COVID-19
Preparedness and Response Plan
Bureau of State Lottery

REV 06/27/2022

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Introduction

The Bureau of State Lottery (Lottery) has developed this **CO**rona**VI**rus **D**isease 20**19** (COVID-19) Preparedness & Response Plan in accordance with the Centers for Disease Control and Prevention's (CDC) latest guidance and the MIOSHA General Duty Clause, which requires the employer to furnish each employee with "a place of employment that is free from recognized hazards……".

The purpose of this plan is to eliminate or minimize potential exposure to and the transmission of COVID-19 in the workplace based on CDC guidance. All employees are responsible for complying with all applicable aspects of this plan. This written plan is available to all employees via the intranet and upon request. Questions about this plan should be directed to the Deputy Commissioner of Administration, Human Resources Director or the Agency Safety Coordinator.

Exposure Determination

The Lottery has evaluated routine and reasonably anticipated tasks and procedures for all employees to determine whether there is actual or reasonably anticipated employee exposure to COVID-19. The Lottery has determined that all office positions, jobs, or tasks fall into the medium or lower (caution) exposure risk levels. This determination is consistent with the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) Hazard Recognition/Clarifying Risk of Worker Exposure to COVID-19.

> **Medium Exposure Risk**: Jobs that require either frequent close contact (within 6 feet for a total of 15 minutes or more over a 24-hour period) or sustained close contact with other people in areas with community transmission. *Because any given person may be an asymptomatic carrier, an employee's exposure risk may increase when they have repeated, prolonged contact with other people in these situations, particularly where physical distancing and other infection prevention measures may not be possible or are not robustly implemented and consistently followed.*
>
> **Lower** (caution) **Exposure Risk**: Jobs that do not require close contact (within 6 feet for a total of 15 minutes or more over a 24-hour period) with other people. Employees in this category have minimal occupational contact with the public and other coworkers.

Positions/Job/Task	Exposure Determination	Qualifying Factors
• Claim Centers & Player Relations Winner Appointments • Sales Reps, Face to Face with Retailers • Inspectors, Investigators, Face	Medium	Frequent close contact with the public (winners/retailers), Travel to retailer locations.

to Face with Retailers/Taxpayer		
• General Office Environment • Mail Room	Lower	Office workers, no close contact with others, no travel.

Per the CDC, employees are best protected when they are up to date with their COVID-19 vaccination. In general, employees are up to date on their COVID-19 vaccination if they have received all recommended doses in the primary series and one booster when eligible. Getting a second booster is not necessary to be considered up to date at this time.

Engineering & Administrative Controls

Engineering Controls

The Lottery has implemented feasible engineering controls to minimize or eliminate employee exposure to COVID-19. Engineering controls involve isolating employees from work-related hazards using ventilation and other engineered solutions (e.g., restrict office access, situate employees with their computers facing inward and away from cubicle doors or aisleways, use of high cubicle walls/panels or other barriers, enclosed offices, etc.).

Administrative Controls

Administrative controls are workplace policies, procedures and practices that minimize or eliminate employee exposure to the hazard. The following administrative controls have been established for the Lottery.

Position/Task	Administrative Controls
All Employees	1. Employees are required to self-monitor for COVID-19 signs and symptoms prior to leaving for the workplace.
	2. Employees who have experienced a new onset of COVID-19 symptoms that cannot otherwise be attributed to an alternate diagnosis or negative COVID-19 test must contact their supervisor and Human Resources Director for further direction and follow-up.
	3. Employees who do not pass the screening criteria will be instructed to contact their supervisor, not report to work, and may use appropriate leave credits or lost time. Employees who don't pass the screening criteria due to a positive COVID-19 test or exposure should contact their Human Resources Director.
	4. Employees who experience COVID-19 symptoms at work should notify their supervisor immediately and will not be permitted to stay at work. The Michigan Civil Service Commission (MCSC)

