



Michigan Public Service Commission Return to In-Person Work Implementation Plan

December 2020

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Introduction

This Coronavirus/COVID-19 preparedness and response plan has been established for the Michigan Public Service Commission (MPSC) in accordance with the [Center for Disease Control'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...". This plan is made readily available to employees via the MPSC's [Intranet](#) site and is available upon request. The purpose of this plan is to minimize or eliminate employee exposure to COVID-19. Employees should reach out to Leslie Thomas, Director of Administrative Services with questions.

In March of 2020, Michigan had its first confirmed case of COVID-19. Shortly thereafter all state employees were directed to telecommute, and the Michigan Public Service Commission (MPSC) building was closed to the public until further notice. The MPSC staff (staff) reacted quickly and followed orders to begin working from home. Many staff already had laptops which made teleworking possible. Laptops were ordered for the remainder of staff. In September 2020, staff who perform in-person field inspections (e.g., MPSC Gas Safety team) returned to in-person work, although they are still primarily working out of their home offices. As of July 2021, MPSC staff have been able to return to the office on a voluntary basis.

The MPSC has been planning for our return to in-person work. Planning has been parsed into five phases.¹ During **Phase I**, all MPSC office staff were teleworking with very restricted access to the Lansing office building. Limited access included processing hard copy mail and Freedom of Information Act (FOIA) requests. The MPSC Gas Safety team developed the Gas Safety Field Inspection Procedure COVID-19 guidance document² for field staff to follow that includes self-screening; precautions, hazards, and avoidances; and personal protection equipment. MPSC Gas Safety staff have returned to performing in-person inspections. Other actions taken under Phase I included the development of a process to communicate information to staff, as well as the public, along with a repository for information about COVID-19 and working from home. Additionally, a staff team was developed to review best practice guidance and developed a return to in-person work plan, along with ordering of personal protective equipment (PPE) and other supplies such as hand sanitizer, disinfectant wipes, etc. to help prepare for our return to in-person work.

During **Phase II**, MPSC staff continued to telecommute with limited access to the Lansing office building, and Commission meetings have been held in-person within the building since the

¹ A MPSC Return to In-Person Work Phased Approach document outlining the phases is attached as Appendix A.

² The MPSC Gas Safety Field Inspection Procedure COVID-19 guidance document is attached as Appendix B.

beginning of July. Staff developed a Return to In-Person Commission Meetings Plan³ to aid in the facilitation of in-person Commission meetings under current state guidelines and procedures. The MPSC Return to In-Person Commission Meetings Plan was approved by LARA leadership. In Phase II, gas safety inspections have resumed their normal schedule with high risk/medium risk/low risk employee guidelines.

This document will focus on preparing and executing **Phase III and all subsequent phases**. In preparation of Phase III, LARA identified the number of employees who were able to begin working in-person. At that time, MPSC Lansing office staff began working from the office on a selective voluntary basis. To prepare, a Return to In-Person Work Planning Team was developed and divided into four subgroups:⁴

- Physical and Operational Protections
 - Focusing on PPE usage and in-office procedures.
- Administrative Controls
 - Focusing on staffing concerns as it relates to the MPSC's return to in-person work.
- Communication, Education, and Training
 - Including internal and external communications, education, training, and signage.
- Telework Support
 - Supporting staff while staff continues to telework, and when staff transitions back to the office.

This document will outline the policies, procedures, and protocols needed for all MPSC staff to return safely to in-person work. The planning team considered many best practices resources, as well as guidance from the [LARA COVID-19 Safe Restart Plan](#) issued July 2020⁵, and the [Department of Labor and Economic Opportunity Return to Work Plan](#) issued June 2020⁶.

³ The MPSC Return to In-Person Commission Meetings Plan is attached as Appendix C.

⁴ A MPSC Return to In-Person Work Team Structure document which details the work of the leadership and planning teams is included as Appendix D.

⁵ The LARA COVID-19 Safe Restart Plan was updated in October 2021.

⁶ The Department of Labor and Economic Opportunity Return to Work Plan was updated in October 2021.

Preparing Staff to Return to the Office

The LARA COVID-19 Safe Restart Plan indicates that beginning July 12, 2021, no more than 25% of LARA staff can return to working in the office. The MPSC's staff volunteers returning in Phase III was less than the 25%, so all staff who chose to return in Phase III were able to return.

Identifying Who Will Return to the Office

In an effort to understand the needs and desires of staff, a Return to the Office Questionnaire was distributed to all MPSC staff, as well as the Attorney General (AG) and Michigan Office of Administrative Hearings and Rules (MOAHR) staff that are located in the Lansing office building. The questionnaire provided valuable insight into which staff (MPSC, AG, or MOAHR) had the willingness and ability to return to the office, and what their flexibility was for their return in Phase III, which began on July 12, 2021. MPSC leadership has been able to accommodate staff's requests to return to in-person work in Phase III.

Staffing Requirements

MPSC Leadership, in conjunction with guidance from the Administrative Services Division (Admin), will evaluate whether a supervisor, manager or division director member's presence in the office is required in each of the upcoming Phases, and if so, how many supervisors might be needed per the number of staff occupying the building at any given time. If IT assistance is needed, IT staff will first attempt to assist remotely. If remote assistance will not suffice, IT help can be provided in-person at the MPSC office.

When staff begins returning to the office, issues with the Ricoh devices (copy machines/printers) may arise. Signage will be posted at each machine with instructions on what to do should an issue arise. This sign will first direct staff to the MPSC intranet page where instructions to re-map to a different printer can be found. The sign will also include contact information for the support staff who typically work with troubleshooting of the devices, so they may be notified of a printer issue.

Establishing Workdays

Establishing in-office workdays is dependent on several factors including: how many staff will return in Phase III and, as we move forward through the subsequent phases, where in the building these individuals are located in relation to one another, minimum staffing level requirements and availability, and the availability of the staff who indicate interest. The Return to the Office Questionnaire provided valuable feedback that will help inform which days of the week will be deemed "in-office" days and will dictate whether these days will apply to all staff returning to the office, or apply to different groups of returning staff to maintain social distance standards. For example, one group of staff may come in on Mondays and Wednesdays while another group could come in on Tuesdays and Thursdays to control the number of people working in close proximity. Alternatively, temporary workstations (empty cubicles) could be assigned to facilitate social distancing and allow for all participating staff to come in on all scheduled in-office days. However, as noted above, setting workdays will also be dependent on the minimum staffing levels

required, and the availability of those needed employees. Thus far in Phase III, these measures have not been implemented but we will continue to evaluate the need for alternating days based on CDC guidance for social distancing and other measures.

Staggered Start Times

Due to the relatively low number of staff returning to the office in Phase III, and the variety of schedules already kept across employees in the office, it is not recommended to organize staggered start times at this time. However, it is noted that it may become necessary in later phases as more staff begin returning to the office, as this could cause congestion in the lobby.

Training

All employees, contractors, interns, or other persons conducting work on behalf of the MPSC must successfully complete OSE's "COVID-19: Keeping You Safe at Work" training, which can be found on the [State of Michigan Civil Service Learning Center](#). This training is in addition to any site/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., social distancing, hand hygiene, routine cleaning and disinfection, use of cloth face coverings and other personal protective equipment, travel restrictions, daily health screenings, close contact and when to quarantine, building signage, etc.).
- Who to contact and what to do if medically unable to wear a cloth face covering.
- Resources available (e.g., Employee Service Program).

Staff must be aware that allergy symptoms can be similar to COVID-19 symptoms. If staff is exhibiting severe allergy symptoms, they may require a COVID-19 test to be cleared to come to work in-person. It is important to be sensitive that not all fellow staff exhibiting symptoms of illness are contagious. A comparison chart of allergy and COVID-19 symptoms is included as Appendix E for staff's reference.

Staff should visit the link below for an FAQ regarding additional information on COVID-19 prevention, symptoms, and testing:

https://www.michigan.gov/documents/mdhhs/2019-nCoV_Web_FAQ_Final_02.07.20_680693_7.pdf

High risk staff will be trained on the proper use of PPE while on the job, along with hygiene etiquette and how to mitigate the spread of COVID-19. Medium and lower risk staff⁷, which includes most of the MPSC staff, will be required to complete training on hygiene etiquette and how to mitigate the spread of COVID-19. All trainings should be completed prior to reporting the first day of in-person work.

Recordkeeping

The MPSC will maintain all LARA COVID-19 employee training records, health surveillance records, and records of required notifications in accordance with LARA's record retention requirements. Admin will ensure staff are aware of the training requirements, and a record will be kept by Admin throughout each phase to track training completions to ensure compliance with the requirements. A COVID-19 Resources, Websites, and Contacts document is attached as Appendix F for staff's reference.

⁷ Per the CDC, fully vaccinated employees likely fall into the lower COVID risk level. In general, people are considered fully vaccinated two weeks after their second dose in a two-dose series, such as the Pfizer or Moderna vaccines, or two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. If you do not meet these requirements, regardless of your age, you are not fully vaccinated. Keep taking all precautions until you are fully vaccinated.

Medium risk – Employees in this category include:

- All field staff and office employees who frequently meet directly face-to-face with the public.
- Those who have frequent contact with coworkers.

Lower risk (caution) – This category consists of fully vaccinated employees and those jobs that have minimal occupational contact with the public and other coworkers, or do not require contact with people known to be, or suspected of being, infected with COVID-19. Examples include:

- Remote workers and those working from home during the pandemic.
- Office workers, call center staff, labor and trades employees, and grounds crew personnel who do not have frequent close contact with coworkers, customers, or the public.

Preparing the Lansing Office Building and Equipment for Staff's Safe Return (Engineering and Administrative Controls)

The MPSC's Lansing office building has been closed to the public, and largely closed to staff, since March 2020. The transition back to working in the office, as well as opening the building to the public will be different than in pre-COVID days. Changes to the processes and procedures for movement within the building, cleaning, and occupancy will be implemented for the staff and public's safe return.

During Phase II, teleworking was still in place for all Lansing office staff and the MPSC building was still closed to the public with no other meetings hosted at the MPSC offices with one exception: the building was open to the public only on the days and during the times of in-person Commission meetings that have resumed effective July 1, 2021, consistent with timing identified in the [Open Meetings Act](#), as well as in conjunction with local state of emergency declarations. To prepare for in-person Commission meetings, staff developed a Return to In-Person Commission Meetings Plan to assist with implementing new procedures surrounding an in-person Commission meeting including access to and protocols in the building. Many of the changes to the building structure, as well as building protocols outlined in this section have been implemented in preparation for the in-person Commission meetings. Other protocols will be put in place for staff's safe return.

Plexiglass Shields

Plexiglass shields have been installed for the front desk attendee, as well as sixteen staff with cubicle counter walls, including the administrative assistants. Additionally, LARA is reviewing desk positioning and cubicle modifications potentially needed to reduce exposure to COVID-19. Admin will work with individual staff on any further cubicle modifications needed to prevent the spread of COVID-19.

