



## Purpose

This Action and Prevention Plan is meant to provide an overview of Rise's policies and procedures due to the pandemic. More detailed policies, procedures and guidance can be found in other documents linked to this plan. Rise's overall goal is to prevent and minimize hazards to human health as it relates to the COVID-19 Pandemic. This document is prepared to describe implementation of precautionary and response measures to ensure the safety of Rise employees and persons served.

This Plan will be a living document, to be updated as often as relevant information regarding the Pandemic is released. This plan will adhere to [Minnesota Department of Health \(MDH\)](#), [Wisconsin Department of Health Services](#) and [Centers for Disease Control and Prevention \(CDC\)](#) guidelines on COVID-19. The COVID-19 Preparedness plan and supporting documents will be posted on site, readily accessible to employees and persons served and a copy will be offered to each employee, person served, their legal representative, if any, and their case manager.

This Plan attempts to capture specific actions, prevention plans, and procedures to address emergencies resulting from COVID-19. The provisions of the Plan will be implemented on-site and emergency action will be taken during any event that may threaten human health at Rise locations or any of the community group employment sites where Rise employees or persons served are employed.

## Rights of Person Served

The DHS Commissioner has temporarily modified Minnesota Statutes, section 245D.04, subdivision 2 pertaining to a person's service-related rights by adding a new clause:

A person's service-related rights include the right to make an informed choice about whether to receive services in the community or to "stay-at-home" and not receive day services in the licensed facility or in the community during the peacetime emergency to minimize their exposure to COVID-19. This right exists even if the person does not meet the definition of an "at-risk person" under Emergency Executive Order 20-55, paragraph 2. Accordingly, Rise has updated its Rights of Persons Served Policy and will document the communication of this update along with each person's choice to stay at home or receive day services during the peacetime emergency.

## Current Guidance

- Employees who can perform their job functions remotely must do so.
- Because service availability is limited during the COVID-19 pandemic, Rise will also offer and provider remote support as a service delivery option in accordance with DHS guidelines. This supports the ability to ensure the health, safety and well-being of people who receive services.
- For employees who are working remotely, and for persons served in licensed programs, return to the Rise site will be based on current/updated guidelines for social distancing and hygiene outlined by state government or other local authorities. For persons served, the determination will be made on an

individual basis taking into consideration each person served ability to adhere to the current guidelines and Rise's ability to provide adequate support staff to assist persons served in maintaining current social distancing/hygiene guidelines.

- Rise has revised our visitor's policy to limit the number of visitors to the workplace to "essential business only" and restricts the number of people who interact with our employees.
- Persons served and support staff who are not working remotely, employed and/or attending a recreation program at community sites will be evaluated individually, and if determined to be safe, may be allowed to return to work only with approval of the Program Director. The following criteria will be used to individually evaluate workplace safety:
  - o If a staff or person served has close contact with someone who tests positive for COVID-19, current guidance states you will notify Rise, self-quarantine and monitor your health for symptoms for 14 days after your last contact.
  - o Plan to return to the site will be determined on an individual basis. The program director will work with the site to determine next steps.

### **Masks**

Minnesota ([click here](#)) and Wisconsin ([click here](#)) have issued Emergency Executive Orders requiring face covering for people age 5 and older. Workers must also wear face coverings outdoors when it is not possible to maintain social distancing. When leaving your home you are strongly encouraged to have a face covering with you at all times to be prepared to comply with the requirements of this Executive Order.

- A "face covering" means a piece of cloth or other material that is worn to cover the nose and mouth completely. A "face covering" includes but is not limited to a bandana, a cloth face mask, a disposable or paper mask, a neck gaiter, or a religious face covering. A "face covering" does not include face shields, mesh masks, masks with holes or openings, or masks with vents.

