



COVID-19 Preparedness Plan	Effective Date	June 12, 2020
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	Approval	June 12, 2020

By attending programming at PAI, staff members, the participant and their interdisciplinary team agrees to and will adhere to the plan outlined in this document.

Executive Order 20-40, issued by Governor Walz on April 23, 2020, requires all businesses in operation during the peacetime emergency to establish a “COVID-19 Preparedness Plan”. It is important to note that on March 16th, PAI voluntarily paused providing services at PAI Parkway. On March 17th, PAI voluntarily paused providing services at PAI Commerce, PAI Linden, and PAI Oakdale. This document outlines PAI’s plan to safely resume services, address any suspected or confirmed cases of COVID-19, and keep staff members and participants safe at our Administrative Office and all four locations.

Effective May 29, 2020, Department of Human Services Commissioner, Jodi Harpstead, temporarily modified the licensing requirements for providers of day services for adults with disabilities. The modification includes new licensing requirements that are effective through the end of the peacetime emergency. The following are new requirements day service providers must follow while operating under the peacetime emergency:

- The license holder may provide services in the facility to participants who live in their own home or live with family members in non-congregate licensed or unlicensed settings;
- The license holder must limit occupancy to no more than 50% of the licensed capacity or a maximum of 50 people at a time, including staff, whichever is smaller;
- The license holder must deliver services in shifts, with a maximum duration of three hours of time on site throughout the day for each person receiving services. The license holder must document the start and end time of each shift and the staff who worked those shifts, and must ensure the facility is cleaned and disinfected between shifts;
- The license holder must create and maintain consistent cohorts of the same staff and persons receiving services. Cohorts must consist of 10 or fewer people, including staff. Cohorts must be maintained throughout the program week whenever possible; and
- The license holder must limit non-essential volunteers and visitors.

The safety of PAI participants, employees, and the community is PAI’s highest priority. PAI developed this COVID-19 Preparedness Plan which outlines precautions and related requirements and describes many of the steps PAI is taking to reduce the risk of infection. COVID-19 is contagious and believed to spread mainly from person-to-person contact, including through the air from people who may not seem sick or know they are infected, and in other ways that the Centers for Disease Control and Prevention is still learning.

The possibility of exposure or infection by COVID-19 is increased by a number of activities including the kind of activities at PAI. PAI has made many changes to decrease the risk of infection based on guidance from the Minnesota Department of Health, the Centers for Disease Control and Prevention and other sources. PAI cannot guarantee that program participants or employees will not become infected with COVID-19.

All staff members are responsible for implementing this plan. The goal is to mitigate the potential for transmission of COVID-19 in our workplace, and that requires full cooperation among all staff members and management. This Preparedness Plan follows Centers for Disease Control and Prevention (CDC), Minnesota Department of Health (MDH) guidelines, and federal Occupational Safety and Health Act (OSHA) standards related to COVID-19.

This is a living document and will be updated whenever significant new information pertaining to this pandemic is released. This Preparedness Plan is a supplement to PAI's existing Safety Policy.

I. Return to Service

The Commissioner has temporarily modified Minnesota Statutes, Section 245D.29, by adding the following health and safety requirements:

- The license holder must create and implement staggered activity schedules that minimize contact with others outside of assigned cohorts;
- The license holder must ensure that cohorts are meeting within the facility in designated areas that are protected from other cohorts using separate rooms or other physical barriers;
- The license holder must use visual aids (e.g., painter's tape, stickers) to illustrate traffic flow and appropriate spacing to support social distancing;
- The license holder must rearrange any seating spaces to maximize the space between persons receiving services with at least six feet between seats; and
- The license holder must develop and implement arrival and departure protocols for persons receiving services that include social distancing strategies and other mitigation efforts, including staggering of arrival and departure times and minimizing congregating in groups at transition times.

PAI strongly encourages "at risk" persons to stay home except to engage in necessary activities for health and wellbeing. Consistent with guidance issued by the CDC, "at risk persons" are defined as:

- 65 years and older;
- Living in a nursing home or a long-term care facility; or
- Any age with underlying medical conditions.