Heating and Ventilation Review

As information becomes available on COVID-19 and how it spreads, best practice and guidance is suggesting that commercial office buildings receive air quality tests that could help assess whether or not COVID-19 could be spread in the heating, ventilation, and air conditioning (HVAC) equipment. Because of these recommendations, the MPSC requested an air quality test be performed on the Lansing office building. Results of the air quality test indicated acceptable air quality in the MPSC office building and recommends improved cleaning protocols. Admin had worked with the building owner and manager to implement the recommendations of the air quality test.

Movement Within the Building

In order to allow for proper social distancing in the sometimes narrow corridors, staff may be directed to use a designated traffic flow pattern to the greatest extent possible. The main entrance

stairwell may be designated for going up and the east stairwell for going down only. This will allow for social distancing in the stairwell; however, this approach will potentially need to be revisited in the future based on the number of staff in the building.

Additionally, floor markings may be used to assist with traffic flow and social distancing. Decals may be placed on the floor to designate one-way pathways through the office as needed. Social distancing floor decals may be placed in appropriate places, such as the lobby. Two sets of stanchions may be used to block off certain areas or enforce traffic flow.⁸

Elevators

Capacity in elevators will be limited to adhere with social distancing guidelines. The small elevator may only allow one individual at a time due to limited space. The larger elevator will allow for two people while maintaining an appropriate distance. Signs will be placed outside of the elevators indicating each elevator's capacity.

Kitchens and Breakrooms

Each kitchen may have a limited capacity of two people, which will maintain social distancing standards. Staff will be responsible for cleaning the kitchen after each use on items and supplies that were touched. Wipes and disinfectant spray will be stored in the kitchen for use. The ice trays in the freezers have been removed. In order to have proper flow through the kitchen, one door may be designated as an entrance and the other as an exit. This does not apply to the Commissioners' kitchen due to only having one door; however, the door will remain propped open for easy entrance and exit.

The breakrooms will be open for small appliance (toaster, microwave, can opener, etc.) use only; however, there will be limited capacity to ensure social distancing during use. Breakroom chairs and tables are marked as "temporarily unavailable."

Restrooms

Restrooms have been modified in order to increase cleanliness and reduce exposure risk. A "StepNPull" has been installed on all restroom exit doors, which is a touchless way to open the door when exiting the restroom by using one's foot. The equipment is installed on the door-

⁸ Fully vaccinated people can resume activities without social distancing, except where required by the agency or federal, state, local, tribal, or territorial laws, rules, and regulations. Social distancing means keeping a safe space between yourself and other people who are not from your household. To practice social or physical distancing, stay at least six feet away (about two arm lengths) from others in indoor spaces when possible. Social distancing should be practiced in combination with other everyday preventive actions to reduce the spread of COVID-19, including wearing approved face coverings, avoiding the touching your face with unwashed hands, and frequently washing your hands with soap and water for at least 20 seconds.

handle side. The sink aerators have been removed to increase water temperature and flow. The middle sink in all restrooms are temporarily closed.

Designated stalls and urinals within the restrooms are temporarily closed to maintain social distancing. Applicable signage have been placed in all restrooms.

Conference and Hearing Rooms

The capacity of individual conference and hearing rooms have been reviewed in order to adhere to social distancing guidelines. There have been signs posted on the outside of each conference room indicating the capacity. Extra chairs have “temporarily unavailable” signs placed on the seats. Staff will be responsible for disinfecting the rooms before and after each use. Staff will need to schedule enough time between each use for this purpose.

Drinking Fountains and Vending Machines

A hands-free water dispenser has been installed on the first floor. Additional hands-free water dispensers will be installed on the second and third floors. The vending machines are temporarily closed due to inactivity and infrequency of use.

Copy Machines/Printers

Ricoh’s copy machines/printers are recommended to be cleaned before and after every use. Ricoh has supplied cleaning instructions and copy machines are to be cleaned with touch panel wipes, which are located near each copier. Touch panel wipes are stocked at this time in the office. As an alternative, Ricoh approved pop-up dry wipes to use with a cleaning spray, which has been requested through Staples. If the supplied cleaning product runs out, it is recommended that microfiber cloths be used for cleaning the copiers as a last resort. In that case, microfiber cloths will be supplied.

It is recommended that staff sanitize their hands before and after using the copy machines/printers. This will limit the spread of germs. Hand sanitizers will be placed in close proximity to the copy machines. There is a sign posted next to each copy machine as a reminder to sanitize and disinfect.

State Vehicles

State vehicles will be cleaned before and after use by the individual. A check list will be placed on the clipboard for all state vehicles. Due to cleaning, longer buffer times between reservations will need to be accounted for in scheduling. Each vehicle will be stocked with disinfectant wipes. The Admin secretary will check the vehicles bi-weekly to verify they are properly stocked for cleaning.

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

- Stay home when you are sick.
- Face coverings are required to be worn in the vehicle regardless of vaccination status.

- The number of occupants should be limited. For example, a car may allow for a driver plus another individual who sits in the rear seat on the passenger side of the car. A 12 to 15-person van might accommodate four to five persons (e.g., driver, first row passenger side, second row driver side, third row passenger side, etc.).
- 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.
- Practice hand hygiene and cough/sneeze etiquette.
- Social distance while waiting.

Building Signage

Various signage has been posted both inside and outside of the Lansing office building. The purpose of the signage is to facilitate new protocols within the building and promote safety as it relates to the spread of COVID-19. The east entrance bulletin board will serve as the primary location for all educational materials related to COVID-19, as well as a compilation of other pertinent signage posted throughout the building.

Returning to the Office

The MPSC phased approach to returning to in-person work dictates that staff can begin returning to the office in Phase III. This section provides guidance on what to do when returning to the office.

Health Surveillance

The most critical piece of staff's safe return is to be educated on the effects of the virus and its spread, and to also perform daily health screenings. **This is mandatory for all staff per LARA's COVID-19 Safe Restart Plan.** 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 may 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.

The MPSC is currently using the daily computer login method to attest to being symptom free. It is recommended that staff complete temperature checks at home every day prior to coming into the building. Persons exhibiting signs of illness will not be permitted into the building. However, if concerns arise while in the office, there are two no-contact forehead thermometers available. There will also be a sign at the entrances reminding staff and the public of the self-screening protocols.

Any signs or symptoms related to COVID-19 will be reported to staff's immediate supervisor as well as Leslie Thomas, Director of Administrative Services. Leslie will contact the LARA HR Director. Staff should not come to work with health concerns and should remain teleworking if feeling well enough. If throughout the day any staff begins to feel unwell, they should return home and telework. If an employee does not have transportation, the attorney-client consultation room will serve as an isolation area. This will be strictly used as an isolation area until the employee is able to obtain transportation. If the room is used for such purposes, a deep cleaning will be conducted at the next scheduled cleaning time. A "temporarily unavailable" sign will be posted on the door.

Close Contacts and When to Quarantine

Employees who are not fully vaccinated should quarantine if they have been in close contact (within six 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 Leslie Thomas and follow any provided instructions.

Employees who are fully vaccinated do not need to quarantine after contact with someone who had COVID-19 unless they have symptoms. However, fully vaccinated people should get tested three to five days after their exposure, even if they don't have symptoms and wear a cloth face covering indoors in public for 14 days following exposure or until their test result is negative.

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

Guidelines for Sending Staff Home

If an employee appears to be ill, they may be sent home as specified in the OSE COVID-19 FAQ, attached as Appendix G. Supervisors should direct any questions about sending employees home to Leslie Thomas. Staff who are sent home will still have the ability to telework if they are well enough.

Travel Restrictions

There are currently no travel restrictions mandated by the OSE. As guided by LARA, the MPSC is not permitted to impose travel restrictions that exceed those of the OSE. However, it is recommended that staff limit travel to COVID-19 hotspots, and consider self-quarantine in the instances of air, train, or cruise ship travel.

Regarding travel for work purposes, travel should be delayed until employees are fully vaccinated. Fully vaccinated employees should take the following protective measures:

- Wear an approved face covering that completely covers the nose, mouth, and chin. Follow CDC recommendations when traveling by plane, bus, train, or other form of public transportation.
- Self-monitor for COVID symptoms after travel; isolate and get tested if symptoms develop.

All international business travel must be approved by OSE. Requests are to be submitted through the completion of an [online form](#) and will be considered on a case-by-case basis. Approval or requests for additional information will be returned to the individual submitting the 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 MPSC will follow the latest CDC guidance for domestic and international business travel. All domestic and international business travel should be delayed until employees are fully vaccinated.

Personal Protective Equipment and Clothing

For the purposes of this plan, a nonmedical cloth face covering is not considered PPE. All employees are required to wear a nonmedical cloth face covering while indoors⁹ at a state facility, in a state vehicle with other passengers, or when required by LARA policy. Additional face covering requirements may apply for work-related carpool/rideshare or travel.¹⁰

LARA has provided two reusable nonmedical cloth face coverings and instructions on how to properly wash them. An additional pack of five washable masks will be provided to MPSC staff. The masks are machine washable, and staff are responsible for bringing in a clean mask every day. Staff may also provide and use their own masks if they are approved; completely cover the mouth, nose, and chin; and are at least as effective as the nonmedical cloth face coverings 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 MPSC building will be provided a disposable mask. 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 tube-style face scarves and open-chin triangle bandanas are also not allowed.

The CDC does not recommend the use of N95 respirators for the protection against COVID-19 in office environments, as these respirators are critical supplies that should be prioritized for healthcare workers and other medical first responders to prevent supply shortages. The CDC also does not recommend using face shields or goggles as a substitute for face coverings. If face shields are worn, they should be in addition to the face covering. Face shields should wrap around the sides of your face and extend below your chin or be hooded (fully enclosed and dropping below your chin).

The MPSC will maintain a sufficient supply of face coverings in the event an employee forgets theirs or an employee's face covering becomes soiled or wet/saturated at work. Please contact Leslie Thomas or the [Agency Safety Coordinator](#) with any questions.

⁹ Indoors includes, but is not limited to bathrooms, breakrooms/kitchens, conference rooms, corridors at the entrance to a building (or waiting to enter a facility), cubicles, elevators, hallways, offices, stairwells, training rooms, etc.).

¹⁰ 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.

Hand Hygiene and Disinfection of Environmental Surfaces

Individual bottles of hand sanitizer will be provided and distributed in staff cubicles and offices prior to returning to the building. Hand sanitizer bottles are refillable and additional hand sanitizer will be provided. The personal hand sanitizers can be kept on one's person for use throughout the day. A Material Safety Data Sheet will be supplied to all staff. Three portable free-standing hand sanitizer stations have been purchased and will be placed throughout the building as needed. There are two wall hand sanitizer units on each floor. An additional wall hand sanitizer unit will be installed at the east entrance.¹¹

Disinfectant wipes and spray disinfectant have been purchased to use for cleaning surfaces. Office items and supplies will be cleaned after individual use. Extra paper towel will be available in the building for cleaning purposes.

The MPSC building is actively being cleaned during normal working hours, with any disruptive cleaning, such as vacuuming, done after working hours. CDC guidance will be followed for special cleaning and disinfecting when someone in the office or when someone who visited the office has tested positive for COVID-19. 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.

¹¹ 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, or screen.
- Touching your eyes, nose, and mouth with unwashed hands.
- Touching your face covering.
- Using the restroom.

