# A picture containing drawing  Description automatically generatedCOVID-19 Preparedness Plan June 22, 2020

Menari Body Works (MBW) is committed to providing a safe and healthy workplace for all our workers, and clients. To ensure we have a safe and healthy workplace, MBW has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by Olivia Hageman, who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. MBW staff have our full support in enforcing the provisions of this plan.

Our staff are our most important assets. Menari Body Works is serious about safety and health and protecting its staff. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our staff in this process by including them in the development and implementation of all cleaning procedures and modifications needed to the space in order to produce a safe working environment.

MBW COVID-19 Preparedness Plan follows the industry guidance developed by the state of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19, Minnesota Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota’s relevant and current executive orders. It addresses:

* ensuring sick workers stay home and prompt identification and isolation of sick persons;
* social distancing – workers must be at least six-feet apart
* worker hygiene and source controls;
* workplace building and ventilation protocol;
* workplace cleaning and disinfection protocol;
* drop-off, pick-up and delivery practices and protocol; and
* communications and training practices and protocol.

MBW has reviewed and incorporated the industry guidance applicable to our business provided by the state of Minnesota for the development of this plan, including the following industry guidance for Personal Care Services.

Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

* additional protections and protocols for customers, clients, guests and visitors;
* additional protections and protocols for personal protective equipment (PPE);
* additional protections and protocol for access and assignment;
* additional protections and protocol for sanitation and hygiene;
* additional protections and protocols for work clothes and handwashing;
* additional protections and protocol for distancing and barriers;
* additional protections and protocols for managing occupancy;
* additional protocols to limit face-to-face interaction;
* additional protections for receiving or exchanging payment; and
* additional protections and protocols for certain types of businesses within an industry.

## Ensure sick workers stay home and prompt identification and isolation of sick persons

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers’ health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

* Workers who are sick with COVID 19 symptoms will be advised to stay home, self-isolate and contact their health care provider. Prior to returning to work they will submit results of a COVID 19 test.
* Workers who are sick WITHOUT COVID 19 symptoms will be advised to stay home for at least 7 days, contact their health care provider and get a COVID 19 test done prior to returning to work after they are no longer ill.
* Workers will take their temperature at home prior to leaving for work and text Olivia their temperature results. If a worker has a temperature over 100 F, they will remain at home for the day to monitor their symptoms and contact their health care provider.
* Workers will answer the following questions via text to Olivia prior to leaving their home for their shift:
	+ Have you had any of the following symptoms since your last day at work or the last time you were here that you cannot attribute to another health condition?
	+ Fever or feeling feverish?
	+ Chills?
	+ A new cough?
	+ Shortness of breath?
	+ A new sore throat?
	+ New muscle aches?
	+ New headache?
	+ New loss of smell or taste?
* If the answer to any of these is YES, then the worker will be advised to stay home, stay away from other people and contact their health care provider.
* If workers are feeling symptoms of COVID or any other illness when they are on their non-working days, MBW requires that they call Olivia Hageman to report.
* If workers are feeling sick while at work, they are to stop the session immediately, send the client home, (no charge if session is interrupted), and call Olivia Hageman.
	+ They will be sent home immediately to contact their health care provider and self- isolate.
	+ Any client that they have been in contact with for the last 14 days will be notified of their exposure via phone call or email from Olivia Hageman.
* Workers who have been in close contact with a family member who has COVID will not return to work until their quarantine period is over.
	+ If a worker has been caring for a sick family member with COVID they may only return to work after 14 days if they DO NOT develop symptoms.
* Workers will only return to work after notifying Olivia Hageman, and may resume services after 10 days and 3 days with no fever (without-fever reducing medicine) and improvement of respiratory symptoms (cough, shortness of breath) which ever is longer.
* All staff will wear a mask in the presence of others at all times.

MBW has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. MBW will provide COVID sick leave pay for all employees who contract COVID-19 from performing massage at MBW or who need to care for a family member due to contraction of the novel coronavirus. COVID sick leave pay is 2 weeks of paid sick leave at the employee’s regular rate of pay according to the FFCRA Act if the employee contracts COVID-19. If the employee is unable to work because of a bona fide need to care for an individual subject to quarantine or care for a child (under 18 yrs of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor, they will receive two weeks of paid sick leave at two-thirds the employee’s regular rate.

* MBW will clearly communicate sick leave policies with staff via email and posting in the break room area on site.
* All staff are encouraged to ask questions regarding sick leave to Olivia Hageman.

Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. Each workday at MBW is assigned to one therapist, as such only one therapist is working for a full day at MBW with 2 days of no occupation of the space in between for Phase 1 of reopening. In Phase 2 of reopening, each workday will continue to host only one therapist and individual client at one time, but with consecutive days of occupation in the space. This will keep workers from coming into contact with each other to protect all staff and their families.

* Vulnerable workers are encouraged to self-identify.
* Management will avoid making unnecessary medical inquiries.

MBW has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

* If an employee has been exposed to COVID-19 while at the workplace, Olivia Hageman will notify the employee via phone call or email or both.

In addition, a policy has been implemented to protect the privacy of workers’ health status and health information.

* All health status and health information will be kept private in accordance with the policies of HIPPA and employee’s rights.

## Social distancing – Workers must be at least six-feet apart

Social distancing will be practiced during client intake and closing consultation. The consultation area will be set up so that the seating arrangement allows for a minimum of 6 ft between client and practitioner. Seating will be on furniture that is non-porous or waterproof to allow for disinfecting with approved santi-wipes for COVID-19.

Menari Body Works is a single patron facility, in that only a single client and practitioner can be in the space for a session at one time. There are no other workers on premises when a session is in progress. In order to perform massage one cannot be 6ft away from the client so we have taken the precautions of having all staff and client wear a mask at all times. Massage will be performed above the clothing to minimize skin to skin contact and increase the distance between therapist and client. Practitioner will be wearing an N95 mask and a face shield. With each client the therapist will change their mask, and uniform and sanitize their face shield.

Each therapist will have a designated day for work in which no other therapist will be working, ie no split shifts. The space will remain empty for 2 days after each work day to allow time for any residual virus to die. There will be one therapist and one client at a time for a maximum of 45 minute sessions with one hour break in between clients for cleaning and to prevent one client from running into another. The maximum number of persons within the space will be two at all times.

Client will come in through the entrance/exit and therapist will be waiting for them behind the front desk that is over 6 feet distance away. There is a 32in plexiglass sneeze guard on the desk. Then the client will proceed to the treatment room and sit on the consultation chair as the therapist will follow behind them 6ft or more away.

Consultation will occur with 6 feet or more distance between client and practitioner. Clients are advised during consultation that they must wear a mask at all times or the session will be concluded and they will be charged for the time given.

The room dividing curtain will remain 8ft open to allow for better ventilation during the session.

All shared desk equipment will be sanitized in between each client as part of our post client cleaning. This includes:

* + Phone
	+ Computer
	+ Pens
	+ Clipboards

Staff are encouraged to ask questions and submit any suggestions to Olivia Hageman.

MBW will provided N95 masks, face shield, uniform shirts, gloves disinfecting wipes to all employees.

Instructions of how to use PPE and all cleaning procedures are sent to all staff via email and we held a COVID cleaning training meeting on 3/10/2020 in which all staff attended.

## Worker hygiene and source controls

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the before and after a massage. Also at the end of their shift, prior to any mealtimes and after using the restroom. All customers, clients, patrons, guests and visitors to the workplace are required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Handwashing facilities are in the single stall restroom and will be maintained with antibacterial soap and paper towels at all times. Hand sanitizer is on the front desk, in the treatment room and in the bathroom. All hand sanitizers will be refilled on an as needed basis at the end of each shift. Clients are asked to wash their hands before their session begins.

Workers, [and customers, clients, patrons, guests and visitorsare being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Workers [and customers, clients, patrons, guests and visitorsare expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace.MBW will be reminding clients of these requirements in their confirmation email and by posted signage on the desk, in the restroom, and in the consultation area.

N95 masks and face shields are purchased from Massage Warehouse and meet the CDC requirements for face coverings that are effective in preventing the transmission of COVID-19.

## Workplace building and ventilation protocol

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and heating, ventilation and airconditioning (HVAC) systems.

Even though MBW did not take any clients from 3/17/2020 to 6/24/2020 the building was regularly checked once or twice a week, the taps were run the AC turned on, the heating checked. There is no HVAC system at MBW, as such. Prior to re-opening we thoroughly cleaned, disinfected and allowed for fresh air to enter the building.

