



True Friends Comprehensive Preparedness Plan

Employees, Guests, Clients, Community

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1.0 Forward – Minnesota Plan Requirements

Executive Order 20-74, issued by Gov. Tim Walz on April 23, 2020, requires each business in operation during the peacetime emergency establish a “COVID-19 Preparedness Plan.”

A business’ COVID-19 Preparedness Plan shall establish and explain the necessary policies, practices and conditions to meet the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19 and Federal Occupational Safety and Health Administration (OSHA) standards related to worker exposure to COVID-19.

The plan should have the strong commitment of management and be developed and implemented with the participation of workers.

The Minnesota Department of Labor and Industry (MDL), in consultation with MDH, has the authority to determine whether a plan is adequate.

Your COVID-19 Preparedness Plan must include and describe how your business will implement at a minimum the following:

- Infection prevention measures
- Prompt identification and isolation of sick persons
- Engineering and administrative controls for social distancing
- Housekeeping, including cleaning, disinfecting, and decontamination
- Communications and training for managers and workers necessary to implement the plan; and
- Provision of management and supervision necessary to ensure effective ongoing implementation of the plan.

Nothing in this Executive Order or Plan should be interpreted to allow or encourage workers who can work from home to leave home for work. As ordered in Executive Order 20- 33, **all workers who can work from home must do so. In addition, TF may choose to expand/enhance any Executive Order to fit the specific needs of TF.** If you are considered ‘high risk’ and or vulnerable, please contact True Friends (TF) Human Resources (HR) to discuss alternative work accommodations. The safety of and for all is paramount for TF.

2.0 Introduction - True Friends COVID-19 Preparedness Plan

TF is committed to providing a safe, healthy, and welcoming environment for all. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic.

All TF employees and guests are responsible for implementing this plan and we look for full cooperation to support this plan. It requires full cooperation among all employees and guests. Only through this cooperative effort can we establish and maintain the safety needed to operate a safe business operation.

The goal of this plan is to mitigate the potential for transmission of COVID-19 at our locations and in our programs. Everyone is responsible for implementing and complying with all aspects of this Preparedness Plan.

Our Preparedness Plan follows CDC, MDH, and OSHA standards related to COVID-19 and addresses:

- Hygiene and respiratory etiquette
- Engineering and administrative controls for social distancing
- Housekeeping – 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.

2.1 Plan Structure

The following plan includes steps to take prior to, during, and following your visit to a TF location.

The plan is structured:

- Before Your Visit
- During Your Visit
- Following Your Visit

All employees and guests should be aware of their responsibilities prior to arriving onsite.

2.2 Communications to Guests and Clients

Copies of this plan, as well as MDH, CDC, and WHO sponsored materials are available upon request.

True Friends Point of Contact information is: 952.852.0108 | hrm@truefriends.org

2.3 Housekeeping

The following housekeeping products are used in various spaces during daily and weekly cleaning:

- Peroxide Multi Surface Cleaner. Used for non-food contact surfaces
- Lysol All Purpose Cleaner. Used for non-food contact hard surfaces

- Lysol Disinfection Spray. Used for mattresses, furniture, and other soft surfaces
- Lysol Multi-Surface Cleaner. Used for mopping hard surface floors and showers
- Lysol Power Toilet Bowl Cleaner. Used for toilets.

*If products are not available, a bleach water dilute is approved to use in its place.

2.4 Known COVID-19 Exposure – TF Site / Program

TF is dedicated to the overall health and wellbeing of our employees and guests. In the event we learn of a potential exposure of COVID-19 while engaged in or at a TF site or TF program, the following steps will be taken:

- Employee will contact Human Resources at 952.852.0108. Human Resources will connect with the necessary agencies / parties.
Housekeeping will complete a full cleaning and disinfecting of the location(s) in which the employee was present before others can return to the site.
- Human Resources will inform employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
 - Under the ADA, True Friends is required to maintain the confidentiality of any medical information they receive, including the name of the affected employee.
- Human Resources, and the employee's Senior Director, will be in contact with the individual to determine when they can return to work / the site.
- In the case of a guest or client exposure, True Friends Human Resources will work with MDH and CDC to notify those affected.
 - Steps i. – iii. will be followed prior to the client or guest resuming services with TF.

If you need access to a testing facility, refer to the resources outlined in section 8.6.

2.5 Employees Communications and Training

This Preparedness Plan was communicated to all staff on May 6, 2020 via email and is posted on the True Friends Intranet (ShareIn) and the Employee Manage System (CBiz) and necessary training was provided.

