**COVID-19 Preparedness Plan for Pearl Crisis Center (Legal Pearl Battered Women’s Resource Center)**

**This plan serves as guidance as staff return to work in the office setting**

Pearl Crisis Center is committed to providing a safe and healthy workplace for all our workers, victims, and stake holders. To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. The Director and employees 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 director and staff. Only through this cooperative effort can we establish and maintain the safety and health of our staff and workplace.

The Board of Directors, Director, and employees are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. Our employees are our most important assets. We are serious about safety and health and keeping our employees working at the Pearl Crisis Center office. Employee involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved the staff in this process by sending out an email and through ZOOM meetings requiring staff to suggest ways they themselves need to have in place for them to feel safe at work and other vital components in place at the work settings to serve victims while keeping everyone safe. Our COVID-19 Preparedness Plan takes guidance from the 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.

**Opening Pearl Crisis Center office for direct services**

\*Pearl office will begin a gradual re-open beginning July 6, 2020.

\*The month of July 2020 hours of operation will be Monday, Tuesday, and Wednesday 8-4 with two advocates on site (other staff will continue to work from home or at the store).

\*The month of August 2020 hours of operation will be Monday, Tuesday, Wednesday, and Thursday 8-4 with two advocates on site (other staff will continue to work from home or at store).

\*It will be re-determined on September 1, 2020 if all staff can return to work on site.

\*Appointments will be pre-scheduled with clients and only walk-ins that are determined extreme emergencies will be seen.

\*Appointments will be staggered so there is time in between appointments for cleaning.

**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.

1. Staff who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100 degree F or greater) signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom altering medicines (e.g. cough suppressants). Staff should notify the Executive Director and stay home if they are sick. PEARL WILL PROVIDE A THERMOMETER (NON-TOUCHING) IN WHICH ALL STAFF WILL TAKE THEIR TEMPERATURE UPON ARRIVING AT WORK EACH MORNING. STAFF WILL ALSO REPORT IF THEY HAVE ONE OR MORE OF THE FOLLOWING SYMPTOMS **BEFORE** COMING TO THE WORKPLACE:

\*A new fever (100° F or higher), or a sense of having a fever

\*A new cough that you cannot attribute to another health condition

\*New chills that you cannot attribute to another health condition

\*New shortness of breath that you cannot attribute to another health condition

\*A new sore throat that you cannot attribute to another health condition

\*New muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)

\*A new headache that you cannot attribute to another health condition

\*New loss of smell or taste that you cannot attribute to another health condition

2. Staff who appear to have acute respiratory illness symptoms (cough, shortness of breath) upon arrival to work or become sick during the day will be separated from other staff and sent home. Staff should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

3. Staff who are well but who have a sick family member at home with COVID-19 should notify the Executive Director and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

4. Staff who are well and need to work remote to take care of family members due to varying circumstances should notify the Executive Director to create a plan.

5. If a staff is confirmed to have COVID-19, the Executive Director will inform fellow staff of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

6. Staff can elect to work from home (if they are able and willing) or use sick leave during their time out of the office (self-quarantine, sick, care for family).

7. Staff who become infected with the COVID-19 virus or suspect they are infected will be required to follow guidelines recommended by CDC, what to do if you are sick.

8. Pearl will provide gloves, tissues, hand sanitizer, and hand wash for use by staff.

9. Pearl will provide disposable disinfectant wipes or other approved forms of disinfectant for all staff to routinely clean all frequently touched surfaces in their spaces (workstations, keyboards, desks, doorknobs).

10. For staff who are struggling with anxiety, fear, depression, and other forms of mental health issues it is recommended they reach out for help with a mental health professional.

**Handwashing**

Basic infection prevention measures will be 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 clients and visitors to the workplace will be required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

**Respiratory etiquette**

Cover your cough or sneeze. Staff, clients, and visitors will be 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 provided trash receptacles 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, clients, and visitors.

**Social distancing**

Social distancing of six feet will be implemented and maintained between staff, clients, and visitors in theworkplace through the following engineering and administrative controls:

1. As the office gradually opens, staggering shifts will be scheduled. Only two advocates will be at the office per day with the remainder working remotely. Staff will assist in creating a weekly work schedule and will immediately notify the director if they cannot work due to illness so a replacement can be made. Staff with compromised immune systems, or staff that have a family member with a compromised immune system can work remotely until further notice and it is safe to return to work.

2. Appointments will be scheduled with clients – no walk-ins unless it is an extreme safety emergency and proper staff are working to address the need. Clients will be asked to come to appointment alone (no children or family/friends) unless there is no other option – listed precautions will be asked of those guests as well. Clients will be asked a list of health questions prior to their visit to the office.

3. Staff will remain six feet apart while at the office and notify clients and visitors of this distance as well either prior to the appointment or upon entrance. Staff will use the healing room when meeting victims with a six-foot distance apart. One person at each end of the conference table. After the appointment, staff will disinfect the healing room, doorknobs, pens, and other items used etc.

4. Clients will be required to wear a mask while in the office. Clients and visitors will be asked to bring a mask of their own. Pearl will have extra masks on hand to give to clients. If a client does take a mask from Pearl, they will need to take the mask/s with them.

5. Staff WILL wear masks when assisting clients or meeting visitors.

**Cleaning, disinfection, and ventilation**

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, offices, and areas in the work environment, including restroom, healing room, and lunchroom/kitchen area. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, copy machine, credit card readers, etc. A cleaning schedule sheet is developed to log times and dates the above cleaning was completed.

Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.

Appropriate and effective cleaning and disinfectant supplies and gloves have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people. Windows will be opened accordingly when air circulation is needed.

**Communications and training**

This COVID-19 Preparedness Plan was communicated through email to all workers May 18, 2020and necessary training was providedMay 17, 2020 – Video- Guidelines for Re-opening a MN Retail Store or Customer Facing Business by Bruce Nustad, President of the MN Retail Association. On May 22, 2020 staff was sent email to watch from Two Bettys Cleaning forwarded to us by Violence Free MN. Prior to our opening date of July 6, 2020 staff will receive most updated print out guidance from MDH/CDC and will receive continued training if necessary. Additional communication and training will be ongoing through assistance from our Coalitions, online updates, MDH and other secured sources and provided to all workers who did not receive the initial training.

Instructions will be communicated to victims and visitors about how to enter the office setting to ensure social distancing between the clients, visitors, and staff. Clients and visitors will be required to follow the above hygiene practices, and recommendations that clients and visitors use face masks when entering the office setting for their scheduled appointment. Clients and visitors will also be advised not to enter our office if they are experiencing symptoms or have contracted COVID-19. Clients and visitors will be screened through a screening tool of questions prior to their appointment and again upon entrance of the office.

The Director with assistance from the staff will monitor how effective the program has been implemented by daily check in meetings. The Director and staff will work through this new program together and update the training, as necessary. This COVID-19 Preparedness Plan has been certified by Pearl Crisis Center Director and Board of Directors on June 10, 2020 and will be posted within the office for review. It will be updated, as necessary.

Certified by:

Judy Pearson, Director

**June 10, 2020**