COVID-19 Preparedness Plans: Requirements for all Businesses and Other Entities

1/7/2021

Executive Order 21-01 will go into effect Sunday, Jan. 10 at 11:59 p.m. and does not have an end date. All businesses and other entities must comply with the requirements set forth in EO 21-01 and the requirements provided in this document, to mitigate the risk of transmission of COVID-19.

Frequently asked Questions about all Executive Orders may have additional clarifications about requirements and recommendations. See Frequently Asked Questions about Stay Safe MN (https://mn.gov/covid19/for-minnesotans/stay-safe-mn/faq.jsp) or Stay Safe Guidance for Businesses and Organizations (https://staysafe.mn.gov/industry-guidance/index.jsp).

COVID-19 Preparedness Plan requirements under EO 21-01

The full executive order (EO) can be found at Executive Orders from Governor Walz (https://mn.gov/governor/news/executiveorders.jsp).

Follow the requirements for all business included in this document and the specific sector guidance that is applicable found on the Stay Safe Guidance (https://staysafe.mn.gov/industry-guidance/index.jsp) webpage.

- **Social gatherings limited.** Social gatherings are limited as described on the Social Gatherings webpage (https://staysafe.mn.gov/individuals-families/social-gatherings.jsp). Most commercial activities are not considered social gatherings, so these limitations will not impact most industries.

- **Masks and face coverings required.** EO 20-81, requiring face coverings in certain settings, remains in full force and effect. See Face Covering Requirements and Recommendations under Executive Order 20-81 (https://www.health.state.mn.us/diseases/coronavirus/facecover.html).

- **People at higher risk.** All people currently living within the State of Minnesota who are at higher risk of severe illness from COVID-19, as defined by Executive Order 20-55, are strongly urged to stay at home or in their place of residence and follow the provisions of Executive Order 20-55.

- **Work from home.** All people who can work from home must continue to do so.
✓ Business and activities are affected differently. For a full listing of all business and activity requirements and limitations, see the full executive order at Executive Orders from Governor Walz (https://mn.gov/governor/news/executiveorders.jsp). Please review the guidance below for industry-specific requirements and applicable COVID-19 Preparedness Plan Requirements Guidance.

EO 21-01 requirements and COVID-19 Preparedness Plans for all Businesses and Other Entities

Follow the requirements for all business included in this document the specific sector guidance that is applicable found on the Stay Safe Guidance - https://staysafe.mn.gov/industry-guidance/index.jsp webpage.
COVID-19 Preparedness Plans: Requirements for all Businesses and Other Entities

Your health and COVID-19

Any time individuals are gathering with other people, they are at risk of exposure to SARS-CoV-2, the virus that causes COVID-19. COVID-19 is spread through respiratory droplets produced when an infected person coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. People with symptoms and without symptoms can spread the virus.

COVID-19 can lead to serious medical conditions and even death for people of all ages. We cannot predict who will become severely ill, although we know that older people and people with underlying health conditions are at higher risk. We do not yet know what the long-term effects of infection from COVID-19 are; even people with mild cases may experience long-term complications.

The best way to prevent illness is to avoid being exposed to this virus. The masking, physical distancing, and other safety precautions included in these requirements reduce the risk of spreading COVID-19, but do not eliminate the risk entirely. We can all take these actions to protect ourselves, our families, and others throughout our communities. This applies to people who have already been vaccinated, too.

▪ Stay home when sick.
▪ Stay at least 6 feet apart from other people.
▪ Wear face coverings in indoor businesses and public indoor spaces and outdoors when 6 feet of social distancing cannot be consistently maintained.
▪ Wash your hands often.
▪ Cover your mouth and nose when you cough or sneeze.

Definitions

When used in this document the following terms have the following meaning:

Indoors

A space is “indoors” if the space is:

▪ Between the ground or other natural surface or a floor or similar surface and an overhead barrier, including but not limited to: a canopy, cap, awning, ceiling, roof, retractable barrier, or similar structure, whether opened or closed, and

▪ Bounded by a physical barrier, including but not limited to walls, partitions, retractable dividers, doorways, garage doors or windows, whether opened or closed, that cover more than 50% of the combined surface area of the vertical planes constituting the perimeter of the space.
Indoor spaces may be temporary or permanent, finished or unfinished. A physical barrier bounding a space may be made of natural and manufactured materials. A 0.011 gauge window screen with an 18 by 16 mesh count is not a barrier. Examples of spaces that are or can be indoor spaces include, but are not limited to, buildings, towers, stadiums, arenas, theaters, rotundas, domes, tents, pavilions, gazebos, igloos, trailers, and other enclosures.

**Potentially Infectious**

A worker or person who is “potentially infectious” includes a worker or person who:

1. Is experiencing symptoms of COVID-19 and has not completed their isolation period;
   
   a. Is residing in a location with someone who is experiencing symptoms of COVID-19 or has tested positive for COVID-19, and has not completed their quarantine period;

2. Has been in close contact with or directly exposed to a person who is experiencing symptoms of COVID-19 or has tested positive for COVID-19, and has not completed their quarantine period since the close contact or direct exposure;

3. Has tested positive for COVID-19 and has not completed their quarantine period; or

4. Has been tested for COVID-19 because they meet one or more of the conditions set out in 1, 2, or 3 and are waiting for the test results.