Communication

Communication between staff in the telework setting is both more important and more difficult. The MPSC Chair has provided regular virtual updates for all staff through live video and email throughout this time period. Additionally, the Communications section launched a weekly Staff Bulletin update compiling information received from multiple sources.

Regular communication regarding the implementation of return to in-person work continues to be essential. MPSC staff must have awareness of COVID-19 related policies, training requirements, educational materials, and up-to-date information. The following methods of communication have been and will continue to be used:

- Items posted to the [MPSC Intranet](#)
- Regular email updates (monthly, or more frequently as needed)
- Staff Bulletin (weekly)
- Virtual live updates from Leadership (MPSC Chair, as needed)
- Building signage

Communication topics will include timeline and status updates regarding the implementation of the return to in-person work planning. This includes tracking the LARA and MPSC return to in-person work plans. Additional subject matter may include leadership decisions, leadership activity, educational materials, mandatory trainings, available optional trainings, new building signage, newly developed policies, and other resources staff may require.

Educational Materials

Staff need to be educated on the COVID-19 virus before returning to work in the building. These educational requirements (trainings) were discussed in Preparing Staff to Return to the Office, above. However, to further assist with this effort, a list of other materials that would be beneficial for staff to read from other departments and resources will be compiled. This list may include links to the following:

- Pertinent emergency orders issued by state or local government
- Symptoms of COVID-19
- How COVID-19 spreads
- What to do to decrease your exposure
- When is it safe to leave home
- SOM – Coronavirus Page
- DHHS – Contact Tracing (Appendix H)
- DHHS – What you need to know about COVID-19
- CDC – COVID-19 Information

The MPSC Communications team has developed additional infographics and fact sheets and have incorporated them into the weekly Staff Bulletin:

- Flyer: Electrical Safety While Working from Home
- Social Media: Managing Anxiety and Stress
- Flyer: How to Help Prevent the Spread of COVID-19
- Flyer: Managing Anxiety and Stress

Additional educational materials will be developed as the need arises throughout all five phases of the return to in-person work plan.

External Communications

The MPSC building was closed to the public between March 2020 and September 2021. However, normal work has continued remotely. Communication to the public as we continue to telework takes on added significance as a result of this isolated setting.

As we continue through the five phases of returning to in-person work and allowing public access into the building, regular communication is essential to inform the public of COVID-19 related developments, including timeline and status updates, new protocols, leadership decisions, and other resources. The following methods of communication will be used to inform the public:

- Items posted to the MPSC internet site
- Public notices and listserv messages
- Commission meetings
- Social media messages
- Press releases
- Building signage

The MPSC will continue to develop educational materials, fact sheets and other resources, making them available to the public as needed. Some of the educational materials that have been developed and compiled include:

- Flyer (Consumer Tip): Energy Assistance and Shut-Off Protection – Residential Customers
- Postcard: How to Apply for Energy Assistance
- Social Media: Worried About Your Energy Bills
- Flyer (Consumer Tip): Home Heating Credit
- Presentation: COVID-19 Response Update
- Social Media: Managing Utility Bills During the COVID-19 Crisis
- Report: COVID-19 Statewide Energy Assistance Communication and Outreach Strategy

An external newsletter has been developed by the MPSC Communications team and issued to the public on a monthly basis through the MPSC GovDelivery email distribution system. The frequency in which the newsletter is issued may be subject to change. The intent of the external newsletter is to increase public awareness of the MPSC and our activity, and can include a variety of trending

topics, key happenings at the MPSC, news clips, events, reminders, or even a behind-the-scenes look into the MPSC's daily work.

Remote Work Guidance and Best Practices as Staff Returns to the Office

MPSC Staff worked remotely full time since March 2020, with volunteer staff returning in-person on a mostly limited basis beginning July 12, 2021. All staff have been issued laptops, and some have requested, and received, docking stations and monitors to aid in their teleworking capabilities.

Prior to the COVID-19 pandemic, few staff teleworked on a regular basis, and typically only one day per week. There were no established protocols for allowing all staff to telework fulltime for an extended period of time. Since the pandemic, however, the MPSC IT team has worked to provide all staff with the necessary equipment to perform their work remotely.

Attached to this Return to In-Person Work Implementation Plan is a Remote Work Guide for all staff to reference as staff continues to telework either full- or part-time as we move through the return to in-person work phases (see Appendix I).

Equipment Requirements

Staff who have returned to the Lansing office building in Phase III and staff returning in all subsequent phases will be required to bring their laptop and any other needed equipment back to the office. Staff is required to complete the Employee COVID-19 Return to Workplace Checklist which is included as Appendix J.

Remote Work Flexibility

To remain prepared for any change in access to the building, whether that be on an individual level due to health or exposure concerns, or on a greater level in terms of building closures, all equipment necessary to telework shall be brought home daily.

Remote Work Guidelines

LARA and MPSC Leadership have approved and support the ability for staff to continue working remotely on a full-time basis post-pandemic. The LARA HR Remote Work Policy is attached as Appendix K. MPSC Leadership will communicate the policies and processes required to continue remote work.

Miscellaneous Guidance Related to Staff's Return to In-Person Work

This section of the MPSC Return to In-Person Work Implementation Plan will discuss the remaining topics related to staff's safe return to the office, but not covered elsewhere in this plan.

Potlucks and Other Social Gatherings

The MPSC is a social group, and we value each other's company. Unfortunately, we will have to value each other from an acceptable social distance for the foreseeable future. There will be no social gatherings at the MPSC Lansing office building at least until all five phases of the return to in-person work plan are complete. Additionally, to reduce chances of exposure to COVID-19, it is recommended that all communal food be prohibited at the workplace until further notice. This includes both food that is purchased, as well as homemade food brought in to be shared with multiple staff.

Meetings and Events

Staff is encouraged to hold meetings which include a virtual option until Phase V of the return to in-person work. Staff should continue to conduct remote meetings even after returning to in-person work in order to reduce the spread of COVID-19. Once staff is permitted to conduct in-person meetings, staff should be aware of the needs of other staff or public participants who may not have the ability to join in-person. Therefore, staff should plan for remote (at least full or partial) meetings throughout the remainder of the return to in-person work phases and beyond.

Staff is also encouraged to be respectful of others if attending virtual meetings in their cubicle. Consider wearing headphones or reserving a conference room to mitigate excessive noise for others.

Evaluation of Policies, Processes, and Procedures

The COVID-19 pandemic and the State of Michigan's response is unprecedented. The Return to In-Person Work Planning Team has attempted to be as thorough as possible in creating this implementation plan. However, as staff evaluates the plan's effectiveness and new information becomes available regarding COVID-19 or LARA's policies and procedures, etc., the Planning Team may need to refine the Return to In-Person Work Implementation Plan. Staff will be informed of any changes to the plan if and when they occur.

Appendices

The following appendices are attached to this document:

- Appendix A: MPSC Return to In-Person Work Phased Approach
- Appendix B: MPSC Gas Safety Field Inspection Procedure COVID-19
- Appendix C: MPSC Return to In-Person Commission Meetings Plan
- Appendix D: MPSC Return to In-Person Work Team Structure
- Appendix E: COVID-19 Symptom Comparison Chart
- Appendix F: COVID-19 Resources, Websites, and Contacts
- Appendix G: OSE COVID-19 FAQ
- Appendix H: DHHS Contact Tracing
- Appendix I: MPSC Remote Work Guide
- Appendix J: Employee COVID-19 Return to Workplace Checklist
- Appendix K: LARA HR Remote Work Policy

Appendices

MPSC Return to In-Person Work – Phased Approach October 4, 2021

Phase I – Resume in-person gas safety field inspections, focused initially on high-priority/impact inspections; telework for all Lansing office staff; restricted access to Lansing office building (i.e., responding to FOIA requests for hard copy documentation, other hard copy mail issues – invoices, complaints, etc.).

- Prerequisite – coordination with PHMSA on timing, develop procedures, secure and distribute PPE, conduct training including staff participating in LARA training with health experts
- Timing – current status

Phase II – Additional gas safety inspections (resume normal schedule, provided no issues with COVID outbreaks); continued telework for Lansing office staff but allowed limited access to the building for FOIA requests, mail processing, and in-person Commission meeting support staff; keep building closed to public and no meetings (internal or external) hosted at MPSC *except* on limited instances as required for in-person Commission meetings.

- Prerequisite – assign safety monitor to be in building during Commission meeting hours (Admin/HR staff for safety concerns/building needs), procedures developed, pre-screening and tracking of employees and public entering the building (e.g., self-checks, enter/exit log), cleaning/PPE available, security guard on duty when building open to the public
- Timing – in accordance with timing identified by the [Open Meetings Act](#) requiring in-person public meetings; public access dependent on any state or county emergency orders, etc. (expect continued remote administrative hearings with the office open to the public for Commission meetings)

Phase III – Open the Lansing office building up to staff who would like to work part- or full-time in the office on a more regular basis; the building is open to the public, but no meetings (internal or external) hosted at MPSC *except* on limited instances as required for in-person Commission meetings/administrative hearings.

- Prerequisite – assign safety monitor to be in building during office hours (Admin/HR staff for safety concerns/building needs), procedures developed, staff training provided, pre-screening and tracking of employees entering the building (e.g., self-checks, enter/exit log), cleaning/PPE available, security guard on duty when building open to the public
- Timing – after Phase II is fully implemented and all of LARA is moving to Phase III; public access dependent on state or county emergency orders, etc. (expect continued remote administrative hearings with the office open to the public for Commission meetings)

Phase IV – Continued telework at manager/employee discretion with minimal in-person staffing for certain key areas more suited for in-person work (e.g., customer assistance and EBS), and for those who would prefer to work in the office; open building for public access; host Commission meetings and administrative hearings from the office (still allow remote access but hold meetings from the building and allow in-person public participation); determine other details for meetings, etc.

- Prerequisite – more detailed procedures (e.g., use of stairwells, occupants in elevators, direction of hallways, hearing room occupancy and layout, conference rooms and common areas, waiting procedures in lobby), PPE, employee/public screening, cleaning protocols
- Timing – after Phase III is fully implemented and all of LARA is moving to Phase IV, absent increases in COVID cases

Phase V – Return to full “normal” operations with enhanced telework options available subject to state policy changes (e.g., some employees may do 2-3 days/week or even at or near 100% of the time).

- Timing – TBD



Gas Safety Field Inspection Procedure COVID-19

July 2020

MPSC Gas Safety Field Inspection Procedure (COVID-19)

Purpose:

These are temporary procedures to address field practices for MPSC Gas Safety Engineers (GOS) to return to field work amid the COVID-19 pandemic. GOS must follow these guidelines while performing outdoor field inspections until further notice. A GOS shall perform remote office records inspections until directed otherwise or approved by the Program Manager as outlined in the attached interim Office inspection procedure. Outdoor field and construction inspections can take place in accordance with these guidelines.

