Note: This document is subject to frequent updates. Please check the publication date and, if needed, request the most recent update from MSC management.

Goal: To allow training and office operations to resume to the level necessary to support functional training and business operations while managing any increased risk to MSC staff or visitors from COVID-19.

Base Principles:

- MSC will follow the appropriate guidance from state and federal authorities on business operations during the COVID-19.
- The fundamental steps are disinfection (before, during and after re-opening), screening of potentially symptomatic individuals, and implementing protections including distancing and PPE as possible.
- MSC will work with staff and visitors to accommodate their needs including remote access, rescheduling, refunds or other alternatives if they feel unsafe in the MSC Offices or at an MSC related event under these protocols.

Exposure Assessment

MSC operates in three distinct exposure scenarios.

1. Business operations conducted at the MSC offices (office level).
   - This is a closed environment with access limited to MSC employees and managed visitor interactions.
2. Training held at the MSC classrooms (training level).
   - This is a closed environment with pre-registered attendees in a setting and with activities managed by MSC staff.
3. Training and consulting on-site at a company's or organization's location (onsites).
   - This is a partially closed environment subject to the policies and procedures of the company or organization.

Disinfection

- Both the office and classroom levels of the MSC offices have been deep cleaned and disinfected by the cleaning contractor.

Office Level

- The pattern of regular cleaning and daily disinfection of high touch surfaces will continue on the office level.
- Regular disinfection of the high touch surfaces during the workday will be carried out by MSC staff.
• Disinfectant wipes, hand sanitizer, gloves and ample supplies of soap and paper towels will be provided.

Training Level

• The pattern of regular cleaning and daily disinfection of high touch surfaces will continue on the training level.
• Regular disinfection of the high touch surfaces during the workday will be carried out by MSC staff.
• Targeted cleaning and disinfection of classrooms will be provided by the cleaning contractor and will occur overnight when there is a class change (each night for single day classes, at the end of the series for multi-day classes unless there is reason to believe a possible exposure has occurred which triggers an overnight cleaning).
• Disinfectant wipes, hand sanitizer, gloves and ample supplies of soap and paper towels will be provided.

Distance

MSC’s policy is to provide/maintain a minimum six-foot perimeter distance (113 square feet) between people at all times.

If this distance cannot be maintained, MSC’s policy is to severely limit the time two individuals are closer than 6 feet. An example of this exception is entering or departing a restroom. Two people may inadvertently pass within six feet approaching or passing through a doorway. We ask that people in this situation either stop/withdraw to maintain maximum distance or, if that is not possible, pass each other rapidly, without conversation or contact, to restore the six foot perimeter distancing requirement.

Office Level

• MSC will maintain a remote work schedule for all employees until further notice. If an employee doesn’t need to be in or come to the office to conduct their work, they should work from home.
• To accommodate the occasional or regular need to visit the office in order to accomplish work tasks, MSC will publish a schedule showing which employees intend to be in the office on what day of the week for what portion of the day. The schedule will limit the number of employees in the building to no more than five at any given time with sufficient distance between the normal workspaces. MSC will coordinate this schedule so that key staff are in the office on time critical days without compromising the goal of no more than five employees in the building at one time. Revisions to the schedule will be made on an as-needed basis. Exceptions to the five employee limit will need to be approved by the President or Vice President.
• Staff meetings will continue in a virtual format even for employees in office during the scheduled meeting. In-person meetings will need to maintain six-foot distancing at a minimum, should consider the volume and ventilation of the meeting space, and should minimize the length of the meeting to reduce potential exposure.
• Staff are expected to exercise due diligence and maintain at least a six foot distance when holding small meetings or conversations in office and cube entrances and hallway or common spaces. This includes not blocking passage through a space.
• In-office meetings should be avoided if possible. However, if circumstances require a face to face meeting between staff and/or staff and other parties, then the meeting should be held in one of our classrooms on the training level, limited to no more than 10 people and follow all the Training Level class protocols including mask use.
• Lunchroom occupancy will be limited to two people, each at their own table. Staff using the lunchroom are expected to clean and disinfect any tables, chairs, counterspace, fixtures or handles they have come into contact with at the end of the lunch break.
• The main external office entrance will unlocked during office hours when staff are present to allow mail and package delivery. The lobby entrances to the office space and the conference room will remain locked during office hours. Visitors will be asked to ring for assistance. Staff will maintain distance and ask the visitor to do the same during the transaction. Larger deliveries will be directed to the loading area.

Office Level Mask Use

• Masks will not be required on the office level for staff during office work. Staff are encouraged to wear masks if they’d prefer to.
• Masks will be required for interactions with visitors.
• Visitors will be expected to maintain social distancing at all times.
• Visitors will be expected to wear a mask if staying more than 10 minutes. Visitors will be asked to wear their own mask. MSC will have disposable masks if needed.