**Venue**

A “venue” is a physical space or area used to perform activities or conduct events. A venue may be space or area that is public or private, indoors or outdoors, with defined perimeters, controlled ingress and egress, and accessible with or without a cost to an attendee. A physical space or area is a venue if the actions, conduct, or decisions of a business or other entity, including an event organizer, result in members of the public assembling or gathering in a space or area for a common or collective activity or event.

**COVID-19 Preparedness Plans**

As required by Executive Order 21-01 (also referred to as the “EO”) issued by Governor Tim Walz under the Peacetime Emergency, all businesses, both critical or non-critical, and other entities identified in the EO, are legally required to develop and implement COVID-19 Preparedness Plans (also referred to as “Plan” or “Plans”). Under the EO, a “business” and “businesses” include entities that employ or engage workers, including private-sector entities, public-sector entities, non-profit entities, and state, county, and local governments. “Worker” and “workers” are broadly by defined by the EO to include owners, proprietors, employees, contractors, vendors, volunteers, and interns.

For purposes of this Plan Guidance, the term “other entities” is included to make clear that the entities required by the EO to develop a plan include public accommodations, establishments, institutions, facilities, venues, and organizers identified in the EO. Plan Guidance is designed to protect workers, customers, and other members of the public from the transmission of the virus that causes
COVID-19. This Plan Guidance constitutes the “Plan Guidance” referred to in EO 21-01 and applies to all identified businesses and other entities. **Businesses and other entities must develop and implement COVID-19 Preparedness Plans that address the following:**

- The requirements of EO 21-01
- The requirements included in the Universal Plan Guidance for COVID-19 Preparedness Plans found at Stay Safe Guidance for All Business Entities (https://staysafe.mn.gov/industry-guidance/all-businesses.jsp), and
- The requirements included in this Plan Guidance that are applicable to their business or entity.

Unless clearly indicated that an action is recommended and included under “Recommendations,” **businesses and other entities should understand that the Plan Guidance imposes legally enforceable requirements.** In instances where a requirement uses language “to the extent possible,” the action is required, to the extent it is possible for the business or entity to implement the requirement.

Depending on the activities engaged in by a business or other entity, it may be required to comply with additional industry or activity specific plan guidance, such as plan guidance applicable to bars and restaurants, if the facility serves food and beverages or plan guidance applicable to businesses that provide personal services, if the facility has a hair salon.

Frequently Asked Questions have been posted to respond to questions about provisions of Executive Orders and Plan Guidance. The following is a link to current Frequently Asked Questions about Stay Safe MN (https://mn.gov/covid19/for-minnesotans/stay-safe-mn/faq.jsp).

**Who is required to have a written COVID-19 Preparedness Plan?**

- Businesses and other entities who maintain any level of authority, responsibility, or control over workers, work performed, work locations, or venues are required to develop and implement a COVID-19 Preparedness Plan.
  - More than one business or other entity may have a level of authority, responsibility, or control. For example, an owner of a place of public accommodation, facilities manager, retail tenant, entertainment business, cleaning services contractor, event organizer, and catering service may have a level of authority, responsibility, or control of activities in mall.
  - Where there is more than one business or other entity with authority, responsibility, or control over workers, work performed, work locations, or venues, they must coordinate their implementation of these requirements.
  - Staffing and temporary labor brokers and agencies are businesses required to develop and implement COVID-19 Preparedness Plans and workers who must be covered by COVID-19 Preparedness Plans include seasonal, part-time and temporary workers.
  - Unless specifically distinguished within these requirements, these requirements apply to all workers, including all “critical”, “non-critical”, “essential”, and “non-essential” workers, however categorized.
Preparedness Plan Requirements

✓ Develop and implement a written COVID-19 Preparedness Plan for your business or entity.
  ▪ Businesses and other entities may use the COVID-19 Preparedness Plan Template to develop their plans.
  ▪ Businesses and entities must state and effectively communicate rules, practices, and procedures they have established and that must be followed by all workers, customers, clients, visitors, patrons, and other persons who are covered and protected by their written COVID-19 Preparedness Plans.

✓ Address all Plan Guidance requirements and Executive Order requirements in the written COVID-19 Preparedness Plan.
  ▪ COVID-19 Preparedness Plans must sufficiently identify, describe and explain how all requirements set out under each Section below is being implemented, unless a requirement is not applicable to the business’ or entity’s operations or activities. For example, if a business or entity does not engage in-person with customers, it would not be required to cover in its plan requirements that address the risks associated with in-person customer engagement.
  ▪ Depending on the business or entity operations or activities, more than one set of industry or activity specific requirements may need to be covered in the business’ or entity’s COVID-19 Preparedness Plan. For example, an insurance business with an employee and visitor cafeteria may need to follow both the industry specific “Office” and “Restaurant and Bar” requirements, in addition to these Plan Guidance requirements.
  ▪ Businesses and entities must also address requirements in Executive Order 21-01.
  ▪ Executive Orders and industry and activity specific requirements and recommendations can be found on the Stay Safe Guidance (https://staysafe.mn.gov/industry-guidance/index.jsp) webpage.

✓ Sign and certify the COVID-19 Preparedness Plan and assign a Plan administrator.
  ▪ The representative or representatives of senior management responsible for implementing the Plan must sign and certify the Plan, affirming their commitment to implement the Plan.
  ▪ Businesses and entities must assign a designated Plan administrator to ensure the Plan is evaluated, monitored, executed, and updated as needed.

