



Oryana Community Co-op  
10th and West Locations

**COVID-19 PREPAREDNESS AND RESPONSE  
PLAN - Rev. III**

Updated: 11/16/2020

## I. COVID-19 PREPAREDNESS AND RESPONSE PLAN

Oryana takes the health and safety of our employees seriously. We are all living through the spread of COVID-19 and the need for employees to continue in-person work to serve our owners and the community. We want you to know that we are committed to reducing the risk of exposure to COVID-19 and we strive to be a “Safe Store” to provide a healthy and safe workplace for our employees, owners, customers, vendors, and guests.

Oryana’s COVID-19 Preparedness and Response Plan (Plan) is based on information and guidance from the Centers for Disease Control (CDC), the Occupational Health and Safety Administration (OSHA), the Michigan Department of Health and Human Services (MDHHS), the Grand Traverse County Health Department (Health Department), and the National Co+op Grocers (NCG), in effect at the time of the Plan’s development. The Plan will be updated as information changes. Because the COVID-19 situation is frequently changing, the need for modifications will occur based on further guidance provided by the CDC, OSHA, MDHHS, Health Department, and other public officials at the state and local levels. Oryana’s Plan is focused on three lines of defense:

1. Social distancing as feasible.
2. Sanitizing areas and having cleaning and sanitizing procedures, including hand washing, in place.
3. Requiring appropriate personal protection equipment including face coverings, gloves, etc., which will be provided by Oryana.

**Note:** Oryana may amend this Plan based on changing requirements and the needs of our business.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests – visitors/vendors/family members
- The general public

Our employees fall into one or more of the following categories as defined by OSHA:

- Lower exposure risk: The work performed does not require direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public.
- Medium exposure risk: The work performed requires frequent and/or close contact with people who may be infected with COVID-19 but who are not known to be infected, or in contact with the general public in areas where there is ongoing community transmission.

## II. COVID-19 WORKPLACE “SAFE STORE” TEAM TASK FORCE

Oryana has designated the following staff as its COVID-19 “Safe Store” Leadership Team:

1. Steve Nance, General Manager [steve@oryana.coop](mailto:steve@oryana.coop), 231-409-0499
2. Devin Moore, Education and Outreach Coordinator, [devin@oryana.coop](mailto:devin@oryana.coop), 231-346-2815
3. Stephanie Mathewson, Marketing and Communications Manager, [stephanie@oryana.coop](mailto:stephanie@oryana.coop), 231-346-2814
4. Wendy Walter, Human Development Manager, [wendy@oryana.coop](mailto:wendy@oryana.coop), 231-346-2811
5. Blythe Webster, Human Development Generalist, [bwebster@oryana.coop](mailto:bwebster@oryana.coop), 231-346-2817
6. Mike Trubac, 10<sup>th</sup> Street Store Manager, [mtrubac@oryana.coop](mailto:mtrubac@oryana.coop), 231-346-2878
7. Victor Fontaine, West Store Manager, [vfontaine@oryana.coop](mailto:vfontaine@oryana.coop), 231-486-2491

### The COVID-19 “Safe Store” Team responsibilities include:

- Staying up to date on federal, state, and local guidance.
- Incorporating those recommendations into our workplace.
- Training our workforce on control practices, proper use of personal protective equipment, the steps employees must take to notify our business of any COVID-19 symptoms or suspected cases of COVID-19.
- Reviewing Human Development policies and practices to ensure they are consistent with this Plan and existing local, state, and federal requirements.

## III. RESPONSIBILITIES OF ALL ORYANA LEADERSHIP

**All Oryana Leadership, including those employees in Department, Store and Administrative Management, Floor Mangers, Leads, and others in “supervisory” positions** must be familiar with this Plan and know who can answer questions from employees, owners, customers and vendors. Additionally, Oryana expects that all managers/supervisors will set a good example by following this Plan. This includes practicing good personal hygiene and jobsite safety practices to prevent the spread of the virus. Oryana Leadership members must require this same behavior from all employees.

Oryana will require and keep a record of all self-screening protocols for all employees and any long-term contractors conducting prolonged work onsite, including, at a minimum, a questionnaire covering symptoms and contacts with individual having a confirmed diagnosis of COVID -19. The Oryana questionnaire is attached hereto as Addendum A to this Plan.

Oryana will:

- Keep everyone on the premises at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and other physical barriers where possible on the sales floor.

