# COVID-19 Preparedness Plan for North End-South Como Block Nurse Program

**NESCBNP** is committed to providing a safe and healthy workplace for all our workers, clients and volunteers. To ensure we have a safe and healthy workplace, **NESCBNP** has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Staff and volunteers 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 workers. 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 **Molly Fitzel**, who maintains 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. **NESCBNP**’s staff have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. **NESCBNP** is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process through discussion at staff meetings.

**NESCBNP**’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 Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota’s relevant and current executive orders. It addresses:

* ensuring sick workers stay home and prompt identification and isolation of sick persons;
* social distancing – workers must be at least six-feet apart;
* worker hygiene and source controls;
* workplace building and ventilation protocol;
* workplace cleaning and disinfection protocol;
* drop-off, pick-up and delivery practices and protocol
* communications and training practices and protocol; and
* client services protocols.

**NESCBNP** has reviewed and incorporated the industry guidance applicable to our business provided by the state of Minnesota for the development of this plan, including the following industry guidance: Minnesota Health Department [Guidance for Visiting People at Home](https://www.health.state.mn.us/diseases/coronavirus/visitingathome.pdf); Stay Safe MN Guidance for [All Businesses](https://staysafe.mn.gov/industry-guidance/all-businesses.jsp) and [Transportation, Distribution and Delivery](https://staysafe.mn.gov/industry-guidance/transportation-distribution-delivery.jsp); and OSHA COVID-19 [Guidance for Rideshare, Taxi, and Car Service Workers](https://www.osha.gov/Publications/OSHA4021.pdf) and [COVID-19 Guidance for the Package Delivery Workforce](file:///C:\Users\maryh\Documents\Coronovirus\OSHA&%20Stay%20Safe%20MN\OSHA3998%20-%20Deliveries.pdf).

## Ensure sick workers stay home and prompt identification and isolation of sick persons

Workers 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. Workers who are sick or experiencing symptoms will report that information to his/her supervisor via phone or email.

**NESCBNP** 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. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented through encouraging work from home when possible.

**NESCBNP** has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

## Social distancing – Workers must be at least six-feet apart

Workers are encourages to work from home when possible. Social distancing of at least six feet will be implemented and maintained between workers through work stations distanced at least six feet apart.

## 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. 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.Source controls are being implemented at our workplaces at all times. Workers will use face coverings when social distancing cannot be maintained.

Workers 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, particularly their mouth, nose and eyes, with their hands. Workers are expected to 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 workers and other persons entering the workplace.

## Workplace building and ventilation protocol

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.

## Workplace cleaning and disinfection protocol

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment and areas in the work environment, including restrooms, and meeting rooms. These places are cleaned disinfected. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc. If a person in the workplace is symptomatic or is diagnosed with COVID-19 we willhave that person quarantine for 14 days and will not be allowed to return to work until they have been fever free for 5 days.

Appropriate and effective cleaning and disinfecting 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.

## Drop-off, pick-up and delivery practices and protocol

Deliveries received and pick-up of supplies will be done via contactless methods whenever possible.

## Communications and training practices and protocol

This COVID-19 Preparedness Plan was communicated to all workers on, and necessary training was provided. Volunteers will be provided with instruction sheet outlining the COVID-19 protocols for his/her volunteer assignment.

All workers, volunteers and clients will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.

All workers are expected to monitor how effective the program has been implemented and will 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 **NESCBNP** management and the plan was posted throughout the workplace and made readily available to employees **June 29th, 2020**. It will be updated as necessary by **Molly Fitzel**.

## Additional protections and protocols

Other conditions and circumstances addressed in this plan that are specific to our business include:

## Client services protocols

**Volunteer Visiting –** Will be done through phone visiting until public health guidelines allow for in-person visits**.**

**Volunteer Transportation**

Our program will

* Limit offering of rides to ones that are most needed.
* Avoid more than one passenger at a time in the vehicle.
* Provide volunteers the cleaning supplies, face masks, trash bags and hand sanitizer, if needed.
* Contact the rider and volunteer in advance of the ride to check that they do not have symptoms of COVID-19.
* Let the passenger know about the COVID-19 precautions being used. Request the passenger to handle their own personal bags and belongings during pick-up and drop-off.
* Track rides given and drivers should it become necessary to alert riders or drivers of possible infection

Volunteers will be given written guidelines:

* Not to volunteer if sick, have any coronavirus symptoms or you have been in contact with someone with Coronavirus in the past 14 days.
* The day of the ride, call the passenger to confirm the ride and ask if they are experiencing a cough or fever.
* Before and after the ride, ensure that vehicle door handles, seat belts and buckles, arm rests and inside surfaces are routinely cleaned and disinfected with Environmental Protection Agency-approved cleaning chemicals from [List N](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19) or that have label claims against the coronavirus.
* Wash hands or use hand sanitizer containing at least 60 percent alcohol prior to the ride and after the ride.
* Wear a face mask. Provide a mask for your passenger by leaving it on the seat. Ask them to put it on as soon as they are in the car.
* Do not enter the client’s home. Wait outside to pick them up.
* Avoid physical contact with the client, do not shake hands or offer assistance to get in and out of the car.
* Avoid handing the passengers personal bags or belongings during the pick-up and drop-off.
* Keep a space of at least 6 feet between yourself and the passenger (passengers should sit in the back seat away from the driver).
* Lower vehicle windows to increase airflow, when practical. Avoid using the re-circulated air option for the car’s ventilation during passenger transport; use the car’s vents to bring in fresh outside air and/or lower the vehicle windows.
* Have a trash bag in the back seat of the car and ask passenger to place any trash in that, if needed.
* Drop the client need the front door of their destination. Do not enter the medical facility or ride destination. Wait in your car, or return at a scheduled time and place for pick up.
* If the client would like to make a donation/payment for the ride, ask him/her to mail it to the program office.
* Call the program office if you have questions or concerns.
* Let us know if you become ill with COVID-19 symptoms within 14 days of driving.

**Deliveries of Groceries and Goods**

Our program will:

* Contact the volunteer and client in advance to check that they do not have symptoms of COVID-19.
* Provide volunteers with face masks, gloves and hand sanitizer, if needed.
* Contact the rider and volunteers in advance to check that they do not have symptoms of COVID-19.
* Inform clients of our COVID-19 procedures for deliveries.
* Schedule the number of deliveries and/or stops on routes to allow ample time for cleaning.
* Track ride deliveries made should it become necessary to alert riders or drivers of possible infection

Volunteers will be given written guidelines:

* Not to volunteer if sick, have any coronavirus symptoms or you have been in contact with someone with Coronavirus in the past 14 days.
* Wear a face mask during the shopping trip and delivery. Wear a new pair of disposable gloves for each delivery.
* Clean your hands with sanitizer containing at least 60 percent alcohol before and after deliveries are made. Wash your hands with soap and water when you return home.
* All deliveries are currently no contact. Leave deliveries in a prearranged place, the porch, hanging on a door handle, etc. Ring the doorbell or call from your cell phone to let the person know you have made the delivery. Do not enter the client’s home and maintain six feet distance from the client.
* Let us know if you become ill with COVID-19 symptoms within 14 days of driving

**Service Coordination**

* Staff service coordination contacts will be done by phone whenever possible.
* If an in-person service coordination home visit is needed, staff will follow these guidelines
  + Not visit anyone’s home if sick, have any coronavirus symptoms or you have been in contact with someone with Coronavirus in the past 14 days.
  + Use a face mask
  + Limit what parts of the home you are in. For example, stay in the room closest to the door instead of moving to other rooms if possible.
  + Limit the number of people in the space, and keep a distance of at least 6 feet between you and others.
  + Keep the visit as short as possible.
  + If you are visiting someone who is in bed, stand at the foot of the bed rather than the head. This will give you a natural distancing of about 6 feet while being able to connect directly through eye contact.
  + Wash your hands. Wash your hands for at least 20 seconds with soap and water as soon as you enter the home (or use hand sanitizer if hand washing is not possible). Wash hands frequently during the visit if you perform tasks where you are touching things that other people have touched, and wash hands as soon as you leave. Take hand sanitizer with you in case hand washing is not an option.
  + Always cover your coughs and sneezes, and ask others to do the same. Take tissues with you. If you use a tissue, throw it away right after use and then wash or sanitize your hands.
  + Avoid touching things in the home and do not touch your eyes, nose, mouth, or face during your home visiting time

**Caregiver information and support –** Will be done by phone or with remote technology.

**Exercise Classes and Social Activities –** Are cancelled until public health guidelines allow for people 65 and over to gather in groups. To help reduce social isolation during this time, we will do other services such as delivery of care packages, phone visits, virtual gatherings and other means.

**Meeting protocols-** When possible, meetings will be held via phone or remote communication technology, especially meetings that involve older adults/people at high risk for COVID-19 complications. If meetings are held in-person, meeting participants will be seated at least six feet apart and follow social distancing guidelines.

**Payments -** Clients will be encouraged to mail any payments/donations to the program office to limit in person contact.

Certified by:

**Molly Fitzel  
June 29th, 2020  
Executive Director**