



Michigan Department of State COVID-19 Preparedness & Response Plan

a. General

This Coronavirus/COVID-19 Preparedness and Response Plan has been established for the Michigan Department of State (MDOS) in accordance with the Governor's latest Executive Directives, MIOSHA Emergency Rules, DHHS Epidemic Orders, and CDC guidance. The purpose of this plan is to minimize or eliminate employee and customer exposure to COVID-19. This plan is available to employees via MDOS internet, intranet, and upon request. This plan may be further expanded and developed in collaboration with staff and building management. Employees with questions should contact the Human Resources Director.

b. Exposure Determination

MDOS employees work in different environments and could be subject to different types of exposure. For the purposes of this plan, MDOS employees have been grouped into three broad categories. These categories are not the same as OSHA guidelines shown in the COVID-19: Keeping You Safe at Work, which are applied to a broad range of occupations.

- Tier 3 / Lower Risk - Jobs that do not require contact with people known to be or suspected of being infected, nor frequent close contact with the general public or coworkers. Examples include Office of Program Support, Inventory Services Section, and Financial Services' Refund and Revenue Section.
- Tier 2 / Medium Risk - Jobs with a moderate potential for exposure to potential sources, including close contact with people who may be infected but are not known or suspected patients. Primarily these will be staff who do not regularly interact with customers but may be in close enclosed work areas that cannot be separated easily. Examples include the Office of Customer Records and the Office of Customer Services.
- Tier 1 / Higher Risk - Jobs with high potential for exposure to potential sources, including frequent and prolonged contact with customers. Examples include Branch Office Clerks, OIS Field Inspectors, and Driver Assessment Analysts..

c. Engineering & Administrative Controls

The health and safety of MDOS employees and customers is the most important part of our work. MDOS will continue to leverage remote working, flexible work hours, staggered shifts and additional shifts to reduce the number of employees in the workplace at one time. After a detailed review of layouts,

square footage, and movement within workplaces, the following specific policies and procedures were implemented for our workspaces:

Space and Workflow

- All branches have less than 50,000 square feet of customer floor space and total occupancy will be lower than 25% of the fire marshal limits.
- To the maximum extent possible, staff will be spread out to maximize distancing between workstations. Additional workspace options have been created in conference rooms because many staff continue to work remotely. Conference rooms are not used for meetings.
- Where spacing cannot be achieved to accomplish CDC recommended distances, physically engineered barriers and/or additional personal protective equipment will be leveraged to minimize exposure risk.
- Exterior spaces will be marked to affirm social distancing by staff and customers who may arrive simultaneously.

Signage

- Messaging will be leveraged in commonly viewed areas (wooden display cases, bulletin boards, exterior windows, ceiling/wall mounted monitors, and on walls near employee restrooms) with various instructions for avoiding exposure, what to do if exposed, and general questions regarding the MDOS preparations to stop the spread of the virus.
- Signs will be posted in public areas noting that visitors to branches (with appointments for official business) must wear masks. Service will be denied to any visitor who refuses to wear a mask. Disposable masks will be available.
- Wayfinding signs and decals will be supplied and installed in branches so that the majority of time a customer and an employee engage in a transaction they are at least 6 feet apart. The only time the customer and employee may be closer, should be briefly when exchanging items pertaining to the transaction.
- Customers will be advised to not enter the branch or building if they are experiencing any of the symptoms associated with COVID19 and to reschedule their appointment.

Ventilation

- Maximum amounts of fresh air is being brought into the workplace, as internal air recirculation is being limited and ventilation systems are being properly used and maintained. For leased facilities, all landlords have been advised to reassess the manufacturer recommended filter replacement schedule and ensure that filters are changed no less than 2 times a year. Steps are also being taken to minimize air flow blowing across customers and staff.

Physical Distancing

- Physical distancing of six feet will be implemented and maintained between workers, customers, and visitors in the workplace through a combination of engineering and administrative controls.
- In-person gatherings, including meetings, shared meals, or social gatherings are prohibited. This includes lunches and breaks, which should be staggered to avoid contact.

