

MI SAFE START: OFFICES

An informed-choice guidance for evaluating protective measures

As locations begin the process of reopening or scaling up after their initial response to COVID-19, certain actions will be inherently more protective of their staff and the general public. This document provides guidance that should be followed regardless of the current level of COVID-19 transmission, and additional measures that can be scaled depending on local levels of COVID-19 transmission and the protective measures desired.

Note: This guidance does not constitute legal advice and is subject to change. MDHHS will continue to monitor best practices and will issue updated guidance as our collective knowledge of COVID-19 continues to improve. Visit www.michigan.gov/coronavirus for updates. New versions of this document will be posted online.

Guidelines for all offices, regardless of local COVID-19 transmission levels:

Understand your community

- Establish and maintain communication with tribal, local and state authorities to determine current contact tracing protocol, local mitigation levels, or local reengagement phase for your community, as described in the [MI Safe Start](#) plan.
- Strongly consider special accommodations for employees who are members of an at-risk population. Possible considerations could include flexible leave, telework when feasible, or the reassignment to duties to reduce contact with the general public. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Strongly consider special accommodations for visitors who are members of an at-risk population. Possible considerations could include special business hours solely for those at-risk individuals, separate entrances isolated from the rest of the establishment, or enhanced sanitation measures. Members of households with at-risk residents should be aware that by returning to environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Employers should follow applicable Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) guidance for businesses to plan and respond to COVID-19.

Safe behaviors

- Enforce hand washing and the covering of coughs and sneezes at all times.
- Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer with at least 60 percent alcohol (at every stairwell or elevator and other high contact locations), paper towels, and tissues.



- Use gloves when removing garbage bags or handling and disposing of trash. Remove gloves properly and wash hands afterwards.
- Ensure enough time between shifts and meetings for proper cleaning and disinfection of shared meeting spaces, workstations and equipment.
- When disinfecting, use products that meet [EPA's criteria for use against SARS-CoV-2](#) and that are appropriate for the surface. Prior to wiping the surface, allow the disinfectant to sit for the necessary contact time recommended by the manufacturer. Train staff on proper cleaning procedures to ensure safe and correct application of disinfectants.
- Consider making available individual disinfectant wipes in bathrooms.
- Provide no-touch trash cans and, if equipped, encourage use of no-touch doors.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- Take steps to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other contaminants associated with water.
- Train all employees in the above safety actions while maintaining social distancing and/or use of face coverings during training.

Health checks and response actions

- Require staff who are sick to stay at home.
- If implementing health checks, conduct them safely and respectfully, and in accordance with any applicable privacy laws and regulations. Confidentiality should be respected. Employers may use examples of screening methods in [CDC's General Business FAQs](#) as a guide.
- Designate a staff person to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.
- Create and test communication systems for employees for self-reporting and notification of exposures and closures.
- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath or difficulty breathing, chills, muscle pain, sore throat, new loss of taste of smell, nausea, vomiting, diarrhea) at work should immediately be sent to their home.
- Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and to follow [CDC guidance for home isolation](#) if symptoms develop. If a person does not have symptoms follow appropriate [CDC guidance for home quarantine](#).
- Establish procedures for safely transporting anyone sick to their home or to a healthcare facility.
- Notify local health officials, staff, and customers (if possible) immediately of any possible case of COVID-19 while maintaining confidentiality consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.



- Close off areas used by a sick person and do not use them until after cleaning and disinfection. Wait 24 hours before cleaning and disinfecting. If it is not possible to wait 24 hours, wait as long as possible. Ensure safe and correct application of disinfectants and keep disinfectant products away from children.
- Advise sick staff members not to return until they have met CDC's criteria to discontinue home isolation.
- Implement flexible sick leave and other flexible policies and practices, such as telework, if feasible.
- Monitor absenteeism of employees and create a roster of trained back-up staff.
- Support coping and resilience among employees.

Be prepared for closings

- Check State and local health department notices about transmission in the area daily and adjust operations accordingly.
- Be prepared to consider temporarily closing facilities if there is a case of COVID-19 in the establishment or if cases increase in the local area.

Additional guidelines for offices arranged by level of protective behavior:

Facial Coverings and Distancing:



Facial Coverings: Visitors	Facial covering required at all times	Facial covering encouraged at all times; required when within six feet of others	Facial covering encouraged when within six feet of others	Facial coverings not required
Facial Coverings: Employees	Facial covering required at all times	Facial covering encouraged at all times; required when within six feet of others	Facial covering encouraged when within six feet of others	Facial coverings not required
Personal Distancing: Visitors	Visitors are never within six feet of each other		Visitor chokepoints are separated with partitions	Visitors are often within six feet of each other without the use of partitions
Personal Distancing: Visitor to Employee	Employees and visitors remain six feet apart during all interactions	Partitions are used when employees and visitors must be within six feet of each other during interactions	Employees and visitors are within six feet of each other (without partitions) for some interactions	Employees and visitors are within six feet of each other (without partitions) for majority of the interactions
Personal Distancing: Employees	Employees are never within six feet of each other	Employees are within six feet of each other occasionally while passing	Employees are within six feet of each other commonly at typical choke points	Employees are within six feet of each other often



Business Operations:



