



## Phased Approach to Resuming In-Person Services at NEMC

*This is a fluid plan. We will follow Federal (CDC), State, and Local Guidance. As things change, this plan will change as well. This phased in approach applies to all staff and partners utilizing office space. NEMC reserves the right to go backwards or forwards in this plan as we see fit.*

### **Phase 1: Continue Virtual Assistance (work from home - no staff in office)**

Time frame: NEMC will stay virtual at least until DHHS, Secretary of State, or UIA offices reopen (seeing customers in office)

#### **Needs:**

- Jabber
- Webex
- Software for staff to view RR computers on staff computer (Liz) to be ready for phase 2

#### **Required:**

- Begin rearranging Resource Rooms, Labs, Classrooms to comply with social distancing rules
- Thoroughly clean each office
- Doors remained locked
- Consistent communication is delivered to the public via traditional lines, social media, and the NEMC website

### **Phase 2: Appointment Only**

***(Appointments should only be made if service cannot be provided virtually)***

Time frame: NEMC will not schedule appointments until DHHS, Secretary of State, or UIA offices reopen (seeing customers in office)

Michigan Works! Northeast Consortium HR will work with partners housed in our offices to determine when those staff will be allowed into center and under what protocols.

#### **Needs:**

- Everything from Phase 1 applies in addition to:
  - a. Thermometer for staff
  - b. Masks for staff
  - c. Approved cleaning supplies (*if working in the office*)
  - d. Office cleaning protocol *\*MW!NC Staff: notify Yolanda when you have exhausted 75% of your supplies (cleaning supplies, masks, pens, etc.)*
  - e. Require Masks for customers – provide paper masks if they do not have one (for required service only)
    - If customer is not wearing a mask, staff must refuse entrance into building.
    - If staff feel threatened in any way, staff always have the right to call the police.



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- f. Sanitation stations in Entrance (see cleaning protocol)
- g. Signage - clearly mark on the floor in the office (model current stores open for business-Meijer, etc.)
- h. Writing utensil customers will take with them (cheap pens)
- i. Updated signs for bathroom about washing hands (sign with "COVID-19" or "coronavirus" will catch someone's eye more)
- j. Sign for front door about who can enter the building (only the customer, no spouse/child, etc.), capacity level, please wait in the car until an opening becomes available, including our office phone number
- k. Security cameras enabling video and voice at front door – Liz to install (when cameras arrive)
- l. Cisco phones with video to be installed for social distancing appointments – Liz. Mio, Onaway, Alpena, Grayling, Cheboygan, Gaylord in this order, based on phone availability.

### Required:

- Everything from Phase 1 in addition to:
  - Lincoln and Mio offices remain closed
  - Google calendar to show when staff are IN office, not out/work from home
  - If an employee is feeling sick, that employee may not come into work
  - Complete Employee Self-Attestation COVID-19 Workplace Health Screening form before you enter the office each day - thermometer for staff provided (see protocol)
  - Staff, partners, and tenants must ask and enter the information in the COVID-19 Workplace Health Screening form for any participant seeking entry into the office for a scheduled appointment. Participants may be asked the questions via video camera at the office entrance or over the phone just prior to entry. If a participant does not pass the criteria on the online health screening, entry to the building must be denied and a reasonable accommodation offered. Please contact your manager for remote accommodation options.
  - Employees must wear a mask in the office, unless employee is in their office and can maintain a minimum 6 foot distance from others. Employees must wear a mask when in all common spaces.
  - Do not share a desk/workspace with coworkers
  - Follow 6 ft. social distancing rule if working in the office
  - Multiple times throughout the day, and at the end of each day, clean work space and any common area used (follow cleaning protocol)
  - Customers coming in for appointments – only one person allowed in. No friends, spouse, kids coming in with customers for appointments (see customer appointment protocol).



