

Grain Train Natural Foods Coop COVID-19 Preparedness and Response Plan

ORGANIZATION WIDE

PURPOSE: This document is intended to inform and prepare staff on what to expect and how to respond to reduce the impact of a COVID-19 outbreak/pandemic event.

INTRODUCTION: Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States.

This virus can cause illness ranging from mild to severe, and in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people who experience no symptoms at all, referred to as asymptomatic, may still carry and transmit this disease to others. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure to the virus.

COVID-19 is thought to spread mainly from person to person, including:

- Between people who are in close contact with one another (within about 6 feet)
- Through respiratory droplets produced when an infected person coughs or sneezes. The droplets can land in the mouths or noses of people who are nearby or can be inhaled through the lungs.
- It may also be possible to spread the virus by touching a surface or object that has COVID-19 virus on it, and then touching their own mouth, nose, or eyes.

To reduce the spread of this disease, and to protect the health and safety of our staff and customers, the following plan has been created to guide the Grain Train in preparing and responding to the current outbreak, and any future outbreaks that may occur. This plan is in addition to, or in conjunction with, any Local, State, or Federal mandates, orders, or guidelines issued as they relate to COVID-19. This plan is in compliance with *Michigan Executive Order 2020-97 (COVID-19) Safeguards to protect Michigan's workers from COVID-19* and *OSHA's Guidance on Preparing Workplaces for COVID-19*.

SAFETY

1. Social Distancing

- a. Staff and customers must maintain a physical distance of six feet or more from other people
- b. The floor will be marked to indicate six feet of separation

- c. In areas where maintaining a distance of six feet or more is not possible, such as the front end, plexiglass will be installed and maintained to provide an additional barrier. Plastic face shields may also be used when a plexiglass barrier is not possible or practical.
- d. Those who are able to work remotely will be required to do so.
- e. The schedule may change to reflect the reduction of staff in specific areas of the workplace, work occurring after hours, to create an environment that supports social distancing.
- f. Store hours may change or fluctuate to create an environment that supports social distancing
- g. The number of customers allowed in the store at a time may be limited to create an environment that supports social distancing
- h. Curbside pickup has been developed and will be encouraged as an option for those who are sick, and to support an environment that supports social distancing.
- i. Signage will be placed at all entry points to the building, and in other locations including back of house, communicating social distancing plans and procedures.
- j. A Door Greeter may be stationed at the entrance to the store to support limiting customer entry, enforce face coverings, and provide any other customer support to navigating their shopping experience during the pandemic.

2. Handwashing

- a. Staff are required to wash their hands with soap and water for at least 20 seconds upon arrival to work, and frequently throughout their shift. The recommendation is every half hour.
- b. Hand sanitizer will also be provided to staff and customers at entry and exit points of the building, as well as in offices, registers and other areas throughout the workplace.
- c. Signs will be posted in all restrooms and hand washing stations.
- d. Gloves may also be worn, provided they are carefully handled and disposed of after use to prevent cross contamination. The use of gloves does not replace the need to hand wash and/or use hand sanitizer.

3. Cleaning and Sanitizing

- a. A staff member will be designated to thoroughly clean and sanitize commonly touched surfaces during open hours. These areas include:
 - i. Cart and basket handles
 - ii. Door and case knobs and handles
 - iii. Gravity feed handles
 - iv. Restroom door knobs
 - v. Office Door knobs
 - vi. Computer keyboards

- vii. Commonly touched tools (ladders/step stools, price guns, scanners, broom/mop handles, etc)
- b. The front end team will be responsible for sanitizing the belt, credit card machine and other areas frequently touched by customers during the checkout process, between each customer transaction. Customers will be asked to stand back during this time until the sanitization process is complete and they are invited to step forward by the cashier.
- c. Staff are responsible for sanitizing their equipment and workstations frequently and before they leave for the day

4. Face Coverings

- a. Face coverings will be required by all staff and customers while at the Grain Train and when working within 6 feet of others.
- b. The Grain Train will provide cloth face coverings to staff.
- c. Face coverings may be provided to customers as availability permits
- d. Face coverings must be properly worn to cover the nose and mouth at all times.
- e. Staff who touch or remove their face covering should immediately wash their hands after handling a used face covering.
- f. Face coverings should be washed after they are worn in a washing machine and drier at the highest temperature. If no washing machine is available, then hand wash by filling up a sink with hot water and detergent, and rub/scrub the mask with your hands for no less than 30 seconds. Let the mask soak for an additional 30 minutes. Rinse thoroughly and hang to dry.
- g. Face coverings should not be placed or left on surfaces to prevent contamination
- h. Staff are encouraged to report to work with two clean face coverings each shift in case one gets soiled. Place contaminated masks in a plastic bag until they can be washed.
- i. Signs will be posted at entry points requiring that all who enter wear a mask.
- j. Staff who cannot medically tolerate a face covering may be reassigned to other work if possible
- k. Customers who cannot medically tolerate a face covering will be directed to use our curbside service

5. Health Screening

- a. Staff are required to take their temperature and complete a health screening daily before reporting for work
- b. The health screening questionnaire will be provided digitally and in paper form
- c. HR will review the health screening log daily, and will keep it confidential

6. When someone is sick

- a. STAFF**
- b. Staff who have symptoms associated with COVID-19 (dry cough, fever, shortness of breath are most common), or who have a family member or