By nature, outdoor field and construction inspections should be considered “low exposure” risk by the latest MIOSHA and CDC guidelines. Refer to “[Guidance on Preparing Workplaces for COVID-19](#)” (CDC) and “[Sample Preparedness and Response Plan](#)” (MIOSHA) for more information. These procedures are intended to provide adequate protections for this outdoor field environment and if the a “low exposure” risk cannot be maintained, the GOS should withdraw from the situation and only return to the work when a “low exposure” environment can be maintained again. Attached to this procedure for reference are COVID-19 procedures for Michigan’s four largest gas operators. These procedures are not intended to replace or supersede the guidelines of the CDC, the State of Michigan, the Department, or those of the operator in charge of the site(s) being visited. In the event of a conflict between these guidelines and the current guidelines offered by the CDC, the State of Michigan, the Department, or those of the operator in control of the site(s) you are visiting, the more stringent procedures shall be followed. Prior to a field visit or investigation, a GOS should request a copy of the operator’s COVID-19 Preparedness and Response Plan. If an operator does not have a COVID-19 Preparedness and Response Plan in place, then the GOS shall contact their immediate supervisor to seek guidance on how to proceed.

Self-Screening:

Prior to leaving the GOS’s workstation to perform a field inspection/investigation or anytime the GOS will be at a work location in the vicinity of others, the GOS must perform a self-screening. A self-screening form is attached as appendix A of this procedure. The GOS must “pass” both portions of the self-screening form prior to leaving the GOS’s workstation. NOTE: The operator in charge of the work location or facility that you are visiting may also require an additional self-screening prior to entering the work location. For each day that the GOS conducts a field inspection or investigation, the GOS must keep a record of each self-screening form to be available upon request.

If you are exhibiting symptoms of COVID-19 (Fever greater than 100.4°F, subjective fever (sweats or chills), unusual cough, shortness of breath, sore throat, acute sense of smell, abnormal diarrhea) do not leave your workstation to perform a field inspection or investigation. OR if you begin to exhibit symptoms while on a work location, immediately conclude your site visit and return to your workstation. Notify your supervisor if you are experiencing symptoms of COVID-19 or if you cannot report to work location due to illness. You must “pass” both portions of the self-screening form before you can return to work in the field.

If a GOS has a confirmed case of COVID 19, then the case will be reported to the Human Resources. The GOS and Human Resources will work together to notify the immediate supervisors when the GOS is able to return to work safely. Only after the GOS is no longer infectious according to the latest guidelines

from the Centers for Disease Control and Prevention (See <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>) and the GOS are released from any quarantine or isolation by the local public health department.

Precautions, Hazards, and Avoidances:

While away from your workstation, remember that you are ultimately responsible for your personal protection and to do your part to prevent the spread of COVID-19 during your field investigations. The GOS shall ensure that the facilities being visited are meeting the standards herein. In the event of a conflict between the operator's procedures and the procedures contained herein, the more stringent procedures shall be followed. GOS's must adhere to the following guidelines:

- 1) Social distancing. Social distancing is simple and effective means to protect yourself. Always maintain at least 6 feet of separation between you and others, especially during work breaks and meal breaks. Wear a face covering (see 'PPE' below) and take as many additional precautions as necessary. As a last resort, if social distancing cannot effectively be maintained stop the work and notify your supervisor. Additional considerations regarding social distancing:
 - a. Do NOT enter customers' homes that are occupied. If you must enter a customer's home, you must do so when they are no longer occupying the space. It may be necessary to enter a customer's home during an incident investigation to inspect failed facilities.
 - b. Do NOT share vehicles with other individuals.
 - c. Do NOT enter confined spaces with or without other individuals present.
 - d. Do NOT occupy small buildings, such as regulator buildings at gate stations, with other individuals. Occupy these buildings individually. Avoid similar "close quarters" situations.
 - e. Do NOT shake hands.
- 2) Proper Body Hygiene. At all times avoid touching your face, especially the nose, mouth, and eyes. Wash your hands (20 seconds or more) and/or use hand sanitizer often, especially before and after field visits, after any contact with individuals, and before eating. Cover your mouth (elbow) or use a tissue if coughing or sneezing.
- 3) Avoid contact with frequently touched surfaces, such as doorknobs or handles. If direct contact is made wash or sanitize your hands afterwards.
- 4) Sanitize work areas and tools often, including pens, phones, computers, etc...
- 5) Avoid physical contact. Use verbal instructions whenever possible. Avoid transferring physical copies of documents, opting rather for electronic copies when possible. Avoid signatures on documents unless necessary.
- 6) When travelling to and from work locations avoid unnecessary stops and contact with others.
- 7) Avoid or leave work locations where there is a discovered case of COVID-19 or an individual who is known to be or found to be exhibiting the symptoms of COVID-19.
- 8) Attend, conduct, or comment on the above matters at a pre-job briefing whenever possible.

PPE:

Normal PPE considerations still apply during this temporary time. The following additional considerations shall apply until otherwise notified:

- 1) Face Coverings (Mask). If there is a potential situation where social distancing may not be maintained (ie public settings) wear a cloth face covering that covers your mouth and nose. Particularly in public areas/buildings in locations where social distancing cannot always be maintained. If a mask is not being worn, keep one nearby in the event of unexpected contact with others. If mask cannot be worn, maintain social distancing. A medical exemption to wearing a facemask is allowed if the employee has a medical condition (asthma, vision issues, claustrophobia, etc...). Non-FR masks may be used in situations where arc or fire hazards are not present. Otherwise or if required by the operator, FR masks must be used. Allowable face covering materials include non-FR washable masks made of natural fibers, surgical masks, FR balaclavas, FR Neck Gaiter, homemade face coverings.¹
If washable, face coverings should be routinely washed using standard clothing wash processes (washing machine, with standard laundry soap). Dispose of temporary masks or wash cloth masks immediately after contact with a known positive COVID 19 case or high-risk individual. The GOS should properly dispose of temporary masks in a waste bin prior to entering their vehicle. If a waste bin is not available, the GOS should place the mask in a bag in the trunk or rear of the vehicle until the mask can be properly disposed of. Notify your immediate supervisor if a new mask is needed. NOTE: While masks are provided, hand hygiene and social distancing are still the most important steps to prevent the spread of COVID-19.
- 2) Other FR and safety gear. Use of other FR and safety gear above what is normally required is not necessary.
- 3) PPE Removal. When removing PPE be careful not to touch face, eyes, nose, and mouth. Remove all PPE in a manner which does not allow for contamination of the exterior surfaces of the PPE with the protected surface. Wash or sanitize hands immediately after removing.
- 4) Do NOT share PPE.
- 5) If a GOS visits multiple operators in a single day when possible change or wash PPE between visits.

Mask Exception:

If a GOS is unable to wear a mask due to a medical condition, then in addition to maintaining six feet of separation, the GOS must wear a face shield at all times. Additionally, entry into buildings will not be allowed under any circumstances.

Risk and Training:

The employees utilizing this procedure are listed in Appendix B of this document. The risk of exposure to all employees is low. The Managers and GOSs will take any applicable training provided by LARA.

¹ For DTE Energy sites, a surgical mask is required, unless a flash or arc hazard is present, then an FR mask must be utilized.

Miscellaneous Considerations:

County Recommendations. Be cognizant that there may be additional county requirements related to COVID-19 in the areas where COVID-19 exposure is at higher risk. Consult the county website for additional requirements prior beginning work in that county. Review, and understand county specific procedures.

Applicable Employees

The risk to all applicable employees is low.

Managers

- State Administrative Manager – STDDADM1
- Engineer Manager – ENGRMGR2
- Engineer Manager – ENGRMGR2
- Engineer Manager – ENGRMGR2

Engineers

- Public Utilities Engineer – PUTENGE 9
- Public Utilities Engineer – PUTENGA
- Public Utilities Engineer – PUTENGE 11
- Public Utilities Engineer – PUTESPL2
- Public Utilities Engineer – PUTENGA
- Public Utilities Engineer – PUTENGE 11
- Public Utilities Engineer – PUTENGE 9
- Public Utilities Engineer – PUTENGA
- Public Utilities Engineer – PUTENG 11
- Public Utilities Engineer – PUTENGE 11
- Public Utilities Engineer – PUTENGA
- Public Utilities Engineer – PUTENGA

Interim MPSC Gas Safety Office Inspection Procedure (COVID-19)

The requirements contained herein may be applied to an inspection in an office setting (Records Inspection), provided the following conditions are met:

- 1) The GOS must receive approval to perform an office inspection for each inspection performed.
- 2) The requirements contained within this procedure are followed, except that under “Precautions, Hazards, and Avoidances,” number 1 “Social Distancing” entering an operators office and concurrently occupying a conference room or other suitable location for an office (record) inspection will be allowed.

APPENDIX A:

Self-Screening Form

Self-Screening Questions:

- 1) Have you traveled internationally by air within the last 14 days?
- 2) Have you had:
 - a) any of the following Symptoms (Fever greater than 100.4, Subjective fever (sweats or chills), Unusual cough, Shortness of breath, sore throat, acute sense of smell, abnormal diarrhea) in the past 14 days? OR
 - b) close contact with anyone who has had any of these symptoms?
- 3) Have you:
 - a) been exposed to or diagnosed with COVID-19 in the last 14 days? OR
 - b) had direct contact with secretions of a COVID-19 diagnosed individual in the past 14 days?

The CDC defines close contact as (a) being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room – or – (b) having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

If the answer to the questions above are “no” then you “pass” the question portion of the self-screening and you may proceed to the work site. If the answer to any of the above questions is “yes” report to your immediate supervisor.

Temperature Check. Take two separate temperature readings.

- 1) Temperature 1: _____
- 2) Temperature 2: _____

If both temperatures are below 100.4°F then you “pass” the temperature portion of the self-screening you may proceed to the work site. If you have a temperature reading above 100.4°F report to your immediate supervisor.

County Specific Procedures:

☐ I have reviewed the county website prior to beginning work and I understand the county specific COVID-19 work procedures.

NOTE: For each day that the GOS conducts a field inspection or investigation, the GOS must keep a record of each self-screening form to be available upon request.



Return to In-Person Commission Meetings Plan

January 29, 2021

Dan Scripps, Chair
Katherine Peretick, Commissioner
Tremaine Phillips, Commissioner

MPSC Return to In-Person Commission Meetings Plan Internal Staff Guidance

As the economy begins to open and in-person work resumes in many facets of the workforce, the MPSC has begun planning for returning to in-person work. This plan below addresses the re-implementation of in-person Commission meetings and was developed by MPSC staff who will be organizing and hosting the Commission meetings. It is intended to be a detailed internal guide for conducting a social-distancing appropriate Commission meeting.

Commission Meeting Communication

Meeting Notice:

- The public meeting notice should include information regarding the availability to attend in-person and the expectations of the public, along with the remote option as well. The meeting notice should also include the following information:
 - Entering the building and signing in procedure
 - Limit number of people in the lobby. If too many, wait outside.
 - Limit number of people in hearing room.
 - Any mask and social distancing requirements per state or county emergency orders, or guidelines established by DTMB, OSE, LARA, etc.
 - Any information regarding health self-assessment before attending, per State of Michigan guidance.

Public Notice of Building Access:

- The public will be notified of the return to in-person Commission meetings, while continuing to promote and highlight a remote participation option, through the following methods:
 - Post to social media
 - limited social media post encouraging continued remote participation as space may be limited
 - Post notice to website

Preparation

Administrative Services (Admin) will work with the building manager to schedule a building cleaning within a week of the in-person Commission meeting. Admin will investigate the possibility of the cleaning crew disinfecting high-touch surfaces prior to the in-person commission meeting, and possibly after. If the cleaning crew does not provide a disinfecting service, MPSC staff will be required to do so.