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- Require customers to wear masks (they provide - material or medical. If required appointment, have mask available for customer)
- If customer appears ill or states they are ill (*questions to ask customer: fever, coughing*), we must ask them to leave
- Limit number of people in the building (specifically each room using social distancing) following State of Michigan Executive Order and CDC recommended standards. Must follow specific maximum cap for each room.
- Staff with underlying health conditions continue to work remotely. Staff with no appointments continue to work remotely.
- Restrict work travel (All Staff) – See supervisor for further details
- Continue rearranging Resource Rooms, Labs, Classrooms to comply with social distancing rules
- Partners are now allowed to re-engage in the office via appointment only
- Partners will be required to provide cleaning supplies and clean/sanitize their work area following our protocol
- Partners must provide their own PPE, including PPE for their customers
- Office Coordinator handles traffic in the office (number of staff, partners, etc.); Office Coordinator to go by room capacity for number of people
- Any appointments made by MWA staff must be approved by direct supervisor
- Once appointments are complete for the day, staff must leave office (continue work from home)
- Doors remained locked. Staff/Partners/Tenants will unlock to let the person in for appointment and immediately re-lock
- Handouts and other papers will not be accessible to customers - staff must get handout or paper from behind RR desk or office to give to customer (limit cross contamination)
- Staff sign customers in on the RR staff desk computer (via web link) – put laptop away
- No staff or partners may meet with customers in their office if they cannot maintain a 6 foot distance apart. Instead, staff and partner staff will need to reserve and use another room in the building that meets social distancing requirements and does not exceed max capacity of room.
- Scheduling partner staff for office space use does not need to be just Office Coordinator. All reservations need to be on the Google calendar and explain room capacity
- If staff request approval for a scheduled appointment, staff must also indicate if another MW! staff is needed onsite with them or staff feel comfortable on their own or with partner staff
- Keep doors to common spaces closed if room not used so no cleaning is required
- Install plexiglass shields at the front desk and other workstations, as appropriate
- A mask is required during the appointment while you are in the building. Customers will be asked: Is there a medical reason why you can't wear a mask? If yes, a special accommodation will be offered to you remotely.



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### Phase 3: In-Person Services with Social Distancing & Recommended Building Capacity Limit

Time frame: Beginning after Phase 2 and continuing on for as long as needed

#### Needs:

- Everything from Phase 1 and 2 applies
- Sign for front door regarding capacity limit, call phone number to get on list to get into building when capacity limit is no longer at maximum

#### Required:

- Everything from Phase 1 and 2 applies in addition to:
  - Place dividers between computers - investigating need/usefulness of these items
  - Continue to have minimal staff in the office
  - Lincoln and Mio offices return to regular schedule
  - Entrance is unlocked but social distancing must be followed. If too many people are in the office, ask individuals to wait in their vehicle

### Phase 4: Business as Usual

Time frame: Beginning after Phase 3 and continuing onward

#### Required:

- Open service centers to 100 percent capacity
- Maintain components of MWSC Phase I bullets that increase customer accessibility to services, as appropriate
- All activities at the centers will resume

### Resources

#### CDC Guidelines:

- Cleaning and Disinfecting Your Facility: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>
- Guidance for Implementing Safety Practices for Staff Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/critical-workers-implementing-safety-practices.pdf>

#### State of Michigan:

- LEO-WD:



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[https://www.michigan.gov/documents/leo/LEO\\_Industrial\\_Guidance\\_689770\\_7.pdf](https://www.michigan.gov/documents/leo/LEO_Industrial_Guidance_689770_7.pdf)

- Link for Executive Order 2020-91: Safeguards to protect Michigan's workers from COVID-19  
[https://www.michigan.gov/whitmer/0,9309,7-387-90499\\_90705-529474--,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-529474--,00.html)
- Link for Executive Order 2020-92:  
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### Health Department Guidance:

- <http://nwhealth.org/covid19.html>
- <https://www.dhd4.org/covid19>
- <https://www.dhd10.org/coronavirus/>