Additional and future communication and training will be ongoing **via email, ShareIn, and in-person** and provided to all employees and guests. Managers and supervisors are to monitor how effective the program has been implemented. Employees are required to complete a training log to document completion and full understanding of this plan.

All employees are to work through this new program together and update the training, as necessary.

This Preparedness Plan has been certified by **True Friends** management and was posted throughout the campuses on May 6, 2020. Revised on June 29, 2020, July 24, 2020, September 14, 2020, November 4, 2020, and January 18, 2021. It will continue to be updated, as necessary.

Certified by:



John LeBlanc, President & CEO

Thank you for choosing TF! We look forward to serving you. The following section of the Plan is designed to help you prepare to maximize the impact you can have on creating a safe pre-visit, engagement with TF and post visit.

Throughout this section, and the following sections of the Plan, there are **universal precautions** that apply to everyone and specifics spelled out for certain groups including but not limited to **Employees, Guests, and Clients**.

3.0 Before Your Visit

Before you arrive please consider the following:

3.1 Wellness Check – Universal

If you are experiencing any COVID-19 related symptoms including a fever (above 100.4 degrees Fahrenheit), shortness of breath, muscle aches, sore throat, a new or increased cough in the last 7 days, do not visit / enter.

3.1.1 Employees

When arriving on site, please check in at the following location and add your name to the All Agency Calendar:

- Camp Friendship, Annandale: Arts and Crafts Building
- Camp Courage, Maple Lake: Reception Center
 - Camp Courage – True Strides: Arena Entrance
- Camp Eden Wood, Eden Prairie: Laundry Room Connected to the Lodge
- Camp Courage North, Lake George: Closed
- Plymouth Office: Front Desk

Each check-in location will be equipped with a digital thermometer, gloves, disposable masks, pens, disinfecting supplies, and hand sanitizer. When checking in at each location please follow these steps:

- All employees must scan the QR code, with their personal mobile device, on the '*Check-in Welcome Sign*' to begin their check-in process; follow all prompts and answer all questions prior to entering, including:
- Taking your temperature and recording it.
 - If your temperature is at or above 100.4 degrees Fahrenheit, you must leave immediately.
 - You must contact HR immediately to notify them, and next steps will be determined in accordance with TFs COVID-19 sick leave policy and the guidance of MDH.
- If temp is under 100.4 degrees Fahrenheit, put a mask on, take any disinfectant wipes, etc. as needed.
 - We require that all persons, including employees, clients, and guests, wear face coverings as required by MN State Executive Order 20-81 ([click here to read the full EO](#)). TF has chosen to build upon EO-20-81 and has specific requirements as listed below. Persons who have medical or other health conditions, disabilities or mental health, developmental, or behavioral needs that make it difficult to tolerate wearing a face covering are exempt; including individuals who are unable to remove face covering without assistance.
 - Masks are required at all times while indoors.
 - If you are in your own office, with the door shut, or space alone, the mask can be removed, but should be kept nearby.
 - If you are eating, drinking, swimming, and or sleeping, masks are not required.
 - Employees are required to wear masks outdoors if they are within 6 feet of another employee.
 - Employees are required to wear masks at all times when participant facing. Participants include campers, clients, riders, caregivers, donors, guests, participants, vendors, and others from outside the organization.
 - All employees, clients, and guests are required to wear a mask outdoors when social distance cannot be maintained.
 - If you begin to feel sick or experience symptoms while at work, immediately go home and inform HR.
- If you have potentially been exposed to COVID-19 or have COVID-19 symptoms, please contact HR.
 - Do Not Report to Work.

3.1.2 Guests

All cabins will be cleaned and disinfected between use. A minimum of 48 hours is guaranteed between guest use.

Basketballs, volleyballs, canoes, kayaks, and other recreation equipment will be reserved prior to arrival and assigned to your cabin to limit cross contamination.

Indoor recreation including but not limited to the gym, pool, dining hall, and other large group gathering spaces will remain closed.

All guests are required to wear a mask while indoors (for more specifics, [review the EO plan here](#)). All guests are required to wear a mask outdoors when social distance cannot be maintained. Persons who have medical or other health conditions, disabilities or mental health, developmental, or behavioral needs that make it difficult to tolerate wearing a face covering are exempt; including individuals who are unable to remove face covering without assistance.

3.1.3 Clients

We require clients considered high risk under executive order 20-55 to follow the orders, and if you have possible exposure please stay home.