The air conditioner will be used as temperatures are above 65 degrees F currently. The air conditioner is a wall unit that takes in fresh air from the outside. The treatment room is designated with an L shape half wall that is 8 ft in height when the celiing is at 9ft height. This allows for direct air flow from the AC unit to the treatment room. The fourth “wall” of the treatment room is 2 polyester room dividing curtains that are 12 ft and 5 ft respectively. These curtains will remain open a minimum of 8 ft distance to allow for air flow during the massage session. Massage sessions are done with clothing on to allow for the curtain to be open yet privacy maintained.

After each client there is a one hour clean up time in which the front entrance to the facility will remain open for a minimum of 20 minutes to allow for recirculated air to disperse.

The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained.

## Workplace cleaning and disinfection protocol.

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, fitting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc.

A cleaning check list is to be filled out by the therapist after every client. Deep cleaning of the bathroom and floor mopping will take place 2x a week on non- work days by the owner.

Light switches will be cleaned with disinfecting wipes, not sprayed and wiped down. Electronic devices will be wiped down when they are turned off.

PPE will be kept separate, in the staff’s locker and sanitized or changed in between each client.

If a worker, client or visitor should become ill, MBW will immediately sanitize the facility according to the CDC’s guidance.

Our disinfecting wipes are Rejuvenate Wipes, specifically designed for spas and sold by Universal Companies. They are effective in killing the novel coronavirus, COVID-19, it is EPA Registered Hospital Grade Disinfectant & Meets OSHA Bloodborne Pathogen Standards.

* -Approved for use against SARS-CoV-2, the virus that causes COVID-19 when used in accordance with the directions for use against Poliovirus type 1.
* Kills hepatitis B & C virus, HIV, athlete's foot and nail fungus, MRSA, and other spa or salon relevant pathogens in as little as 1 minute
* Works as a 1-minute virucide / bactericide; 5-minute tuberculocide; 10-minute fungicide

MBW is following the safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

All staff have been trained on how to use the products via webinar provided by the company Rejuvenate.

## Drop-off, pick-up and delivery practices and protocol

Contactless payment is available for retail items. The items are sold via our website and curbside pickup is selected as delivery option. All deliveries are made to the owner’s home, not to the business. Mail is deposited in the mailbox for the building which is a separate entrance. No staff come into contact with mail delivery or package delivery at any time.

## Communications and training practices and protocol

This COVID-19 Preparedness Plan was communicatedto all workers via email on 6/19/2020, and necessary training was provided for cleaning procedures on 3/10/2020. Additional cleaning procedures were discussed via tele-meeting on 6/22/2020. Additional communication and training will be ongoing by ZOOM meeting or tele-meeting. Training will be provided to all workers who did not receive the initial training and prior to initial assignment or reassignment.

Instructions will be communicated to all workers, including employees, temporary workers, staffing and labor-pools, independent contractors, subcontractors, vendors and outside technicians and customers, clients, patrons, guests and visitors about protections and protocols, including: 1) social distancing protocols and practices; 2) drop-off, pick-up, delivery and general in-store shopping; 3) practices for hygiene and respiratory etiquette; 4) recommendations or requirements regarding the use of masks, face-coverings and/or face-shields by workers and customers, clients, patrons, guests and visitors. All workers, clients, patrons, guests and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.

All clients will be required to take their temperature before departing for their massage session, and will need to fill out a COVID Health questionnaire via email before their appointment.

Olivia Hageman will monitor how effective the program has been implemented and if there need to be any changes made to any of the policies or procedures. The program will be deemed effective if clients are arriving with their filled out paperwork and waiver, with a mask on and are informed of our policies and procedures. If clients are expressing that they are unaware of our policies and procedures then a re-evaluation of communication will be assessed.

All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by Menari Body Works management and the plan was posted throughout the workplace and made readily available to employees 6/22/2020.

 It will be updated as necessary by Olivia Hageman.

## Additional protections and protocols

Other conditions and circumstances addressed in this plan that are specific to our business include:

What clients and customers can do to minimize transmission:

* Clients will be required to conduct a self-check of their temperature the day of their appointment.
* Clients will be asked to print and fill out at home a COVID Health assessment and bring to their appointment. If they do not do so they will fill it out before their session begins.
* Clients will be declined services if there is any suspicion that they are sick or symptomatic, and will be advised to leave the facility.
* There will be no other persons allowed to accompany the client to their appointment.
* No children are allowed to accompany a client to their appointment.
* Clients will be required to bring fresh clean clothes to the facility to change into immediately before their treatment and then wear out of the facility.
* If a client has a household member that has COVID-19 or thinks they may have COVID-19 they are asked to reschedule.
* If a client or feels unwell during their session they are advised to immediately terminate the session (without charge) and return home to contact their health care provider and self-isolate.
* If a client is high risk, they are asked to reschedule for later in the year.
* Clients will be asked to wash their hands before their treatment begins.
* Clients will be asked to wear a mask at all times, and if they remove their mask the session will be terminated with or without compensation as determined by the therapist.
* If a client CANNOT wear a mask for health reasons, they are asked to postpone massage at this time.

