



COVID-19 Preparedness Plan for public-sector administration facilities

Minnesota OSHA Workplace Safety Consultation

www.dli.mn.gov

Executive Orders 20-74 and 20-81 are online at:

<https://mn.gov/governor/news/executiveorders.jsp>.

By executive order, employers will be expected to develop and implement a COVID-19 Preparedness Plan and require the use of face coverings.

As of July 25, 2020, per the [governor's Executive Order 20-81](#), people in Minnesota are required to wear a face covering in all indoor businesses and public indoor spaces, unless alone.

Additionally, workers are required to wear a face covering when working outdoors in situations where social distancing cannot be maintained.

A COVID-19 Preparedness Plan should include and describe how your facilities will implement the following:

1. infection prevention measures;
2. prompt identification and isolation of sick persons;
3. engineering and administrative controls for social distancing;
4. housekeeping, including cleaning, disinfecting and decontamination;
5. communications and training for managers and workers necessary to implement the plan; and
6. provision of management and supervision necessary to ensure effective ongoing implementation of the plan.

- Involve employees in implementing the COVID-19 preparedness plan.

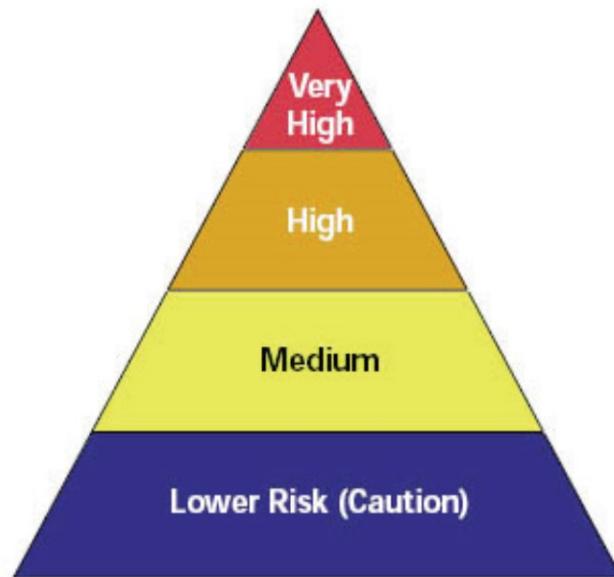
Discuss:

- how concerns are reported and acted upon;
- how suggestions can be submitted, such as via a supervisor, a human resources manager or a suggestion box; and
- how past suggestions have been implemented.



Assess the risk

Employers should do a risk assessment to determine potential worker exposure to COVID-19.

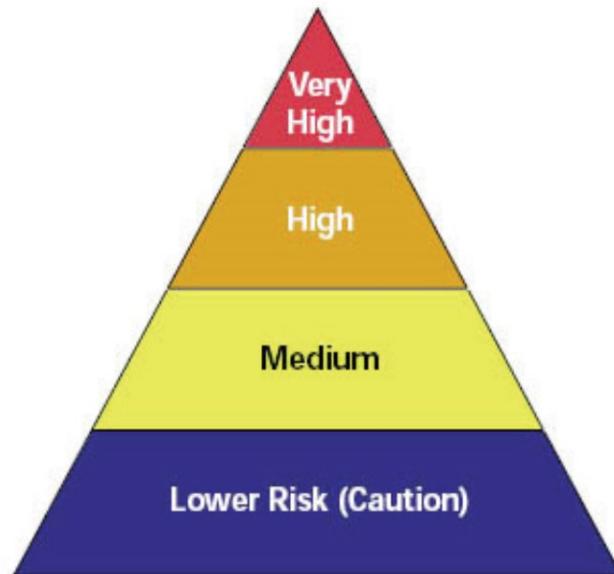


Those working in an administrative office will typically be at low risk.

- **Very high exposure risk** jobs are those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem or laboratory procedures. Workers in this category include: doctors, nurses, EMTs.
- **High exposure risk** jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: ambulance drivers and health care support teams.

Assess the risk

Employers should do a risk assessment to determine potential worker exposure to COVID-19.



Those working in an administrative office will typically be at low risk.