- Require face coverings to be worn when employees, owners, customer and vendors cannot consistently maintain six feet of separation from other individuals in the workplace and consider other barriers when employees cannot consistently maintain six feet of separation from other individuals in the workplace. Oryana has a mandatory face covering policy, which is attached hereto as Addendum B to this Plan.
- Provide *non-medical grade* face coverings to their employees, customers, and vendors, which are available at or near the Customer Service or Front End cashier stations of each store. See “*How a Mask Works*” at the end of this Section III. It is understood that N95 masks and surgical masks are currently being reserved for health care professionals, first responders (e.g., police officers, fire fighters, paramedics), and other critical workers.
- Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g. door handles), paying special attention to shared equipment (e.g. tools and other equipment), shopping carts, baskets, and service items.
- Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 outbreak in the workplace.
- Make cleaning supplies available to employees at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer.
- When an employee is identified with a confirmed case of COVID-19, Oryana will, within 24 hours:
  1. Notify the local public health department;
  2. Notify any co-workers, contractors, or suppliers who may have come into close contact, as defined by the CDC, with the individual having a confirmed case of COVID-19; and
  3. Take appropriate actions as recommended or in conjunction with the Health Department and any other agencies to whom Oryana is referred.
- Conduct a daily entry self-screening protocol for all employees, contractors, and other individuals performing temporary work or conducting prolonged work onsite. The self-screening protocol should include, at a minimum, a questionnaire covering symptoms and contact with persons having confirmed cases of COVID-19. See Addendum A. Oryana will also strive to confirm with any contractors and others performing work at Oryana’s worksite that they and their staff have a similar daily screening in place.
- Train employees on how to report unsafe work conditions by contacting a manager or supervisor.
- We will perform increased environmental cleaning and disinfection:

- Employees should sanitize their work areas whenever possible as often as possible, especially prepared foods and front end.
- We will routinely clean and disinfect frequently touched surfaces in the workplace, such as, telephones, handrails, doorknobs and other frequently touched surfaces or tools.
- We will routinely clean and disinfect used shopping carts, baskets and items used by shoppers.
- After using an Oryana vehicle, employees will be responsible for cleaning and disinfecting the vehicle.
- Oryana provides disposable wipes or cleaning materials so that commonly used surfaces, such as doorknobs, keyboards, copiers, desks, and other work tools and equipment, can be wiped down by employees before each use.
- Eliminate/restrict work-related travel if possible and limit employees' exposure to employees who have traveled for work until we can confirm that the traveling employee is not exhibiting COVID-19 symptoms.
- If an employee reports concern about being at higher risk we will have a conversation with remote work considered as an accommodation. If working remotely is not possible, additional precautions will be put in place to ensure their safety when possible.
- Monitor and respond to absenteeism.
- Plans will be developed by each department to continue essential business functions in the event higher than usual absenteeism occurs.

## HOW A MASK WORKS

- COVID-19 spreads mainly among people who are in close contact.
- All of us have droplets in coughs and sneezes that can carry COVID-19 to others.
- Coughs spray droplets at least 6 feet. Sneezes travel as far as 27 feet. Droplets also may spread when we talk or raise our voice.
- These droplets can land on your face or in your mouth, eyes and nose.
- When you wear a mask, it keeps more of your droplets with you.
- A mask also adds an extra layer of protection between you and other people's droplets.

Chance of Transmission	Asymptomatic COVID-19 Carrier	Uninfected Person
HIGHEST		
HIGH		
MEDIUM		
LOW		
LOWEST		
PRACTICALLY NONE		

← 6 ft →

## IV. RESPONSIBILITIES OF ORYANA EMPLOYEES

We are asking each of our employees to help with our prevention efforts while at work. Oryana understands that in order to minimize the impact of COVID-19 at our stores everyone needs to play their part. We have instituted several best practices to minimize exposure to COVID-19 and prevent its spread in the workplace. This includes, without limitation, specific cleaning efforts,

social distancing, barriers when social distancing is not possible, mandatory face covering policies, etc. While at work, all employees must follow these best practices for them to be effective. Beyond these best practices, we require employees to communicate with their manager if they are unable to work due to illness, and to immediately communicate with Human Development staff if they are experiencing signs or symptoms of COVID-19, as described below. If employees have specific questions about this Plan or COVID-19, they should ask their manager or contact: **Mike Trubac at Oryana 10<sup>th</sup>; Victor Fontaine at Oryana West; Wendy Walter, Human Development Manager; or Blythe Webster, Human Development Generalist.**

## [OSHA AND THE CDC PREVENTION GUIDELINES](#)

OSHA and the CDC have provided the following preventive guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds.
- When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid close contact with anyone who is sick.
- Maintain appropriate social distance of six feet to the greatest extent possible.