	and collective bargaining agreements have leave policies in place that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Eligible employees have access to paid sick and annual leave and unpaid medical, and FMLA leaves.
	5. Employees are subject to a health screening upon arrival at the workplace.
	6. Employees are required to promptly report any signs and symptoms of COVID-19 to the Human Resources Director during work and to their supervisor.
	7. Employees are encouraged to wash or sanitize their hands before coming to work, upon entering the building and regularly throughout the workday.
	8. Flexible/alternate work schedules, remote work, or a combination of remote work/in-office work may be considered on a case-by-case basis. These options are neither a benefit nor an entitlement; they are subject to agency business/operational needs and may be ended by the Director or Human Resources Director anytime for any reason.
	9. Use of videoconferencing or teleconferencing for meetings and gatherings will be considered regardless of teleworking or being in the office.
	10. Employees who have been exposed to a person with COVID-19 at the workplace and requiring quarantine will be instructed by the Human Resources Director as to next steps. The employee's health status, health information or COVID-19-related exposure information will be kept confidential to the extent possible.

Hand Hygiene & Disinfection of Work Surfaces

Frequent handwashing is one of the best ways employees can protect themselves from getting sick. To prevent the spread of germs during the COVID-19 pandemic, employees should wash their hands with soap and water for at least 20 seconds or use a hand sanitizer with at least 60% alcohol to clean hands BEFORE and AFTER:

- Blowing your nose, coughing, or sneezing.
- Entering and leaving a public place or work area.
- Preparing or eating food.
- Touching a potentially contaminated surface or object, such as a door handle, table, etc.
- Touching garbage.
- Touching your eyes, nose, and mouth with unwashed hands.
- Using the restroom.

When the provision of handwashing facilities is not feasible, the Lottery will provide employees with antiseptic hand sanitizers or towelettes.

The virus that causes COVID-19 can land on work surfaces. While the risk of infection from touching a surface is low, regular housekeeping practices have been implemented for the routine cleaning and disinfecting of elevators, restrooms, breakrooms, conference/meeting rooms, training rooms, doorknobs, and other high touch areas.

CDC guidance will be followed for special cleaning and disinfecting when someone in the office or when someone visited the office has tested positive for COVID-19.

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.

Please refer to the Department of Technology, Management and Budget/DTMB Return to Office Plan, State Workplace Guidelines for any additional cleaning and disinfection criteria.

Face Coverings/Masks and Other Personal Protective Equipment

Face coverings/masks are generally no longer required while working in an office setting or outdoors subject to some considerations:

- Masking may still be required in high-risk congregate settings, such as long-term-care, healthcare, and correctional facilities, or in response to accommodation requests.
- Agencies may have additional policies to address specific operational needs, visitors and clients, employee tasks, work locations, or quarantine or isolation.
- Local health departments and organizations may adopt other masking requirements to be followed.
- Employees who are at elevated risk or feel better protected may mask consistent with operational needs.

State masking requirements may be updated in the future as conditions evolve.

The Lottery will provide employees with any required personal protective equipment or clothing (PPE) for the protection from COVID-19 appropriate to the exposure risk associated with the job following the CDC and OSHA guidance. All types of PPE are to be:

- Selected based upon the hazard to the employee.
- Properly fitted and periodically refitted as applicable.
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.

- ❖ Properly removed, cleaned, stored, or disposed of as applicable to avoid contamination of self, others, or the environment.

The following type(s) of PPE have been selected for use:

Positions/job/task	PPE
All Lottery positions	None currently

For the purposes of this plan, a nonmedical cloth face covering is NOT considered PPE.

> **Note**: Some exceptions may apply; exceptions are NOT automatic. Reasonable accommodations may be available to qualified applicants and employees with disabilities. Employees requesting an exception MUST contact the Agency ADA Title I Reasonable Accommodation Coordinator to initiate the reasonable accommodation/disability accommodation process.

Employees may provide and use their own face coverings/masks consistent with operational needs. Face coverings/masks worn in the workplace shall NOT be political, offensive or contain vulgar, obscene, abusive, or confrontational gestures, language, pictures, websites, etc. Face coverings/masks representing certain colleges, universities, sports teams, etc. are permissible provided they meet the above-mentioned criteria.

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

Feeling Sick and Sick Employees

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. Employees should contact the Human Resources Director and their immediate supervisor 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 the Human Resources Director, who will follow-up with building management if appropriate.