An initial in-person staff dry run will be scheduled two weeks prior to the first scheduled commission meeting to test the equipment needs and meeting logistics. It may not be necessary for all involved staff or Commissioners to be present. Additionally, a final dry run will be scheduled the morning of the Commission meeting with all participants present. The MPSC may continue to use Teams Live for the Commission meetings to allow for multiple avenues of public participation.

All staff who will be in attendance for the in-person Commission meetings during these COVID times will receive this plan and training for handwashing and the use of personal protection equipment (PPE). Staff will also complete the health screening form the day of the initial dry run, as well as the day of the Commission meeting.

Staffing Needs

The MPSC Commission meetings take place at 7109 West Saginaw Hwy., Lansing, Michigan, in the first floor Lake Michigan Hearing Room. The MPSC will have minimal staff present to conduct the meeting and facilitate the public entering and exiting the building.

There will be limited staff presentations at the Commission meetings. Either the Regulatory Affairs Division attorney will read the presentation or presenting staff will do so remotely.

Approximately ten Commissioners and staff will be present in the building for the administration of the Commission meetings.

Building Hours and Capacity

The building will be open to the public 15 minutes before the meeting is scheduled to begin, to 15 minutes after the meeting has concluded. There will be limited staff allowed in the hearing room for the Commission meeting. All available seating beyond the necessary staff is reserved for public attendees.

Building Entrance

There should be clear enter and exit doors. The revolving doors will be locked and deemed unusable (high touch area and point of congestion if multiple people are trying to use the revolving door at the same time). This will allow for a more controlled entrance and exit of the building.

The public will sign in at the front desk, including filling out a health screening form. Two containers of pens will be available – one labeled as “clean” and one as “dirty”. Pens will be sanitized before and after the Commission meeting. Comment cards will also be available at the

front desk. The entry and exit time should be included in sign-in.¹ Masks will be available at the front desk for use by the public. The MPSC will apply any applicable procedures per current state or county emergency orders at the time of the meeting.

DTMB Social Distancing Floor Decals will be placed on the floor in specified and appropriately spaced areas. All lobby chairs will be removed except one along the south windows in case it is needed for someone to sit for physical limitations. It is not intended to be a loitering chair. Lobby capacity limits will be established and enforced. Signage will be posted outside the entrance indicating the limit and requesting the public wait outside if the limit is reached. A staff monitor will be stationed near the door for this purpose (gatekeeper). This staff monitor will verbally provide building access and traffic flow information as the public enters the building.

If the hearing room capacity is reached, the public will be turned away. They will be provided a handout with information on how to call in to the meeting. If they wish to make public comments in person, they may wait outside the building until the public comment period. As meeting attendees leave, public wishing to make comments may enter the building and do so.

Movement Within the Building

Once the public has signed into the front desk, they will proceed to the hearing room. There will be directional signs/arrows with a clear one-way path to the hearing room. There will also be a clear one-way exit path around the center of the first floor (common area) back to the lobby to prevent people from passing each other in the narrow halls.

One staff member will be stationed in the hallway/common area to monitor the movement of the public or act as a resource (safety monitor).

There is a men's and women's bathroom accessible by the public. Signage will be posted in the bathrooms for appropriate handwashing techniques, as well as a reminder to wear PPE and practice social distancing.

There is a drinking fountain and vending machines in the common area accessible to the public. A touchless bottle filling drinking fountain will be installed prior to the in-person Commission meeting. The vending machines are currently out of order and have been identified as unavailable.

¹ Attendance is taken at all Commission meetings. As the public entering for the Commission meeting will only have one purpose for being in the building, the MPSC will consider the building sign-in as the meeting attendance log.

Hearing Room Procedure

The Lake Michigan Hearing Room will be the primary location for the Commission meetings, with the Lake Huron Hearing Room used as overflow. Attendees will enter through the Lake Huron Hearing Room doors and exit through the Lake Michigan Hearing Room doors to match the flow of traffic in the hallway/common area.

The Lake Michigan Hearing Room will accommodate approximately 15 attendees in the observation area. All extra chairs will be removed.² Additionally, the Lake Huron Hearing Room will accommodate an additional 10 attendees should the extra space be needed. All extra chairs will be removed from the Lake Huron Hearing Room as well.

The Commissioners will be appropriately social distanced from each other and the rest of the attendees. Other presenting staff members will sit at tables in the front of the hearing room facing the Commissioners. These tables will need to be spaced far enough from the Commissioners, and far enough from each other. Staff members should not trade spaces as is usually done in the Commission meetings. They will stay at their seats and use the same microphone throughout the duration of the meeting.

Attendance is typically taken at each Commission meeting. However, until Commission meetings resume in full, the MPSC will consider the building sign-in process as equivalent to the Commission meeting attendance log.

The public comment period will be available at the end of the meeting. A microphone on a stand will be stationed in an appropriately spaced area of the room with easy access. Anyone wishing to make a comment can move to the microphone and make their comment. A request will be verbally made that the microphone should not be touched. Marking tape will be placed on the floor indicating where the commenter should stand.

At the conclusion of the meeting, the Chair will request orderly exit of the meeting through the Lake Michigan Hearing Room door.

Personal Protective Equipment, Etc.

Masks will be supplied for both MPSC staff and the public.

Hand sanitizer will be available in the following areas:

- Front desk / Lobby
-

² See pages 7-8 for the proposed layout of the Lake Michigan Hearing Room.

- Hearing Rooms (multiple places)
- Common area outside of the hearing room (wall mounted dispenser already located in the hallway/common area)
- Other areas identified by Admin

Sanitizing wipes will be available for staff use for cleaning and sanitizing before and after the meeting.

Signage Needs

The following signage will be placed as indicated below:

1. New and limited hours³ (building open 15 minutes before the meeting is scheduled to start, to 15 minutes after the meeting concludes)
 - a. Posted outside building entrance
2. Clear one-way entrance and exit signs
 - a. DTMB Enter Only sign
 - b. DTMB Exit Only sign
3. If the revolving door is locked, sign indicating as such⁴ (remove current “use revolving door” sign)
4. DTMB Cloth Face Covering Required sign
 - a. Entrance
 - b. Each bathroom in public area
 - c. Common area/hallway
5. DTMB Feeling Sick wall sign
6. Lobby capacity limit and indicator of where to wait until it is safe to enter⁵ (posted outside of the building entrance)
7. Bathroom signage for appropriate handwashing techniques⁶
8. DTMB Social Distancing Floor Decals
 - a. Lobby area
9. DTMB Temporarily Unavailable sign for drinking fountains⁷
10. CDC Stop the Spread of Germs sign provided through DTMB
 - a. Lobby and bathrooms

³ Not offered by DTMB.

⁴ Not offered by DTMB.

⁵ Not offered by DTMB.

⁶ CDC signs provided through DTMB.

⁷ Only needed if the refillable drinking fountain is not yet installed.

Hearing Room Proposed Layout

Commissioner Seating Option



Executive Secretary / Attorney / Staff Presentation Tables



Public Seating⁸



⁸ Tape markers will be placed on the floor to identify where the chairs should be placed.

MPSC Return to In-Person Work Team Structure

As the economy begins to open up and in-person work resumes in many facets of the workforce, the MPSC has begun planning for returning to in-person work. This planning will be directed by a leadership team with strategy and implementation support from a planning team.

The **leadership team** is composed of Commissioners, Commission Office representatives (Cathy Cole, Jill Rusnak, Ryan Laruwe, Reka Holley, Matt Helms, Lynn Beck, Gary Kitts, Mike Byrne), Division Directors, Emergency Coordinator (Alex Morese), Gas Operations Manager (Dave Chislea), Andy Hannum (IT), Anna Schiller (Union Representative), as well as Sharon Feldman (ALJs) and Steve Hughey (AGs). The leadership team provides high-level guidance on MPSC priorities and approaches to consider when planning for returning to in-person work.

The **planning team** is composed of Chair Scripps, Mike Byrne, Lynn Beck, Leslie Thomas, Brenda Lampman, Andy Hannum, JoLynn Satterelli, Alex Morese, Anna Schiller, Lisa Felice, and representation from each division, ALJs, and AGs. The planning team continues to meet regularly to work through issues related to a phased approach to re-opening the Commission building, consistent with guidance from the leadership team.

In an effort to provide focus on certain areas of developing a return to in-person work strategy, the planning team has been divided into four subgroups: physical and operational protections; administrative controls; communication, education, and training; and telework support. Physical and operational protections subgroup focuses on building matters and preparation for staff's safe return. Administrative controls subgroup focuses on matters related to staffing, such as the development of the staff questionnaire that will assess staff's interest in returning to the office. Communication, education, and training subgroup focuses on communicating new processes and protocols to staff and the public, as well as compiles training and resources to aide in staff's safe return. Telework support subgroup focuses on assisting staff with teleworking matters, as well as return to in-person work preparation and execution.

In addition to the MPSC leadership and planning teams, LARA has created a **Resume In-Person Work (RENEW) Task Force** to advise LARA leadership on returning to in-person work, comprised of representatives from each bureau/agency within the department. Lynn Beck (Commission Office), Leslie Thomas (HR Liaison), and Anna Schiller (Union Representative) is representing the MPSC on this task force, and act as liaisons with both the MPSC leadership team and planning team to obtain feedback and provide responses to LARA information requests.

The MPSC Return to In-Person Work Leadership Team consists of the following members:

- Chair Scripps
- Commissioner Talberg
- Commissioner Phillips
- Mike Byrne
- Lynn Beck
- Gary Kitts
- Cathy Cole
- Jill Rusnak
- Ryan Laruwe
- Reka Holley
- Matt Helms
- Ryan Wilson
- Leslie Thomas
- Ryan McAnany
- Pat Poli
- Bill Stosik
- Paul Proudfoot
- Anne Armstrong
- Alex Morese
- Dave Chislea
- Andy Hannum
- Anna Schiller
- Sharon Feldman (ALJ)
- Steve Hughey (AG)

The MPSC Return to In-Person Work Planning Team consists of the following members:

- Chair Scripps
- Mike Byrne
- Lynn Beck
- Leslie Thomas
- Andy Hannum
- Brenda Lampman
- JoLynn Satterelli
- Alex Morese
- Anna Schiller
- Lisa Felice
- Lori Mayabb
- Amy Rittenhouse
- Charyl Kirkland
- Lauren Fromm
- Kelly Barber-Dodge
- Angela Adkins
- Kayla Fox
- Shatina Jones
- Cathy Cole
- Dan Sonneveldt
- Kathy Talbot

The MPSC Return to In-Person Planning Team subgroup members are as follows:

Physical and Operational Protections

- JoLynn Satterelli (co-lead)
- Kayla Fox (co-lead)
- Alex Morese
- Brenda Lampman
- Lauren Fromm
- Leslie Thomas
- Charyl Kirkland
- Andy Hannum
- Kathy Talbot
- Amy Rittenhouse

Administrative Controls

- Leslie Thomas (co-lead)
- Lauren Fromm (co-lead)
- Lisa Felice
- Lori Mayabb
- Alex Morese
- Brenda Lampman
- Kayla Fox
- Andy Hannum
- Anna Schiller
- Kathy Talbot

Communication, Education, and Training

- Amy Rittenhouse (co-lead)
- Anna Schiller (co-lead)
- Lauren Fromm
- Shatina Jones
- Leslie Thomas
- Andy Hannum
- Cathy Cole

Telework Support

- Andy Hannum (co-lead)
- Shatina Jones (co-lead)
- Angela Adkins
- Leslie Thomas
- Charyl Kirkland
- Kelly Barber-Dodge

Is it coronavirus (COVID-19), the flu, a cold or seasonal allergies?