- Non-essential visitors to all MDOS workplaces are prohibited. As noted in the return to work plan, all staff who are currently working remotely will continue to work remotely until alternate approval is granted from OSE.
- All branches are open to the public by appointments only and for limited types of transactions. This system eliminates unnecessary in person customer visits and crowding in branches, which greatly minimizes potential exposure. Only a small number of chairs will be provided. Signage, floor markings and instructions for employees, visitors, and customers will reinforce social distancing rules.
- Physical workplace changes, such as increased distance between workstations when possible and worker spacing on counter lines have been implemented where possible. The branch lobby will be arranged to maximize distancing for customers and workers. Desktop barriers/guards will be used for each branch workstation.
- Business travel will only be approved if essential. Use of State of Michigan vehicles by more than one person (the driver) is prohibited unless approved by the Office of Human Resources. Prior to using a State of Michigan vehicle, the employee must wipe down all commonly used surfaces with the vehicle disinfectant wipes provided.

d. Hand Hygiene

Basic infection prevention measures are to be followed at all MDOS workplaces at all times. Workers must wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, and after using the toilet. When soap is not readily available, a hand sanitizer containing at least 60% alcohol should be used.

All employees and customers coming to the workplace will be requested to enter with washed or sanitized hands prior to entering the facility. Signage will be posted on the exterior window and within the branch addressing this request. DTMB-managed buildings will provide hand sanitizer at each entrance. Branches will provide hand sanitizer for employees and customers at work stations.

e. Disinfection of Environmental Surfaces

Regular housekeeping practices have been implemented, including routine cleaning with an extra disinfecting cleaning of work surfaces, equipment, tools, delivery vehicles, and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pick-up locations. The janitorial staff completes extra disinfecting cleaning for door handles, elevator panels, railings, public surfaces, and other high-touch common areas at least once a day. Water fountains and stations are disabled, unless they can be operated without contact. Branch bathrooms are closed to the public.

Frequent cleaning and disinfecting will be conducted by staff in high-touch areas, such as phones, keyboards, touch screens, copy machines, cameras and credit card readers, in between uses by different staff members. Phones, pens, computer equipment, desks, cubicles, workstations, offices and other personal work tools and equipment will not be shared or, if they must be used by more than one person, they will be cleaned and disinfected between users every time.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product. In addition to what the janitorial vendor will be using, disinfectant spray will be provided for staff to perform twice daily sanitization as well as when deemed necessary.

For times when a positive diagnosis is identified within an MDOS facility, the DTMB deep cleaning protocol will be initiated.

f. Personal Protective Equipment and Clothing

MDOS will make the following PPE available to staff: gloves, disinfectant spray, soap, face coverings and shields. For work areas deemed tier 1 (higher exposure risk), desktop barriers/guards will also be provided as an extra layer of exposure protection control. These guards are moveable and can be arranged by staff in areas where exposure may be construed as more frequent. Staff will be provided PPE based on their exposure tier. Additional PPE can be provided upon request.

For the purposes of this plan, a nonmedical cloth face covering is NOT considered PPE. All employees who are medically able are required to wear a nonmedical cloth face covering in accordance with CDC guidance when at any MDOS office, building, or branch. All MDOS employees will be provided with disposable face coverings. Employees may provide and use their own face coverings if they are approved; completely cover the mouth, nose, and chin; and are at least as effective as the nonmedical cloth face covering provided to all employees.

Face coverings worn in the workplace shall NOT be political, offensive or contain vulgar, obscene, abusive, or confrontational gestures, language, pictures, websites, etc. Face coverings representing certain colleges, universities, sports teams, etc. are permissible provided they meet the above-mentioned criteria. Visitors to the MDOS branches are required to wear masks and will be provided a disposable face covering, if they do not have their own. If a customer states that they are medically unable to wear a mask, their transaction should still be handled efficiently and with all other safety measures in place.

Face coverings or masks that incorporate a valve or other openings, holes, or visible gaps in the design or material to facilitate easy exhaling are NOT sufficient face coverings because they allow respiratory droplets to be released into the air. Neck gaiter or tube-style face scarves and open-chin triangle bandanas are also not allowed.

Face coverings are to be worn in all buildings. Employees who cannot consistently maintain 6' of separation from other individuals in the workplace will be issued a face shield to wear in addition to the face covering.

Please contact Human Resources at SOSEmployeeMedical@michigan.gov or the agency Safety Coordinator with any questions. Employees who are medically unable to wear a face covering MUST contact the agency Reasonable Accommodation Coordinator to initiate the reasonable accommodation process. Reasonable accommodations are available to qualified applicants and employees with

disabilities. Please contact the agency Reasonable Accommodation Coordinator with any questions at SOSEmployeeMedical@michigan.gov.