Daily Health Screenings/Health Surveillance

All employees, contractors, interns, or other persons conducting work on behalf of the Lottery will be required to participate in daily health screenings when entering the workplace or an

external location on behalf of the Lottery. These health screenings are comprised of COVID-related questions about symptoms and suspected or confirmed exposure to people with possible COVID-19.

These health screenings can occur through one or more ways (e.g., paper questionnaire, COVID screening app using a state-issued electronic device, web-based questionnaire using a personal or state-issued cell phone, or by an employee swiping their employee identification badge/access card to enter restricted areas such as parking lots, buildings, rooms, locked storage areas, etc.).

> **Note**: each time an employee logs onto a state-provided electronic device or swipes their identification/badge to access a secure site or area the person affirms they are symptom-free and feeling well.

Persons exhibiting signs of illness will not be permitted into the building.

Close Contacts and When to Quarantine

Employees who are up-to-date with their vaccinations (have received all recommended doses in the primary series and one booster when eligible) or who have tested positive for COVID-19 in the past 90 days do NOT need to quarantine after contact with someone who has COVID-19 unless they have symptoms. However, employees who have not tested positive for COVID-19 within the past 90 days should get tested 5 days after their exposure, even if they do not have symptoms, and follow other applicable CDC guidance.

Employees who are not up to date with their COVID-19 vaccination should quarantine if they have been in close contact (within 6 feet of someone for a cumulative total of 15 minutes or more over a 24-hour period) with someone who has COVID-19. Quarantine is about keeping employees who might have been exposed to COVID-19 away from others. Report COVID-19 exposure(s) to the Human Resources Director and follow their instructions.

Local public health authorities often determine and establish the quarantine options for their jurisdictions. Please contact the Human Resources Director with any questions.

Travel

Travel for Lottery employees may be requested through the standard approval process.

All international business travel must be approved by the Office of the State Employer (OSE). Requests are to be submitted through the completion of an online form and will be considered on a case-by-case basis. OSE determinations or requests for additional information will be returned to the individual submitting the online form. A separate

request must be submitted for each employee traveling.

To maximize employee protections and potentially prevent the spreading of COVID-19 to others, all persons traveling on behalf of the Lottery will follow the latest CDC guidance for domestic and international business travel.

All domestic and international business travel should be delayed until employees are up to date with their COVID-19 vaccination.

Carpool and Rideshares

The following protective measures are required whenever two or more persons share either a state vehicle or personal vehicle for work purposes:

- Stay home when sick.
- Increase the fresh air intake via the vents or by slightly opening the windows.
- Clean and disinfect frequently touched surfaces in the vehicle at the beginning and end of each shift, and after an occupant becomes sick. **AGENCIES USING VTS MOTOR POOL VEHICLES.** Vehicle and Travel Services (VTS) has advised that drivers using motor pool cars should bring agency-provided wipes to clean and disinfect frequently touched vehicle surfaces at the beginning and end of each shift, as they no longer provide these supplies or clean between uses. Motor pool cars are typically assigned and rotated based on operational need with the vehicle sitting the longest being the assigned first, etc.

Record Keeping

All Lottery COVID-19 related records (e.g., health screenings, training records, etc.) will be kept in accordance with applicable Lottery record retention requirements.

All Lottery work-related records and COVID-19 exposures will be reported and recorded as required by MIOSHA Standard Part 11: Recording and Reporting of Occupational Injuries and Illnesses. For more information, refer to OSHA's Updated Interim Enforcement Response Plan for Coronavirus Disease 2019 (COVID-19) or 29 CFR 1904.39(a)-(b)(11).

Questions on this topic should be addressed to the Human Resources Director, Lori Fedewa.

Resources, Websites and Contacts

Employees having difficulty transitioning back to in-person office work or who are experiencing other personal or professional challenges are encouraged to access resources provided by the Employee Service Program (ESP) website or contact ESP at 800-521-1377 or MCSC-ESP@mi.gov. Additional health and safety-related resources can be found below:

- State of Michigan Agency/Department Return to Work Plans
- CDC COVID-19 Resources (e.g., vaccines, boosters, possible side effects, etc.)
- Michigan.gov/coronavirus (e.g., emergency rules, epidemic orders, etc.)
- MIOSHA COVID-19 Resources (e.g., workplace safety documents, emergency rules, etc.)
- MIOSHA General Industry Safety & Health Standards
- OSHA COVID-19 Resources (e.g., requirements, guidance, tools, etc.)
- Any applicable State of Michigan Executive Orders & Directives

Please refer to the DTMB Return to Office Plan, State Workplace Guidelines for any additional requirements.