✓ Availability of the COVID-19 Preparedness Plan
  ▪ Businesses and entities must post the COVID-19 Preparedness Plan in locations readily accessible to workers at all workplaces and locations where it conducts operations or activities. Businesses and entities must tell all workers where the plan is posted and allow workers to review the plan. The business and entities may distribute copies of the plan to all workers in paper or electronic form.
  ▪ The business or entity must make their Plans available to regulatory authorities and public safety officers upon request.

✓ Conduct training for workers on your COVID-19 Preparedness Plan.
All workers must be properly trained on and adhere to the business’ or entity’s COVID-19 Preparedness Plan.

**Required Plan Sections**

1. **Health screening and “stay at home”**
2. **Maintain social distance between people**
3. **Managing occupant capacity for venues**
4. **Hand hygiene practices**
5. **Use of face covering**
6. **Facilities, utilities, and ventilation**
7. **Cleaning and disinfecting**
8. **Training and communication**
9. **Providing in-home services**
10. **Shared transportation**
11. **Temporary labor camps and housing**

**Requirements and Recommendations**

1. **Health screening and “stay at home”**

Requirements for Health Screening and “Stay at Home” include actions that are required when people are potentially infectious and the provision of leave for people to isolate and quarantine. Health screenings alone are not sufficient to slow the spread of COVID-19, as infected people without symptoms can transmit COVID-19. Wearing face coverings, maintaining 6 feet of social distance and practicing good hygiene are necessary strategies to prevent the spread of COVID-19.

**Requirements**

- Establish and implement reporting procedures for workers who are potentially infectious.
  - Whether working from home or at a work location, workers must immediately report to a designated person at the business or entity if they are potentially infectious.

- Establish and implement the following procedures for screening the health of workers and for keeping potentially infectious workers from entering a work location.
  - Instruct workers who are potentially infectious not to report to their workplace until their isolation or quarantine period is completed.
  - Screen workers upon or prior to arrival and check-in at a work location about whether they have tested positive for COVID-19, have been exposed to a person who has tested positive for COVID-19 or has COVID-19 symptoms and whether they are experiencing any COVID-19 symptoms. See
the Minnesota Department of Health (MDH)’s Visitor and Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhealthscreen.pdf).

- Prevent workers who are potentially infectious from entering the business or entity if their responses to the health screening indicates they are potentially infectious.
- Immediately send home any workers experiencing symptoms of COVID-19 while at work, whenever possible. If workers cannot be sent home, immediately isolate those workers in a closed room or remote area of the work location until they can be sent home.
- Establish and implement procedures for workers’ return to work after their required isolation or quarantine period, in compliance with MDH Guidance (See COVID-19 and When to return to work (https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf))

- Establish and implement procedures for identifying and communicating with potentially infectious workers.
  - Businesses and entities must establish procedures for identifying and communicating with workers who may have been in close contact or directly exposed while at work to a person with COVID-19 symptoms or who has tested positive for COVID-19.
  - If a worker is confirmed to have COVID-19, the business or entity must inform workers who have been in close contact with or directly exposed to the infected worker of the possible exposure to COVID-19 in the workplace. The business or entity must designate an individual to gather information from workers who may have been exposed, engage in the required communications, and ensure the privacy of infected workers and workers who may have been exposed is maintained in accordance with Equal Employment Opportunity Commission (EEOC) guidance (www.eeoc.gov/transcript-march-27-2020-outreach-webinar) and other applicable state and federal law.

- Establish and implement procedures for providing accommodations to “high risk” workers, consistent with state and federal law. See CDC’s People Who are at Higher Risk for Severe Illness (www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html).

- Ensure sick leave policies allow workers to isolate or quarantine at home, and clearly communicate those policies to workers.

- Establish and implement health screening for all persons entering the business, entity, or venue, including customers, clients, and visitors, and establish and implement procedures for addressing potentially infectious customers, clients, and visitors.
  - Post health screening questions at the entrances and access-points of the business or entity locations.
  - Request that customers, clients, and visitors reschedule appointments or reservations if their responses to the health screening indicates they are potentially infectious.
  - The business must advise customers, clients, or visitors whose responses to a health screen indicate they are potentially infectious to immediately leave the location and, if applicable, reschedule any appointments or reservations.
The business must advise customers, clients, or visitors who begin to experience symptoms to leave the location immediately. If a customer, client, or visitor is a member of a household group at the business location, the entire household group must also leave.

**Recommendations**

- Provide workers with information about effective isolation on the MDH website at [How long to stay home](https://www.health.state.mn.us/diseases/coronavirus/sick.html#stayhome) or [Quarantine Guidance for COVID-19](https://www.health.state.mn.us/diseases/coronavirus/quarguide.pdf) and information about local and state public health authorities to contact for assistance.
- Unless otherwise required by industry or activity specific protections and practices, request by telephone, e-mail, or text that customer, clients, and visitors review and respond to the screening-survey questions in advance of arrival or check-in, and verify that they are not potentially infectious.
- Encourage customers, clients, and visitors to self-check their body temperature the day of their appointment and prior to arrival.
- Advertise business health screening protocols so that current and potential customers, clients, and visitors are aware of changes.