All clients are required to wear a mask while indoors. Persons who have medical or other health conditions, disabilities or mental health, developmental, or behavioral needs that make it difficult to tolerate wearing a face covering are exempt; including individuals who are unable to remove face covering without assistance.

All clients are required to wear a mask outdoors when social distance cannot be maintained. Persons who have medical or other health conditions, disabilities or mental health, developmental, or behavioral needs that make it difficult to tolerate wearing a face covering are exempt; including individuals who are unable to remove face covering without assistance.

For more specific information please visit the [MN Department of Health](#) or [Executive Order 20-81](#).

3.1.4 Client Screening Procedures

Clients are screened by TF employees at a designated location daily prior to arrival. If clients, or someone in their living situation, are experiencing any COVID-19 related symptoms including a fever (higher than 100.4 degrees Fahrenheit), shortness of breath, muscle aches, sore throat, or a new or increased cough in the last 7 days, they must not arrive on-site and notify the program staff they are working with.

3.2 Community Tours

All community tours, including but not limited to donors, prospective guests, and clients, must be accompanied by a TF employee, and must follow the same check in process as employees, see 3.1.1 in this Plan. Temperature checks must be taken, as well as a mask worn at all time on the tour. All tours must sign in.

4.0 During Your Visit

4.1 Prevention Tasks While Onsite – Universal

4.1.1 Handwashing

Basic infection prevention measures are always being implemented at our campuses. TF requires all employees to regularly wash their hands and encourages all guests to follow this practice too. All sinks at TF include a handwashing station with soap and disposable, single-use, paper towels. In addition, TF provides hand-sanitizer throughout each campus. Additional hand soap and paper towels are in the housekeeping closet at each location. TF has posted several MDH sponsored reminders throughout the campuses to communicate the importance of washing your hands.

4.1.2 Mask Requirements and Respiratory Etiquette

We require that all persons, including employees, clients, and guests, wear face coverings as required by MN State Executive Order 20-81. TF employees have specific mask requirements that expand on what EO 20-81 requires, see 3.1.1. Persons who have medical or other health conditions, disabilities or mental health, developmental, or behavioral needs that make it difficult to tolerate wearing a face covering are exempt. Including individuals who are unable to remove face covering without assistance.

You should also avoid touching your face, specifically, their mouth, nose, and eyes.

Please dispose of tissues in the trash and wash or sanitize your hands immediately afterward. Trash receptacles and tissues are provided throughout each campus. TF has posted several MDH sponsored reminders throughout the campus to communicate the importance of proper respiratory etiquette.

4.1.3 Social Distancing – Maintain 6 Foot Distance

While on campus, any group of people who do not live within the same household is always required to maintain a physical distance of six feet. Employees, guests, and clients are prohibited from gathering in groups and confined areas, including elevators.

4.1.4 Capacity Regulations

True Friends will adhere to Minnesota Department of Health (MDH) and Centers for Disease Control and Prevention (CDC) requirements for capacity and group size to mitigate the spread of COVID-19.

4.2 Employees

Employees are encouraged to only go into their office or work setting, and not be in common areas. The dining halls, gyms, conference rooms, and other group settings will remain closed.

Employees are prohibited from using other employee's personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment.

4.3 Guests and Compliance

Social Distancing reminders have been placed in common outdoor areas. All guests are required to maintain distancing of 6 feet or more from other parties who are not part of their group staying on campus.

Steps to Ensure Compliance

1. Before arrival, True Friends employees will work with incoming group leaders to discuss protocols and gather/discuss their plans for noncompliance within their group. Group leaders are responsible for the compliancy of their group.
2. While onsite, if a True Friends employee witnesses noncompliance among guests, the group leader is immediately contacted to work through the situation.
 - a. The noncompliance issue is shared, along with action steps to rectify the situation.
3. If, after the noncompliance issue is shared and the situation it is not resolved due to refusal, the group will be asked to leave the property.
 - a. In addition, if a noncompliance issue continues to occur after the situation is rectified, and the process needs to be repeated, the group will be asked to leave the property.

4.4 Clients

True Friends and MDH recognizes that each program setting is unique, and it may be difficult for the proposed strategies to be implemented in every setting. Staff are always encouraged to think creatively about ways to practice social distancing.

4.4.1 Weekday Respite

The Direct Support Professionals (DSP) employees will maintain 6 feet social distancing with their clients as much as possible, offering verbal cues and reminders for participants as needed.