Training

All employees, contractors, interns, or other persons conducting work on behalf of the Lottery must successfully complete the OSE's "COVID-19: Keeping You Safe at Work" training, which can be found out on the Civil Service Learning Center. This training is in addition to any building-specific training needed to ensure compliance with applicable training requirements and/or COVID-related best practices. Training shall minimally include but is not limited to:

- ❖ Routes by which the virus causing COVID-19 is spread.
- ❖ Symptoms of a COVID-19 infection.
- ❖ Steps employees must take if they have a fever, cough or other symptoms, or believe they might have COVID-19 (e.g., stay home; call their immediate supervisor and healthcare provider; notify their Human Resources Director if the employee, a family member, or someone the employee lives with tests positive for COVID-19 so the agency can contact trace and monitor others with whom the employee had been in close contact while at work; etc.).
- ❖ The risk of a COVID-19 exposure.
- ❖ Measures that the building has taken, and work rules employees must follow to prevent exposure (e.g., hand hygiene, routine cleaning and disinfection, use of personal protective equipment, travel restrictions, daily health screenings, close contact and when to quarantine, building signage, etc.).
- ❖ Resources available (e.g., Employee Service Program).

NOTE: It is recommended that employee training records minimally contain the name(s) of employee(s) trained, date of training, name of trainer and content of training.

COVID-19 Safe Start Team

The Lottery COVID-19 Safe Start Team shall minimally be comprised of the Health & Safety Coordinator, Human Resources Director, and Deputy Commissioner of Administration. Other Lottery employees may be assigned special duties on a case-by-case basis.

This team will be responsible for establishing and implementing return to workplace goals, reviewing and updating the Lottery COVID-19 Preparedness & Response Plan, and identifying best practices and improvement needs stemming from agency communications, engineering and administrative work practice controls, and protective measures used during the pandemic.

COVID-19 Safety Coordinator(s)

The Deputy Commissioner of Administration and Human Resources Director will serve as the Lottery COVID-19 Safety Coordinators.

The COVID-19 Safety Coordinators will monitor or report on implemented COVID-19 control strategies required for the workplace as needed or requested.

Next Steps

This updated COVID-19 Preparedness and Response Plan will be communicated by email to all employees and posted on the agency shared drive. Employee Health Screenings will be completed daily, and a Supervisor Checklist will be signed for each employee upon their return to the work site. Additional communication and training will be ongoing as updates occur and through agency-wide messaging. New employees will also receive this information upon hire and/or transfer within the agency. Customers and visitors will be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19. Communication will occur on the MichiganLottery.com website, social media, and as specific appointments are scheduled. Managers and supervisors are to monitor how effective the program has been implemented by frequently reviewing this information at staff meetings, ensuring signage remains in the work areas and other administrative measures and provide this information to the Deputy Commissioner of Administration. This plan will be updated as necessary.

Certified by:
Kristi LB Thompson
Deputy Commissioner of Administration

Appendix A: Michigan Lottery Claim Centers

COVID-19 Precautions

Personnel Precautions

- Employees shall not report to work if they have fever, cough, or shortness of breath, and will notify supervisor/HR immediately if symptoms arise.
- Lottery will supply gloves to staff who prefer to wear them while handling and processing claims and/or encourage staff to sanitize and wash hands frequently to prevent the spread of germs.
- Lottery will supply employees with CDC COVID-19 training, fact sheets, and handwashing information.
- All staff must practice social/physical distancing with coworkers and claimants.
- When possible, staff will assist claimants from behind plexiglass sneeze guard.
- Staff are advised not to lean/reach over the counter or into vehicles. Staff to advise the same to claimants and will maintain at least six feet of separation from others.
- Staff should not handle claimant ID or social security card, if possible. For all claims, staff will utilize clear zip lock bags to collect materials for duplication or review.
- Lottery will mark spaces inside of the claim centers to ensure that all individuals are at least six feet apart.
- Staff will be advised to step back from counter/vehicle after retrieving completed paperwork from claimant.