**2. Maintain social distance between people**

The virus is spread mainly from person to person. When people with COVID-19 cough, sneeze, sing, talk, or breathe, they emit into the air respiratory droplets and aerosols. Infections occur mainly through exposure to respiratory droplets and aerosols when a person is in close contact with someone who has COVID-19. People who are physically near (within 6 feet) or who have direct contact with a person with COVID-19 are at greatest risk of becoming infected.

**Requirements**

- Limit social gatherings of people.
  - Businesses and entities must ensure that all workers who are able to work from home continue to do so.
  - Limit the number of workers, customers, clients, and visitors in indoor and outdoor spaces to ensure 6 feet of social distancing is maintained.
  - If applicable, comply with occupancy percentages and maximum occupancy requirements, established by applicable Executive Orders and specific industry or activity requirements.
  - Limit collective gatherings of workers, including training sessions, meetings, and breaks, to numbers that ensure 6 feet of social distancing is maintained.
  - Implement static assignment or “cohorting” of work groups/teams/crews to the extent possible. For example, Bob, Julianna, and Indigo always work together and are assigned to the same location or work area every day, rather than reporting to different locations or work areas throughout the week or being reassigned with different workers.
- Limit the interaction of workers with other workers, customers, clients, and visitors across floors, buildings, campuses, and worksites, to the extent possible. Use alternative means of interaction and communication (e.g., walkie-talkies, phones, headphones), to the extent possible to allow workers to communicate from a distance.

- Provide virtual and online services, pick-up, drop-off, and delivery of products and services, as opposed to in-person exchanges, to the extent possible.

- Unless otherwise required by industry or activity specific requirements, to the extent possible, require pre-registration, by-appointment, and reservations for customers, clients, and visitors

✓ Evaluate locations and activities to implement social distancing of at least 6 feet.

- Evaluate locations (space, configuration) and activities to determine how to ensure social distancing of at least 6 feet between workers, customers, clients, and visitors can be maintained.

- Evaluate rooms and areas where people gather (e.g., workstations, offices, productions lines, cafeterias, breakrooms, restrooms and sink rooms, locker and changing areas, meeting rooms, storage areas, copy rooms, loading and delivery areas, lobbies, information, reception and waiting areas, etc.) to ensure social distancing of 6 feet between workers, customers, clients, and visitors can be maintained.

- Evaluate the patterns and flow of people’s movement in a location to address how social distancing of six 6 feet between workers, customers, clients, and visitors can be maintained in congestion areas, bottlenecks, and choke points (e.g., entrances, lobbies, waiting areas, reception areas, information booths, transport areas, time-clock areas, hallways, corridors, stairways elevators).

- Identify locations and activities where social distancing of at least 6 feet between workers, customers, clients and visitors may be difficult to implement, and determine how the location can be re-configured or activities performed in alternate ways that will either minimize the social gathering of people or allow for social distancing.

- Access to an area or location must not be permitted or activities must not be performed if social distancing of at least 6-feet or other protections or practices (e.g. enclosures, respiratory protection) cannot be implemented and maintained.

✓ Implement and maintain social distancing in congestion areas, bottlenecks and choke points, including by providing queuing (e.g., signage, markings, barriers, paint, tape, flags) to maintain 6 feet of social distancing.

- Designate entrances, exists, and access points as one way to facilitate 6 feet of social distancing between workers, customers, clients, and visitors.

- Designate stairways, corridors, aisles, and hallways as one way or provide for two-way lanes that facilitate 6 feet of social distancing.

- Prioritize the use of elevators for persons with limited mobility or social disability who are unable to use stairways or escalators and limit the number of persons allowed in elevator cabs so 6 feet of social distancing is maintained by occupants.
• Establish social queuing to promote and maintain social distancing between multiple customers, or clients congregating or waiting in line to conduct transactions (e.g., floor-markings, stanchions, barriers).

✓ Implement and maintain 6 feet of social distancing in specific situations.

• Eliminate configurations that require workers, customers, clients, and visitors to face each other, to the extent possible.

• Install barriers, partitions, screens, or curtains to create additional protection between workers, customers, clients, and visitors in areas where 6 feet of social distancing may be breached for short durations (e.g., payment counters, ticket-counters, merchandise counters, concession booths, reception counters, information booths). Cutouts in barriers should be limited to the size needed to slide items or payment under the barrier.

✓ Payments and Other Transactions: Businesses and entities must utilize contactless methods for payment and transactions (e.g. credit-card payment, electronic fund-transfer service, pre-paid websites, app-based transactions) to the extent possible.

• When contactless methods for payment and transactions are not possible, ensure that workers, customers, clients, and visitors maintain a social distance of at least 6 feet to the extent possible.

• When 6-feet of social distance is not possible, a physical barrier must be installed and transactions must be limited to short-durations.

• When multiple payment stations (e.g., check-out counters, registers) are provided, stations must be arranged to ensure that a social distance of at least 6-feet is maintained between adjacent workers.

✓ Drop-off, Pick-up, and Delivery: Businesses and entities must utilize contactless methods whenever possible in areas where drop-offs, pick-ups, and deliveries are taking place (e.g., loading docks, receiving areas, reception areas, mail/package rooms, curb-side, door-step).

• If contactless means are unavailable, social distancing must be maintained wherever possible during transactions, and delivery personnel and customers, clients, and other workers must minimize sharing of items, utensils, or tools.

• Refer to additional protocols specific to Transportation, Distribution, and Delivery Services (https://staysafe.mn.gov/industry-guidance/transportation-distribution-delivery.jsp) for delivery-based activities and services.