Additionally, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Fever
- Uncontrolled cough or dry cough
- Shortness of breath

Or at least **two** of these symptoms:

- Diarrhea
- Vomiting
- Abdominal pain
- Muscle aches
- Severe headache
- Sore throat
- New loss of taste or smell

If you cannot pass the daily health screening, do **not** report to work. You must also immediately notify your supervisor (to report your absence), notify Human Development staff, and consult a healthcare provider. Similarly, if employees come into close contact with someone showing these symptoms, they must notify Human Development staff immediately and consult a healthcare provider. Oryana has the responsibility to work to identify and notify all employees who have close contact with individuals with COVID-19 symptoms. “Close contact” is **not** brief or incidental

contact with a person with COVID-19 symptoms.

The CDC defines “close contact” as either:

- Being within roughly six feet of a COVID-19 infected person or a person with any symptom(s) for a cumulative total of 15 minutes or more over a 24-hour period; or
- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (i.e., being coughed on).

## V. HEALTH AND SAFETY PREVENTATIVE MEASURES FOR ORYANA

Oryana has put a number of best practices and measures in place to ensure the health and safety of identified groups of individuals. With each group of individuals, our Plan is focused on three lines of defense – limiting the number of people together at a time, sanitizing all areas, and requiring appropriate personal protection equipment, as described below:

### Minimizing Exposure from Co-Workers

Oryana takes the following steps to minimize exposure from co-workers to COVID-19 by educating employees on protective behaviors that reduce the spread of COVID-19 and providing employees with the necessary tools for these protective behaviors, including:

#### General Education:

- Posting CDC information, including recommendations on risk factors.
- Providing tissues and no-touch trash bins to minimize exposure to infectious secretions.
- Informing employees of the importance of good hand hygiene. Regularly washing hands with soap and water for at least 20 seconds is one of the most effective ways for employees to minimize exposure to COVID-19. If soap and water are not readily available, employees should use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer.
- Encourage good hand hygiene by ensuring that adequate supplies of soap and hand sanitizer are maintained and placing hand sanitizers in multiple locations.
- Discourage handshaking and encourage the use of other non-contact methods of greeting.
- When possible, avoid the use of other employees’ phones, desks, offices, other work tools and equipment, and other commonly touched surfaces.
- If the above cannot be avoided, clean and disinfect them before and after use.

#### Social Distancing:

- Limit in-person meetings.
- Restrict the number of workers present on-site to no more than necessary.
- Promote remote work as much as possible.

- Encourage and require social distancing to the greatest extent possible while in the workplace.
- Encourage employees to minimize ridesharing. If this cannot be avoided, while in vehicles, employees must ensure adequate ventilation.
- Use of masks and gloves.
- Do not share food utensils and food with other employees.
- Mandatory face coverings are required to be worn by all employees in the workplace. See Addendum B.
- Deliver items through curbside pick-up or delivery.

#### Practices Minimizing Exposure from Those Outside Workforce Including Customers/Contractors

- Oryana business practices are evaluated to ensure the safety and health of all individuals, including customers, contractors, vendors, etc. This is done on a phased approach beginning with virtual meetings, appointment only onsite meetings, and finally transitioning to onsite meetings with appropriate precautions when that time comes.
- **Social distancing practices to be observed:**
  - 6-foot distances are marked in areas where customers shop, gather, and wait.
  - In person meetings are to be made by appointments only.
  - Limit the number of customers allowed onsite.
  - Minimize face to face contact.
- Information is posted throughout the worksite educating individuals on ways to reduce the spread of COVID-19.
- Any individual entering one of Oryana’s facilities **may** have their temperature checked and/or a questionnaire completed prior to entry. **We do not do this for customers.**
- Individual symptoms will be observed and individuals displaying symptoms of COVID-19, as defined by the health screening, will be removed from the store.
- Physical barriers between Oryana employees and customers, and employees and employees, will be considered in high volume areas (i.e. shielding at the cashier stands and customer service areas).
- Oryana will provide masks to customers as well as appropriate disinfectants so that individuals can clean surfaces such as cart handles before and after use (Oryana has cleaning protocols for carts and baskets).
- Contractors are advised about the importance of sick employees staying home and we encourage them to follow our practices and standards to work with their employees to maintain the health and safety of others.
- Vendors and delivery drivers are notified about Oryana procedures with signage on the Receiving door.