g. Health Surveillance

Upon an employee's return to their workplace, they will be required to participate in daily health screenings. These health screenings are typically comprised of COVID-related questions about symptoms, testing positive, and submitting to a temperature reading. Employees exhibiting signs of illness or having a fever of 100.4 or above will not be permitted into the building. These health screenings can occur through one or more ways (e.g., completion of a questionnaire; attest they are fever and symptom-free each time they login to their state-issued electronic devices (e.g., computers, notebooks, tablets, cell phones, etc.) or swipe their employee identification badge/access card to enter restricted areas (e.g., parking lot, buildings, rooms, locked storage areas, etc.); or some other alternative method (e.g., MI Symptoms app, etc.). All alternative health surveillance methods and processes MUST be approved by OSE prior to implementation.

h. Feeling Sick and Work-Related Post-Exposure Evaluation & Follow-Up

Employees should stay home and contact their immediate supervisor and healthcare provider if they have a fever, cough, or other symptoms, or believe they might have COVID-19. This plan prohibits discharging, disciplining, or otherwise retaliating against employees who stay home or leave work when they are at particular risk of infecting others with COVID-19.

Employees should contact their Human Resources Director if they, a family member, or someone they live with tests positive for COVID-19 so they can trace and monitor others with whom they have been in close contact while at work. The evaluation of a work-related exposure incident, follow up, and coordination of proper cleaning and disinfecting activities will be conducted by Human Resources.

If, during the day, a worker starts to feel any symptoms, they should inform their supervisor. If able to transport themselves, they will be sent home immediately. If unable to transport themselves, they will be isolated away from other staff until transportation can be arranged.

MDOS 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.

Notification of Possible Exposure: If it has been determined that an employee has been in close contact with an individual infected with COVID-19, the employee is sent the following notice and instructions:

- *It has been determined that you may have had close personal contact with an individual at work who has tested positive for the COVID-19 virus.*
- *Whether or not you experience symptoms of COVID-19 (fever, cough, shortness of breath, new loss of taste or smell, nausea or vomiting), you should not report to work until 14 days after the last close contact and should stay home and avoid contact with others.*

- *If you experience symptoms, contact a healthcare provider, tell them about your contact, and follow all instructions you are given. Most people have mild illness and can recover at home. If you have trouble breathing or think it is an emergency, get medical attention right away.*
- *If you exhibit symptoms and are tested for COVID-19 please notify the Human Resource Director.*
- *If you experience symptoms, you should not return to work until; (1) at least 3 days (72 hours) pass since symptoms resolved without fever-reducing medication; and, (2) 7 days pass since symptoms first appeared or your first positive test result, if tested.*
- *If there is any way the department can assist you during this time, please do not hesitate to contact Human Resources. And as always, the state's Employee Service Program (ESP) offers a variety of confidential services to state employees to help them address personal, professional and family issues. ESP can be contacted at 1-800-521-1377 or www.mi.gov/esp.*

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

Privacy Policy:

- *In the event that a positive case of COVID – 19 is confirmed at an MDOS worksite, a notice is emailed to the staff of that worksite and a notice is posted at the worksite indicating that an employee, contractor, or visitor to the building has tested positive for COVID-19. No identifying information is provided.*
- *Those employees who were determined to have been in close contact with the infected person are sent the above "Notification of Possible Exposure," which also provides no identifying information.*
- *The identity of the infected person is closely held and only known to the HR Director, the Deputy Director of OSE, the local health department, and the select few confidential employees required to process any related employment transactions. Any inquiries by staff into the identity of an infected person are strictly denied.*

Should it be needed, all MDOS employees are eligible for Emergency Paid Sick Leave (EPSL), as described below:

- **EPSL Amount:** Full-time employees can use up to 80 total hours of EPSL. Part-time employees can use a prorated amount based on their average number of hours worked.
- **EPSL Period for Use.** EPSL is available for use from April 1, 2020, to December 31, 2020.
- **EPSL Use, Reporting, and Pay.** EPSL may be used for the following reasons:
 1. Employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19 and because of the self-quarantine is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: COV1)
 2. Employee is advised by a healthcare provider to self-quarantine due to concerns related to COVID-19 and because of the self-quarantine is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: COV1)