- **Medium exposure risk** jobs include those that require frequent and/or close contact (within six feet) with people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients.
- **Lower exposure risk** jobs do not require contact with people known to be or suspected of being infected with SARS-CoV-2 nor frequent close contact with (within six feet) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

Communicate handwashing protocols

Key times to wash your hands:

- before preparing food and eating;
- after using the toilet;
- after coughing, sneezing or blowing your nose;
- after touching garbage or commonly touched surfaces within a facility, such as door handles, tables and counters; and
- before and after treating a cut or wound.



Ensure adequate facilities for handwashing and maintain adequate soap supplies. Consider portable units for the field staff.

Use hand sanitizer when soap and water are not available

When soap and water are not available, hand sanitizer may be used. Keep hand sanitizer available in high-traffic and high-touch areas, such as:

- lunchroom and other break areas;
- meeting rooms; and
- public reception areas.

Field staff members should have sanitizer available if portable washing facilities will not be readily available.

- Provide sanitizer or sanitizing wipes in vehicles.





The best way to prevent illness is to avoid being exposed through person-to-person contacts.

- Encourage the use of and provide disposable tissues for vehicles, desk areas, meeting rooms, etc.
- Face covering use should not be discouraged and their use required during face-to-face discussions.
- People should still maintain at least six feet of distance.





Maintain a healthy work environment

- Consider increasing fresh air amounts brought in through the building ventilation system.
- Support customer respiratory etiquette and hand hygiene by:
 - posting instructional signs and review work location protocols;
 - providing tissues and no-touch disposal receptacles; and
 - have hand sanitizer available for use.

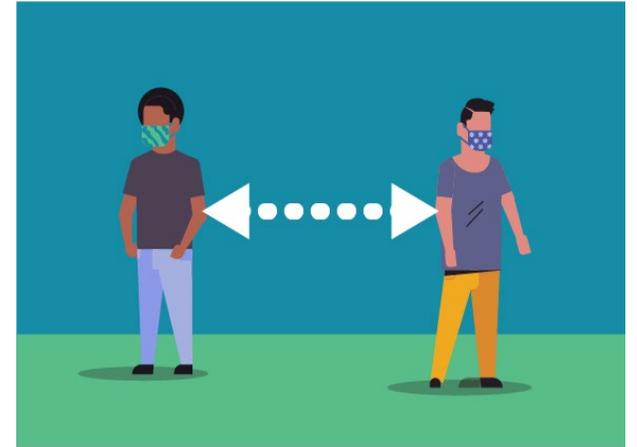
Maintain a healthy work environment



- Discourage handshaking – encourage the use of other noncontact methods of greeting.
- Avoid sharing of work desks, equipment and tools, also:
 - minimize vehicle sharing and car pooling;
 - require the use of facial coverings if within six feet (such as in vehicles); and
 - clean and sanitize tools and equipment.

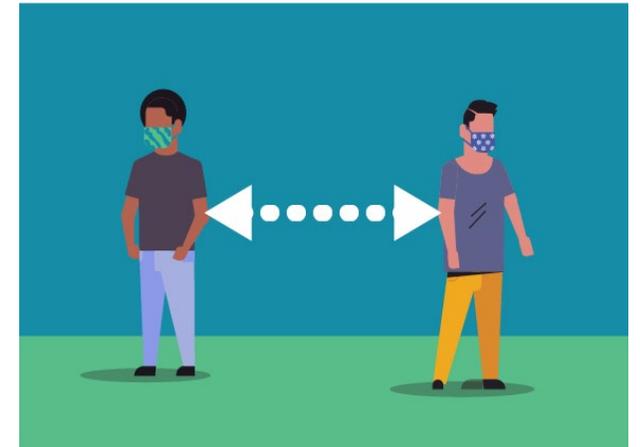
Keep your distance

- Prevent creating congested areas.
- Define “employee only” areas:
 - establish “employee only” entrances; and
 - consider one-way entrances and exits.
- Revise employee break times to avoid congestion in lunch and break areas.
- Consider designating additional break areas, as needed.