4.4.2 Occupational Therapy/Therapeutic Riding

Riders will maintain 6 feet social distance, as much as possible, with employees.

4.5 Housekeeping

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunchrooms, cabins, and meeting rooms. 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, etc.

4.5.1 Guests

All cabins used during this time will be thoroughly cleaned and disinfected between use. All bedding and towels will be removed and replaced with fresh linens.

A minimum of 48 hours is guaranteed between guest use to allow for disinfecting.

Recreation equipment will be assigned to each cabin and cleaned and disinfected between check out and check in. Please do not use recreation equipment that is not assigned to your cabin.

4.5.2 Clients

In the riding arena, all surfaces, equipment, and commonly touched items are cleaned and disinfected between each client. In buildings and around campus, the DSP employees working one-on-one with clients are cleaning and disinfecting surfaces throughout the day and complete a daily checklist for the spaces being used.

4.6 Check In

4.6.1 Employees

See section 3.1.1.

4.6.2 Clients

See section 3.1.4.

4.6.3 Guests

To maximize your safety, we have created a contactless check-in process. Check-in is at 3:00 P.M. You will receive a message or phone call when your cabin is ready, and then you report directly to your cabin.

4.6.4 Other Individuals

All other individuals should call 952.852.0101 to arrange an on-site visit. Campuses are currently closed to the public without prior arrangements being made.

4.7 Before You Leave

4.7.1 Employees

All employees must complete the following tasks before they leave their location:

- Wipe down any areas used / entered with disinfecting wipes from the check-in station.
- If you notice any maintenance, housekeeping issues that need attention, please put in an order through Dude Solutions.
- Please dispose of any used gloves, masks, or other materials as you exit the location.

4.7.2 Guests

- Check-out is at 10:00 A.M. on the day that your booking ends. Ensure all garbage is in garbage bags / trash cans and bring all personal items and food with you
- Close and lock all windows
- Leave the cabin key on the kitchen counter-top
- Turn off lights

5.0 Following Your Visit – Universal

Within 21-days following your engagement with a TF program and or campus, if you test positive for COVID-19, we ask you to contact TFs emergency contact, see 2.2, to notify TF and to enable us to work with the MDH to determine the correct protocol to then follow. Confidentiality will be maintained in accordance with ADA.

6.0 Foodservice – Universal

Dining Hall set up: The dining hall will be preset in accordance with MDH Social Distancing guidelines. Do not move any tables or chairs. The beverage center and all water fountains will be closed, and all drinks will be single serve. There will be entrance and exit doors, to eliminate congestion.

Hand sanitizer is available at entrances for all.

Food and beverages must not be shared between any two people. All condiments and beverages will be single serve.

Mealtimes will be pre-determined. Each mealtime will consist of only guests or clients. The dining hall will be disinfected between each grouping before the next grouping enters. The order in which meals are served and people in the group will be consistent throughout each day.

Meals will be served pre-plated and / or pre-packaged.

7.0 Ventilation – Universal

TF is committed to allowing for the maximum amount of fresh air to be brought into indoor spaces used for business operations during this time, including but not limited to opening windows, operating HVAC systems and opening doors. Air recirculation will be minimized when operating HVAC systems and a 40-60% humidity level will be a target humidity level.

Indoor wall, table and floor fans will be positioned to recirculation air without creating a downwind effect causing recycled air to blow cross other people.

8.0 Resources

8.1 General

www.cdc.gov/coronavirus/2019-nCoV

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

www.osha.gov

www.dli.mn.gov

8.2 Handwashing

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

www.cdc.gov/handwashing

<https://youtu.be/d914EnpU4Fo>

8.3 Respiratory Etiquette

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

8.4 Social Distancing

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

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

8.5 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

<https://www.health.state.mn.us/diseases/coronavirus/lodgingcleaning.pdf>

8.6 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

<https://mn.gov/covid19/for-minnesotans/if-sick/testing-locations/index.jsp>

8.7 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

8.8 Ventilation

<https://www.ashrae.org/technical-resources/resources>

8.9 Event Details: Entertainment, Dining

http://dli.mn.gov/sites/default/files/pdf/COVID_19_preparedness_plan_requirements_guidelines_seat_ed_entertainment.pdf

http://dli.mn.gov/sites/default/files/pdf/COVID_19_preparedness_plan_requirements_guidelines_recreational_entertainment.pdf

<https://www.health.state.mn.us/diseases/coronavirus/safeevents.pdf>

<https://www.health.state.mn.us/diseases/coronavirus/safedining.pdf>