Claimant & Facility Precautions

- Lottery will offer claimants several ways to redeem winning tickets for prizes. Claimants may:
    - Schedule an appointment to redeem tickets at a claim center and have a check printed for any prize awarded;
    - Drop-off paperwork and tickets outside the claim center, and receive check in the mail;
    - Mail paperwork and ticket to Lottery for processing and receive check for any prize awarded in the mail.
    - Offer walk in service when circumstances warrant offering this, such as: daily appointments are not fully booked, CDC guidance indicates a change to social distancing recommendations, other updates from MIOSHA and or/OSE. Claimants receive prize award at time of walk in.
- Lottery will clearly mark six-foot transaction areas between claimants at counters or tables in each claim center lobby.
- Lottery will dedicate two hours, three days per week at each office for appointments to assist only vulnerable populations, which includes people over

60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease.
    - Dedicated service hours are from 7:45AM – 9:45AM Monday, Wednesday and Friday.
- Staff will monitor claim-center entrances and control occupancy of claim-center lobbies at all times.
    - Individuals with a scheduled appointment will be allowed into the claim center to submit a claim.
    - If walk in claims are being accepted staff will ensure social distancing requirements and capacity limits are followed.
- Lottery will enforce capacity limits based upon the square footage of each claim center.
- No guests will be allowed to accompany any claimant within the claim center, except for assistance as an accommodation for a disability or as an interpreter.
- Lottery will remove and/or move chairs at least six feet apart within the claim center waiting area.
- Only one claimant will be allowed at the service counter at any time unless the counter allows for claimants to maintain 6-feet distance between them.
    - Claimants will be called to the service counter when it is their turn.
    - Floor markings will indicate where claimants should stand.
- Only plastic clipboards will be available for use by claimants to allow for disinfection after use.

Signage & Claimant Information Packets

- Lottery will create large, high-visibility signs (to be seen from car entering parking lot) for all offices emphasizing alternative claim methods (mail, drop off, TEN ticket maximum appointment) and that our goal is to serve as many claimants as possible as safely as possible.
- Lottery will post DO NOT ENTER signs for those with or exposed to someone with a diagnosis and/or individuals in quarantine, fever, cough, shortness of breath. (utilize the CDC or SOM standard signage).
- Lottery will post signage in lobby/waiting areas that tell players to keep distance from others (including staff) while at counters.
- Lottery will post fact sheets about COVID-19 and hand washing recommendations around claims center.
- Lottery will prepare “Claimant Information Packets” to include:
    - One-page instruction sheet, and
    - Ticket Receipt Forms.

Disinfecting Efforts

- Staff will disinfect counter between each claimant and immediately upon coughing or sneezing.
- Staff will disinfect plastic clipboards with spray/wipes after each use.

- Staff will encourage claimants to take or dispose of pens immediately after use.
- Staff will disinfect all door handles, chairs, and regularly used surfaces throughout claims center at regular intervals as deemed necessary.
- Claims center cleaning is scheduled twice per day in state-owned office buildings.
    - Grand Rapids, Livonia, and Sterling Heights regional managers will request cleaning service to disinfect surfaces and commonly used areas.
- After each winner appointment, the table and other furniture will be disinfected.