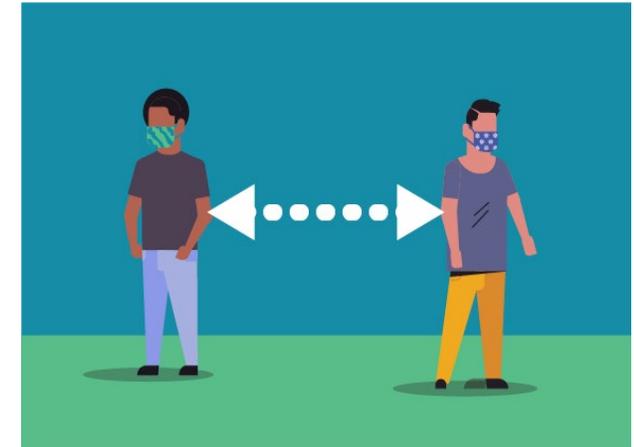
Keep your distance

- Restrict public access to buildings.
 - Consider appointment-only meetings.
 - Create a designated “check-in” location, outside the building, with a single point of contact.
 - Have people wait outside or in their car and contact them when you are ready to meet with them.
 - Provide drop-boxes for documents or bill payment.
 - Do not allow people from the public to enter and comingle with workers.



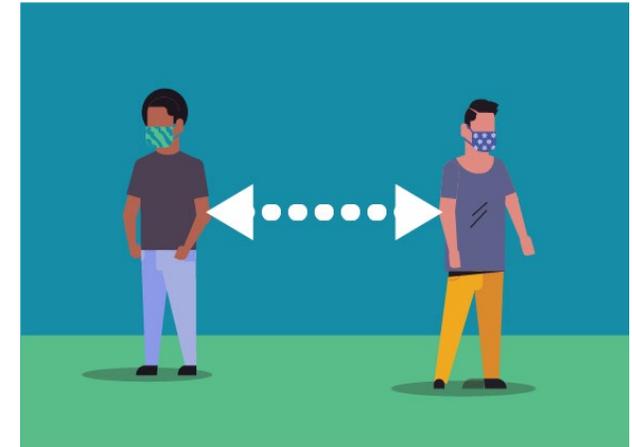
Keep your distance

- Limit the number of people who can wait inside a lobby area.
 - Arrange available seating in lobby areas to maintain distancing.
- Place six-foot distancing markings on the floor in front of desks, reception counters and other areas where the public is first greeted.
- Provide a plexiglass barrier for people to stand behind.



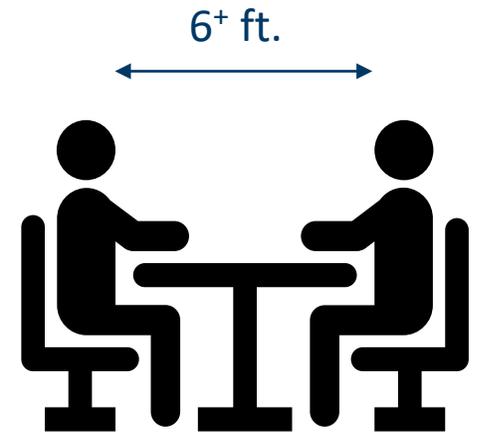
Keep your distance

- If there is any exchange of items, instruct people to reach around the barrier versus stepping off to the side.
- Have areas outside the main facility for designated drop-off of delivered items and for mail pick-up.
- Require notification when items are delivered or will be picked up.



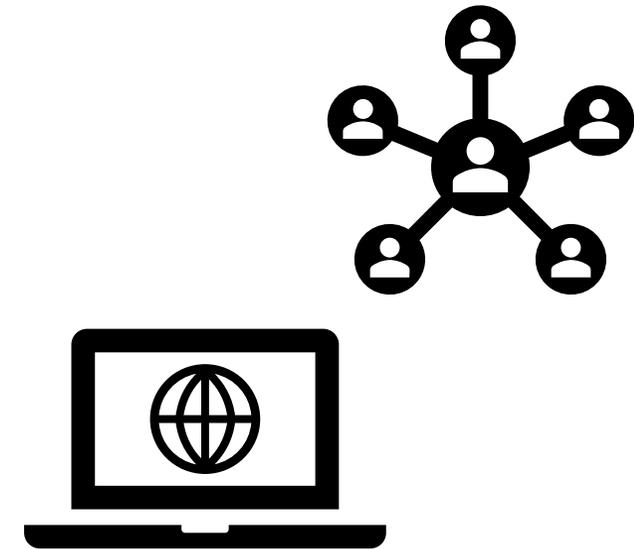
Keep your distance

- Pre-plan meetings:
 - do not gather in large groups;
 - limit the number attending based on available room size and configuration; and
 - limit to 10 or fewer people as often as possible.
- Pre-arrange chairs to maintain social distancing.
- Consider pre-assigned seating.
- Walk into the room single file, while maintaining appropriate distancing.