All 4 can look very similar, making it hard to tell the difference. Use the chart below to help you decide when to seek care for your or your child's symptoms.

	Coronavirus (COVID-19)	The Flu	A Cold	Seasonal Allergies
What are the most common symptoms? Keep in mind: You may have 1 or all of these symptoms.	Fever Cough Shortness of breath or difficulty breathing Chills Repeated shaking with chills Muscle pain Headache Sore throat New loss of taste or smell	Aches Chills Cough Diarrhea (loose poop)* Fatigue Fever Headaches Runny nose Sore throat Stuffy nose Vomiting* *more common in children than adults	Cough Fever* Mucus dripping down your throat (post-nasal drip) Runny nose Sneezing Sore throat Stuffy nose Watery eyes *rare	Itchy eyes Runny nose Sneezing Stuffy nose Watery eyes
How long does it take for you to have symptoms after you are exposed?	2 to 14 days	1 to 4 days	1 to 3 days	Right away
How long do symptoms last?	Not known	3 to 7 days	7 to 10 days	As long as you're exposed to allergens

If you start to feel sick, try not to panic or think the worst.

- Coronavirus shares some of the same symptoms caused by the flu and colds, including fever and cough.
- Remember, it's still cold and flu season and seasonal allergies are widespread.
- For most people who are normally healthy, coronavirus does not cause serious health problems.

How to seek care for coronavirus:

If you have a fever, cough, shortness of breath, or loss of smell and/or taste, stay home and isolate yourself from others. To find the best care, take our free COVID-19 risk assessment at AtriumHealth.org/Coronavirus, or call our 24/7 Health Line at 704-468-8888.

If your symptoms are life-threatening, call 911 immediately.

Current as of May 13, 2020

COVID-19 Resources, Websites, and Contacts

Training Record Tracking

It is recommended that records of employee training be maintained. At a minimum, documentation should include the name(s) of employee(s) trained, date of training, name of trainer, and the content of the training.

Support and Resources

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](#)

Website Resources for Education and Training

- [Michigan Department of Health and Human Services Fact Sheet](#)
- [State of Michigan Learning Center](#)
- [State of Michigan Agency/Department Return to Work Plans](#)
- [DHHS Epidemic Orders](#)
- [MIOSHA Emergency Rules](#)

Other Suggested Trainings

- Social distancing guidelines
- Proper handwashing techniques
- Sanitation practices
- Routine Staff exposure determination – determine if there is employee exposure to COVID-19
- Staff continuing to work remotely/accountability measures



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
OFFICE OF THE STATE EMPLOYER
LANSING

LIZA ESTLUND OLSON
DIRECTOR

Employee Update and Clarification FAQ's

COVID-19 is an acute respiratory illness caused by a novel coronavirus. According to the Centers for Disease Control and Prevention (CDC), [symptoms](#) of COVID-19 include fever, cough, and shortness of breath. Symptoms may appear in as soon as 2 days or as late as 14 days after exposure. These new FAQs address questions related to state employees, state workplaces, and COVID-19. Frequently Asked Questions about COVID-19 are available at Michigan.gov/coronavirus. The most current complete version of this FAQs is available [online](#).

Actions Related to a COVID-19-related Diagnosis:

1. What should I do if I receive or a family member receives an official COVID-19 diagnosis?

If you learn of a presumptive positive result from COVID-19 testing for yourself or a family member with whom you live, you **MUST** report this to your agency's HR director so that appropriate action can be taken to notify coworkers or customers with whom you have been in close contact with at work. Your identity will not be shared, but the coworkers and customers will be notified of the potential exposure. To ensure that confidentiality is maintained, please deal directly with your agency's HR director. All agency staff should receive notice from your department director of this contact information. If you are not experiencing symptoms, agencies may attempt to provide telework options. If you experience symptoms, appropriate leave can also be used.

2. Will I learn if a coworker is diagnosed with COVID-19? Notice will be provided to employees if a coworker or other person who has been in your work building has tested positive. If you are identified as having been in close contact with someone with a presumptive positive result from COVID-19, you will also receive notification from your agency's HR director and be instructed to not report to work for at least 14 days after the contact. To protect confidentiality, as required by law, the diagnosed employee will not be identified. If you are not experiencing symptoms, agencies may attempt to provide telework options. If you experience symptoms, appropriate leave can also be used.

COVID-19-related Absences from Work:

3. Can an agency mandate employees to not report to work if they have been diagnosed with COVID-19? Yes. If an employee is confirmed to have COVID-19, the agency must direct the employee to not report to work. The Centers for Disease Control and Prevention (CDC)

recommends staying at home except to get medical care, not going to work, and following local public-health-department protocols.

4. Can an agency require employees to leave work if they have symptoms of COVID-19? Yes. Employees who appear to have new symptoms of acute respiratory illness (fever with cough or shortness of breath) upon arrival to work or who become sick during the day should be sent home by the HR office.

5. If I am absent from or required to leave work because of acute respiratory symptoms must I use leave credits? Yes, sick leave credits should be used to the extent they are available. Annual leave, banked leave, or compensatory time may also be used as permitted by the applicable collective bargaining agreement or civil service regulation. If you do not have any leave credits available, you may qualify for donated annual leave, Family Medical Leave Act leave, or a medical leave of absence.

6. Can I stay home if I do not have any diagnosis or symptoms of COVID-19 or an upper respiratory infection? All employees who are sick should stay away from work using appropriate leave credits after receiving agency approval. If you are sick, you should receive appropriate medical attention and practice appropriate social distancing. If you are not sick, you are expected to continue working. Agencies are attempting, consistent with operational needs, to allow to work remotely from home. Your supervisor can provide more information about this option depending on your position's duties.

7. Can I use sick leave for reasons other than my own sickness? All use of sick and annual leave requires agency approval. Given the current situation, all employees who are sick should request sick-leave approval. For requests to use sick, annual, or other leave for other reasons (community-participation, personal requests, routine medical appointments, funerals, child care, etc.), agencies will review and approve or deny based on operational requirements.

8. Under what circumstances can I be permitted to return to work if required to leave work or mandated not to report to work because of symptoms of acute respiratory illness? These determinations, including the need for medical certification of fitness to return to work, may vary depending on current threat levels in Michigan and the employee's symptoms. You will work closely with your medical doctor and the local public health department to determine when and if you can return to work.

9. What steps or special precautions should I take if I am at higher risk of getting very sick from COVID-19? Persons of any age with certain underlying medical conditions (e.g., blood, endocrine, or metabolic disorders; heart, lung, chronic kidney, or chronic liver disease compromised immune systems; pregnancy or pregnancy in the last two weeks; and neurological or neurologic and neurodevelopment conditions) and the elderly have a higher risk of getting very sick from COVID-19. Federal law, however, limits the ability of supervisors to make medical inquiries of employees without symptoms. If you voluntarily disclose a condition to your HR office that may indicate an increased risk of complications, the information must be kept confidential and may be considered for any assistance or accommodation needed.

10. Can I leave work or refuse to report to work because of concern about possible exposure to COVID-19 at work? You must receive supervisory approval to leave work or not report to work, regardless of the reason. Annual leave, compensatory time, or banked leave time may be used in this situation with supervisory approval. The provisions for the respective leave type will apply.

11. Can I stay home because of direct exposure to an individual with a confirmed case of COVID-19? If you have been determined by state and local public health officials to be a close contact of someone with COVID-19, and thus need to be isolated at home or in a hospital, you may use appropriate accrued sick, annual, banked, or compensatory leave or unpaid medical leave entitlements for the period of any home or hospital-isolation requirements. In other situations, agencies may consider approval of annual, banked, or compensatory leave; working from home; or other reasonable accommodations based on operational needs.

12. Can I stay home to care for a family member who has been quarantined due to exposure to an individual with a confirmed case of COVID-19? If the family member is experiencing symptoms or has been specifically determined in consultation with state and local health officials as appropriately quarantined based on the exposure, you may use appropriate accrued sick, annual, banked, or compensatory leave or unpaid medical leave entitlements for the period of any quarantine. In other situations, agencies may consider approval of annual, banked, or compensatory leave; alternative work schedule; or other reasonable accommodations based on operational needs.

Travel:

13. Can I still go on business travel? To mitigate the spread of COVID-19, all state employees are to avoid all non-essential business travel. Through May 15, all out-of-state business travel is canceled. This includes conferences and large gatherings. Rescheduling, remote attendance, or other feasible options should be used.

14. Can agencies mandate that I remain away from work if I have traveled to areas with elevated COVID-19 levels? Yes, if specifically authorized based on location. If the State Chief Medical Executive has officially recommended that people who visit specified locations remain at home in self-quarantine to see if symptoms will develop, the HR office may ask you about travel locations and decide on appropriate work or quarantine arrangements.

If you are sick and mandated to remain away from work, you should use appropriate accrued sick, annual, banked, or compensatory leave or unpaid medical leave entitlements for the period of absence. If you are a self-quarantined employee and not sick, the agency may authorize you to work remotely from home.

15. What should I do if I or a family member has recently traveled internationally or been on a cruise? The Centers for Disease Control and Prevention publishes guidelines on travel. If you or a family member with whom you live has returned from a country with widespread ongoing transmission (as of March 15, this includes China, South Korea, Iran, and most European countries (including the United Kingdom and Ireland)) or been on a cruise ship with a reported case of COVID-19 in the last 14 days, you must report this information to your HR director so that

appropriate action can be taken. To ensure that confidentiality is maintained, please deal directly with your agency's HR director. All agency staff should receive notice from your department director of this contact information. If you are not experiencing symptoms, agencies may attempt to provide telework options. If you experience symptoms, appropriate leave can also be used.

Office Policies:

16. Must employees submit to additional screenings when reporting to work? Some state workplaces with special considerations involving the transmission of communicable diseases may implement basic screening protocols for staff when entering work facilities. If employees are notified of any such requirements, they must submit to any such screenings to ensure the safety of agency staff and clients. Based on the results of these screenings, you may be required to return home and telecommute or to use appropriate leave as directed by your agency's HR office. Refusal to participate in screening is insubordination and may be grounds for discipline.

