Preparedness Plan Requirements Guidance – Janitorial and Custodial Services

UPDATED JULY 22, 2020

Businesses engaged in janitorial and custodial services generally include, but are not limited to, the commercial cleaning of properties, including multi-residential facilities (e.g. apartment buildings), commercial offices, educational settings, medical settings, general commercial and industrial businesses, and residential homes. In addition, janitorial and custodial services can include, but are not limited to, workers performing services for their employer's facilities, those performing services for a contract-service, and those performing property maintenance and management services. Workers include, but are not limited to custodians, janitors, housekeepers, or cleaners.

As required by executive orders issued by Gov. Tim Walz under the Peacetime Emergency, all businesses must develop and implement COVID-19 Preparedness Plans that addresses the hazards of COVID-19 transmission. Unless clearly indicated that an action included in the guidance is recommended, businesses should understand that the action is required if applicable to their business. In instances where the guidance uses language "to the extent possible," the action is required but only to the extent it is possible for the business to implement the requirement.

✓ Businesses must address all the guidance requirements applicable to their operations in their COVID-19 Preparedness Plans and as set out in each of the components below.

✓ Businesses must assign a designated Plan administrator to ensure the Plan is evaluated, monitored, executed, and updated.

✓ Businesses must ensure the plan is posted at all the business's worksites in readily accessible locations (or is distributed to workers electronically) to allow for the plan to be readily reviewed by all workers, as required.

Worker protections and protocols for all workplaces

For the purposes of this guidance, a "worker" includes all staff and employees associated with the business. All workers, including subcontractors, independent contractors, vendors, delivery personnel, contract, seasonal, part-time or temporary workers, however categorized, who are present in the business as a condition of employment are required to be covered by a COVID-19 Preparedness Plan. Volunteers are also to be included as a "worker". All workers must be properly trained on and adhere to the business's policies, protocols, and practices as outlined within this guidance.

In addition, a "business" includes all businesses that maintain any level of authority, responsibility, or control for locations where work is being performed, which may include, but not limited to, businesses, facility owners and/or operators, staffing and temporary labor agencies, and public entities. For the purposes of this guidance, and consistent with multi-employer work-sites, work being performed and/or work-sited may have more than one business with authority, responsibility or control (e.g. building operator and cleaning services contractor), all of which maintain equitable responsibility for ensuring the proper implementation and execution of the COVID-19 Preparedness Plan.

RESPONSIBILITIES OF A HOSTING BUSINESS

1. Hosting businesses are businesses in whose workplaces, workers of other businesses are performing work, including subcontractors, independent contractors and workers engaged by contract service providers and staffing agencies.

2. All businesses, including hosting businesses, contract service providers and staffing agencies, must develop and implement a written COVID-19 Business Preparedness Plan specific to its work activities and workers performing work for their business.

3. Hosting businesses must ensure all other businesses who have workers performing work at their workplace, including subcontractors, independent contractors, and workers who perform work for contract-service providers and staffing agencies, develop and provide to the hosting business a written COVID-19 Business Preparedness Plan that properly addresses the COVID-19 protocols and practices specific to their workers and work activities at the hosting business' s workplace.

4. Hosting businesses must review written COVID-19 Business Preparedness Plans provided by each business whose workers are performing work at the their workplace to ensure COVID-19 protocols and practices can be effectively implemented and integrated at the workplace, are in alignment with other business's plans at their workplace, and ensure the work activities of any worker does not interfere with, impeded, or create any additional risk to other workers within the workplace.

5. Hosting businesses must ensure all businesses and those business's workers who have performed work at their workplace are immediately informed of their possible exposure to another worker who is COVID-19 positive, as provided below under "Ensure Sick Workers Stay Home."

6. All businesses must ensure diligent investigations are conducted to evaluate and assess instances, whether actual or potential, involving workers who are COVID-19 positive, or where the business has reason to believe a worker may be COVID-19 positive, to ensure timely and appropriate action is taken to mitigate the potential spread of COVID-19 amongst all workers at the workplace, as provided below under "Ensure Sick Workers Stay Home."

7. The responsibility required of hosting businesses does not minimize, mitigate, or substitute for the obligations of every business at the workplace, including subcontractors, independent contractors, contract service providers and staffing agencies, to develop and implement their own written COVID-19 Business Preparedness Plan.

