from the office. If this illness is not COVID-19 related, earned time must be used. Employees who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Employees with symptoms are required to work remotely.
- The Families First Coronavirus Response Act (FFCRA or Act) provides employees with paid sick leave and expanded family and medial leave for the following specified reasons related to COVID-19

1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19	4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2)
2. has been advised by a health care provider to self-quarantine related to COVID-19	5. is caring for his or her child whose school or place of care is close (or childcare provider is unavailable) due to COVID-19 related reasons; or
3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis	6. is experiencing any other substantially similar condition specified by the U.D. Department of Health and Human Services

- Employees who have been diagnosed with, or are aware they've been directly exposed to, COVID-19 should notify their Director or HR.

## Employee Mental Health Conditions

CAPLP understands that the COVID-19 pandemic has increased stress levels of employees across the agency. We want to prioritize our employees' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for employees to return to work and are ready to discuss personal situations. Employees with concerns regarding their mental health should contact CAPLP's Employee Assistance Program, and/or HR.

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### **Cleaning and Disinfecting Protocol**

Employees should do their part to help keep the office as clean as possible by cleaning and sanitizing/disinfecting their workstations and surfaces they commonly use. Employees should also avoid using others' workstations, tools and equipment. Additionally, whenever an employee uses a common piece of equipment (e.g., printer, etc.), it should be wiped down (sanitized/disinfected) prior to and following use. Proper cleaning and sanitizing/disinfecting supplies will be provided by CAPLP.

Employees should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing/disinfecting a surface.

Common areas to be disinfected include, but are not limited to door handles, light switches, stair railings, elevator buttons, phones, keyboards, mice, photocopiers and scanners screens and buttons, fax machines, bathroom stall handles, faucets, soap dispensers, breakrooms, and plexiglass barriers.

### **Office Procedures and Client Services**

- Clients will be requested to complete a Client Waiver and self-screening form and wear a disposable mask (provided).
- If a client produces symptoms while a direct service visit you may ask clients if they wish to have their temperature taken, with the understanding if the temperature is at or above 100.4, they will be requested to leave.
- Clients waiting in line in reception areas or hallways must stand at least 6 feet apart and 6 feet from the reception desk.
- Limit the time of direct service to a minimum.
- All one-on-one intakes will be held in a designated office space using a plexiglass barrier (provided) between the employee and the clients.
- The designated office space must be sanitized before and after use.
- Each office will set up contactless drop zone for deliveries, if possible. Those assigned to process mail will wear gloves (provided) and sanitize or wash their hands afterward.

CAPLP may add to this list of workplace procedures as necessary. Employees should monitor workplace communications to ensure they're up to date on all health and safety communications.



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### **Conclusion**

CAPLP looks forward to the future of our employees returning to work. The COVID-19 pandemic has created uncertain times and resulted in unprecedented workplace changes. As communicated throughout this return to office action plan, we are prioritizing the health of our employees every step of the way as we consider reopening our business's doors.

We will execute our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each employee's needs and situations will be different as our doors begin to reopen. Employees should discuss any concerns they have about returning to work as it relates to their personal health or situation with their supervisor.

Finally, we ask that employees are patient and understanding of the fact that the COVID-19 pandemic may require our return to office plans to change. Employees will be given as much notice as possible in the event of an unforeseen setback or office closure.

Employees should direct questions regarding the content of this action plan to their Director and/or Supervisor. Furthermore, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance always.

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## Definitions

- **ENGINEERING OR ADMINISTRATIVE CONTROLS:** Refers to physical arranging the space to allow for protocols to be followed (one on one intakes) or a rule determined by administration or supervisors not included in this plan in order to adhere to the protocols to prevent the spread of disease.
- **PPE – Personal Protective Equipment**
- **CLEANING** - to make something free of dirt, dust, marks or filth, especially by washing, wiping or brushing.
- **CLEANING PRODUCTS** - products used for the routine cleaning of an indoor built environment. They include, but are not limited to, glass cleaners, general-purpose cleaners, floor cleaners, laundry detergents, dishwashing detergents, deodorizers, hand soaps and wax strippers.
- **CLOSE CONTACT** – individual who has had close contact (less than 6 feet) for more than 15 minutes with someone who has been experiencing symptoms or tested positive for COVID-19
- **SANITIZING** - to make something clean and healthy, especially by killing bacteria.
- **SANITIZER** - an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses and fungi that are present on a surface.
- **DISINFECTING** - to clean something so as to destroy disease-carrying microorganisms, pathogens and bacteria and thus prevent infection.
- **DISINFECTANT**- an agent that destroys, neutralizes or inhibits the growth of disease-carrying microorganisms. Descriptions of products of this type include the suffix "cide", meaning to "kill" e.g., bactericide, fungicide, virucide.
- **REMOTE SERVICES** - Providing services via email, text or phone.
- **VIRTUAL SERVICES** - Providing services through visual media, either live or recorded.

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## COVID-19 Symptoms

COVID-19 affects different people in different ways. Infected people have had a wide range of symptoms reported - from mild symptoms to severe illness.

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Symptoms that may appear 2-14 days after exposure to the virus:

Cough

Shortness of breath or difficulty breathing

Or at least two of the following:

Fever

Chills

Repeated shaking with chills

Muscle pain

Headache

Sore throat

New loss of taste or smell

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

If you develop any of these emergency warning signs for COVID-19, get emergency medical attention immediately:

Trouble breathing

Persistent pain or pressure in the chest

New confusion or inability to arouse

Bluish lips or face

## Reliable Resources

- [Minnesota Department of Health](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [OSHA](#)

# WORKPLACES DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist employers in making (re)opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

## Should you consider opening?

Will reopening be consistent with applicable state and local orders?

Are you ready to protect employees at [higher risk](#) for severe illness?



## Are recommended health and safety actions in place?

Promote [healthy hygiene practices](#) such as [hand washing](#) and [employees wearing a cloth face covering](#), as feasible

Intensify [cleaning, disinfection](#), and ventilation

Encourage [social distancing](#) and enhance spacing between employees, including through physical barriers, changing layout of workspaces, encouraging telework, closing or limiting access to communal spaces, staggering shifts and breaks, and limiting large events, when and where feasible

Consider modifying travel and commuting practices. Promote telework for employees who do not live in the local area, if feasible.

Train all employees on health and safety protocols



**MEET  
SAFEGUARDS  
FIRST**

## Is ongoing monitoring in place?

Develop and implement procedures to check for [signs and symptoms](#) of employees daily upon arrival, as feasible

Encourage anyone who is sick to [stay home](#)

Plan for if an employee gets sick

Regularly communicate and monitor developments with local authorities and employees

Monitor employee absences and have flexible leave policies and practices

Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