17. What preventive measures should I take to mitigate the spread of COVID-19? In addition to social distancing, working from home, staying home if sick, and other measures discussed in this FAQ, you should take appropriate workplace hygiene steps. This includes covering coughs or sneezes with a tissue or sleeve; avoiding touching your eyes, nose, and mouth with unwashed hands; proper hand washing with soap and water for at least 20 seconds or use of an alcohol-based hand sanitizer; regular cleaning and disinfecting of frequently touched objects and services; avoiding eating meals in large group settings like cafeterias; and getting an influenza vaccination if you can. The CDC has [more information](#) on steps to prevent illness.

18. What limits are there on business meetings and events? To mitigate the spread of COVID-19, all large gatherings for the next 60 days, such as conferences, trainings, and conventions, are to be canceled or postponed. You should minimize in-person meetings and use phone calls, teleconferencing, videoconferencing, or other feasible alternatives—even for small or internal meetings. Employees' cubicles are their workstations and employees should fully use state resources to practice appropriate social distancing, including teleconferencing and videoconferencing for smaller meetings that would previously have been held in a local conference room or other office buildings.

Office Closures:

19. If an office is completely closed due to COVID-19, am I paid regular wages? The governor or her designated representative may completely close a state facility, if necessary. Agencies also may temporarily change employees' work location, including relocation to another state office building or working from home.

In the event of a total closure of a facility, employees who are (1) not reassigned and not required by their agencies to perform job functions away from the facility and (2) not absent due to previously approved sick or annual leave use during the closure may use administrative leave for their normally scheduled hours of work according to respective collective bargaining agreements and civil service rules and regulations.

In the event of a temporary change while an employee's normal work location is not closed by the governor, normal pay provisions generally apply.

20. If an office is completely closed due to COVID-19, which employees will be required to work? Employees will be notified by their supervisor or another agency official if the governor has closed a facility and if they must perform required services during the closure.

Working from Home and Flexible Work Schedules:

21. Can I work from home in response to COVID-19 concerns? Agencies should use telecommuting when consistent with the delivery of agency service. Some employees already work remotely under the Alternative Work Schedule Program under an approved written telecommuting agreement. Because of the COVID-19 outbreak in Michigan, agencies may authorize employees to conduct work activities from home without an approved written telecommuting agreement if done using approved hardware and software consistent with state IT policies and other communicated expectations.

22. What are the expectations of employees assigned to work from home? Employees authorized to work from home are assigned in part as a public-health measure to mitigate the spread of COVID-19. Employees are not to be out in public or performing personal tasks while working from home. An employee working from home who needs to do non-work tasks during regular work hours must use approved personal leave for the time. Failure to comply with these expectations can result in discipline. Managers can work with employees to determine (1) what hardware, software, or other resources are needed remotely, (2) what assignments can be performed while telecommuting, (3) potential limitations on performance of duties remotely and any necessary adjustments or accommodations, (4) how often and how to update managers, and (5) how communication with coworkers will occur remotely.

Employee Assistance:

23. What mental health and social services are available to state employees? The [Employee Service Program](#) offers a variety of services to state employees to address personal, professional, and family issues. Mental health services may also be available for enrolled employees through the [State Health Plan PPO or HMOs](#).

24. What conditions must be met and what is the process to apply for donated annual leave? Annual Leave Donation [request forms](#) are available on the Office of the State Employer's [forms page](#). Collective bargaining agreements and Regulation 5.09 explain eligibility requirements to receive donated annual leave.

Alternate staffing:

25. Can an agency ask for volunteers or assign employees to perform tasks not normally assigned? Yes.

26. Will employees be eligible for working out of class pay for performing tasks not normally assigned? Yes, if the criteria for working out of class pay are met.

27. Can someone other than my direct supervisor give me directions? Yes.

28. To meet staffing needs during a COVID-19 outbreak, may agencies extend seasonal employees with needed skills? Yes, seasonal career employees may be scheduled for additional hours beyond the projected end date of the season in accordance with applicable civil service rules and regulations. Employees in non-career positions other than student assistants may work in excess of normal limits only if the state personnel director grants prior approval.

Communication:

29. How will employees learn of human-resources and labor-relations developments about COVID-19? Any COVID-19 information specific to state employees will be at [Inside Michigan](#). The state may also use the DTMB's statewide call list, employee email, or text messaging to provide information. Additional COVID-19 information of general interest is posted by the Department of Health and Human Services at [Michigan.gov/coronavirus](https://michigan.gov/coronavirus).

Contact Tracing Recommendations For Employers, Schools and Other Large Institutions

When someone tests positive for COVID-19, the local health department (LHD) will interview that individual (or case) and initiate contact tracing to contain the spread of the virus. COVID- department functions. However, large institutions—such as employers and schools—can support their local health department by doing the following:



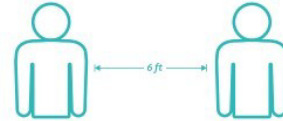
Monitor Health & Well-Being of Staff
with daily temperature checks and symptom monitoring.

Provide Access to Protective Equipment & Supplies



such as masks, face shields, or other personal protective equipment (PPE), as needed.

Enforce the Use of Protective Measures



for all personnel, including visitors and other non-employee roles, while on employer's premises.



Contact & Engage the Local Health Department

immediately if there is a known or suspected case of COVID-19.

Facilitate Clear Communication



with employees and coordinate with employees on behalf of local public health.

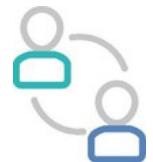


Support Employees

in complying with public health recommendations as it relates to testing, isolation, quarantine, and stay-home or return-to-work rules.

Routinely Meet With Local Public Health

during an identified exposure event to discuss challenges and barriers to testing, contact tracing and isolation.



Assist the Local Health Departments With Risk Assessments

including a list of potentially exposed persons (name, phone number, email address, county of residence, date of last potential exposure), along with other information as requested by the LHD.



Keep Complete & Timely Records

of the specific facilities where employees work, and where and when they move through those facilities, so it is easier to determine whom positive cases may have come into contact with during the course of a day.



MPSC Remote Work Guide

The MPSC is committed to providing its staff the tools they need to carry out their job duties. This guide is intended as a resource for staff to easily access services such as email, VPN, and password reset services. It provides information relevant for remote work, such as what equipment is needed, expectations for equipment and furniture, remote application use (e.g., Microsoft Teams), best practices when returning to the office, etc.

Technical Services

For help with computer support or general questions, contact MPSC Technical Support. The IT Team can be reached by email Monday through Friday, 7:30am to 5:00pm at LARA-MPSCIT@michigan.gov.

VPN Access

A VPN is the preferred way to work remotely. A VPN creates a **Virtual Private Network** between your computer and the State of Michigan, and is comparable to being on the SOM network. A VPN is required to ensure your laptop receives software updates and password resets. If you do not have a VPN, contact LARA-MPSCIT@michigan.gov.

The [Remote Access & VPN Tokens page](#) has helpful information on how to use your VPN. Specifically, the [Instructions for Users with Hard Tokens](#) (RSA Key Fobs), and [Instructions for Users with Soft Tokens](#) (Software Tokens) are helpful resources.

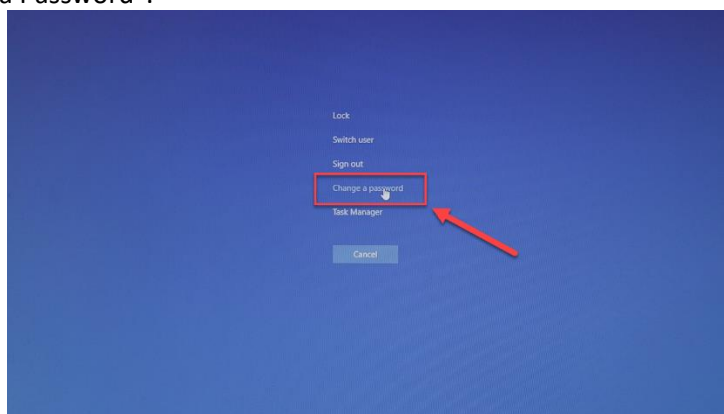
Resetting Your Password or Bitlocker

As long as you regularly connect your laptop to the SOM network (either via VPN if you are working remotely or with a direct network connection if you are in the office), you will receive a desktop reminder on your laptop to change your password 14 days before your password needs to be reset.



Before resetting your password, please connect your laptop to VPN. This will ensure your account will sync your new password correctly.

- If you have already logged into Windows, you can press CTRL-ALT-DELETE on your keyboard and pick “Change a Password”.



- Your Windows login password will lock after too many incorrect attempts to login. If that happens, it will unlock after one hour. Or you may contact DTMB to reset your password immediately (517-241-9700) or perform a [Self-Service Password Reset \(SSPR\)](#).
- If your Bitlocker is in recovery mode/not working, you will need to contact DTMB (517-241-9700).
- For more assistance, please contact LARA-MPSCIT@michigan.gov.

Remote Work Equipment

To work from home, all MPSC staff are provided the following equipment:

- SOM Issued Laptop
- VPN (required to connect to SOM network)
- Phone Access (either Cisco Jabber Softphone or Cell Phone, depending on business need)
- Docking Station
- Monitors (2)
- Keyboard
- Mouse

Staff are permitted to bring IT equipment assigned to their workstation home (monitors, docking stations, etc.) by emailing the IT email box (LARA-MPSCIT@michigan.gov) and copying their supervisor.

SOM laptops are typically replaced under warranty every four years. If your laptop is not working correctly and may need replacement, please contact LARA-MPSCIT@michigan.gov.

Laptop bags and other IT accessories (replacement mice, keyboards, USB drives) can be ordered via division secretaries as needed, subject to director approval.

Allowable Non-Standard IT Equipment

Some PC peripherals, such as keyboards, mice, webcams, monitors and PC headphones do not require DTMB approval for use with SOM equipment. [See details here](#). This includes:

1. Keyboards or mice
2. Power adapter/cables (including vehicular 12v)
3. Power strips or surge protectors
4. Blank DVDs and CDs

5. Laptop locks
6. Monitor stands
7. Speakers and PC headphones which do not require software
8. Laptop/tablet cases
9. Lamps and cases for projectors
10. Presentation remotes that can be used with standard software
11. USB cables and hubs used for connecting USB devices to a PC
12. Video adapter that allows connection from the monitor to a workstation
13. Garmin GPS devices
14. Digital voice recorders using standard formats
15. Label makers directly connected to PC
16. Business card scanners directly connected to PC
17. Single-function fax machines NOT connected to PC or network
18. External HDDs, SSDs or USB flash drives
 - a. SXR approval will be required if the drivers do NOT utilize Always-on; FIPS 140-2 Hardware (not software) level Encryption
19. Manufacturer RAM upgrades
 - a. No third party allowed
20. Laptop power supplies
21. Manufacturer laptop batteries
 - a. Only if battery is no longer covered by a warranty
 - b. No third party allowed

Printing Remotely

Printing is not allowed remotely unless you have a critical need. Per LARA guidelines:

- Employees should not be printing at home unless there is a critical need. Printers should not be allowed for employee convenience; most tasks can be performed electronically. This may require a new or creative process.
- If a critical need exists, printing may be allowed if the following requirements are met:
 - The employee is using a SOM workstation.
 - The employee is using a SOM printer.
 - The SOM device must be directly (wired) connected to the printer. No Wi-Fi or Bluetooth connections are allowed.
 - The employee should be connected through a VPN at all times.
 - There must be an understanding of what type of documents/data are approved to be printed.
 - Is the employee approved to print sensitive/confidential data?
 - How will printed material be securely stored and maintained? Is a locking cabinet required?
 - How will printed material be destroyed/shredded when no longer needed? Is a shredder required and available?