Additional protections for receiving or exchanging payment:

* Card or check payment will only be accepted at this time.
* Payments are made at the front desk with the therapist behind the plexi barrier.
* Card processor will be wiped down after each use.

Additional protections for managing Occupancy:

* Clients will be seen by appointment only.
* Retail will not be open to the public.
* Business protocols will be made available to clients via email and posted on social media pages.
* Added COVID modifications and precautions informative video was posted on 6/20/2020 via social media.
* Signage will be posted at the business entrance related to mask protocols.
* Appointments will be scheduled with 1 hour transition period between.

Additional protocol to limit face-to-face interaction in settings where face-to-face interaction is part of the service:

* Workers must always use a face covering when working with a client.
* Workers will use N95 masks and face shield together with all clients.
* Clients will be required to wear a mask at all times. If they cannot for health reasons they will be asked to postpone services at this time.
* Clients will be asked to bring their own face mask, and provided one if they arrive with out it.
* If a client refuses to wear a mask, services will be terminated without reimbursement.
* If a client takes off their mask mid service, the session will be immediately terminated without reimbursement.
* Table massage is postponed at this time. We are offering floor massage modalities- Thai massage and Shiatsu. This will create a greater amount of space between the client and the provider.
* Facial massage is postponed at this time.

Additional protections for retail:

* Products for sale are limited to the display.
* Workers will fill in orders for clients.
* Display products will be sanitized regularly.
* If an item is returned it will be sanitized before it is placed back on display.

Certified by:

Olivia Hageman

June 21, 2020
Owner, CEO, CMT

## Appendix A – Guidance for developing a COVID-19 Preparedness Plan

### General

Centers for Disease Controal and Prevention (CDC): Coronavirus (COVID-19) – [www.cdc.gov/coronavirus/2019-nCoV](http://www.cdc.gov/coronavirus/2019-nCoV)

Minnesota Department of Health (MDH): Coronavirus – [www.health.state.mn.us/diseases/coronavirus](http://www.health.state.mn.us/diseases/coronavirus)

State of Minnesota: COVID-19 response – [https://mn.gov/covid19](https://mn.gov/covid19/)

### Businesses

CDC: Resources for businesses and employers – [www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)

CDC: General business frequently asked questions – [www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html](http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html)

CDC: Building/business ventilation – [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: Businesses and employers: COVID-19 – [www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

MDH: Health screening checklist – [www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: Materials for businesses and employers – [www.health.state.mn.us/diseases/coronavirus/materials](http://www.health.state.mn.us/diseases/coronavirus/materials)

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – <https://mn.gov/deed/newscenter/covid/>

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – [www.dli.mn.gov/updates](http://www.dli.mn.gov/updates)

Federal OSHA – [www.osha.gov](http://www.osha.gov)

### Handwashing

MDH: Handwashing video translated into multiple languages – [www.youtube.com/watch?v=LdQuPGVcceg](http://www.youtube.com/watch?v=LdQuPGVcceg)

### Respiratory etiquette: Cover your cough or sneeze

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)

CDC: [www.cdc.gov/healthywater/hygiene/etiquette/coughing\_sneezing.html](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/prevention.html](http://www.health.state.mn.us/diseases/coronavirus/prevention.html)

### Social distancing

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

### Housekeeping

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)

Environmental Protection Agency (EPA): [www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

### Employees exhibiting signs and symptoms of COVID-19

CDC: [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/basics.html](http://www.health.state.mn.us/diseases/coronavirus/basics.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/returntowork.pdf](http://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)

State of Minnesota: <https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp>

### Training

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html)

Federal OSHA: [www.osha.gov/Publications/OSHA3990.pdf](http://www.osha.gov/Publications/OSHA3990.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/about.pdf](http://www.health.state.mn.us/diseases/coronavirus/about.pdf)