3. For the time during which the employee is taking affirmative steps to obtain a medical diagnosis while experiencing COVID-19 symptoms. (Timesheet Event Code: COV1)
 - For reason 1, 2, or 3, federal law requires pay at the employee's regular rate, up to \$511 per day.
 - Total pay from EPSL for reasons 1, 2, or 3 cannot exceed \$5,110.
 - Employee enters COV1 on their timesheet. Include a comment with the qualifying reason number above (1, 2, or 3).
4. Employee is caring for an immediate family member, cohabitant, or other individual with whom the employee has a similarly close personal relationship subject to a self-quarantine or isolation order or advised by a healthcare provider to self-quarantine due to concerns related to COVID-19, and because of the need to care for such individual the employee is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: CVD1)
5. Employee is unable to perform available work either at the worksite or by telework because of the need to care for the employee's minor child whose school or place of care has been closed or whose childcare provider is unavailable for reasons related to COVID-19 and no other suitable person is available to care for the child. (Timesheet Event Code: CVD1)
6. Employee is experiencing substantially similar conditions specified by the U.S. Secretary of Health and Human Services. (No such declarations of substantially similar conditions have yet occurred.) (Timesheet Event Code: CVD1)
 - For reasons 4, 5, or 6, an employee is paid at 2/3 their regular rate, up to \$200 per day.
 - Total pay from EPSL for reasons 4, 5, 6 cannot exceed \$2,000.
 - Employee enters CVD1 on their timesheet. Include a comment with the qualifying reason number above (4, 5, or 6).
 - Intermittent Use. Teleworkers may use EPSL intermittently. An employee working on-site may use EPSL intermittently only for reason 5, above.
 - Notice. After the first day of EPSL use, an employee must give their supervisor reasonable notice of any additional EPSL use. When providing notice, the employee must identify the dates for which the leave is requested, the qualifying reason for the leave, and state that they are unable to work because of the qualifying reason. Notice of foreseeable leave for reason three (childcare) must be given as soon as practicable.
 - Documentation: The employee may be required to provide information permitted by federal law showing any EPSL use is for a qualifying reason.
 - Overpayments. Because of system limitations at the new law's effective date, some employees who use EPSL may initially be overcompensated. All EPSL use remains subject to audit and may result in a need for repayment via later gross-pay adjustments.

All statutory FMLA entitlements will continue for staff, including those that qualify under EPSL, as described below:

- MDOS Employees who have worked for the state for at least 30 calendar days are eligible for Qualifying Child Care (LQC).
- LQC Amount: Employees can use 12 total workweeks of FMLA leave, including LQC, during their current 12-month FMLA-entitlement period.

- Employees who have already exhausted their 12-workweek entitlement through other FMLA use during the current 12-month FMLA-entitlement period are ineligible.
- FMLA-qualifying uses of COV codes and CVD codes will be counted toward the 12-workweek entitlement.
- LQC Availability. LQC is available from April 1, 2020, to December 31, 2020.
- LQC Use, Reporting, and Pay. An employee unable to perform available work either at the worksite or by telework because of the need to care for the employee's child whose school or place of care has been closed or whose childcare provider is unavailable for reasons related to COVID-19, and who has no other suitable person available to care for the child, may be eligible for LQC.
- All employees must contact the Office of Human Resources at SOSEmployeeMedical@michigan.gov to request use of LQC.
- Employees must continue to enter their time in SIGMA for the duration of their leave. Contact your supervisor if you are unable to do so.
- The first ten days of the FMLA leave are unpaid unless the employee uses eligible paid leave credits during the absence. If not using Emergency Paid Sick Leave or other accrued leave, employees use the "FMLA" hours type to enter time for the first 10 workdays (80 hours). These hours will be unpaid.
- After the first ten days of LQC, an employee is paid 2/3 of their regular rate of pay *up to \$200 per day* for each subsequent day of LQC. The employee can instead use eligible accrued leave credits to receive regular pay but may not top-off the 2/3 pay with regular leave credits to receive full pay.
- An employee may not receive more than \$10,000 during an LQC.
- An employee uses the time code FMCC to receive the 2/3 pay benefit for 11th and later LQC days or may use other qualifying FMLA paid leave codes.
- Notice. If the need for LQC is foreseeable, the employee must give the employer notice as soon as practicable. The employee may be required to provide information permitted by federal law supporting the need for LQC.
- Intermittent Use. Employees may use LQC intermittently.
- Overpayments. Because of system limitations at the new law's effective date, some employees using LQC may initially be overcompensated. All LQC use and payments remain subject to audit and may require repayment by the employee through gross-pay adjustments.

i. Gatherings and Returns to the Workplace, & the related Authorization Process

In-person work is prohibited for employees who can complete their work activities remotely. If a return to the office, or an in-person gathering whether hosted internally or externally, is necessary (e.g., conferences, meetings, trainings, testing, audits, inspections, etc.), the agency/department must submit a written request to the OSE Director for approval. Requests should be comprehensive, submitted well in advance, and minimally include the following:

- When, where, the time and duration of the event.

