

# Mounds View District 621

## Meals on Wheels COVID-19 Preparedness Plan

We are committed to providing a safe and healthy environment for everyone. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. All staff share the responsibility of implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our facilities. This mitigation requires full cooperation among District 621 staff, program participants and visitors. Only through this cooperative effort can we establish and maintain the safety and health of our staff and participants. We will work with Reach Academy and Northeast Youth & Family Services/NETS toward this goal.

Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines and federal OSHA standards related to COVID-19 and addresses:

- hygiene and respiratory etiquette;
- social distancing;
- cleaning, disinfection and decontamination;
- prompt identification and isolation of sick persons;
- communications and training that will be provided to staff and communication to program participants.

## Delivery Model Shift

To minimize client exposure to multiple volunteers during the course of the week, most clients will transition from daily hot meals to a once-a-week delivery of frozen meals.

- Clients and their family/emergency contacts are involved in this decision.
- Criteria for transitioning to weekly frozen meals:
  - Sufficient freezer/refrigerator storage.
  - Ability to remember to thaw and heat a meal daily.
  - Able to safely operate an oven or microwave.
  - Living in a senior living or apartment building, who would be unable to meet the volunteer driver at the building entrance to receive their meals.
- Any client deemed (by themselves, family/emergency contact) unable to meet the above criteria will remain on daily delivery of a hot meal and a wellness check.
- Safe storage and reheating directions provided in large print with a magnet to attach to a kitchen surface.
- Volunteers notified of changes in routes and delivery frequency.
- Volunteers will contact clients on non-delivery days as a wellness check-in.
- Mounds View Meals on Wheels will transition clients back to daily hot meals as needed and will follow guidelines from Metro Meals on Wheels and the Senior Services Consortium of Ramsey County (SSCRC) when determining a timeline of return to hot meals.

# Handwashing

Basic infection prevention measures are being implemented at our facilities.

- All Staff/volunteers to the facility will be required to sanitize their hands prior to or immediately upon entering the facility.
  - May use the nearest restroom to wash hands immediately after entering.
  - May use hand sanitizer when available for use or they may bring their own sanitizer to use while in the building.
  - Hand sanitizer is available for volunteers to have in their vehicle or in their delivery bags.
- Individuals are instructed to wash their hands for at least 20 seconds with soap and water or use hand sanitizer frequently while on site.

# Respiratory Etiquette

- **Masks**
  - Volunteer drivers, packers and staff are required to wear a manufactured or cloth mask or plastic face shield when in the building.
  - Volunteer drivers/staff are required to wear a manufactured or cloth mask or plastic face shield when delivering meals to clients.
  - Volunteers should plan on bringing their own mask or face shield.
- **Cover your cough or sneeze**

Individuals are 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.
- **Cover your cough signs** similar to these will be posted throughout the buildings
  - [https://www.cdc.gov/flu/pdf/protect/cdc\\_cough.pdf](https://www.cdc.gov/flu/pdf/protect/cdc_cough.pdf)
  - <https://www.health.state.mn.us/people/cyc/genposter.html>

# Social Distancing

Social distancing is being implemented in the facility in the following ways:

- Meal packing tables have been arranged to provide social distancing for volunteers during the packing process. Packing volunteers limited to 2.
- Volunteers will be notified of which door to enter and exit the facility.
- Staff will meet volunteer drivers in the lobby area or outside the entry with their route materials.
- Volunteer driver arrival time frame large enough to minimize the number of volunteers arriving for their routes at the same time.
- Volunteers will be reminded to look for and follow signage and visual distance cues when in the building.
- When delivering frozen meals, drivers may hang the bag on the door or on the step. They will ring the doorbell/knock on the door and step away from the door until the client answers.
  - Driver must stay until the client answers the door in order to greet the client/wellness check-in and be sure that the client is able to retrieve the bag of meals.
- When delivering hot meals, drivers are instructed to place the meal in the plastic bag with beverage and sides and hang on the door, ring the doorbell/knock on the door, and step away from the door and wait until the client answers.