✓ Roving Workers: Ensure social distancing is maintained while workers are engaged in “roving” activities (e.g., janitorial, security, customer service, stocking). Where activities must be performed while customers, clients, visitors, and other workers are present, ensure social distancing is maintained by assigning workers to work in less congested areas, during low-peak periods, using stanchions or barriers (e.g., carts, gates, tape).

✓ Custodial/Janitorial Work: Refer to additional guidance specific for Janitorial and Custodial Services (https://www.dli.mn.gov/sites/default/files/pdf/COVID_19_preparedness_plan_requirements_guid
elines_janitorial.pdf) for workers performing janitorial, custodial, housekeeping, and other cleaning and maintenance services.

- Machine Operators: Whenever possible, assign a designated user/operator for each station, machine, or piece of equipment as opposed to allowing several users/operators to share stations, machines, or pieces of equipment.

- Office Cubicles/Shared Office Spaces: Where a larger number of workers assemble in a workspace, and are assigned to individual workstations or cubes, reduce the number of workers and workstations within the workspace to ensure social distancing can be maintained.
  - Arrange cube-spaces, work-stations, and desk areas to maintain social distancing of at least 6 feet between all workers.
  - Install barriers/partitions between cube-spaces, work stations, and desk areas to provide protective separation between workers. The barriers/partitions must be large enough to block the breathing zones of adjacent workers. Barriers/partitions must be used in addition to social distancing, and not used in replacement of social distancing.

- Meetings: Schedule remote or virtual meetings whenever possible. If meetings must be held in person:
  - In-person meetings and training sessions must be limited to as few workers as possible.
  - In-person meetings and training sessions held indoors must not exceed 25 persons at one time. Hold a higher number of meetings consisting of fewer number of persons as opposed to fewer meetings involving larger numbers of attendees.
  - If workers can attend meeting while working from home, they must do so.
  - Conduct meetings outside wherever possible. When meetings must be held indoors, choose large areas or spaces that provide the most space for social distancing.
  - Pre-arrange seating to ensure at least 6 feet of social distancing is maintained. Promote seating that allows participants to be positioned “side-by-side” rather than face one-another.
  - When filling a meeting area, require the first participant entering the room be seated furthest from the entry-point and continue to fill toward the entry-point to minimize participants passing by each other while filling the room.
  - At the conclusion of the meeting, require participants to exit in order, starting with those closest to the exit and ending with those farthest from the exit.

Recommendations

- Use staggered shifts or work-schedules, workspace assignments, and extended work hours, and add additional shifts to reduce the number of workers at a business or entity location.
- If not required by specific industry or activity requirements, limit the number of customers, clients, and visitors allowed within the location at one time.
- Limit the number of persons accompanying the customer, client, or visitor while in the business or entity location or at the time services are being provided.
- Limit or restrict areas within the location that are accessible by clients, customers, or visitors.
- If not required by specific industry or activity requirements, strongly encourage advanced reservations, registration, and purchases for customers, clients, and visitors (e.g., online, app-based, email, will-call). Do not allow walk-ins, impromptu purchases or admittance, or unannounced entry.
- Create and designate additional break areas (including outside, when practical) for breaks and meals. Revise break times to prevent congregating in cafeterias and breakrooms.
- If time clocks are used, consider alternatives such as phone-based apps, web-based apps, or cameras to clock workers in and out.
- Cubicles/Shared Office Space: To further promote social distancing assign cube spaces or work stations diagonally or staggered from each other (as opposed to immediate adjacent or across from each other).

BACK TO REQUIRED PLAN SECTIONS

3. Managing occupant capacity

Requirements

✓ Ensure occupant capacity limits are maintained.
  - To calculate the permitted maximum occupant capacity for the facility, businesses must use the occupant capacity of the facility whenever required or established by applicable state or local authorities in accordance with established codes and requirements.
  - Businesses must monitor and manage the entering, exiting, and occupancy of the facility to ensure compliance with the restrictions on occupant capacity.

Recommendations

- Establish specific hours for admittance for people at higher risk for severe COVID-19 complications; consider offering virtual services to these members.

4. Hand hygiene practices

While the virus is spread mainly by respiratory droplets and aerosols in the air, it can also be spread by touching persons and objects contaminated with the virus and then touching your mouth, nose, or eyes. Requiring and reinforcing effective hand hygiene (frequent and proper handwashing or hand sanitizing) is critical.

Requirements

✓ Provide instruction and signage on regular handwashing and sanitizing.
  - Instruct workers to regularly wash or sanitize their hands, particularly when entering and exiting the business and before and after eating or drinking, using tobacco products, using restroom facilities, and using devices, tools, and equipment used by other workers.
▪ Allow workers sufficient time to engage in regular and as needed handwashing and sanitizing.
▪ Instruct workers to avoid touching their face, nose, mouth, and eyes with unwashed or un-sanitized hands.
▪ Post “handwashing and sanitizing” and “cover your cough” signs for workers, customers, clients, and visitors.
▪ Advise customers, clients, and visitors to wash or sanitize their hands upon entering the business or entity location, and to regularly wash or sanitize their hands while at the location.