- roommate in their home with these symptoms, are required to stay home and self quarantine for 14 days.
- c. Staff who are high risk or immunocompromised may be entitled to a leave of absence if they are not able to work remotely
 - d. Staff are required to report any illness to HR immediately. Staff should be prepared to answer the following questions:
 - i. Do you (or a member of your household) have a fever?
 - ii. Do you (or a member of your household) have a dry cough?
 - iii. Are you(or a member of your household) experiencing shortness of breath?
 - iv. When did these symptoms start?
 - v. In the last 14 days, have you or a member of your household been in direct contact with anyone who has tested positive for COVID-19?
 - e. Staff who suspect they may have COVID-19, or who test positive for the virus are required to stay home and quarantine for 14 days
 - f. If a staff member tests positive for COVID-19
 - i. All employees who worked closely with that employee in the previous 14 days will be identified and sent home.
 - ii. The Grain Train will notify the Healthy Department within 24 hours and follow their instructions and guidance
 - iii. A professional cleaning company will be contacted to sanitize the area the staff member worked in, or may be asked to sanitize the entire store.
 - g. Returning to work:
 - i. You or your family member will have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND
 - ii. Other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
 - iii. At least 7 days have passed since the symptoms first appeared, OR
 - iv. A negative COVID-19 test has been confirmed by your healthcare provider
 - h. CUSTOMER**
 - i. If a customer reports that they have tested positive for COVID-19:
 1. If they are in the store, please ask them to step outside immediately.
 2. While maintaining a safe distance from them of at least 6 feet, or if they are on the phone, please get their name and telephone number.
 3. Immediately report this information to HR and the Operations Manager, and close the store until further notice. Instructions will follow from management.

4. The Grain Train will notify the Health Department within 24 hours and follow their instructions and guidance.
- ii. If a customer is experiencing symptoms of COVID-19:
 1. please ask them to immediately step outside, take their contact information, and report to HR and Operations Manager.
 2. The decision to close or not will be made by management.
- iii. If a customer refuses to leave upon request, you may call 911 for assistance. Please also report any such instance to the Operations Manager.

7. Supervision and Direction

- a. A worksite supervisor will be designated at all times to implement, monitor, and report on COVID-19 strategies, policies and plans in place.
- b. The designated person will likely be an MOD, but may be another staff member
- c. They will be identified on the schedule and training will be provided

8. Miscellaneous Safety

- a. All sampling is cancelled
- b. Bulk scoop bins will be removed. These items may be packaged.
- c. Bulk grind your own nut butters and nut butter scoop bins will be removed. These items may be packaged.
- d. Bulk honey and maple syrup may be removed.
- e. Bulk spices may be removed
- f. Self-serve coffee will be removed. Coffee may be provided by staff members.
- g. Self-serve hot bar, salad bar, bakery items will no longer be available. These items may be packaged.
- h. Customers will not be allowed to bring their own containers, coffee mugs, bottles, or reusable bags.
- i. Other operational changes may occur as necessary

COMMUNICATIONS

1. **Internal:** Changes in store operations, operating hours, systems, processes, personnel or other policies will be communicated primarily via email to all staff. Daily and/or Weekly Staff updates will be provided to keep staff informed.

Other forms of communication may include text messages or phone calls to specific individuals, and posting signs in common staff areas such as offices, on communication boards, in communication books, or on doors visible to staff only.

Meetings will be held via remote conferencing when appropriate. Access to the meeting links will be found in the Grain Train Meetings google calendar.

- 2. External:** Changes to store hours, closing, services offered, meetings, events, availability of items, etc., will be communicated via eblasts, social media, blog, websites, flatscreen, and may include handouts at registers, signage throughout the store, and or posted on entry doors or windows. Staff may be instructed on how to verbally communicate pre-approved information to customers as well.

STORE HOURS

Store hours may change or decrease due to legal or safety requirements and/or due to lack of inventory or personnel. All staff will be advised of changes following our communications plan.

MEMBERSHIP

Accepting and processing new membership applications, termination requests, etc., may be suspended or limited to email or phone contact. Membership meetings or Committee meetings may be suspended or canceled. The Board may choose to cancel or suspend their meetings, may meet via remote conferencing, or may choose to meet and/or take actions via email, phone conferences or other remote conferencing methods.

TRAINING

With the exception of COVID-19 related training, all other staff training events are cancelled or suspended. Training may be provided via documents and handouts, email communication, on-site/on-the-job training, videos, etc. Training for staff will include:

- Proper handwashing
- PPE use & handling
- Practicing Social Distancing
- How to report illness and/or positive COVID-19 test
- Sanitization best practices
- Customer service and communication during COVID-19
- How to report unsafe working conditions

EDUCATION, EVENTS, OUTREACH, SPECIAL SERVICES

All public and staff classes, training, events, and meetings may be canceled or suspended. The seating area at the Petoskey Store may be closed, or may be repurposed is closed until further notice. All demos and sampling are suspended.

SUPPLIES

The purchasing team will order and maintain a supply of the following items for use by all employees:

- Gloves
- Hand Sanitizer
- Approved surface sanitizer

- Masks

POLICIES

Standard Operating Procedures, Operating Standards, Closing and Opening procedures, and Personnel Policies (with the exception of those required by law), etc., may be subject to change or may be suspended by the direction of the General Manager for the duration of the pandemic. Changes or suspension of policies and/or procedures will be communicated to staff as per our communications plan.