Bureau Director approval and justification is needed on all printer purchase requests.

Office Furniture Policy

LARA Office Services does not currently allow furniture to go home. If this policy changes, MPSC Administrative Services will communicate with staff as soon as possible. For additional assistance, contact JoLynn Satterelli.

Jabber Softphones and Voicemail

- See [Jabber User Guide](#) or [MyE911 User Guide](#).
- For additional assistance contact your Division Secretary or JoLynn Satterelli.

Smart Device Support and Outlook for iPhones

- See [DTMB Smart Device Support Site](#).
- For additional assistance contact LARA-MPSCIT@michigan.gov.

Meetings with Microsoft Teams

In the remote work environment, staff are encouraged to use Microsoft Teams for remote meetings. Below are some troubleshooting tips to try if you experience difficulties.

- If you have volume concerns in Teams, try adjusting your laptop volume, headphone volume, or device settings.
- Wired headphones are preferable for direct audio connection to laptop.
- [Mi Modern Workplace SharePoint](#) has training and resources for Teams, OneDrive, SharePoint, Office 365, etc.

Some of our conference rooms have been updated with newer technology and are now compatible with Teams. More information and one-on-one training will be available to staff upon returning to the office. See the list of Teams compatible conference rooms on the [MPSC Intranet](#). For further assistance with Teams or conference rooms, please contact LARA-MPSCIT@michigan.gov.

Multi-Factor Authentication

If you are not logged in via VPN, it is required you use Multi-Factor Authentication (MFA) to verify your identity. A FAQ on MFA is available [here](#).

Best Practices for Remote and In-Person Work

Below are some suggestions to make the both in-person and remote work more successful.

- Staff must bring their laptops to the building when working. If you intend to go to the office to print, see the clickable printer maps on the [MPSC Intranet](#).
- Once in-person meetings can resume, staff should continue to utilize Teams and bring their laptops to all meetings, as other staff or external attendees may be working remotely.
- Staff should take laptops home every night in case they are unable to return the following day due to COVID exposure or related illness, office closure, etc.
- Reboot at least once a week.
- To receive critical updates and security patches, your computer must be on the network (from a state office or VPN) and past the BitLocker login for at least 24 to 48 hours every month.

Additional Resources

- [DTMB Secure Telework Guidelines](#)
- [LARA Intranet](#)
- [MI HR Gateway](#)
- [Mi Modern Workplace](#) – Includes training resources for Teams, OneDrive, SharePoint, Office 365, etc.
- [MPSC Intranet](#)
- [SIGMA Log-in](#) (Off Network); [SIGMA Log-in](#) (On Network)
- [State Employees Retirement System](#)
- [State of Michigan 401\(k\) and 457 Plans Site](#) - Voya Financial
- [State of Michigan Vacancy Postings](#)
- [Statewide Email and Phone Lookup](#)
- [Zoom Training](#)

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, 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: _____

	Effective Date:	06/08/2021
	Policy #:	G-46
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PURPOSE

The following provisions govern remote work for the Department of Licensing and Regulatory Affairs (LARA).


DEFINITION OF REMOTE WORK

Remote work exists when an employee spends their scheduled workday at their residence on a regularly scheduled basis while performing their assigned job functions.

DESIGNATION OF REMOTE WORK

Designated work locations will in all cases be in the best interest of the state and operational need of LARA and its respective Agencies and Bureaus. An employee may request to work remotely through a Remote Work Agreement ("RWA"). An employee must receive approval from their direct supervisor and the LARA Office of Human Resources (LARA HR). Throughout this policy where direct supervisor and LARA HR approval is required, direct supervisors should still work with Agency/Bureau Directors and Division Directors to ensure their knowledge and approval even though their signatures are not required.

- Changes or rescission of a remote work opportunity are at the sole discretion of the Agency/Bureau. An employee may rescind an approved request to work remotely in writing anytime to the Agency/Bureau. If feasible, two weeks' notice should be given.
- The remote work location is expected to be the employee's home address on file with the LARA Office of Human Resources unless otherwise approved by the direct supervisor. Remote work outside of the state of Michigan is prohibited unless requested through LARA HR and approved by OSE. If the employee's address changes, it is the responsibility of the employee to notify the LARA Office of Human Resources and their direct supervisor as soon as possible.
- During the initial training/on-boarding period, the ability for remote work will be left to the discretion of the employee's direct supervisor and the LARA Office of Human Resources.

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- No permanent State or leased office space for the employee is maintained or provided unless the employee is maintaining a full-time in-person schedule. For those employees on a hybrid or full-time remote schedule, they may have access to a general or common area at a central or regional location, such as a hoteling station.
- Employees approved for remote work that are reassigned or transferred to another supervisor within LARA must resubmit their request for authorization of participation in remote work to their new direct supervisor and the LARA Office of Human Resources.


EMPLOYEE AND SUPERVISOR RESPONSIBILITIES

Along with the RWA, direct supervisors must provide the employee with a remote-work plan that includes:

- performance expectations,
- communication procedures,
- privacy and security requirements;
- documentation of what state property has been designated for remote work; and
- certification that the employee and supervisor have discussed the plan and expectations have been documented in the annual rating process.

Remote work employees are to perform official work duties and remain available for phone calls, messages, and meetings as if they were in the office. Personal business should not be conducted while on work status at the remote work location. Personal business includes caring for dependents and performing other personal or home duties.

No in-person work-related meetings will be conducted in the remote worker's home. Remote workers must have cameras on for all virtual meetings.

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Department policies and work rules applicable to state offices also apply to remote-work locations and failure to comply may result in discipline or ending a remote-work arrangement ([such as the LARA dress code policy](#))

Work Schedules


The supervisor and employee will determine which days and hours during the pay period that the employee can work remotely based on the remote work schedules permitted by each Agency/Bureau. The immediate supervisor and LARA Office of Human Resources must review the schedule and approve, modify, or deny the request.

- Absent other arrangements, the employee is expected to attend all assigned meetings remotely or in person. Managers reserve the right to require attendance in-person at any time due to meetings, trainings, or other operational needs.
- An employee scheduled to work remotely on a day when the state work location is declared closed or inaccessible is expected to work remotely. An employee with a RWA who is scheduled to work from the state work location on a day when it is declared closed or inaccessible is expected to work remotely.
- Remote workers must comply with Department requirements and applicable collective bargaining agreements on illness and absence reporting and the use of leave credits.

Health and Safety

Remote work locations are considered extensions of state workspace during scheduled remote-work hours. In the RWA, employees must certify that remote workspaces comply with, at a minimum, the following Remote Work Health and Safety Standards:

- All reporting requirements for injury or illness extend to the remote work location.
- Home locations must accommodate any state equipment used in performing work and due diligence and care will be exercised in the use and maintenance of equipment.

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- Heating, cooling, ventilation, and lighting are adequate for satisfactory work performance.
- Electrical equipment is free of recognizable hazards and grounded.
- Walkways, doorways, and corners are free of obstructions that interfere with visibility or movement.
- File cabinets and other storage devices are arranged so drawers and doors do not open into walkways.
- Work chairs are structurally sound and floors are free of conditions that could cause trips or falls.
- Electrical cords, telephone lines, and equipment cables are secured and do not interfere with foot traffic.

The state may inspect home locations during remote work hours, with reasonable advance notice, to ensure ongoing compliance with RWAs. Non-compliance with Remote Work Health and Safety Standards is grounds to end authorization for remote work.


Equipment Requirements and Standards

The Department will provide employees working remotely with the basic equipment needed for their job responsibilities (i.e., computer/laptop, monitor(s), mouse, keyboard, cell phone/soft phone). Additional equipment may be requested and may be approved by Finance and Administrative Services with Chief Deputy Director approval pending justification of the business need. The Department will not provide furniture for remote work use. The employee is responsible for the safe transportation of equipment to and from the official and remote work locations.

- The installation, maintenance and repair of computers and computer-related hardware and software located at an employees' home is the joint responsibility of the employee and their Agency/Bureau.

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- Equipment, hardware, software, and other devices furnished by the employer remain state property and subject to Department work rules limiting personal use. State owned software must not be installed on employee-owned hardware. Employee-owned software must not be installed on state hardware.
- All requests for service or repairs should be directed to the Agency/Bureau DTMB liaison. The DTMB liaison will contact the DTMB Help Desk or otherwise coordinate activities with DTMB where necessary. DTMB is available to assist Agencies/Bureaus in identifying vendors through the appropriate state contracts to obtain maintenance and repair services. All computers and computer-related hardware and software must meet LARA policies and standards and policies established by DTMB.
- Employees cannot use employee-owned PCs to access sensitive data or place sensitive data on employee-owned storage media. Accessing sensitive data must be performed using state equipment.
- Employees and contractors are required to adhere to [DTMB's Acceptable Use of Information Technology Standard Policy \(1340.00.130.02\)](#) which includes devices, networks, data, software, email, and system accounts.
- Remote workers will return state hardware, software, supplies, documents, and other information or property to the state work location before ending the RWA or employment.
- Remote workers must promptly notify their direct supervisor of an equipment malfunction or failure of either state- or employee-owned equipment (such as a power outage). If a malfunction prevents the worker from performing assigned tasks, the worker must notify their direct supervisor immediately. The worker will be directed to perform other assignments, assist with the repair or exchange of equipment, or return to the state work location.
- Remote workers must ensure that updates are timely made to hardware and software, consistent with DTMB policies.
- Employees must establish and provide at their own expense remote work environments that have consistent Internet access that allows for participation in

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live virtual meetings, suitable lighting and furniture, and other utilities. Employees with Remote Work Agreements should not rely on a smartphone hotspot for their primary Internet access.

Financial/Travel

Bureaus and Agencies are responsible for managing the costs associated to remote work in their budget. Supplies and eligible employee reimbursement must be identified in the Remote Work Agreement and cannot conflict with Standardized Travel Regulations, procurement policies and procedures, or any applicable collective bargaining agreement. Employees with a Remote Work Agreement are not eligible for reimbursement for:


- Travel between a remote work location and the work location where the employee would normally work absent a Remote Work Agreement; or,
- Meals and lodging purchased within the Bureau/Agency-defined remote-work location or work location where the employee would normally work absent a Remote Work Agreement.

Federal, state, and local tax obligations resulting from remote work are the responsibility of the employee.

ENFORCEMENT

Failure of an employee assigned to work remotely or a supervisor of remote work employees to adhere to the requirements referenced above may lead to discipline or cancellation of the RWA anytime upon written notice to the employee. Employees who are experiencing work performance difficulties, attendance problems, or receive a formal counseling, disciplinary action, performance improvement plan, or any corrective action may have their RWA rescinded.

Modification

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Amendment, modification, or extension of a RWA can be made anytime with written agreement between the direct supervisor, LARA Office of Human Resources, and employee.

Grievance Procedure

Denial of a request to work remotely and cancellation of a RWA are not considered discipline nor grounds for a grievance.