✓ Provide hygiene facilities and supplies
▪ Provide handwashing or hand-sanitizer facilities at entrances, points of transactions, and other prominent locations that can be readily accessed by workers, customers, clients, and visitors.
▪ Ensure supplies in restrooms, portable toilets, and handwashing and sanitizing stations are regularly monitored and continually stocked.
▪ Provide tissues or towels for proper cough and sneeze etiquette and provide no-touch trash bins.
▪ Provide protective supplies when required, including face coverings, gloves, disinfectant, guards, and shields to protect workers, customers, clients, and visitors.

✓ Restrict eating and drinking
▪ Turn off community drinking stations and water fountains unless protocols are implemented to ensure frequent sanitation between users. Touchless water-filling stations may still be provided.
▪ Prohibit communal serving or sharing of food.
▪ Instruct workers on laundering clothing, uniforms, apparel, and face coverings.
▪ Instruct workers to launder their clothing, uniforms, apparel, and face coverings daily according to laundering and detergent instructions.

Recommendations
▪ Provide additional hand washing facilities and hand sanitizer for employees (and customer use, if applicable) in and around the workplace
▪ Encourage workers to bring extra clothing (e.g., shirts, sweatshirts, pants, etc.) to work to prevent cross exposure.

5. Use of face coverings

Face coverings, often called masks, can help stop the respiratory droplets and aerosols that you produce when you cough, sneeze, sing, talk, or breathe from infecting others. Research has shown that wearing masks reduces the risk of infection, especially when combined with other prevention efforts such as frequent handwashing and staying 6 feet away from others. Face coverings are required in certain circumstances.

Requirements
COVID-19 Universal Plan Guidance for All Businesses and Other Entities

- Require workers to wear face coverings indoors at all times, and outdoors when social distancing of 6 feet cannot be maintained. Establish procedures for overseeing workers’ compliance with face covering requirements.
  - Require workers to wear a face covering that covers their mouth and nose in accordance with Executive Order 20-81. The Executive Order requires everyone—including workers—to wear a face covering in indoor businesses and indoor public spaces. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing of at least 6 feet cannot be maintained. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (health.state.mn.us/diseases/coronavirus/prevention.html#masks).
  - Ensure workers involved in team-driving or ride-alongs wear face coverings at all times while inside the vehicle in accordance with Executive Order 20-81.
  - Establish procedures for communicating and supervising face covering compliance, and taking disciplinary action when workers do not wearing face coverings as required.
  - Instruct workers on when face coverings may be temporarily removed in accordance with Executive Order 20-81.

- Instruct workers on the use and maintenance of face coverings.
  - Instruct workers to maintain an adequate number of face coverings during their shift or workday that allows the worker to exchange face coverings as they become saturated, dirty, or compromised during use.
  - Instruct workers on how to launder reusable face coverings before each daily use
  - Establish a procedure for providing an accommodation to workers who cannot wear a face covering due to medical or mental health condition or disability.

- If a worker is unable to use a face covering due to a medical condition, mental health condition, or disability, the business or entity must engage with the worker to identify and implement alternative protections to ensure the worker, other workers, customers, clients, and visitors maintain a similar level of protection (e.g., face-shields, isolating the worker, job-reassignment).
  - Businesses must comply with applicable law, including civil rights laws, relating to verification of a worker’s disability or medical condition.

- Establish a procedure for assessing and addressing situations where a worker’s use of a face covering may present a hazard to the safety of the worker.
  - The business’ procedure must include the identification and implementation of alternative protections that ensure the worker, customers, clients, visitors, and other workers, are provided a similar level of protection that a face covering would provide, whenever possible.
  - For environments involving extreme temperatures (e.g., heat, cold) or wet environments (e.g., wet processes, rain), businesses and entities may consider the use of face shields instead of face coverings.
▪ Businesses must eliminate any risks of entanglement with tools or other machinery by selecting face coverings that are less prone to entanglement (e.g., by using snug face coverings with ear loops instead of tie-backs) and by making adjustments to guard any tools or machinery against entanglement.

▪ For work-activities that may present a risk of hazardous chemicals becoming absorbed or saturated within the materials of the face covering, the use of engineering controls (e.g., ventilation), administrative controls (e.g., work practices), or personal protective equipment (e.g., respiratory protection) must be considered and implemented whenever possible.

✓ Provide and require that workers use required respiratory personal protective equipment (PPE) for other recognized hazards (e.g., hazardous chemicals, particulates, and dust, respirable silica, lead, and asbestos).

✓ Prohibit discrimination or retaliation against a worker for choosing to wearing a face covering or using personal protective equipment that is not required by these protocols. See Executive Order 20-54.

✓ Require customers, clients, and visitors to wear face coverings and establish procedures for accommodating customers, clients, and visitors who cannot wear face coverings due to medical or mental health conditions or disability.

▪ Provide face coverings or require customers, clients, and visitors bring and wear their own face coverings, in accordance with Executive Order 20-81 and 21-01. The Executive Order requires everyone to wear a face covering in indoor businesses and indoor public spaces.

▪ Establish a protocol for accommodating customers, clients, and visitors who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses and entities may not require customers to provide proof of a medical condition, mental health condition, or disability, or require customers to explain the nature of their conditions or disability.

✓ Establish procedures to ensure customers, clients and visitors are wearing face coverings and actions that will be taken if they refuse.

▪ Businesses must take reasonable steps to ensure that customers, clients, and visitors wear face coverings in accordance with Executive Order 20-81 and 21-01, and conspicuously post face covering policies for workers, customers, clients, and visitors. Cloth face coverings are NOT a substitute for maintaining a social distance of 6 feet from other people.