Claims Process for Appointments

- Claimants to call 1-844-917-6325 to schedule appointment.
    - Follow the voice prompts to schedule appointment in the desired regional office.
- Appointments will be accepted in each regional office as follows:
    - Two appointments in each 15-minute time block, approximately eight appointments per hour per regional office.
    - Claim Center staff to utilize the regional office calendar created to book appointments.
    - Monday: 7:45 – 9:45AM appointments reserved for the elderly and other members of the vulnerable population. 9:45AM – 4:45PM appointments for all other claimants.
    - Tuesday: 7:45AM – 4:45PM appointments for all claimants.
    - Wednesday: 7:45 – 9:45AM appointments reserved for the elderly and other members of the vulnerable population. 9:45AM – 4:45PM appointments for all other claimants.
    - Thursday: 7:45AM – 4:45PM appointments for all claimants.
    - Friday: 7:45 – 9:45AM appointments reserved for the elderly and other members of the vulnerable population. 9:45AM – 4:45PM appointments for all other claimants.
- Staff will greet claimants at the door and ask whether the claimant has an appointment.
    - Review ID and social security card at the door to ensure the claimant has necessary ID and that the ID matches the scheduled appointment time.
- Staff will confirm the number of tickets (maximum of 10 per appointment) and prize value:
    - < $600 not being processed at regional offices at this time; send to retailer
    - >$99,999 claimed by appointment-only at Lottery's central office in Lansing
- Staff will supply Claimant Information Packets and clip board/pen as needed
        - Staff will check ID and Social Security card to initiate claim intake process
        - Staff will advise claimant to wait in lobby or, if additional work or social/physical distancing is needed, to wait in vehicle and call/text claimant when claim is fully processed.
        - Claimants may leave completed from(s) and ticket(s) and receive the check for any prize(s) awarded via mail.
        - All checks not handed or mailed to a claimant will be stored in a locked safe

Temporary Drop-Off Claims Process

- **ALL DROP -OFF CLAIMS PRIZE CHECKS WILL BE MAILED TO CLAIMANT AT ADDRESS ON TICKET RECEIPT FORM**
    - Claimants that appear at a claim center without an appointment may not be allowed to enter if there are not openings in the schedule but may elect to drop-off completed paperwork and ticket(s) or send completed paperwork and ticket(s) via mail. In these cases, the check for any prize awarded will be sent to the claimant via mail to the address stated on the Ticket Receipt Form.
    - In the event of an unhappy customer, the following de-escalation tactics will be used:
        - Staff will offer claimant the option to schedule an appointment where they can receive their check at time of claim submission.
        - Staff will use skills developed in Conflict Resolution training.
        - Regions 1 & 3 are in DTMB buildings with security on hand. Conversations have been held with building managers asking that special attention be paid to the claim center offices.
        - Regions 2, 7 & 8, have contacted local police departments to request periodic passes by the building in a marked vehicle. Each office has a 'panic' button directly connected to local police if assistance is necessary.
        - Staff assigned to help in the regional offices will be brought in at least one day prior to claim center reopening to revisit the 'Conflict Resolution' training module and undergo role playing exercises specific to situations that may arise.
- Claimants that do not have an appointment will not enter the claim center unless there are openings for the day and all claim-related activity will occur outside of the claim center. This will vary based on the physical layout of each regional office and procedures will be tailored as needed.
- Instructions for the drop-off process at each office will be available online.
- Claim forms will be available online; claimants may print and complete the form to accelerate the drop-off process.
- Staff will be present at each claim center entrance or specified drop off location to assist claimants.
- If applicable staff will enforce occupancy limits for claim center lobbies; upon reaching the occupancy limit, each claim center will enforce a one-in-one-out policy until further notice.

Step 1 - Claim Forms & Materials

- Staff will greet claimant and will maintain six feet of distance from claimant whenever possible.
- Where drive-up is unavailable, staff will direct claimant to table to gather instruction sheet, clipboard, disposable pen, and Ticket Receipt Form. Staff will remind claimant that all prize payments will be mailed to them per the address included on the Ticket Receipt Form.

- Staff will provide brief instructions on filling out the Ticket Receipt Form (complete name, address, social security number, birthdate, yes/no questions) and ensure that they have a valid ID and Social Security Card. Staff will answer any additional questions.
- Staff will instruct claimant to leave to complete the form in their car or offsite and to return to complete **Step 2 - Claim Form Drop Off** with all supporting documents. Claimant may NOT complete the forms inside of the claim center.
- Staff will be responsible for collecting and disinfecting any previously used clipboards from **Step 2 - Claim Form Drop Off.**