ENSURE SICK WORKERS STAY HOME

1. Establish health screening protocols for workers at the start of each shift (e.g. health screening survey, taking temperature). A health screening must be conducted for each business's workers upon arrival and check-in at work. See the Minnesota Department of Health (MDH)'s Visitor and

Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf). The checklist is also available in Hmong, Somali, and Spanish on the Businesses and Employers: COVID-19 web page (www.health.state.mn.us/diseases/coronavirus/businesses.html).

2. Workers must be stopped from entering the business if their responses to the health screening indicates they are experiencing symptoms of COVID-19 or have tested positive for COVID-19 and they should be sent home immediately. If workers begin experiencing symptoms of COVID-19 while at work, they must also be sent home immediately. If workers cannot be sent home immediately, they must be isolated in a closed room or remote area of the worksite until they can be sent home.

3. Establish a protocol for workers to report, whether at home or at work, when they are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 and a return-to-work protocol for workers who are required to isolate or quarantine, following MDH guidance on COVID-19 and When to return to work (https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)

   ▪ Workers who are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 must be instructed not to report to work until their isolation or quarantine period is completed.

4. Establish a protocol for identifying and communicating with workers who may have been exposed to a person with COVID-19 symptoms or who has tested positive for COVID-19 while at work. See Centers for Disease Control and Prevention (CDC) General Buisness Frequently Asked Questions (http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html) and CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).

   ▪ If a worker is confirmed to have COVID-19, the protocol must include informing the business's other workers who have been in close contact with the infected worker, as well as their respective employers (where applicable), of the possible exposure to COVID-19 while at work. An individual must be designated to gather information from workers who may be sick with COVID-19 and to engage in needed communications, while ensuring the privacy of infected workers is maintained in accordance with Equal Employment Opportunity Commission (EEOC) guidance (www.eeoc.gov/transcript-march-27-2020-outreach-webinar).

5. Establish protocols for workers to return to work, and follow MDH Guidance. COVID-19 and When to return to work (https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)

6. Provide accommodations for "high risk" and vulnerable populations. See CDC's People Who are at Higher Risk for Severe Illness (People Who are at Higher Risk for Severe Illness (www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html). Vulnerable workers should be encouraged to self-identify, and employers should avoid making unnecessary medical inquiries. Employers should take particular care to reduce these workers' risk of exposure.

7. Evaluate and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home. Clearly communicate sick leave policies to all workers.

SOCIAL DISTANCING – WORKERS MUST BE AT LEAST SIX FEET APART

1. Maximize remote-working – Workers who are able to work from home must work from home.

2. Hold virtual or online meetings, when possible.

3. Ensure physical distancing is maintained in all work areas, including at workstations, productions lines, break rooms, etc.

   - Provide for six feet of physical distancing in work areas, storage areas, break areas, locker and changing areas, meeting areas, copy-rooms, parking areas, etc.

   - Evaluate traffic patterns, congestion areas, "bottle-necks", and "choke points" to reduce crowding at entrances, reception areas, information counters, in hallways, elevators, waiting areas, staging areas, locker-room and changing areas, doorways, corridors, janitor's closets, sink-rooms, transport areas, time-clock areas, etc.

     - Designate one way entrances and exits that facilitate six-foot distancing.

     - If time clocks are in use, consider alternatives such as phone-based apps, web-based apps or cameras to clock workers in and out.

   - Limit collective gatherings of workers to numbers that allow for social distancing to be maintained, including during collective gatherings for training, meetings, and breaks.

   - Ensure social queuing is established to provide and promote social distancing between multiple workers, clients, customers, and visitors congregating and waiting to use facilities (e.g. restrooms, handwashing, vending, cafeterias).

   - **Roving Workers:** Ensure social distancing is maintained while workers are engaged in "roving" activities (e.g. janitorial, security, customer service, stocking). Where activities must be performed while customers, clients, and visitors are present, workers must ensure social distancing is maintained (e.g. working in less congested areas, low-peak periods, using stanchions, placement of carts).

4. Limit the number of people in restrooms, break areas, and cafeterias to allow for social distancing.

5. Implement static assignment or "co-horting" of work crews to the extent possible. For example, Bob, Julie and Indigo always work together and are assigned to the same location or work area every day, rather than reporting to different locations or work areas throughout the week or being reassigned with different workers.

6. Limit worker interaction across floors, buildings, campuses, worksites unless at least six-foot distance is maintained.