Based on the requirements noted above, PAI will begin by delivering service in two shifts, with different groups of people served during each shift:

- A. 7:30AM-10:30AM
- B. 12:00PM-3:00PM

Staff members will disinfect the building between each shift based on the process outlined in section VI.

Participants will be invited to return to PAI programs in phases. PAI will communicate with each participant and their interdisciplinary team to discuss a potential return date and related considerations. PAI will consider extenuating circumstances on a case-by-case basis including PAI's ability to provide needed supports or accommodations.

PAI will monitor Governor Walz's orders in addition to guidance published by the Minnesota Department of Human Services. PAI will decide on a tentative return to service date based on this and other relevant information.

PAI management will discuss the return to service phases and the feasibility of advancing to the next phase. PAI staff members will reach out to participants and guardians to establish a return to service phase as soon as reasonably possible.

Once PAI has determined how many clients will return to programming during each phase, PAI supervisors will reach out to their staff members to discuss when they will return to work. PAI will maintain necessary staffing ratios to provide proper support and care to participants.

II. Handwashing and Personal Hygiene

Basic infection prevention measures are always in place at PAI's program locations. Staff members are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, and especially at the beginning and end of their shift, prior to and following eating, and after using the restroom. All visitors to the facility will be required to wash their hands immediately upon entering the facility. Additionally, hand sanitizer dispensers are available throughout the building and can be used for hand hygiene.

- a. Participants will be reminded and supervised when appropriate to wash their hands for at least 20 seconds with soap and water frequently throughout the day, and especially at the beginning and end of their day, prior to and after eating, and after using the restroom.
- b. Posters with instructions on how to appropriately wash hands are hung in highly visible public areas and restrooms.
- c. Staff members will ensure adequate inventory of disinfectant, hand sanitizer, soap, and tissues—and that necessary supplies are distributed to employee and participant areas.

III. Respiratory Etiquette

Staff members are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing. 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 staff members and visitors.

- a. All staff members are required to wear a face mask covering their nose and mouth while at the Administration Office and all four program locations. The following types of masks are allowed:
 - i. Homemade or purchased cloth mask;
 - ii. Medical mask; and
 - iii. N95 mask with or without an exhaust valve.

PAI reserves the right to not permit the use of a mask, eye shield, and gloves if it is determined inappropriate or compromises the health and safety of others.

Face shields may be an alternative option for staff members and/or participants who cannot wear masks due to medical or other conditions.

Staff members and/or participants who are hard of hearing can:

- Remove their mask if they can maintain a safe social distance of six feet;
- Use a face shield instead of a face covering to allow for visibility of facial expressions and lip movements for speech perception; and
- Use speech-to-text apps or write notes on paper or mobile devices.

IV. Personal Cares and Personal Protective Equipment (PPE)

Staff members will wear a face covering, eye protection (e.g., face shield, goggles, or safety glasses with side shields), a gown and gloves when secretions or bodily fluids are anticipated or for any encounters that require extensive body contact (e.g., rolling, toileting).

A fact sheet will be posted regarding how to use PPE in all locations.

V. Social Distancing

Staff members are prohibited from gathering in groups and confined areas, using other staff member's or participant's PPE, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools or property unrelated to job duties.

- a. Participant workstations must be six feet apart and participants are not permitted to share workstations.
- b. To decrease the likelihood of cross-contamination, participants will be assigned to a specific area for the day and should remain in that area for the duration of the day.
- c. Employees must disinfect the workstation of any participant before it is used and at the end of the day.
- d. Handshakes, high-fives, and hugs are prohibited unless an absolutely required supportive measure in accordance with a participant's documented service plan.
- e. Participants are not allowed to move around the building. Staff members will limit their own movement to essential work duties.
- f. Meetings, including those among staff members in the same building, will be held by phone or videoconferencing.
- g. Until further notice, staff members and participants are not permitted to share food or bring in communal food items – such as pizza, doughnuts, snacks, and other individually packaged food items.
- h. Microwaves, refrigerators, and water fountains are temporarily closed. Until further notice, staff members and participants must bring in a cold lunch with an ice pack and their own water bottle.
- i. No more than ten people, including staff, can be in any one given area such as a program room.
- j. Signage will be posted throughout program locations to remind staff members and participants to maintain social distance requirements.
- k. Plexiglass will be installed where appropriate at reception desks, in classrooms, and at workstations.