▪ Establish procedures for when customers, clients, and visitors refuse to wear a face covering when required or refuse offered accommodations. Refusal of entry or services to customers, clients, or visitors who refuse to wear a face covering when required by Executive Order 20-81 and 21-01 or the businesses’ policies may be an option. Refer to the documents and information available at Facemasks and Personal Protective Equipment (PPE) (health.state.mn.us/diseases/coronavirus/prevention.html#masks) for more information.

6. Facilities, utilities and ventilation
Ventilation is an important factor in preventing COVID-19 transmission indoors. Facility owners and operators must evaluate the operational capacity of ventilation systems and increase and maintain ventilation provided throughout the building.

**Requirements**

- Increase the intake percentage of outside air to increase dilution of contaminants, and minimize recirculation, whenever possible, while maintaining indoor air conditions.
- In the absence of effective mechanical ventilation, increase natural ventilation as much as possible. Open windows if possible and safe to do so.

**Recommendations**

- Run the HVAC at least two hours before and after spaces are occupied to purge air and allow extra circulation.
- Disable demand-control ventilation controls that reduce air supply based on temperature or occupancy.
- Increase air filter efficiency as high as possible without significantly diminishing design airflow.
- Ensure exhaust fans in restroom facilities are functional and operating when the building is occupied.
- Consult with a heating, ventilation, and air conditioning (HVAC) professional for complex heating, ventilation, and air conditioning (HVAC) systems.

For more detailed information about ventilation, see ASHRAE’s Technical Resources (https://www.ashrae.org/technical-resources/resources).

For additional information on ventilation, see MDH’s Indoor Air Considerations (https://www.health.state.mn.us/diseases/coronavirus/indoorair.html).


### 7. Cleaning and disinfecting

While airborne droplets and aerosols are the primary way the virus is transmitted, the virus can also be spread if you touch a surface contaminated with virus and then touch your eyes, nose, or mouth.

**Requirements**

- Establish a regular schedule and checklist for cleaning and disinfecting commonly touched surfaces (workstations, keyboards, telephones, handrails, doorknobs, etc.), shared items, shared equipment, and high traffic areas. Continue to perform other routine environmental cleaning according to established schedules and procedures.
COVID-19 Universal Plan Guidance for All Businesses and Other Entities


✓ Select and use effective and safe supplies to clean and disinfect.


Recommendations

- Consider upgrades to facilities that may reduce exposure to viruses and bacteria, such as no-touch faucets and hand dryers, increasing fresh-air ventilation and filtration, or disinfecting recirculated air. Consider touchless payment and service methods when possible and if needed.

8. Training and communication


Requirements

✓ Businesses and entities must train all management and workers (which is broadly defined to include full or part-time employees, owners or proprietors, vendors, volunteers, interns, and temporary, seasonal, or contract workers,) on Plan contents and required protections and practices, so that all workers understand and are able to perform the precautions necessary to protect themselves and their co-workers. To implement this requirement, businesses and entities must:

- Train all workers, including management, on COVID-19 transmission, risks, and symptoms.
- Train all workers, including management, on the contents and requirements of the business’ Plan, including all relevant rules, protections, practices, and procedures.
- Ensure the training is provided and paid for by the business, at no cost to workers. Training must be provided in a manner that workers can understand, and must be adjusted to eliminate any barriers, including language and cultural barriers. See OSHA’s Resource for Development and Delivery of Training to Workers (osha.gov/Publications/osha3824.pdf).
- Ensure workers are informed that they must comply with and follow established rules, protections, practices, and procedures.
- Effectively communicate and prominently post the rules, protections, practices, and procedures in the Plan. Businesses must also prominently post instructions and reminders about illness symptoms, handwashing, and hygiene etiquette, and remind workers to report symptoms or if they are feeling ill.
COVID-19 UNIVERSAL PLAN GUIDANCE FOR ALL BUSINESSES AND OTHER ENTITIES

• Effectively supervise workers to ensure workers understand and adhere to the protections and practices outlined in the Plan. Businesses and entities must ensure that a program for enforcement and corrective action is effectively implemented to address worker deficiencies and non-compliance with Plan requirements.

• Ensure that communication occurs in a manner and language that is understandable to all workers (e.g., by using translation services, translated materials, and bi-lingual representatives where necessary).

Recommendations

• Post signage at the entry into the business and provide additional messaging (e.g., websites, advertisements, marketing) advising customers, clients, and visitors of “high risk” for severe COVID-19 infection to strongly consider postponing services or refraining from coming to the business.

• Communicate using various methods to educate customers, clients, and visitors about actions being taken for their protection to mitigate the spread of COVID-19 and their role in protecting workers and all other persons.

• Provide on-going periodic audible reminders to customers, clients, and visitors of required COVID-19 safety precautions, including required face coverings, physical distancing protections, handwashing and sanitizing, and cough and sneeze etiquette.

BACK TO REQUIRED PLAN SECTIONS

9. Providing in-home services

Workers who enter private homes encounter the extraordinary risk of entering an environment where potentially infected persons may be isolating or quarantining. In addition, potentially infected workers pose a risk of exposing household members to COVID-19, particularly where the worker maintains little control over the configurations and characteristics of the household. Businesses and entities must ensure that protections and practices are implemented to protect workers and household members from infecting each other in private homes.