   - Use walkie talkies or headphones so workers can communicate from a distance.

7. Incorporate barriers, partitions, screens or curtains to maintain barrier protection between workers, to the extent possible, where social distancing cannot be maintained.

8. Use staggered shifts, extended work hours and added shifts to reduce the number of workers on the worksite.

WORKER HYGIENE AND SOURCE CONTROLS

1. **Ensure workers regularly wash their hands.** Instruct workers to regularly wash and/or sanitize their hands, in particular when entering and exiting the business, before and after eating or drinking, using tobacco products, using restroom facilities, and using devices, tools and equipment used by other workers. Instruct workers to avoid touching their face with unwashed or unsanitized hands.

   - Post "handwashing" and "cover your cough" signs.

2. Ensure handwashing and/or hand-sanitizer facilities are readily available and allow workers sufficient time to engage in handwashing/sanitizing.

3. Ensure supplies in restrooms, portable toilets and handwashing/sanitizing stations are regularly monitored and continually stocked.

4. Provide tissues or towels for proper cough and sneeze etiquette and provide no-touch trash bins.

5. Require workers to wear a face covering as required by Executive Order. As of July 25, 2020, per the Governor's Executive Order 20-81, people in Minnesota will be required to wear a face covering in all public indoor spaces and indoor businesses. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.,* keeping at least 6 feet of physical distance from other individuals not in the same household) cannot be maintained. This Executive Order also requires workers, customers, or visitors to wear a face covering when a business has opted impose stricter face covering requirements than the Executive Order or when the applicable industry guidance requires wearing a face covering.

   This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks). You can also visit these webpages: Face Covering Requirements and Recommendations under Executive Order 20-81 (https://www.health.state.mn.us/diseases/coronavirus/facecover.html) and Frequently Asked Questions About the Requirement to Wear Face Coverings (https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html)

   - Workers should maintain an adequate number of face-coverings during their shift to change face-coverings as they become saturated, dirty, or compromised.

   - Launder reusable face coverings before each daily use according to CDC guidelines at Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

6. Provide protective supplies when required, including non-medical source-control face coverings, gloves, disinfectant, guards and shields to protect workers against the transmission of COVID-19 while they are working.

7. Do not discriminate or retaliate in any way against any worker for wearing face-coverings or personal protective equipment, in accordance with Executive Order 20-54.

8. Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, opening-devices, or powered door-operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, the business must ensure a trash-receptacle is placed by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste-receptacles should not interfere with Life Safety requirements (e.g. egress, evacuation, emergency equipment) or any reasonable accommodations provided under the Americans with Disabilities Act.

9. Community drinking stations and water-fountains must not be available or used unless protocols are implemented to ensure frequent sanitation between users. Touchless water-filling stations may still be provided.

10. Food must not be served nor shared communally to ensure proper social distancing.

11. Instruct workers to launder their clothing, uniforms, apparel and personal protective equipment (PPE) daily according to clothing or detergent instructions. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure between work areas or locations.

12. Ensure proper respiratory protection is still provided, used and maintained to protect workers from other recognized health hazards as required (e.g. hazardous chemicals, particulates, and dust, respirable silica, lead, asbestos).

WORKPLACE BUILDING AND VENTILATION PROTOCOLS

General Building Conditions: Businesses must assess the status and capacities of the utility-systems within the building (e.g. ventilation, water-supply, sewer, gas), as well as potential issues associated with vermin, molds, and mildew, prior to putting the building into an operational status.

1. Follow established protocols for starting mechanical, electrical, plumbing, life-safety, and other systems after non-use according to the Authorities Having Jurisdiction.

2. Assess the building for indications of pest and vermin infestation and consult a pest-control professional as appropriate.

3. Respiratory protection may be necessary when entering and working in buildings after prolonged shut down. See Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation (www. cdc.gov/coronavirus/2019-ncov/php/building-water- system.html).

4. See CDC's Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation (www. cdc.gov/coronavirus/2019-ncov/php/building-water- system.html).

Ventilation System Start-up: Businesses must evaluate the operational capacity, and increase, improve, and maintain ventilation provided throughout the building.

1. Increase the outdoor air-percentage to increase dilution of contaminants, and eliminate recirculating, whenever possible, while maintaining indoor air-conditions.