#### Minimizing Exposure from Visitors and Vendors

- All business partners that work within Oryana have been provided with this Plan.

- When possible, Oryana will limit the number of visitors in the facility.
- Masks are required to be worn by all visitors and vendors. Masks and appropriate disinfectants provided for cleaning work areas before and after use will be made available to visitors and vendors.
- Pick-up and delivery services are used from vendors when possible.

### Minimizing Exposure from the General Public

- Business practices are evaluated to ensure safety and health of all individuals. This is done on a phased approach.
- We are an essential business and are here to serve the owners and public to provide for their health and well-being.
- **Social distancing practices to be observed:**
  - 6-foot distances are marked in areas where individuals might gather/wait.
  - We limit number of individuals allowed into each store – monitored and less than recommendations.
  - Minimizing face to face contact.
  - Plexi-glass guards in place where applicable.
- Information is posted in Oryana facilities and on our website educating individuals on ways to reduce the spread of COVID-19.
- Individual symptoms will be observed and individuals displaying symptoms of COVID-19, as defined by the health screening, will be removed from the store.
- Physical barriers between Oryana employees and employees and the public are used in high impact areas, such as shielding at cashier stations.
- Masks will be made available to the general public.

## VI. SYMPTOMATIC EMPLOYEES / CONFIRMED COVID-19 CASES

### Restriction of Employees from Workplace who Display Symptoms of COVID-19:

- For employees who are completing in-person work, daily health screenings are required prior to entry into the stores or offices. See Addendum A.
- Any employee with COVID-19 symptoms will be immediately separated from other individuals and sent home.
- The ability to work remotely will be encouraged where possible.
- CDC Guidelines will be followed as to when an employee can return to work.
- Guidance from the employee’s health care provider will also be considered.

### Actively Encourage Sick Employees to Stay Home:

- Information regarding Oryana’s PTO program, Families First Coronavirus Response Act,

FMLA, Unpaid Leave, and other employment policies are posted in common places as well as on the employee shared IT drives. If employees have questions regarding use of emergency paid sick time, employees should contact **Wendy Walter or Blythe Webster**.

- Oryana will follow state and federal guidance for return to work guidance.
- Guidance from the employee's health care provider will also be considered.

### If Employee has a Confirmed Case of COVID-19, Oryana Ensures the Following:

- We will communicate with co-workers that may have been in close contact.
- We will work with our local health department to provide them with the name(s) of any identified employees that may have been exposed.
- Employees who are contacted by the Health Department for purposes of contact tracing are required as a condition of their employment to cooperate with the Health Department.
- We will work with Health Department for most appropriate actions such as:
  - Do we need to close?
  - Communications to public
  - Assure we have had our robust cleaning processes of the workspace and any areas the employee entered including sales floor, immediate surrounding area, and areas likely visited (breakroom, restroom, etc.). Any additional cleaning as recommended by the Health Department.
- We will report cases to OSHA via their reporting/recordkeeping requirements if it is not determined that the exposure was outside of Oryana.

### Other considerations:

- Employees are reminded about our employee assistance program (EAP) resources and community resources as needed:
  - Employee Assistance Program (EAP) hotline at 800.854.1446 or [www.unum.com/lifebalance](http://www.unum.com/lifebalance)
  - Grand Traverse County Health Department: 231.995.6111
  - Priority Health COVID-19 telehealth line: 833.559.0659
  - Munson Hospital's "Ask a Nurse" COVID-19 question line: 231.935.0951
  - Spectrum Health COVID-19 hotline: 833-559-0659 (available 7 days/week)

### Checklist for Employer's use when employee tests positive for COVID-19:

- Treat positive test results and "suspected but unconfirmed" cases of COVID-19 the same.
- If the source of infection is known, identify if it was at the workplace or outside of the workplace.
- If the infection was contracted inside the workplace, notify:
  - The Health Department