- Driver must stay until the client answers the door in order to greet the client/wellness check-in and be sure that the client is able to retrieve the bag of meals.
- The driver may leave the meal at the door if Meals on Wheels has been notified to do so, and if the client has provided a cooler with a frozen ice pack at the door.
- Follow standard procedure of calling the client directly and then notifying the MOW office if the client does not answer the door.
  - Frozen meals must be returned to Meals on Wheels if the client does not answer the door, or has not provided the signed Permission to Leave Meals form and a cooler with frozen ice pack.
  - An undeliverable hot meal may be given to another client on the route as it can not be reheated and sent out at a later time.
- Since some senior living/apartment buildings are not allowing visitors, the driver may buzz the apartment and notify the client of arrival so the client may come to the lobby for their meals.

## Cleaning

Regular cleaning practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, restrooms and meeting rooms. High-touch areas will be cleaned and disinfected frequently such as phones, keyboards, touch screens, door handles, etc. Meals on Wheels staff will perform these tasks when custodial staff are not available. Staff will be provided all the necessary cleaning supplies, personal protective equipment, and will be trained in cleaning and disinfecting procedures.

- Kitchen counters/packing tables will be sanitized by staff before use each day.
- Packing volunteers/staff will assemble a bag consisting of a weeks' delivery of frozen meals, beverages and sides for each client.
- Packing volunteers/staff will pack beverages and sides to accompany hot meals.
- Volunteers are reminded to touch only those surfaces necessary to complete their tasks.
- Coolers/thermal bags used for delivering meals are sanitized before use.

## Screening and Procedures for individuals exhibiting signs and symptoms of COVID-19

- Staff/volunteers are required to complete a self-assessment at home immediately before coming to work or volunteer. If they are experiencing any symptoms of COVID-19 not attributed to another health condition, they will be required to remain home and should contact Meals on Wheels as well as contact their healthcare provider.
- Staff /volunteers may return to work when they meet the conditions outlined in the section ***Returning to the Facility after Illness.***
- Signs will be posted at the building entrance and inside the building, listing COVID-19 symptoms instructing visitors to return home and contact their healthcare professional if they exhibit any symptoms:
  - **Self-Assessment:** Individuals or anyone in their immediate family (living in the same home) reporting the following symptom(s), not attributed to another health condition, will not be permitted into building and will be asked to return home:
    - A fever (100.4 or higher) within the last 72 hours

- A cough or sore throat
- Shortness of breath
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- New loss of taste or smell
- Had direct household contact with a person experiencing an undiagnosed cough and fever
- Diarrhea and/or vomiting in the last 24 hours

### **Illness Tracking**

- Volunteers should notify staff if they test positive for COVID-19 if they have delivered or packed meals within the last 14 days.
- Community Education will notify a school district nurse and /or MN Department of Health if a volunteer tests positive for COVID-19.

### **Illness Assessment**

- Any individual showing signs or symptoms of illness (listed under Self-assessment) while on site will be asked to go home immediately and contact their healthcare professional.

### **Returning to the Facility after Illness**

If you or someone in your household is having respiratory symptoms (cough OR sore throat OR difficulty breathing) and **no test was done to confirm diagnosis** you may return to the facility when these three (3) things have happened:

1. Fever free for at least 72 hours without the use of fever reducing medication AND
2. Other symptoms have improved AND
3. At least 10 days have passed since your symptoms first appeared

If you or someone has/had **lab confirmed COVID-19** you can return when these three (3) things have happened:

1. Fever free for at least 72 hours without the use of fever reducing medication AND
2. Other symptoms have improved AND
3. You received one negative test (or per your doctors recommendation in written format)

## **Communications and Training**

- This Preparedness Plan was communicated to the Community Education Leadership. The information will be shared with the participants of the Mounds View Meals on Wheels Program. This plan will be updated as necessary and any changes communicated to participants. This information will be available in the Meals on Wheels office, and on the website. A synopsis of the plan will be shared with participants via email and a complete plan will be available on the Mounds View Meals on Wheels website.