2. For heating-ventilation-air-conditioning systems that recirculate air, businesses need to improve central-air filtration to at least the MERV-13 or the highest compatible with the filter rack (at least MERV-14 preferred) and seal the edges of filters to further limit by-pass around the filters.

3. Replace and upgrade air filters prior to re-occupancy.

4. Run systems on full economizer as outside air-conditions allow.

5. Consult an HVAC professional to ensure proper ventilation is maintained.

Day-To-Day Operations: Once systems are in a safe operational status, businesses should ensure the follo0wing practices and protocols are maintained:

1. Continuously maximize fresh air into the workplace and eliminate air recirculation.

2. Maintain relative humidity levels of RH 40-60%.

3. Keep systems running longer hours (24/7 if possible) to enhance the ability to filter contaminants out of the air.

4. Add a flush cycle to the controls of the HVAC system, and run HVAC systems for 2-hours before and after occupancy.

5. Check and rebalance the HVAC system to provide negative air-pressure whenever possible.

6. Supplement ventilation-system with the use of portable HEPA filter units whenever possible.

7. Minimize air flow from blowing across people.

    ▪ Avoid having fans blow air from one worker onto another.

8. Consult an HVAC professional or the American Society of Heating, Refrigerating and Air-Conditioning Engineers to ensure proper ventilation is provided, and ventilation-systems are properly maintained. See ASHRAE's COVID-19 Preparedness Resources (www.ashrae.org/technical-resources/resources).

WORKPLACE CLEANING AND DISINFECTION PROTOCOLS

1. Establish a documented sanitization schedule and checklist, identifying surfaces/equipment to be sanitized, the agent to be used, and the frequency at which sanitization occurs.

2. Frequently clean and disinfect all areas, such as offices, restrooms, locker and changing rooms, common areas, shared electronic equipment, machinery, tools, controls, etc.

3. Routinely inspect, maintain, clean and disinfect separation barriers and other safeguards.

4. Frequently clean and disinfect all high-touch items, such as doorknobs, countertops, barriers, railings, handles, and other surfaces.

5. Clean and disinfect work-vehicles in-between the use of each worker or work-crew, before and after each use.

6. Electronic devices (e.g. light-switches, circuit-breakers) should not be cleaned and disinfected with a liquid agent. Consider covering switches/devices with a poly-covering that allows the user to manipulate the device without touching the switch, and change out the poly-covering frequently.

Electronic devices must be sanitized only when disconnected from the power-source, and sanitized in accordance with the listing/labeling requirements.

7. Personal equipment, tools and phones should not be shared or, if shared, should be disinfected after each use.

8. Avoid sharing of tools, writing utensils, keyboards, control buttons, scanners. Any shared items need to wiped before and after each use.

9. Select appropriate and ensure the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency's (EPA) List N has identified a list of products that meet EPA's criteria for use against SARS-CoV-2. See EPA's List N: Disinfectants for Use Against SARS-CoV-2 (www.epa.gov/pesticide- registration/list-n-disinfectants-use-against-sars-cov-2).

10. Review product labels and Safety Data Sheets, follow manufacturer specifications, and use required personal protective equipment for the product.

DROP-OFF, PICK-UP AND DELIVERY PRACTICES AND PROTOCOL

1. Receive deliveries via a contactless method whenever you can.

2. Businesses must provide for contactless deliveries that promote for delivery at a doorstep, where persons maintain a distance at least 6-feet away while verifying receipt of the delivery between the worker and the delivery person. Whenever possible, businesses should attempt to do everything electronically (e.g. app, phone) to eliminate the need for close contact between workers and delivery personnel.

3. Ensure equipment, materials, products, and items are being delivered, dropped off or picked up are prescheduled and coordinated. Deliveries, drop-offs, or pick-ups must be performed one load, carrier, or vehicle at a time, and multiple deliveries, drop-offs, or pick-ups should not be performed simultaneously. Delivery personnel must wait in their vehicles if another delivery, drop-off, or pick-up is being performed.

4. Workers must maintain a distance six feet or greater from others during interactions while receiving or exchanging deliveries.

5. Workers must minimize the unnecessary exchanging or sharing of scanners, pens, or other tools with delivery personnel.