Services Offered	No in-person services are offered	In-person services that allow for social distancing or allow for the use of partitions are offered		All services are offered, including services that require individuals to be within six feet
Deliveries	All deliveries are prescheduled only	Deliveries are prescheduled if possible, unscheduled deliveries are allowed		Deliveries are mostly unscheduled
Lobby	Visitors are not allowed to wait in the building lobby, visitors should wait in their cars or outside of the establishment until the establishment is ready for them, markings outside of building to indicate six feet spacing	Visitors are encouraged to wait in cars or outside establishment, markings outside of building to indicate six feet spacing, building lobby has seating spaced six feet apart	Building lobby is open, social distancing is encouraged	Building lobby is unrestricted
Signage	Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures, and properly wear a face covering		No signage posted	
Allowable Visitors	Restrict non-essential visitors and volunteers			No restriction on visitors
Shared Items (e.g. catalogs, office supplies)	No shared items	Shared items sanitized after each use	Shared items sanitized each day	Shared items unmonitored
Workstations	Employee workstation free from all objects except those needed for daily business	Employee workstation uncluttered but contains items not necessary for daily business		Employee workstation contains numerous items not needed for daily business
Payment	If processing payments, use touchless payment options		If processing payments, exchange cash or credit card payment by placing method of payment on receipt tray or on counter rather than by hand, disinfect pens before and after use	If processing payments, no payment restrictions in place



Sanitation and Cleaning:



<p>Clean and disinfect frequently touched surfaces (for example, door handles, tabletops, filing cabinets)</p>	<p>Frequently touched surfaces cleaned hourly</p>		<p>Frequently touched surfaces cleaned daily</p>	
<p>Clean and disinfect shared objects (for example, white board markers, remotes, computer terminals)</p>	<p>Shared objects cleaned between each use</p>		<p>Shared objects cleaned hourly</p>	<p>Shared objects cleaned daily</p>
<p>Workstation Cleaning</p>	<p>Employees clean and disinfect their entire workstation and equipment at the beginning and end of every day/shift</p>	<p>Employees clean and disinfect their entire workstation and equipment at the end of every day/shift</p>	<p>Employees clean and disinfect equipment used during the day/shift at the end of every day/shift</p>	<p>Not all equipment used during the day/shift is cleaned at the end of every day/shift</p>
<p>Merchandise and Supplies</p>	<p>Clean all merchandise and supplies before stocking, merchandise and supplies stocked and handled by a single staff member</p>	<p>Clean all merchandise and supplies before stocking, merchandise and supplies stocked by a single staff member</p>	<p>Clean all merchandise and supplies before stocking</p>	<p>Merchandise and supplies are stocked without being cleaned</p>
<p>Deep Cleaning</p>	<p>Close one day per week (or proceed after business hours) for a thorough deep cleaning of the entire establishment</p>		<p>Deep cleaning of the entire establishment regularly performed, but not weekly</p>	<p>Deep cleaning of the entire establishment not regularly performed</p>
<p>Employee Duties</p>	<p>Cleaning and disinfecting time is built into the employee's daily work schedule</p>			<p>Cleaning and disinfecting time is not accounted for in the employee's work schedule</p>



Health and Wellbeing:



<p>Health Screening: Visitors</p>	<p>Signage posted on door explaining symptoms of COVID-19 -or- If visitors are by appointment, screening questions asked at time of making appointment with additional signage posted on door</p>		<p>No questions asked of visitors and no signage posted</p>
<p>Health Screening: Employee</p>	<p>Conduct pre-shift health checks (including temperature and symptom screening) of all employees</p>	<p>Conduct pre-shift symptom screening of all employees (excluding temperature check)</p>	<p>No health screening of employees</p>
<p>Contact Tracing</p>	<p>Keep a daily list (with contact numbers) for all employees and visitors who were on premises</p>		<p>Keep a daily list (with contact numbers) for all employees who were on premises Daily list of employees who were on premises is incomplete</p>



Employee Policy:



Telework	Telework required whenever possible and feasible with business operations	Telework encouraged whenever possible and feasible with business operations	Telework considered whenever possible and feasible with business operations	Telework not supported
Meetings	Virtual meetings required when feasible, six foot spacing between individuals and facial coverings required for face-to-face meetings	Virtual meetings encouraged when feasible, six foot spacing between individuals and facial coverings required for face-to-face meetings	Virtual meetings encouraged when feasible, six foot spacing between individuals and facial coverings encouraged for face-to-face meetings	Virtual meetings encouraged when feasible
Gatherings (Excluding Meetings)	Cancel all work-related gatherings that cannot be held virtually	Cancel all work-related gatherings that cannot ensure social distancing	Cancel all large work-related gatherings that cannot ensure social distancing	No work-related gathering restrictions in place
Employee Shifts: Cohorts	Set shifts so that employees are working with the same cohort of a small number of other employees on a day-to-day basis	Set shifts so that employees are working with the same cohort of employees on a day-to-day basis	Employees work with different employees from day to day	
Employee Shifts: Work Hours	Stagger employee start and end times so employee cohorts do not overlap or so employees come and go from building at different times		Shift start and end times are not coordinated in consideration of employee overlap	
Employee Common Areas	Common areas closed	Common areas open but enforce capacity to ensure six feet separation, no communal food or drink	Common areas open with six feet separation encouraged, no communal food or drink	Common areas open with no restrictions
Business Travel	Non-essential business travel not allowed	Non-essential business travel limited to local travel between similar transmission areas	Non-essential business travel limited to domestic travel between similar transmission areas	Non-essential business travel not restricted