If a participant is unable to adhere to these guidelines, they will need to be picked-up by a member of their interdisciplinary team.

VI. Cleaning, Disinfection and Ventilation Protocols

- a. Regular housekeeping practices are being implemented, including, but not limited to:
 - i. Routine cleaning and disinfecting of surfaces;
 - ii. Wiping down equipment, tools and machinery;
 - iii. Sanitizing break rooms, lunchrooms and meeting rooms;
 - iv. Two times per day, high-touch areas such as phones, keyboards, touch screens, controls, door handles and copy machines will be disinfected; and
 - v. Regularly emptying waste containers.
- b. PAI staff members will wipe down all surfaces including restrooms at the beginning and end of each program day.
- c. City Wide Janitorial is PAI's contracted cleaning vendor and is scheduled to clean and disinfect the building at the end of each business day.
- d. Hand sanitizer will be available at all entrance and exit points.
- e. Ventilation will be checked at all locations and improved wherever possible to increase airflow. The following ventilation options are being considered by PAI's Facility Manager:
 - Air purifiers in program rooms;
 - Ultraviolet systems added to existing HVAC system;
 - Fans to circulate air within the buildings;
 - Opening windows to encourage air circulation;
 - Cleaning and filter bypass checks for existing HVAC systems; and
 - New air filters in all buildings.

VII. Transportation

PAI’s transportation partner, Newtrax, has published their COVID-19 Preparedness Plan and it can be found via this [link](#) or via their home page at www.newtrax.org. Participants are encouraged to review the Newtrax plan prior to resuming transportation services.

Alternatively, guardians and residential providers may provide their own transportation to PAI.

Drop-off and pick-up times will be staggered to allow time and space for participants to enter the building.

Participants will remain in their transportation vehicle until they are signaled to approach the health check station to enter the building.

Prior to participants being transported to PAI, all private residences and licensed facilities are required to monitor symptoms outlined in MDH’s [Health Screening Questionnaire](#). Participants are not permitted to report to PAI if they are displaying any symptoms.

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

Staff members, guardians, residential providers and participants are encouraged to self-monitor for signs and symptoms of COVID-19. PAI staff members will be trained on self-assessment specifics. The following policies and procedures are being implemented to assess the health status of staff members and participants prior to entering PAI locations and for staff members and participants to report when they are sick or experiencing symptoms.

Per MDH recommendations, PAI has established health screening and related protocols for staff members and participants.

Protocol	Participant	Staff	Additional Actions and Information
Wash hands with soap and water for at least 20 seconds upon entering the building.	•	•	
For those unable to wash their hands, hand sanitizer will be available.	•	•	
Drop off times will be staggered to avoid overcrowding at building entrances.	•		
Start times will be staggered to avoid overcrowding in breakrooms and common areas.		•	
During bus unloading and loading, wheelchairs will be disinfected as appropriate.		•	
Prior to entering the building or program areas, temperatures will be taken.	•	•	Anyone with a temperature over 99.5 will not be permitted into the building or program areas.
Prior to being transported to PAI, the Health Screening Questionnaire from the	•		If a participant answers “Yes” to any health screening questions, they will not