COMMUNICATIONS AND TRAINING PRACTICES AND PROTOCOL

All workers and members of management must be trained regarding COVID-19 exposure, as well as applicable policies, procedures, practices, and protocols. The training must be provided by and paid for by the business. The training must be provided in a manner and language that each worker can understand and must be adjusted to reasonably accommodate all limiting factors present. See "OSHA's Resource for Development and Delivery of Training to Workers" (osha.gov/Publications/osha3824.pdf)). See also Minnesota's "Small Assemblies for Testing and Training" for guidance with facilitating training for employees while addressing COVID-19 implications (dli.mn.gov/sites/default/files/pdf/COVID-19_training_facilities.pdf).

1. Businesses must ensure the COVID-19 Business Preparedness Plan is posted at all of the business's workplaces in readily accessible locations and is shared with and reviewed by all workers.

2. Businesses must ensure the necessary or required rules and practices are communicated to workers, and adequately enforce their provisions.

3. Businesses must ensure the necessary or required protocols and practices are communicated to temporary, part-time, seasonal and contract workers, and ensure protocols and practices are required by businesses providing temporary, part-time, seasonal and contract workers.

4. Ensure all workers, including temporary, part-time, seasonal and contract workers, are provided with and using personal protective equipment necessary to perform their work.

5. Workers must ensure they comply with and follow established rules and practices.

6. Maintain signage reminding workers of protections and protocols, including social-distancing, hand-washing, and respiratory-etiquette.

Additional protections and protocols

ADDITIONAL PROTOCOL FOR THE USE OF FACE COVERINGS

1. Evaluate work activities to ensure social distancing can maintained, and identify those activities where social distancing is difficult to maintain to determine if they can be done in an alternative way. Implement additional protections and protocol for workers if social distancing cannot be maintained (e.g. barriers, partitions, face-coverings). Work activities must not be performed if adequate protective measures cannot be implemented.

2. Workers must wear a face covering that covers their mouth and nose in accordance with Executive Order 20-81. This Executive Order requires everyone—including workers—to wear a face covering in indoor businesses and indoor public spaces. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.,* keeping at least 6 feet of physical distance from other individuals not in the same household) cannot be maintained. This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (health.state.mn.us/diseases/coronavirus/prevention.html#masks).

3. Instruct workers to:

   - Maintain an adequate number of face-coverings during their shift or work-day that allows the worker to exchange face-coverings as they become saturated, dirty, or compromised during use.

   - Launder reusable face coverings before each daily use according to CDC guidelines at Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

4. Businesses must take reasonable steps to ensure that workers, customers, clients and visitors wear face coverings in accordance with Executive Order 20-81, , and conspicuously post face covering

policies for workers, customers, clients and visitors. Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people.

5. Ensure all persons, including customers, clients, and visitors bring their own face coverings, or offer face coverings for use.

6. Establish a protocol for accommodating workers who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses must comply with applicable law, including civil rights laws, relating to verification of a worker's disability or medical condition.

   - If a worker is unable to use a face covering due to a medical condition, mental health condition, or disability, then the business must engage with the worker to identify and implement alternative protections as to ensure the worker, as well as other customers, visitors, and workers, maintain a similar level of protection (e.g. face-shields, isolating the worker, job-reassignment).

7. Establish protocols for addressing instances where the use of a face-covering may present a hazard to the worker, and identifying and implementing alternatives to minimize the risk to the worker. However, the business must work to identify and implement alternative protections as to ensure the worker, as well as customers, visitors, and other workers, maintain a similar level of protection whenever possible.

   - For environments involving extreme temperatures (e.g. heat, cold) and/or wet environments (e.g. wet processes, rain), face shields may be considered to be used in lieu of face-coverings

   - For work-activities that may present a risk of entanglement, businesses must ensure the machine/tool is properly guarded as to eliminate the risk of the face-covering becoming entangled into the machine/tool, and that the selection and use of the face-covering protects the worker from the risk of entanglement (e.g. using ear-loops instead of tie-backs).

   - For work-activities that may present a risk of hazardous chemicals becoming absorbed and/or saturated within the materials of face-covering, the use of engineering controls (e.g. ventilation), administrative controls (e.g. work-practices), or personal protective equipment (e.g. respiratory protection) must be considered and implemented whenever possible.

8. Establish a protocol for accommodating customers, clients and visitors who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses may not require customers to provide proof of a medical condition mental health condition, or disability, or require customers to explain the nature of their conditions or disability.