- Management will work with the Health Department to take appropriate action including
        - Deploying the most appropriate cleaning and sanitizing plan if the Health Department directs any protocols beyond our normal robust procedures
      - Workers' compensation carrier
        - The Workers' Compensation Carrier will make determinations
        - Record the infection in the employer's OSHA 300 log.
- Consider and then include employee benefit plans that may be available including: FMLA, PTO, Paid Sick Leave, Unpaid Leave, etc.
- Identify a list of any employees who may have been exposed that were in close contact with the person testing positive, following the close contact definition found in Section IV.
  - Interview (by phone) employees who were determined to be close contacts. If a close contact has symptoms they are advised to self-isolate. If a close contact does not have symptoms they are advised to self-quarantine. These employees will also be contacted by the local health department.
- DO NOT identify the infected employee by name, and to the greatest extent possible, avoid making any direct or indirect references that would lead co-workers to the identity of the employee.
- Notify known customers, vendors, or third parties with whom the employee may have come into "close contact" with while at work within the past 14 days that they may have been exposed to COVID-19 and may wish to see a healthcare provider. DO NOT identify the infected employee by name.
- To the extent reasonably possible, avoid making any direct or indirect references that would lead the person to guess the identity of the employee.
- Currently, there is no guidance on how far a company should investigate for third parties who may have come into contact with an employee through work. It is safe to include any parties on the employee's work calendar, in visitor logs, or otherwise readily available or known.
- Respond to inquiries by CDC or public health authorities as received.
- Inform employees who are not considered exposed that Oryana has a staff member that has tested positive for COVID-19 and has been following our plan and working with the Health Department. All staff should self-monitor for symptoms and immediately notify Oryana if they develop symptoms – this is the current requirement of staff.
- Review the Health Department's "*Self-Monitoring, quarantine, and isolation for COVID-19*" table, as set forth below:

# Self-monitoring, quarantine, and isolation for COVID-19



What do these terms mean? And what do I do if I'm asked to do them?

	Who should do it?	What is it?
 <b>Self-monitoring</b>	<p>People without symptoms, but who had a low-risk exposure like being in an airport, large facility, or restaurant at the same time as someone with a confirmed case of COVID-19.</p>	<ul style="list-style-type: none"> <li>• Practice social distancing.</li> <li>• Wear a mask consistently.</li> <li>• Check &amp; record your temperature 2x a day and watch for symptoms.</li> <li>• If symptoms develop, CALL your doctor to explain symptoms and possible exposure before going in.</li> </ul>
 <b>Self-quarantine</b>	<p>People without symptoms, but who have a higher potential of becoming sick because of where they traveled or having had contact with someone being tested for COVID-19.</p>	<ul style="list-style-type: none"> <li>• <u>Stay home 24/7 and self-monitor for 14 days.</u></li> <li>• Family and roommates should practice social distancing.</li> <li>• If you become symptomatic, family and roommates should also go into self-quarantine.</li> </ul>
 <b>Monitored quarantine</b>	<p>Close contacts, and anyone contact traced, to an individual that tested positive for COVID-19.</p>	<ul style="list-style-type: none"> <li>• Same steps as self-quarantine.</li> <li>• Plus report your twice daily temperatures and symptoms to the Health Department during your 14 days of quarantine.</li> </ul>
 <b>Self-isolation</b>	<p>People sick with symptoms of COVID-19 but not sick enough to be hospitalized, those diagnosed with COVID-19, or those awaiting test results for COVID-19.</p>	<ul style="list-style-type: none"> <li>• Stay in a separate room from the rest of their household members.</li> <li>• Use a separate bathroom if possible.</li> <li>• Family and roommates should avoid contact with sick person and practice self-quarantine.</li> <li>• Wear a mask if you go into shared spaces in the home.</li> </ul>

www.gtchd.org

This Plan is meant to help guide Oryana in this fast-changing environment. Any employee that has questions, concerns, or needs more information should contact a manager who can respond, refer or get the information in a timely manner and who can involve Human Development or upper management as needed.

This Plan is based on information and guidance from the CDC and OSHA at the time of its development. The safety of our employees, shoppers and vendors remain the top priority at Oryana. We recognize that all individuals are responsible for preventing the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors. As the COVID-19 outbreak continues to evolve and spread, Oryana is monitoring the situation closely and will update our guidance based on the most current recommendations from the CDC, World Health Organization (WHO), OSHA, and any other public entities.

**MDHHS Epidemic Orders:** [https://www.michigan.gov/coronavirus/0,9753,7-406-98178\\_98455-533660--,00.html](https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455-533660--,00.html)

**Executive Orders are available for review here:** [https://www.michigan.gov/coronavirus/0,9753,7-406-98178\\_98455---,00.html](https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455---,00.html)

**Test, Trace, Protect Resources:** <https://www.michigan.gov/coronavirus/0,9753,7-406-99891---,00.html>

**Oryana has information on our website for owners, shoppers, vendors and staff:** <https://www.oryana.coop/blog/oryana-and-covid-19/>

Oryana maintains Files for information for use by Management and support staff – OCIPS (Oryana Constant Improvement Project System > Coronavirus 2020:

Addendum has more information.