**Exempt individuals.** The following individuals are exempt from face covering requirements of this Executive Order:

- Individuals with a medical condition, mental health condition, or disability that makes it unreasonable for the individual to maintain a face covering. This includes, but is not limited to, individuals who have a medical condition that compromises their ability to breathe, and individuals who are unconscious, incapacitated, or otherwise unable to remove a face covering without assistance. These individuals should consider using alternatives to face coverings. including clear face shields.
- Individuals at their workplace when wearing a face covering would create a job hazard for the individual or others, as determined by local, state or federal regulators or workplace safety and health standards and guidelines.

- ***Please inform your Rise supervisor if you are exempt from this executive order.***

### **Circumstances where mandatory face coverings may be temporarily removed.**

- When exercising in an indoor business or public indoor space such as a gym or fitness center, while the level of exertion makes it difficult to wear a face covering, provided that social distancing is always maintained.
- When testifying, speaking, or performing in an indoor business or public indoor space, in situations or settings such as theaters, news conferences, legal proceedings, governmental meetings subject to the Open Meeting Law, presentations, or lectures, provided that social distancing is always maintained. Face shields should be considered as an alternative in these situations.
- During activities, such as swimming or showering, where the face covering will get wet.
- When eating or drinking in an indoor business or indoor public space, provided that at least 6 feet of physical distance is maintained between persons who are not members of the same party.
- When asked to remove a face covering to confirm the individuals identify.
- When federal or state law or regulations prohibit wearing a face covering.
- While communicating with an individual who is deaf or hearing impaired or has a disability, medical condition, or mental health condition that makes communication with that individual while wearing a face covering difficult, provided that social distancing is maintained to the extent possible between persons who are not members of the same household.
- While receiving a service—including a dental examination or procedure, medical examination or procedure, or personal care service—that cannot be performed or would be difficult to perform when the individual receiving the service is wearing a face covering. Workers performing services for an individual who is allowed to temporarily remove their face covering under this provision must comply with face covering requirements in the applicable industry guidance.
- When an individual is alone, including when alone in an office, a room, a cubicle with walls that are higher than face level when social distancing is maintained, a vehicle, or the cab of heavy equipment or machinery, or an enclosed work area. In such situations, the individual should still carry a face covering to be prepared for person-to-person interactions and to be used when no longer alone.

**Communal space.** Unless exempt, workers must wear a face covering or face shield in all indoor communal areas where groups intermix (*e.g.*, center or building hallways, lobbies, restrooms, breakrooms, etc.).

- Non-exempt workers who are required to wear a face covering or shield may remove the covering or shield temporarily to engage in certain activities that make wearing a face shield difficult or impracticable (*e.g.*, when eating or drinking; when communicating with an individual who is deaf or hard of hearing or has a disability, medical condition, or mental health condition that makes communication with that individual while wearing a face covering difficult; when participating in certain physical activities or playing certain instruments, or when performing or presenting; during activities, such as swimming, where the face covering will get wet; or when receiving a service, such as nursing or medical service, that would be difficult or impossible to perform with a face covering), provided that social distancing is maintained to the extent possible.
- Face coverings or face shields are strongly recommended outdoors for non-exempt workers when it is difficult or not possible to maintain social distancing.

### **Social Distancing**

- To help ensure social distancing strategies can be implemented, at Rise MN programs we will serve no more than 50% of our licensed capacity or a maximum of 50 people at a time, including staff, whichever is smaller. Employees who are not required onsite to deliver services must work remotely.