9. Establish a protocol for customers, clients and visitors who refuse to wear a face covering where wearing a face covering is required. Businesses may refuse entry or services to customers, clients, or visitors who refuse to wear a face covering when required by Executive Order 20-81or when otherwise required by the business even if not required by the Executive Order. Refer to the documents and information available at [Facemasks and Personal Protective Equipment (PPE) (health.state.mn.us/diseases/coronavirus/prevention.html#masks)](health.state.mn.us/diseases/coronavirus/prevention.html#masks) for more information about what a business may or may not do to enforce face covering requirement.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR JANITORIAL AND CUSTODIAL SERVICES

1. Conduct a walkthrough inspection of the locations to be cleaned to document sanitation needs and determine the proper cleaning agents that will be used.

2. Coordinate services with hosting businesses, other businesses who have worker performing work and occupants to minimize occupancy at the time the services are provided to allow for social distancing.

3. Schedule services during off hours or low peak hours.

4. Gloves are required while cleaning and handling trash.

5. Additional training is required for workers who clean up potentially infectious materials and body fluids – blood, vomit, feces, and urine – with considerations for COVID-19.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR IN-HOME SERVICES

Requirements

1. Have all occupants present within the residence respond to the screening survey questions prior to or upon arrival and verify they have read the screening survey and can respond "no" to all questions. Decline to enter the residence and proceed with the services if there is any suspicion that occupants are sick or symptomatic and leave the residence.

2. Encourage that services be postponed for residences where "high risk" and vulnerable populations are residing, unless proper protective measures can be established. See CDC's People Who are at Higher Risk for Severe Illness (People Who are at Higher Risk for Severe Illness (www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html).

3. Provide the services outdoors, rather than indoors, whenever possible.

4. Ensure proper social distancing is maintained between all workers and occupants of the residence where the work is being performed or the service is being provided.

5. Physical contact between workers and occupants must be avoided at all times, unless necessitated by the service.

6. Per Executive Order 20-81, workers must always wear a face covering when providing in-home services. For additional information about cloth face coverings and how to make, wear and wash them, refer to CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face coverings.html)).

7. Strongly encourage occupants of the residence, who are present while workers are inside of the home, to wear face coverings unless not recommended for health or physical ability reasons.

8. Ensure workers regularly wash and/or sanitize their hands. Workers should wash their hands upon entering the residence, before and after eating and meal periods, before and after restroom breaks, upon exiting the residence and prior to entering their vehicle.

9. Frequently clean and disinfect all high-touch items, such as doorknobs, countertops, railings, handles and other surfaces.

Recommendations

1. Communication to educate landlords, homeowners, tenants and occupants about the steps being taken for their protection while providing in-home services to mitigate the spread ofCOVID-19 is encouraged. Communicate protective measures to homeowners, tenants and occupants prior to entering the residence to both educate the occupants and inform them of their role in protecting the workers.

2. Encourage occupants to minimize the number of persons present while workers are entering and working inside the residence.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR WORK CLOTHES AND HAND WASHING

1. Cleaning staff should wear uniforms or designated work clothes.

2. Instruct workers to launder their clothing, uniforms, apparel and personal protective equipment (PPE) daily according to clothing or detergent instructions. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure between work areas or locations.

3. Work clothing should only be worn for work.

4. Discourage the use of personal devices while working.

5. If personal devices are used, encourage the cords to be run inside the clothing to discourage the cords from getting entangled with the trash or other items.

6. Do not touch personal items while wearing gloves.

7. Disinfect any items used during work.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR JANITORIAL AND CUSTODIAL WORK PROCESS

1. Close off the room (e.g. restroom or small room) including the doorway at all times while cleaning to ensure social distancing.

2. Post signage or placards specifically advising that the area is closed for COVID-19 cleaning.

3. Ask people within cubes and offices to place trash cans outside their work areas to prevent having to enter personal work areas.

4. Post the sanitation schedule for all workers.

5. Make sure trash bags are wrapped and sealed before removing them from trash bags.

6. Hold trash bags away from the body.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR JANITORIAL AND CUSTODIAL CLEANING

1. Select appropriate and ensure the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency's (EPA) List N has identified a list of products that

meet EPA's criteria for use against SARS-CoV-2. See EPA's List N: Disinfectants for Use Against SARS-CoV-2 (www.epa.gov/pesticide- registration/list-n-disinfectants-use-against-sars-cov-2).