Step 2 – Completed Claim Drop Off

- Staff will maintain six feet of distance from claimant at all times; staff will stand back six feet from table to ensure proper social/physical distancing while claimant is at table.
- Upon claimant's return, staff will ask claimant to set clip board down onto table with claim materials and place ID and social security card into a baggie.
- Staff will ask claimant to leave all materials and step back to six-foot floor marking and wait.
- Staff will approach table to check whether all required items are included, and Ticket Receipt Form has been fully completed (staff will address incomplete claims accordingly).
- Staff will empty the clipboard and set it aside to be disinfected.
- If claimant is missing any item, staff will place materials back onto table and step back to six-foot marking. Staff will ask claimant to take the instructions sheet and Ticket Receipt Form to complete or gather required documents before they return OR encourage mail-in claim process.
- Staff will gather all materials and inform claimant that they are going into claim center to make a photocopy of their ID and Social Security Card.
- Staff will copy ID and Social Security Card without removing them from the baggie.
- Staff will tear pink sheet from Ticket Receipt Form and staple baggie containing ID and Social Security Card to top left-hand corner of form. For claimants that have pre-printed and completed the Ticket Receipt Form from MichiganLottery.com, staff will make a copy for claimant and staple baggie containing ID and Social Security Card to top left-hand corner of form.
- Staff will enter the appropriate information onto Drop Off Claim Log.
- Staff will compile all claim documents and secure them together with a paperclip.
- Staff will deposit claim documents to back of office for secure processing to be completed in the order received.
- Staff will return to table and set the pink Ticket Receipt Form (or copy of completed pre-printed form) on table, and step back to six-foot marking.
- Claimant will then be informed they may approach table and collect their materials before leaving.

Check Mailing

- Upon fully processing claim, staff will mail check and any other documentation to claimant per the address provided on the Ticket Receipt Form.

- Any claim materials not yet processed will be stored in locked safe at the end of the business day.
- Any checks not yet mailed will be stored in the region's locked safe at the end of the business day.

Appendix B: Lottery Preparedness Plan Contacts

Lori Fedewa
Lottery Human Resources Director/Accommodation Coordinator
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Appendix C: Return to Work Checklist

MICHIGAN LOTTERY

Employee COVID-19 Return to Workplace Checklist

Note to Supervisors: please have employees complete this form on their first day back into the workplace. Agency COVID safety measures and protocols should be reviewed with or by the employee before they sign this form.

Welcome Back Employees. We are glad you are here!

Employee Name and ID#: _____

Supervisor Name: _____

a) State Property

Please confirm any state-owned equipment or property being returned to the workplace OR select N/A if equipment or property was not borrowed or is to be returned at a future date and time.

- ☐ Building/office keys or keycard
- ☐ Cell phone
- ☐ Computer or another mobile device (e.g., desktop, e-reader, laptop, notebook, PDA, tablet, etc.)
- ☐ Computer monitor(s)
- ☐ Files, records, reference materials, USB flash drive(s) containing data, etc.
- ☐ Keyboard, mouse/trackball, etc.
- ☐ Office chair
- ☐ Purchasing card(s)
- ☐ Other (please specify): _____
- ☐ N/A. Equipment or property was not borrowed.
- ☐ N/A. I am not returning borrowed equipment or property at present time because _____

b) Communications

- ☐ I have updated/modified my work telephone voicemail and email automatic reply message to include current contact information.
- ☐ I have received, reviewed, and had the opportunity to ask questions about my agency's COVID-19 Preparedness and Response Plan.
- ☐ I understand the expectations of and importance for social distancing, hand hygiene, cleaning and disinfection, face coverings if required, daily health screenings, and other safety measures used in the workplace to reduce the spread of COVID-19.
- ☐ I acknowledge I must stay home and call both my immediate supervisor and healthcare provided if I am feeling sick or have a fever, cough, other COVID-19-related symptoms, or believe I might have COVID-19.
- ☐ Employees having difficulty transitioning back to in-person office work or who are experiencing other personal or professional challenges are encouraged to access the resources provided by the Employee Service Program (ESP) website or contact ESP at 800-521-1377 or MCSC-ESP@mi.gov.

c) Training

- ☐ I have successfully completed the "COVID-19: Keeping You Safe at Work" training available on the Civil Service Learning Center as required by the Office of the State Employer.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Revised 04/14/22