- At Rise MN programs we will deliver services in shifts, with a maximum duration of three hours throughout the day for each person receiving services. Rise will document the start and end time of each shift and the staff who worked those shifts and will ensure the facility is cleaned and disinfected between shifts.
- Rise will maintain consistent cohorts of the same staff and persons receiving services to minimize cross-contamination between areas. Individuals will be assigned to a specific area for the day and should remain in that area, with the exception of using the restroom. Individuals will be discouraged from walking throughout the building, including those who work in offices. Cohorts will consist of 10 or fewer people in day service programs and 8 or fewer in Adult Day programs, including staff and will be maintained throughout the program day, including mealtime and will be maintained during the programming week whenever possible.
- Seating space will be arranged to maximize the space between person receiving services with at least 6-feet between seats. Whenever possible, seating will be turned in the same direction (rather than facing each other) to reduce transmission caused from virus-containing droplets created when people talk, cough, or sneeze.
- Signs will be posted throughout Rise buildings to remind employees about guidelines, expectations, and responsibilities. External signs will also be posted on doors alerting visitors to restrictions on entry and movement in and around facility as well as any applicable guidelines and expectations.
- A 6-foot minimum distance shall be maintained between all individuals while onsite.
- Visual aids (e.g., painter's tape, stickers) will be used to illustrate traffic flow and appropriate spacing to support social distancing.
- During mealtimes, staff who work directly with individuals should eat at different times and in a separate area at least 6 feet away from others.

### **Individuals Considered "At Risk"**

Rise understands that some of our staff and people we serve may, due to a variety of factors, be at a higher risk of serious complications should they contract COVID-19. Consistent with guidance issued by the Centers for Disease Control and Prevention (CDC) and executive order, "at-risk persons" are strongly urged to stay at home or in their place of residence except to engage in necessary activities for health and wellbeing. At-Risk includes people who are:

- a. 65 years and older.
- b. Living in a nursing home or a long-term care facility, as defined by the Commissioner of Health.
- c. Any age with underlying medical conditions, particularly if not well controlled, including:
  - i. People with chronic lung disease or moderate to severe asthma.
  - ii. People who have serious heart conditions.
  - iii. People who are immunocompromised (caused by cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, or prolonged use of corticosteroids and other immune weakening medications).
  - iv. People with severe obesity (body mass index (BMI) of 40 or higher).

- v. People with diabetes.
- vi. People with chronic kidney disease undergoing dialysis.
- vii. People with liver disease.

Rise is requesting the approval of the person served Medical Provider for anyone that falls under "at risk" to return to his/her day program.

### **Staggered Activity Schedule**

- Each day service facility has developed and will implement a schedule to minimize contact with others outside of their assigned cohorts.

### **Arrival and Departure Protocols**

- Each day service facility has developed and will implement a protocol to mitigate efforts during arrival and departure times. The protocol will ensure social distancing strategies and other mitigation efforts, including staggering of arrival and departure times and minimizing congregating in groups at transition times.

### **Rise Transportation**

- In order to address social distancing and mitigate efforts, one seat will be left open between each person to a maximum of nine people will be transported per vehicle at a time. Routes are also being mirrored as much as possible, meaning the route has the same people and driver in the morning as it does in the afternoon.
- Surfaces in the vehicle will be cleaned at the beginning, in between transporting passengers and the end of each route. Surfaces to be cleaned and disinfected include; door handles, arm rests, seats, seat belt buckles, all types of control knobs and handles, windows as needed, etc.
- Drivers will wear masks while driving and assisting people on/off the vehicles. Masks may be temporarily removed while driving if visibility is impacted due to fogged eyeglasses.
- Passengers will be given a mask if they don't already have one and encouraged to use it for the duration of their trip.
- For ambulatory passengers, drivers or another staff will exit the vehicle, standing outside the door of the vehicle and from a socially distanced position be prepared to assist a person who may lose their balance entering or exiting the vehicle. If an individual is unable to fasten their seatbelt, the driver should wear a face shield while assisting with the seatbelt.
- Drivers or other staff who help passengers get in or out of a vehicle, fasten safety belts, secure wheelchairs in the vehicle, or handle passengers' belongings should use hand sanitizer after each interaction.
- Ventilation in the vehicle will be improved by opening windows (weather permitting) or setting the air ventilation/conditioning on non-recirculation mode
- Individuals who are transported by a contracted provider will abide by their protocol.

### **Handwashing**

Basic infection prevention measures will be implemented at all times. Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently though out the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom.