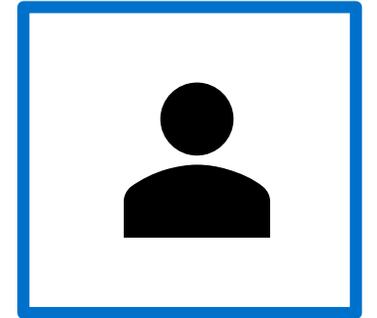
Keep your distance

- Restrict public attendance at in-person meetings.
- Post instructional signage outside meeting rooms.
- Rely more on virtual meetings and teleworking technology.
- If necessary to be in the office, designate work spaces that are adequately separated from others (no shared spaces).
- Consider designated days for office access.
- Require prior notification of a supervisor or human resources.



Keep your distance

- Designate an area away from others to isolate anyone showing symptoms of COVID-19 illness.
 - Offer and encourage use of a face covering (if tolerated).
- Keep the person in the area until he or she can be transferred home or to a health care facility.



Employee and visitor screening

- Conduct screening of employees and the public who enter the facility. Ask whether they have had any of the following symptoms since their most recent day at work or the most recent time they were in this location, including:
 - a fever of 100.4° F or higher;
 - a dry cough or sore throat;
 - fatigue;
 - difficulty breathing or shortness of breath; or
 - muscle or body aches or a headache.
- Consider temperature screening if it can be done with proper social distancing and hygiene.
- Workers with a temperature of 100.4° should be sent home and referred to their health care provider for further instructions.

Visitor restrictions

- Screen visitors prior to their arrival on site and confirm they have had no travel to destinations with widespread COVID-19 transmission within the past 14 days.
- Follow Centers for Disease Control and Prevention (CDC) risk-assessment guidance.
- Limit visitors to those who are essential to business operations and restrict where visitors can go within the facility.

- Establish a schedule for cleaning and sanitizing work areas.
 - Increase the frequency of cleaning in high-traffic, high-touch areas, such as lunch rooms, break rooms, lavatories, door handles, light switches, tables, faucets, sinks and desk areas.
- Soap and water is sufficient for cleaning.
- Follow manufacturer instructions for use of disinfectants, ensuring adequate contact time.
- Review CDC guidance about cleaning and disinfecting a facility, available at www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html.



For electronics, such as tablets, touch screens, keyboards, remote controls and ATMs:

- consider putting a wipeable cover on touch areas; and
- use alcohol-based wipes or sprays containing at least 70% alcohol for disinfecting.
 - Follow manufacturer instructions for equipment cleaning.



Employees need to report symptoms prior to coming to work.

- Ensure employees understand how to report when they are feeling ill or if they are caring for someone who is sick, before coming to work, such as calling or emailing their supervisor and human resources.

If an employee becomes sick at work, prompt identification and isolation of the potentially infectious individual is critical:

- move the potentially infectious person to a location away from workers, customers and visitors until the person can be transferred from the facility.
 - The designated isolation area should be away from others or a room with closable doors.
 - Clean and disinfect all surfaces in the space after each use.

If an employee exhibits COVID-19 symptoms

If an employee becomes sick at work:

- limit the spread of respiratory secretions from persons who may have COVID-19 by providing a face mask, if available, and asking the person to wear it, if tolerated; and
- restrict personnel from entering isolation areas:
 - avoid close contact with the sick person (fewer than six feet); and
 - use additional engineering and administrative controls, and personal protective equipment, if close contact is necessary.

If an employee exhibits COVID-19 symptoms

Inform other workers of possible exposure to persons with COVID-19 symptoms.

- Confidentiality must be maintained; only report that an exposure could have occurred.
- Information about persons who had close contact with the ill employee during the time the employee had symptoms and two days prior to symptoms should be compiled.
 - Require those workers to self-monitor for COVID-19 symptoms until further instruction is provided.

www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html

COVID-19 sick leave, other leave policies

To encourage prompt reporting of symptoms, provide paid leave for workers who have COVID-19 illness.