Requirements

✔ Require health screening, physical distancing, face coverings, handwashing and sanitizing, and cleaning and disinfecting of high touch surfaces.

• Workers must not enter residences if the worker, any member of the household, or any occupant within the residence, is potentially infectious.

• Provide household members and occupants of the residence with the health screening survey and confirm that all persons present within the residence, prior to or upon arrival, have read the health screening survey and can respond “no” to all questions about whether any household member is potentially infectious. Workers must not enter and immediately leave the residence if there is any suspicion that any persons are potentially infectious. See the Minnesota
Department of Health (MDH)’s Visitor and Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf).

- Advise that services be postponed for residences where “high risk” and vulnerable populations are residing, unless proper protective measures can be established.
- Provide services outdoors, rather than indoors, whenever possible.
- Ensure proper physical distancing is maintained between all workers and occupants of the residence where the work is being performed or the service is being provided. Physical contact between workers and occupants must be avoided at all times, unless necessitated by the service.
- Per Executive Order 20-81, workers must always wear a face covering when providing in-home services.
- Strongly encourage occupants of the residence who are present while workers are inside of the home to wear face coverings unless not recommended for health or physical ability reasons.
- Unless otherwise permitted under sector-specific requirements, workers must maintain a physical distance of at least 6 feet from all occupants of the residence, and not have direct contact with occupants not wearing face coverings.
- Disinfect all items contacted by the worker, such as doorknobs, countertops, railings, handles, and other surfaces.

Recommendations

- Educate landlords, homeowners, tenants, and occupants about the steps being taken to mitigate the spread of COVID-19. Communicate protective measures to homeowners, tenants, and occupants prior to entering the residence to both educate the occupants and inform them of their role in protecting workers.
- Strongly encourage occupants to minimize the number of persons present while workers are entering and working inside the residence.

10. Shared transportation

Social distancing and other safety precautions, including ventilation, need to be provided while people are in vehicles.

Requirements

- Limit the number of people permitted in a vehicle at one time to allow for social distancing of at least 6 feet between all persons.
- Screen people prior to their entering the vehicle about whether they are potentially infectious. See the Minnesota Department of Health (MDH)’s Visitor and Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf).
- Ensure passengers use seating behind the driver; do not allow passengers to sit in the front seat next to the driver or linger near the driver.
Ensure all persons are wearing a face-covering while inside of the vehicle with members of other households.

Ensure passengers sit 6 feet from the driver when transporting them in larger vehicles (e.g., vans, buses).

Passengers may not eat, drink, or smoke or vape while in the vehicle with members of other households, as these activities require individuals to remove their face coverings.

**Recommendations**

- Increase outside air in the vehicle.
- Avoid recirculating the air within the vehicle while transporting passengers.
- Use the vehicle’s ventilation system to exchange fresh air in from outside the vehicle.
- Lower the vehicle’s windows whenever possible.

**11. Temporary labor camps and housing**

Where businesses provide shared temporary accommodations or housing, these housing environments must provide adequate space and design to maintain proper separation of people, required physical distancing, and effective hygiene practices. Examples include but are not limited to overnight camps, retreats, temporary labor camps, and other housing (e.g., hotels and motels) provided by a business or entity.

**Requirements**

- Ensure proper physical distancing is maintained within sleeping-quarters:
  - Utilize additional alternate locations for housing to minimize the number of workers from different household groups within sleeping quarters to allow for proper physical distancing.
  - Ensure the number of workers within a sleeping quarters allows for proper physical distancing at “bottlenecks” (e.g., doorways, corridors, restrooms).
  - Ensure adequate ventilation is maintained within sleeping quarters to promote air-flow and air-exchange, and minimize air-recirculation.

- Ensure proper physical distancing is maintained within break and eating areas:
  - Limit gatherings of workers by staggering break times and meal times.
  - Ensure seating within break areas and eating areas allows for at least 6 feet between seats.
  - Deliver meals to workers to avoid the gathering of workers around serving stations or lines.
  - Only allow workers that are eating in the dining area during meal times.
  - Assign shifts for various workers or work crews to use the kitchen and accommodations.

- Ensure proper accommodations have been made to separate, isolate, and tend to sick workers:
  - Separate ill workers with laboratory-confirmed COVID-19 and infections from all other ill workers (even those only suspected of having COVID-19).
- Ensure each ill worker is provided a private room and dedicated bathroom whenever possible.

- When private rooms are not possible, ill workers must be physically separated from non-ill workers. Ill workers may be grouped together using a large, well-ventilated room while proper physical distancing is maintained (e.g., keep beds at least 6 feet apart, ensure ill-workers sleep head-to-toe, maintain temporary barriers between beds – e.g., curtains, partitions).

- Ensure care is provided to an ill worker while the worker is sick and recovering.

- Contact local public health if a COVID-19 positive worker cannot self-isolate at their current residence due to lack of essential services (e.g., groceries, medications, thermometers, medical assistance, or other resources)

- Assist workers with seeking health care services, including by providing a means of communication, identifying local medical facilities, and furnishing transportation necessary to obtain medical care. If the worker is of high-risk of developing severe illness, contact a health care provider. Refer to this Worker Resource Guide for available assistance (Worker Resource Guide (https://www.dli.mn.gov/sites/default/files/pdf/worker_resource_guide.pdf)).