You can help yourself and others stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before and after** caring for someone who is sick
- **Before and after** treating a cut or wound
- **Before and after** providing routine care for another person who needs assistance
- **After** using the restroom
- **After** touching garbage
- **After** blowing your nose, coughing, or sneezing
- **After** touching an animal, animal feed, or animal waste

#### **During the COVID-19 pandemic, you should also clean hands:**

- After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.
- Before touching your eyes, nose, or mouth because that's how germs enter our bodies.

#### **Site Entry & Work Location Screening**

Prior to obtaining access to Rise's **vehicles**, everyone shall:

- Be wearing a face mask/covering
- Have completed Rise's Safe Location Access Questionnaire
- Take your temperature with a thermometer.
- Be free of cold or flu-like symptoms, including fever, cough, sore throat, headache, chills, muscle pain, new loss of taste or smell, shortness of breath or difficulty breathing. This list is not all inclusive, please refer to [www.cdc.gov](http://www.cdc.gov) for up to date details.

Upon entering a Rise **building** or **community sites** everyone shall:

- Continue to wear your face mask/covering until you reach your designated program area and 6-foot minimum distance can be maintained between all individuals.
- Have completed Rise's Safe Location Access Questionnaire
- Take your temperature with a thermometer.
- Be free of cold or flu-like symptoms, including fever, cough, sore throat, headache, chills, muscle pain, new loss of taste or smell, shortness of breath or difficulty breathing. This list is not all inclusive, please refer to [www.cdc.gov](http://www.cdc.gov) for up to date details.
- Connect with your Rise support staff upon arrival
- Sanitize or wash hands

Additional workforce management procedures shall include:

- Rise employees, persons served, volunteers, and visitors are required to wear a mask any time they are in a shared space even if social distancing is possible, including vehicles, hallways, and the community hub area. Rise will provide a mask for any employee or person served who does not have one.
- Symptoms will be monitored throughout the time services are delivered.

- Our Adult Day programs will use an oximeter to ensure those in the program have oxygen levels of at least 90% or greater.
- To minimize cross-contamination between areas, individuals will be assigned to a specific area for the day and should remain in that area, with the exception of using the restroom. Individuals will be discouraged to walk throughout the building, including those who work in offices.
- All employees and persons served (or residential providers) shall provide notice of any individual who develops symptoms or are confirmed for COVID-19. If individuals are determined to have been potentially contagious while at the Rise site, protocol for confirmed or suspected cases will be followed as laid out in this document.
- All community sites at which Rise provides services shall provide notice of any employee or customer who develops symptoms or are confirmed for COVID-19 following their visit to the community site. If individuals are determined to have been potentially contagious while at the community site, protocol for confirmed or suspected cases will be followed as laid out in this document.

### **Work Location Procedures & Precautions**

The following are the procedures and precautionary measures that will be implemented in the work location to mitigate the transmission of COVID-19 to all personnel.

- Individuals will be prohibited from attending service if they live with any persons with an active case of COVID-19 or have had COVID-19 exposure in the past 14 days.
- Any individual presenting respiratory symptoms, fever, and/or meet the criteria developed by Rise to be categorized as a risk to human health, as it relates to COVID-19, will be monitored from home. Affected individuals will be expected to follow CDC recommended precautions.
- Each individual entering a Rise location, Rise vehicle, or Rise community site shall have completed the Safe Location Access Questionnaire prior to gaining access to the Rise location, vehicle, or community site each day.
- All individuals will remain with their assigned cohorts during lunch, break and group meeting times.
- All individuals will be encouraged to participate in disinfecting tables, chairs, door handles, and other common touch points used following each visit.

### **Protocol for Confirmed or Suspected Cases**

For each situation immediately notify the program director or administration manager who will then notify HR for Staff, QA for Persons Served and a member of the Senior Leadership team. Rise will deploy a Notification and Response Team made up of appropriate Senior Leadership and Directors of the organization depending on the program effected. The Notification and Response Team will follow the MDH and CDC guidelines specific to the situation and program capabilities.

In the event of any of the following, reporting and response procedures will be followed to minimize exposure and transmission of COVID-19. Notification of any of these events shall be conducted immediately.