Training Level

• MSC will conduct training in the offices starting the first week of June.
• MSC distancing policy will apply to all training activities.
• Training will occur only on the Training Level. We will not use the conference room or library for training.
• Attendance will be capped at 9 participants plus an instructor per current State of MN guidance. This cap will be reviewed if and when guidance changes.
• Attendees will be required to enter and exit from the Training Level doorway. Attendees will be asked to maintain social distancing during the entry and exit process.
• The East and West Classrooms will be reconfigured to hold a maximum of 9 attendees plus the instructor. The space will be arranged to maintain the 6 foot distancing perimeter and walkways that allow distancing while allowing access to entry and exit points. Note – extra tables and chairs will be removed from the classrooms to prevent their ad hoc use.
• Registration - Check-in will occur in the classrooms and be completed by the instructor. We will not operate the registration desk on the Training Level. Signage will be provided to direct attendees to the appropriate classroom.
• Lunches - MSC will provide individual lunches that include a beverage to each attendee.
• Other refreshments – MSC will provide a bottle of water on each attendees table upon arrival and after return from lunch. The coffee maker, hot chocolate maker and refrigerator will be closed. The drinking fountain will be closed in the near term. MSC will consider installing a touch free water refill station over the summer.
• Breaks – breaks will taken in the classroom or outside or if there is only one room in use that day, in the lobby. Attendees are expected to distance during breaks.
• Bathrooms – MSC will limit bathroom occupancy to two people at a time, one in the main bathroom, another in the ADA bathroom. People will be encouraged to manage their distance entering and exiting the bathrooms and inside the bathrooms. Disinfectant wipes will be provided for attendees wishing to clean handles and surfaces before and after they use them. Soap and paper towels will continue to be supplied.

Training Level Mask Use

• All attendees will be required to wear a mask. Attendees will be encouraged to bring their own masks. MSC will have disposable masks available.
• All instructors will be required to wear a mask except if they can distance more than 12 feet from the nearest attendee during presentation. Instructors will wear masks when not presenting and/or when moving around the Training Level.
• MSC staff visiting the Training Level will be required to wear masks.

Detection and Disclosure of Potential Infections

MSC will not allow infected staff or visitors or potentially exposed staff or visitors to enter the MSC Offices. Potentially exposed persons are those who have had contact with a person who is either infected or whose infection status is being determined through testing or other means.

Staff

• Staff who have been diagnosed with COVID-19 will not be allowed into the MSC offices for a period of 14 days from diagnosis and are urged to follow medical direction for self-isolation, care and recovery. Staff who believe they have COVID-19 should follow the 14 day quarantine period even if they do not have a medical diagnosis.
• Staff who have been in contact with a person who does or reasonably may have COVID-19 (as indicated by a positive test, a doctor’s diagnosis or symptomology) will be required to work from home for 14 days or there is a negative test result for the point of contact.
• MSC management will inform any employees who may have been in contact with a confirmed or potential COVID-19 case of that potential exposure as soon as possible after learning of the confirmed or potential exposure.
• Staff will be asked to self-screen for COVID-19 symptoms before coming into the office or conducting any work-related activities involving public contact. If staff member experiences any
of the following, they must contact Paul or Janie and not go to or enter the MSC offices or have work-related contact with the public. Staff reporting any of these symptoms will be asked to work from home and may not enter the MSC offices until they are symptom free for at least three days, subject to approval by Paul and/or Janie, or they have a negative COVID-19 diagnosis from a doctor. Staff reporting symptoms will be required to report their daily status to Paul or Janie until they are reporting no symptoms and are cleared for return or have medical clearance.

- Cough
- Shortness of breath
- Fever
- Chills
- Headache
- Sore throat
- Muscle pain
- Loss of taste or smell
- Gastrointestinal symptoms like nausea, vomiting or diarrhea

Visitors

- Training Attendees – Attendees will be asked to self-screen, using the same symptom screen as staff, before attending training at the MSC offices or participating in any on-site training provided by MSC. Any attendee experiencing any symptoms on the screening list must notify MSC (mechanism TBD) and will not be allowed into training. MSC will work with the attendee to reschedule their training or refund their registration fee.
- Training attendees will receive an email the day before their training reminding them of the self-screening requirement. Screening symptoms and reminders to not enter the premises will be posted on the Training Level and website.
- Instructors will announce at the beginning of classes that MSC reserves the right to remove anyone who we believe may be infected for the protection of the other attendees and MSC staff. MSC will work with the removed attendee to reschedule their training or refund their registration fee.
- Any visitor, training attendee or other person exhibiting symptoms or developing symptoms while at or in an MSC event will be asked to leave by any member of MSC staff. MSC will work with the person asked to leave to complete whatever interaction is needed after they have left the premises or event.
- Visitors will be expected to practice personal infection control frequent handwashing with soap and water for at least 20 seconds and/or the use of hand sanitizer regularly, practicing respiratory etiquette by covering your cough or sneeze, and by maintaining general housekeeping. MSC will place reminder posters around the facility.
Onsite Training, Consulting and Meeting

MSC will engage only in onsite training, consulting and meeting that follows protocol at least as strict as MSC protocol for training and meeting in the MSC Offices. MSC staff reserve the right to refuse to train, consult or meet under conditions that they deem unsafe.