- Resources for paid leave relating to COVID-19 are available, see:
 - Minnesota Executive Order 20-07 – Paid COVID-19 Leave at <https://mn.gov/mmb-stat/policies/covid-19-leave-policy.pdf>; and
 - Federal Families First Coronavirus Relief Act (FFCRA), effective April 1 through Dec. 31, 2020, at www.dol.gov/sites/dolgov/files/whd/posters/ffcra_poster_wh1422_non-federal.pdf.

Minnesota Executive Order 20-07, Paid COVID-19 Leave

- The executive order establishes paid COVID-19 leave and the terms and conditions for the use of different types of paid COVID-19 leave under different scenarios, including:
 1. school leave to care for a child whose school or place of care is physically closed;
 2. health leave for employees who cannot telework or are too ill to work;
 3. care leave to care for a dependent who is ill, self-quarantining or particularly vulnerable to COVID-19;

Minnesota Executive Order 20-07, Paid COVID-19 Leave

4. distance leave for quarantine or isolation orders that direct employees not to report to work; and
5. agency-closure leave for employee whose agency is closed for COVID-19 related issues.
 - Applies to all employees of agencies in the executive branch, the Minnesota State Retirement System, the Public Employees Retirement Association, the Teacher's Retirement Association and the Minnesota State Colleges and Universities system.

Qualifying reasons for leave related to COVID-19:

1. is subject to a federal, state or local quarantine or isolation order related to COVID-19;
2. has been advised by a health care provider to self-quarantine related to COVID-19;
3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);

Qualifying reasons for leave related to COVID-19:

5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or
6. is experiencing any other substantially similar condition specified by the U.S. Department of Health and Human Services.



Employee right-to-know training for infectious agents is to include:

- symptoms of (COVID-19) illness, such as fever, cough, shortness of breath and muscle aches;
- modes of transmission, such as person to person and contact with contaminated surfaces; and
- safeguards that will be implemented to protect workers.

Learn more at www.revisor.mn.gov/rules/5206.0700/.

Know the difference

Allergies

- Sneezing
- Itching eyes, nose or roof of mouth
- Running stuffy nose
- Watery red or swollen eyes

Flu

- Fever
- Aches
- Cough
- Sneezing
- Muscle aches
- Chills and sweats
- Congestion
- Sore throat
- Fatigue and weakness

COVID-19

- Fever
- Cough
- Shortness of breath or difficulty breathing

CDC added six new symptoms associated with COVID-19: chills, repeated shaking with chills, muscle pain, headache, sore throat, and loss of taste or smell

Symptoms appear two to 14 days after exposure.

Educate and train employees



- Review the COVID-19 Preparedness Plan.
- Provide hazard communication training that includes:
 - symptoms of chemical exposure and other hazardous properties;
 - where exposure could occur;
 - how exposure can be recognized; and
 - methods to protect workers from harmful exposure.
- Applicable to hazardous chemical cleaning and sanitizing products used for COVID-19.

Hand hygiene training

Employees should be taught about prevention through the use of handwashing.

- **Wet** your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers and under your nails.
- **Scrub** your hands for at least 20 seconds (about the length of the “Happy Birthday” song twice).
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

www.cdc.gov/handwashing/when-how-handwashing.html



Hand hygiene training

For those in the field who do not have access to soap and water, the use of hand sanitizers can be a substitute.

- **Apply** the gel product to the palm of one hand.
- **Rub** your hands together.
- **Rub the gel over all the surfaces of your hands and fingers** until your hands are dry. This should take around 20 seconds.
- Use an alcohol-based [hand sanitizer](#) that contains at least 60% alcohol.



Respiratory etiquette training

Cover your coughs and sneezes:

- use a cloth covering or tissue to protect others in case you are infected;
- cough and sneeze into the elbow of a shirt sleeve;
- do not use a face mask meant for a health care worker (N95 respirator); and
- avoid touching your mouth, nose and eyes, and practice proper hand-hygiene immediately afterward.

Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19.

Employees must be taught to properly use required PPE, such as safety glasses, shields, dust masks and other respirators, gloves and hazardous materials suits.