- A confirmed case of COVID-19 for a person served, employee, or person living with a person served or employee.
- A confirmed or suspected case is discovered while in a Rise location, vehicle, or community site.

- Symptoms will be reported and documented on the COVID-19 signs and symptoms tracking spreadsheet via the COVID-19 Communication TEAMS by the Director and reviewed by the Notification and Response Team.

In the event of a confirmed or suspected case of COVID-19:

- If the affected person is offsite, the affected person will be instructed to inform their supervisor, stay home, monitor themselves for respiratory illness symptoms and consult their health care provider as needed.
- If the affected person had been onsite in the last 48 hours, protocols below will also be implemented.

### **Separation Procedure**

If a person becomes ill during the day and requires supervision, supervision must be provided until a caretaker arrives to bring the person home. All sites must have a designated quarantine area for an individual to use until they are able to leave the building. The designated area should be away from other people and if possible, have access to a private bathroom for the person to use. This procedure may be different for SET Sites and Rise will follow the specific guidelines the Business location has established.

### **Responding**

If an employee is reporting or displaying signs of COVID-19 such as: fever or chills, cough, sore throat, headache, fatigue, muscle or body aches, nausea or vomiting, diarrhea, new loss of taste or smell, congestion or runny nose, shortness of breath or difficulty breathing the individual needs to be directed to the quarantine area and the response steps below need to be adhered to.

If an individual is displaying **emergency warning signs** for COVID-19, **call 911 right away**. Emergency warning signs include\*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to wake up
- Bluish lips or face

\*This is not every emergency symptom or sign. Please refer to [www.cdc.gov](http://www.cdc.gov) for up to date details.

### **Response Steps**

(Reference the PPE sequence posters available in the quarantine kit to learn the proper steps for putting on and taking off personal protective equipment.)

1. The caretaker needs to access the quarantine kit to don their own PPE before attending to the ill person.
2. Put a mask on the person who is ill.

3. Move the person to the designated quarantine area.
  - If the person can drive, have them leave the Rise location as soon as possible.
  - If the person needs to be picked up, immediately contact the residence, and obtain verbal confirmation of a pick-up time. Continue making phone calls until pick up time is confirmed. Ensure to continue supervision of the individual per their care plans.
4. Gather the persons belonging in a plastic bag.
5. Have the person use shortest route to exit the building.
6. Send the person home with the appropriate exposure information along with the 14-day fever and symptoms tracker log. The log must be submitted for approval before arranging a return to work date.
7. Interview the person to gather who they had contact with, what areas of the building they had used, and document their responses. The interview may be conducted over the phone if the person was able to leave immediately.
  - a. Any individual exposed to someone testing positive for COVID-19 will be required to quarantine for 14 days before returning to the program.
8. Notify the program director who will notify HR and QA of the exposure. The Rise Notification and Response team will gain an understanding of potential locations and individuals the affected person had been in contact with through a phone conversation with the individual or the individual's residential provider/guardian and will follow the Minnesota or Wisconsin Department of Health reporting guidelines and recommendations as advised.
  - a. **The Notification and Response Team will contact the MN Department of Health (MDH) Provider Hotline (651-201-5414) and/or St Croix County Public Health (715-246-8263) will be contacted for further guidance**
9. After the investigation has been completed, individuals determined to not have been affected can continue working and/or participating in onsite activities so long as it does not impact sanitizing efforts, there are adequate staff to meet person served /staff ratios, and it is approved by Rise leadership.
10. Follow cleaning disinfection procedures for the quarantine room and all affected or potentially affected areas thoroughly.
11. The Rise Notification and Response team will share the Health Counseling Notification of Possible Exposure to Coronavirus Disease 2019 (COVID-19) form with all affected persons.