- The total people, including employees, expected to attend. Note: attendance should be limited to the extent possible and gathering sizes must comply with the DHHS Epidemic Order; OSE may impose more stringent criteria.
- Whether the event will be held at a State of Michigan owned or operated location, or other venue to include the location name, address, telephone number, etc.
- Reason(s) why the event cannot be held remotely (importance of the testing, necessary to protect public health, etc.)
- Is the event being held or attended pursuant to a statutory provision, enforcement action, permitting requirement, etc. and include a description.
- Whether the return to the workplace, meeting, training, examination, audit, fieldwork, investigation, etc. is required or critical to the agency's/department mission and the related consequences if the request is not approved.
- How employees will get to and from, including the number of occupants in a state vehicle, if appropriate.
- How the agency/department intends to keep employees and attendees safe (e.g., registration process, available sanitizers or related disinfecting procedures, post event cleaning procedures, enforcement of social distancing and face covering protocols, health screening protocols, what happens if someone becomes sick or experiences COVID-related symptoms, etc.).
- If the event is held outside the workplace (e.g., hotel, etc.), include confirmation that the venue is in compliance with applicable MIOSHA/DHHS Rules and related CDC guidance plus the total number of restrooms available, and how schedule breaks and lunches will be conducted to minimize gatherings, congregation, etc.
- Whether the Agency/Department Director is supportive of the request.
- Person(s) responsible for responding to all COVID-related situations and concerns, and how attendees contact that individual.

Note: an after-action review must also be provided to OSE upon conclusion of the event to include facts, practices that worked, lessons learned, etc.

j. Training

MDOS developed a mandatory computer-based training module housed in the State of Michigan Learning Center. This training has now been replaced by the OSE-provided "COVID-19: Keeping You Safe at Work" training in the Learning Management System. This training is in addition to a review of the agency/department plan and other new procedures and protocols. MDOS will ensure that all staff members complete OSE-provided training upon their return to work through monthly audits and follow up as appropriate.

This COVID-19 Preparedness Plan is communicated through the MDOS website and via meetings with each work unit supervisor prior to opening the doors to customers. Additional communication and training will be ongoing through the MDOS Matters newsletter, weekly huddles with supervision, and through updates to the MDOS Intranet Homepage. Managers and supervisors are to monitor how effective the program has been implemented by engaging with staff at weekly huddles to discuss the

efficacy of the plan and reporting up through the management chain to the Safe Start Team and OHR. Management and workers are working together and will update the training as necessary.

k. Recordkeeping

Per the MIOSHA Emergency Rule, MDOS maintains all COVID-19 employee training records, health surveillance records, and records of required notifications for one (1) year from the date of generation.

l. Safe Start Team

MDOS established a Safe Start Team to guide the department through the process of reopening services to the residents of Michigan, while prioritizing the safety of both employees and customers. The team developed and reviewed this plan and will continue to monitor developments as necessary.

- Chief of Staff
- Chief Operating Officer
- Chief Legal Director
- Director of Human Resources
- Director of Communications and External Affairs
- Director of Customer Records
- Director of Customer Service
- Director of Continuous Improvement and Transformation
- Director of Branch Operations
- Director of Program Support
- Labor Relations Manager (Also MDOS Agency Safety Co-Coordinator)
- Director of Occupancy Services (Also MDOS Agency Safety Co-Coordinator)
- Branch Operations Administrative Section Manager
- Organized Labor Representative

m. Resources, Websites and Contacts

- State of Michigan Coronavirus information: <https://www.michigan.gov/coronavirus/>
- State of Michigan Executive Orders & Directives: https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455---,00.html
- DHHS Epidemic Orders: https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455-533660--,00.html
- State of Michigan Agency/Department Return to Work Plans: <https://www.michigan.gov/ose/0,4656,7-143--533755--U,00.html>

- Employee Service Program/ESP: Confidential program to assist employees with personal and work-related concerns: www.mi.gov/esp, 800-521-1377, or [MCSC-ESP@mi.gov/](mailto:MCSC-ESP@mi.gov)
- MIOSHA General Industry Safety & Health Standards: <https://www.michigan.gov/leo/0,5863,7-336-100207---,00.html>
- Centers for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/>
 - Infection Control Protocols: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
 - Handwashing: <https://www.cdc.gov/handwashing/index.html>
 - Respiratory Etiquette: https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

n) *Signed Certification of Readiness (attached)*

o) *Supervisor RTW Checklist (attached)*

This checklist is required for anyone who returns to face-to-face office settings as of November 17, 2020.

p) *Health Screening Forms (attached)*

The updated screening form should be used by all staff who report to in-person office environments (including branches) as of November 17, 2020.