- It is the employer's responsibility to do a PPE assessment.
- Employees in public administration buildings will typically not be required to use a respirator. Supplies need to be limited to health care use, so avoid voluntary use of N95 respirators.

Include instruction about the required use of face coverings, as stated in Executive Order 20-81.

Respirators versus masks, face coverings

- Respiratory protection is to protect the wearer from hazardous atmospheres, and hazardous materials and agents within the wearer's breathing zone.
- Masks and face coverings are designed to protect those around the wearer from infectious agents expelled by the wearer while sneezing, coughing or speaking.



Cloth or Paper Face Mask



Surgical Face Mask



Filtering Facepiece Respirator
(e.g. N95)

- Masks and face coverings are **not** regarded as PPE.

Guidance is available on the DLI COVID-19 updates webpage at www.dli.mn.gov/updates.

- For work performed by field personnel that is similar to construction, refer to the [Stay Safe Minnesota industry guidance for construction](#).
 - Guidance for additional industries is also available on the [Stay Safe Minnesota](#) website.

CDC guidance:

- [First responders and law enforcement](#)
- [Correctional and detention facilities](#)
- [Colleges and universities](#)

Stress and workplace violence prevention

Every year, approximately two million people throughout the country are victims of nonfatal violence at the workplace. Officials at the Department of Justice have found violence to be a leading cause of fatal injuries at work, with about 1,000 workplace homicides each year.

Unfortunately, the stress that is caused by the COVID-19 pandemic has exasperated an already existing problem. Government worker exposure to workplace violence increases because in many cases citizens are looking for the government to solve all of their problems. The moment an agency turns from social service to enforcement, there is going to be pushback, which could result in violent or aggressive behavior.

Fortunately, the solutions that worked during less-stressful times are the same solutions that will work now.

1. Teach customer service skills that do not involve close personal contact.
 - Strategies such as empathy, body language, smile, greetings and nonphysical interactions will go a long way in making people feel they are being heard.
2. Set limits.
 - There have been cases where people intentionally broke social distancing rules to intimidate or bully others, such as coughing or sneezing on them, and telling inappropriate jokes that feed on peoples' fear.
 - Set firm boundaries through signage or enforcement of existing rules.

3. Keep public, semi-public and private areas distinctly separated.
 - Visitors or clients should not be allowed to go into employee-only areas, such as offices or employee cafeterias.
4. Have a workplace violence prevention plan in place that includes:
 - assessment of the risk factors for employees;
 - ways to mitigate the most likely cause of violence at your workplace;
 - a plan to restore the workplace after an incident; and
 - a plan to provide help to employees who may have been traumatized by a workplace violence event.

5. People who have reached their emotional limits due to loss of loved ones, loss of income, domestic violence issues, sickness and loss of hope, they want help and they want it now.
 - It is essential to have a list of resources and mental help professionals that can help. This would include suicide hotlines, AA, mental health professionals, police and county sheriffs.
6. Have drills that address procedures for dealing with aggressive clients or visitors.
 - Have an emergency response procedure plan in place that includes lockdown locations or other places employees can safely evacuate to.

Resources

[Minnesota OSHA Workplace Safety Consultation](#) offers free workplace assessments for workplace violence prevention and other safety and health programs. Contact MNOSHA Workplace Safety Consultation at osha.consultation@state.mn.us, 651-284-5060 or 800-657-3776.

Mental well-being resources during the time of COVID-19 are available [on the Minnesota Department of Health website](#).

Mental health hotlines that provide free support to Minnesotans experiencing mental distress are listed on the next slide. Also consider contacting the [National Alliance on Mental Illness \(NAMI\) Minnesota](#) (888-626-4435) or the [Minnesota Association for Children's Mental Health](#) (800-528-4511) to connect for help, to navigate the mental health system, for support and for resources.

- Crisis Text Line: The emergency service provides free, 24/7 support via text message and is available if you or someone you know is experiencing a psychiatric or mental health crisis. To access, text MN to 741741.
- County crisis contacts – directories of mental health crisis phone numbers by county for:
 - [adult's mental health crisis response numbers](#); and
 - [children's mental health crisis response numbers](#).

Thank you!

Minnesota OSHA Workplace Safety Consultation

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651-284-5060