

COVID-19 Preparedness Plan for Crosslake Chamber Welcome Center

The Crosslake Chamber Welcome Center Office is committed to providing a safe and healthy workplace for all our workers and customers. To ensure that, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers 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, management and customers. Only through this cooperative effort can we establish and maintain the safety and health of our workplaces.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. **Crosslake and Brainerd Lakes Chamber** managers and supervisors have our full support in enforcing the provisions of this policy.

Our workers are our most important assets. We are serious about safety and health and keeping our workers working at **Crosslake Chamber Welcome Center**. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by **getting everyone's feedback on how their individual job could be done in the safest and most efficient manner while still serving the members. This included the option of working from home, safety in shared spaces, safety in contact with members.** Our COVID-19 Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses:

- hygiene and respiratory etiquette;
- engineering and administrative controls for social distancing;
- customer controls and protections for drop-off, pick-up and delivery;
- housekeeping, including cleaning, disinfecting and decontamination;
- prompt identification and isolation of sick persons;
- communications and training that will be provided to managers and workers; and
- management and supervision necessary to ensure effective implementation of the plan.

Screening and policies for employees exhibiting signs and symptoms of COVID-19

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. **Employees experiencing any symptoms are to immediately self-quarantine and notify Cindy Myogeto, Crosslake Director who will notify Matt Kilian, President and Paula Davis, Human Resources.**

Crosslake Chamber Welcome Center 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. **Refer to Employee Handbook or specifics of sick leave,**

FMLA, etc. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. **Refer to Employee Handbook for specifics.**

Crosslake Chamber Welcome Center 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. **Any employee who has been exposed to a person with COVID-19 is to immediately self-quarantine and notify Cindy Myogeto, Director and notify Matt Kilian, President and Paula Davis, Human Resources.**

In addition, a policy has been implemented to protect the privacy of workers' health status and health information. **Cindy Myogeto, Director, Matt Kilian, President and Paula Davis, Human Resources will be the only ones officially notified and will not share the information. The exposed employee may share this information if they choose.**

Handwashing

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 toilet. All visitors to the facility will be required to wash their hands prior to or immediately upon entering the facility. Some workplaces may have hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) that can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Crosslake Chamber Welcome Center will provide hand sanitizer, soap and disposable towels. The waste baskets in the restroom is located by the door so no one need touch anything as they leave the restroom. The waste basket in the kitchen is also located by the door. Every employee must wash their hands upon entering the building, upon entering the kitchen, and immediately before leaving the restroom.

Respiratory etiquette: Cover your cough or sneeze

Workers and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and visitors. **Each employee will have their own box of tissues and waste basket in their office. Each employee will have a facemask with them at all times to use when they deem necessary.**

Social distancing

Social distancing is being implemented in the workplace through the following engineering and administrative controls: **Employee shifts, breaks and lunches will be staggered. Each employee will work from their own computer at their own desk. The office will not be open for meetings. While the front door will be open to the public, a limit of 4 people will be allowed in the office at any given time.** Workers, visitors and customers are prohibited from gathering in groups. Workers and visitors are prohibited from gathering in confined areas, including elevators, and from using other workers' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment.

Housekeeping

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, delivery vehicles and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc. **Employees will be provided with appropriate cleaning tools. Each employee will be responsible for cleaning their own workspace daily. Employees will clean public areas (door handles, light switches, etc.) daily on a rotating basis. Each employee viewed a tutorial on proper cleaning and disinfecting.**

Communications and training

This Preparedness Plan was communicated **via email** to all workers **May 11, 2020** and necessary training was provided. Additional communication and training will be ongoing **during staff meetings** and provided to all workers who did not receive the initial training. Instructions will be communicated to customers about how drop-off, pick-up and delivery will be conducted to ensure social distancing between the customer, the worker and other customers, and about the recommendation that customers use face masks when dropping off, picking up or accepting delivery. Managers and supervisors are to monitor how effective the program has been implemented by **providing updates during staff meetings**. Management and workers are to work through this new program together and update the training as necessary. This COVID-19 Preparedness Plan has been certified by **Crosslake Chamber Welcome Center** and **Brainerd Lakes Chamber** management and was posted throughout the workplace **May 11, 2020**. It will be updated as necessary.

Certified by:

Matt Kilian – President, Brainerd Lakes Chamber

Cindy Myogeto – Crosslake Director

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

General

CDC Coronavirus (COVID-19) – www.cdc.gov/coronavirus/2019-nCoV

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

MDH Businesses and employers: COVID-19 – www.health.state.mn.us/diseases/coronavirus/businesses.html

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

DLI Updates related to COVID-19 – www.dli.mn.gov/updates

Federal OSHA – www.osha.gov

Handwashing

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

www.cdc.gov/handwashing

<https://youtu.be/d914EnpU4Fo>

Respiratory etiquette: Cover your cough or sneeze

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

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

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

Social distancing

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

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

Housekeeping

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

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

www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

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

Employees exhibiting signs and symptoms of COVID-19

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

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

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

Training

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

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

www.osha.gov/Publications/OSHA3990.pdf