- Confirmed and suspected cases may attempt to return to the Rise or community site with the following criteria:
  - o They have had no fever for at least 24 hours (that is one full day of no fever) without the use of medicine that reduces fevers  
**AND**
  - o Other symptoms have improved (for example, when their cough or shortness of breath have improved)  
**AND**
  - o At least 10 days have passed since symptoms first appeared

### **Best Practices Being Continuously Implemented at Rise’s Location**

- **Encourage sick employees to stay home:** Anyone with symptoms (ex: fever, cough, shortness of breath) should notify their supervisor and stay home. Daily temperature monitoring is required prior to obtaining access to Rise’s locations, vehicles, and community job sites.
- **Social Distancing:** Wear a mask, avoid congregating, large gatherings, and always maintain a minimum distance of approximately 6 feet from others.
- **Meetings:** Large mass meetings will continue to be held through telework, Teams, or another virtual meeting provider.
- **Mobile Devices/Shared Computers:** will be sanitized before and after each use.
- **Lunch/Break:**
  - o All individuals must maintain a distance of 6 feet from other individuals while eating lunch or taking breaks.
  - o All individuals will remain with their assigned cohorts during lunch and break times.
  - o No communal food shall be permitted until further notice (donuts, pizza, potluck, etc.)
- **Hygiene:**
  - o Handwash stations will be maintained with soap, hand sanitizer, and paper towels.
  - o Employees will follow proper hand hygiene practices and wear disposable gloves when engaged in any cleaning, disinfecting or personal care tasks.
- **Cleaning and Disinfecting Guidelines**
  - o Regular housekeeping practices are implemented in our buildings and vehicles which includes routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunchrooms, and meeting rooms.
  - o Cleaning and disinfecting will be completed between shifts.
  - o All individuals on site will be encouraged to participate in extra cleanings for frequently touched surfaces (light switches, tables, chairs, door handles, etc.)
  - o High touch surfaces in common areas will be cleaned and disinfected on a frequent basis. All other areas will follow a regular cleaning schedule or as the need arises.
  - o Workers responsible for trash removal will maintain proper PPE/hand washing practices.

- **Ventilation**

- o Rise will ensure that heating, ventilation, and air conditioning (HVAC systems) are operating properly in all facilities. HVAC system fans will be set to run at all times to ensure continuous air circulation and proper ventilation. For buildings with powered rooftop vents, these systems will be run between shifts to increase air exchange. Where applicable, doors will be opened between shifts and at various points as needed throughout the day to provide fresh air and circulation.

- **Personal Protective Equipment (PPE):**

- o Do not share PPE.
- o Sanitize reusable PPE per manufacturer's recommendation before and after each use.
- o Ensure used PPE is disposed of properly.

- **Travel:**

- o Staff are responsible for notifying their supervisor and the Human Resources Department before returning to work from traveling to any of the level 3 warning notice locations on the CDC website. The updated list can be found here: <https://wwwnc.cdc.gov/travel/notices/>.

## **Compliance Monitoring**

Each program/administration area will assign a supervisor(s) to complete a compliance check twice per day. Once in the AM and once in the PM. The designated supervisor will monitor to ensure Rise's plans/best practices are being continuously implemented at all locations (social distancing, hand/respiratory hygiene, proper usage of face coverings, cleaning, and disinfections practices). Training and coaching will be provided as needed. Monitoring data will be reported daily on the Best Practices Compliance Monitoring spreadsheet via COVID-19 Communication TEAMS and Reopen Planning channel by the designated supervisor and monitored by Quality Assurance.

## **Other Resources:**

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Minnesota Department of Health \(MDH\)](#)
- [MN Employment and Economic Development](#)
- [Wisconsin Department of Health Services](#)
- [WI Department of Workforce Development](#)

We appreciate everyone's help in ensuring these new practices are adhered to. It is important for all of us to do the best we can to protect each other during this time.

This plan has been certified by Rise's Senior Leadership team. If you have any questions, please don't hesitate to reach out to your program supervisor to assist you or you can contact me at [LNoren@rise.org](mailto:LNoren@rise.org).

Thank You.



Present/CEO