Onsite Training and Consulting

- MSC will consider onsite training and consulting engagements on a case-by-case basis.
- As part of the process to define an onsite engagement, MSC staff will request and review the organization/facility’s COVID-19/Infectious Disease Control plan or equivalent. MSC staff will compare the plan to current MSC and other official guidelines. If necessary, MSC staff will request a site visit prior to the engagement to determine the scope and effectiveness of control protocols. Upon review, MSC staff may ask for specific procedures and practices to be modified or implemented prior to the engagement. MSC’s engagement pricing will include reasonable time and cost factors for extended reviews.
- Onsite training will follow MSC protocols including but not limited to distancing, maximum number of attendees, disinfection accessibility, mask use, lunch and break management, lobby and bathroom occupancy management and between-training-group cleaning requirements.
- Onsite consulting will also follow MSC protocols, including the elements listed under onsite training, with adaptations based on the length of the onsite contacts, number of contacts and frequency of contacts. All consulting activities that can be accomplished through remote contact should be carried out remotely.

Onsite Meeting

- MSC will continue to hold meetings via internet and phone connections as much as possible.
- If an onsite meeting is necessary, participating MSC staff will request the COVID-19/Infectious Disease protocols from the meeting location, review and plan to follow the location protocols but employ MSC training/meeting practices as necessary such as mask use, attendee limits and food management if not covered.
- MSC staff reserve the right to not attend any meeting under conditions that they deem unsafe. MSC staff will request a remote method of attending if necessary.

Operational Protocols

Staff

- Staff will be expected to practice personal infection control frequent handwashing with soap and water for at least 20 seconds and/or the use of hand sanitizer regularly, practicing respiratory etiquette by covering your cough or sneeze, by disinfecting personal spaces at first contact and last contact at a minimum, and by maintaining general housekeeping including
disinfectant wipe downs of high touch surfaces like door handles and copier screens regularly during the day. MSC will place reminder posters around the facility.

Case Control

- If a confirmed or suspected COVID case has been identified in the MSC offices, either level, staff in contact with the case will leave the facility immediately to begin a 14 day quarantine, all persons in a training will be asked to leave and their training will be rescheduled, attendees asked to leave will also be asked to report the potential exposure to their company or organization, all other non-contact staff onsite will be asked to leave the facility as soon as possible, and notice of the event and a deep disinfection cleaning of the facility request will be communicated to the cleaning contractor who will conduct disinfection cleaning after a 24 hour waiting period (on the level or levels) affected.

Materials Sharing/Mail

- When sharing or exchanging work materials or tools and when handling deliveries or mail, please do so in a defined space that is disinfected as needed after the exchange or delivery and before starting the next task. For example, mail should be opened and sorted by one person in one location. After delivery of the mail, that person should disinfect the mail working space and wash/disinfect their hands before starting another task.

Training

- MSC will conduct training in accordance with guidance from NSC, OTI, other nationally reputable sources and its own policy to maintain distance and cleanliness and decrease potential exposure. This includes methods to simulate and evaluate hands-on activities without contact.

Travel Protocol

- MSC staff should engage only in essential work-related travel. Essential travel is activity outside the office that is necessary for the conduct of MSC business and that cannot be conducted in any manner other than onsite at a location other than the MSC Offices.
- MSC staff must notify their supervisor of all in-state travel plans before traveling. All out-of-state travel must be discussed with and approved by the Vice President or President.
- If traveling by vehicle, MSC staff should travel alone because distancing inside a vehicle is not possible.
- If traveling out-of-state by air and/or other mass transit means, MSC staff should follow sound infectious disease management practices including disinfection, distancing, respiratory etiquette and masking. MSC staff should also plan their travel to minimize time inside an airplane or other mass transit vehicle. This may include renting a vehicle at the destination rather than utilizing mass transport.
- If overnight lodging is required, MSC staff will only stay in lodging that has a published and electronically available COVID-19 management plan that is at least as stringent as MSC
protocols. MSC staff should not stay in any lodging that they feel is unsafe. MSC will support onsite changes in lodging under these conditions regardless of cancellation or refund implications.

- If travel results in a higher exposure potential, the traveling staff person should not return to the office for 7 days at a minimum. A higher exposure potential includes but is not limited to air travel, mass transit or ride share, or potential exposure in a setting with more than 10 people. The traveler is expected to stay in touch with their supervisor during the 7 day post-travel out-of-office period to determine if the isolation period should be extended to 14 days.