Minnesota Department of Health will be completed.			be permitted to attend PAI and are advised to stay home, stay away from other people, and contact their health care provider.
Prior to entering any program areas, PAI's symptom screener document will be completed.		•	If a staff member answers "Yes" to any symptom screener questions, they will not be permitted to enter any program areas at PAI and are advised to go home, stay away from other people, and contact their health care provider.
While at PAI, if a fever of 99.5 or higher develops and/or symptoms of COVID-19 are displayed, the individual will isolate until they are able to drive home—or be picked-up by their legal representative or residential provider.	•	•	<p>The Conference Room at each location is a designated isolation room in addition to:</p> <ul style="list-style-type: none"> • Commerce: Director's Office • Linden: Music Room • Oakdale: Serenity Program Room • Parkway: Director's Office <p>A staff member will wait with a participant until they are picked-up. The staff member will wear a surgical mask or respirator, eye protection, a gown, and gloves.</p> <p>The isolation room will be thoroughly disinfected after each use.</p>
Individuals displaying symptoms of COVID-19 or have a temperature above 99.5 need to be picked-up from PAI within one-hour.	•		
Individuals who suspect they have been exposed to COVID-19 must contact the Minnesota Department of Health COVID-19 Hotline at: 651-201-3920 for consultation.	•	•	<p>Staff members should contact their supervisor immediately.</p> <p>Participants and staff should not report to PAI until they have been cleared per MDH guidelines or if they have received a negative COVID-19 test.</p>
PAI will provide notice for any confirmed cases of COVID-19.	•	•	PAI will contact the participant's interdisciplinary team via phone and e-mail—and will send a written notice via communication books and ground mail.
Parents, guardians, legal representatives and residential providers will notify PAI of any confirmed cases of COVID-19.	•		
If an individual resides with a person with a confirmed case of COVID-19, PAI will call MDH for guidance and appropriate action.	•	•	

IX. Leave Policies

PAI has implemented interim leave policies designed to support staff members 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.

- a. Employees needing accommodations for underlying medical conditions or who have household members with underlying health conditions are directed to contact their supervisor and PAI's Human Resources Manager.
- b. Employees may use accrued PTO and medical pool hours for time missed due to illness.
- c. Employees may be eligible for 80 hours (pro-rated for part-time employees) of emergency sick leave paid by PAI as required by the Families First Coronavirus Response Act (FFCRA). Other eligibility criteria under the FFCRA include the following:
 1. Have been advised by a health care provider to self-quarantine because of concerns related to COVID-19;
 2. Are caring for another who is subject to quarantine or has been advised by a healthcare provider to self-quarantine because of concerns related to COVID-19; and
 3. Need to care for a child because school or childcare is closed or unavailable because of COVID-19.

Employees are instructed to contact PAI's Human Resources Manager to determine eligibility for emergency sick leave. Additionally, employees may be eligible for Emergency Family Medical Leave Act (EFMLA) once their emergency sick leave is exhausted, should they need more time away from work to care for a child due to school or daycare remaining closed due to COVID-19.

X. Visitors

Until further notice the below non-essential visitors and volunteers are not allowed in PAI's facilities:

- Music Therapy;
- Pet Therapy;
- External programming personnel;
- Non-essential visits from interdisciplinary team members; and
- Vendors (deliveries will be dropped outside of buildings).

XI. Work from Home

Per Emergency Executive Order 20-63, staff who are not required onsite to deliver services must work remotely until further notice.

XII. Remote Services

PAI is assessing the feasibility of providing remote services. More detail will be added if PAI decides to offer remote services to participants.

XIII. Communications and Training

The Preparedness Plan is shared with all staff members and necessary training will be provided to new and existing staff members prior to performing job duties. The President, Vice President of Operations, and Manager of Training and Programming will continue to monitor the training and effectiveness of PAI's Preparedness Plan and will make corrections as deemed necessary. This plan is posted on PAI's website and in employee breakrooms; offered to participants, legal representatives, case managers (if applicable); and is available to the Commissioner upon request. The Preparedness Plan has been certified by PAI leadership and the Board of Directors Operations Committee.

This plan is subject to change and PAI will continue to monitor recommendations from Governor Walz, the Minnesota Department of Human Services, the Minnesota Department of Health, and the Centers for Disease Control.

Certified by:

Mike Miner
President
651-846-9278
mminer@paimn.org

Alicia McCallum
Vice President of Operations
651-846-9279
amccallum@paimn.org

Board of Directors, Operations Committee
Mike Amon, mamon@afpwa.com
Nick Cedergren, nickceder@gmail.com
Tom Gibson, tomgibson6767@gmail.com