2. Read and follow the directions on the product label. Determine:

   ▪ If the product is appropriate for the surface being cleaned.

   ▪ The contact time of the product.

~~3.~~ Pre-clean surfaces with soap and water if the surface is visibly dirty, then use a disinfectant.

4. Follow the contact time for the product. The contact time is the amount of time the surface should remain wet for the product to be effective.

5. When List N: Disinfectants for Use Against SARS-CoV-2 (www.epa.gov/pesticide- registration/list-n-disinfectants-use-against-sars-cov-2) are not available, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Do not mix bleach or other cleaning and disinfection products together. This can cause fumes that may be very dangerous to breathe in. Bleach solutions will be effective for disinfection up to 24 hours. Keep all disinfectants out of the reach of children. Read EPA's infographic on how to use these disinfectant products (https://www.epa.gov/pesticide-registration/six-steps-safe-effective-disinfectant-use) safely and effectively.

6. Label all cleaning products including diluted cleaning solutions.

7. Ensure workers do not use cleaning procedures that could re-aerosolize infectious particles, as much as possible. This includes avoiding practices such as dry sweeping or using high-pressure streams of water or cleaning chemicals (i.e., based on SARS-CoV-2 exposure risk in the work environment).

8. Soft and porous materials are generally not as easy to disinfect as hard and non-porous surfaces. EPA has listed a limited number of products approved for disinfection for use on soft and porous materials. Soft and porous materials that are not frequently touched should only be cleaned or laundered, following the directions on the item's label. Find more information on developing strategies for Cleaning and Disinfecting Your Facility on the CDC website.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR CLEANING AREAS WITH SUSPECT OR CONFIRMED COVID-19 CASES

1. Inform workers of any areas to be cleaned where a person with suspected or confirmed COVID-19 has been so that necessary precautions can be taken.

2. Perform enhanced cleaning and disinfection after people suspected or confirmed to have COVID-19 have been in the facility. See CDC's Cleaning and Disinfecting Your Facility (Cleaning and Disinfecting Your Facility (https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)).

   ▪ Close off areas visited by the ill person(s);

   ▪ Increase ventilation in the areas visited by the ill person(s) including opening outside doors and windows in the area;

   ▪ Wait 24 hours or as long as practical before beginning cleaning and disinfection;

- Clean and disinfect all areas that may have been accessed or touched by the ill person(s), including IT equipment (e.g. computers, keyboard, computer mice, etc.), offices, break rooms, restrooms, and vending machines or ATMs, other commonly touched surfaces.

Appendix A – Guidance for developing a COVID-19 Preparedness Plan

General

Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) – www.cdc.gov/coronavirus/2019-nCoV

Minnesota Department of Health (MDH): Coronavirus – www.health.state.mn.us/diseases/coronavirus

State of Minnesota: COVID-19 response – https://mn.gov/covid19

Businesses

CDC: Resources for businesses and employers – www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

CDC: General business frequently asked questions – www.cdc.gov/coronavirus/2019-ncov/community/general- business-faq.html

CDC: Building/business ventilation – www.cdc.gov/coronavirus/2019-ncov/community/guidance-business- response.html

MDH: Businesses and Employers: COVID-19 (www.health.state.mn.us/diseases/coronavirus/businesses.html)

MDH: Health screening checklist – www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: Materials for businesses and employers – www.health.state.mn.us/diseases/coronavirus/materials

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – mn.gov/deed/newscenter/covid/

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – www.dli.mn.gov/updates

Federal OSHA – www.osha.gov

AIHA Back to Work Safely – www.backtoworksafely.org/

Handwashing

MDH: Handwashing video translated into multiple languages – www.youtube.com/watch?v=LdQuPGVcceg

Respiratory etiquette: Cover your cough or sneeze

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

CDC: www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

MDH: www.health.state.mn.us/diseases/coronavirus/prevention.html

Social distancing

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA): www.epa.gov/pesticide-registration/list-n-disinfectants-use-against- sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

MDH: www.health.state.mn.us/diseases/coronavirus/basics.html

MDH: www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: www.health.state.mn.us/diseases/coronavirus/returntowork.pdf

State of Minnesota – https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp

Training

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

Federal OSHA: www.osha.gov/Publications/OSHA3990.pdf

MDH: www.health.state.mn.us/diseases/coronavirus/about.pdf

MINNESOTA