

Michigan Department of State

COVID-19 Preparedness Plan



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Overview

The Michigan Department of State (MDOS) is committed to providing a safe workplace for our workers and customers. We are serious about the health of our workers and the Michiganders we serve every day.

To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the pandemic. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and achieving that goal requires full cooperation among our workers, management, and customers. The plan is written to follow Executive Order 2020-36 and will be edited to reflect changing conditions and any future orders, as needed.

The plan consists of two related sections: 1) an Exposure Control Plan and 2) a Return to Work Plan. These plans were developed and reviewed by members of the MDOS Safe Start Team and are supported by all levels of MDOS leadership. MDOS managers are all responsible for on-site supervision and for implementing, monitoring, and reporting all aspects of this plan, which will be shared with all staff and unions electronically. It will also be available on our public website. Only through a cooperative effort can we establish and maintain the safety and health of our workers, workplaces, and communities.

MDOS Exposure Control Plan

The MDOS Exposure Control Plan (ECP) establishes and explains the policies, practices, and conditions necessary to meet the Centers for Disease Control and Prevention (CDC) and Michigan Department of Health and Human Services (MDHHS) guidelines for COVID-19, federal Occupational Safety and Health Administration (OSHA) standards, and Executive Orders related to worker and customer exposure to COVID-19. Resources consulted are found in [Appendix A](#).

The ECP has the commitment of management and will be developed and implemented with the participation of workers. This plan has been reviewed and approved by representatives of other appropriate State of Michigan departments, including the Michigan Department of Health and Human Services and the Office of the State Employer.

The ECP includes and describes how MDOS will implement, at a minimum, the following, in compliance with the guidelines and standards above:

- infection prevention measures;
- prompt identification and isolation of sick persons;
- engineering and administrative controls for social distancing;
- cleaning, disinfecting, decontamination, and ventilation;
- communications and training for managers and workers necessary to implement the plan; and
- provision of management and supervision to ensure effective ongoing implementation of the plan;
- protection and controls for pick-up, drop-off, and delivery;
- protections and controls for in-branch transactions;
- protections and controls for leased facilities; and
- communications and instructions for customers

MDOS COVID-19 Planning Efforts

MDOS established a Safe Start Team to guide the department through the process of reopening services to the residents of Michigan, while prioritizing the safety of both employees and customers. The team developed and reviewed the ECP and the accompanying Return to Work Plan. This team will continue to monitor developments and adjust plans as necessary.

The MDOS Safe Start Team consists of:

- Chief of Staff
- Chief Operating Officer
- Chief Legal Director
- Director of Human Resources
- Director of Communications and External Affairs
- Director of Customer Records
- Director of Customer Service
- Director of Continuous Improvement and Transformation
- Director of Branch Operations

- Director of Program Support
- Labor Relations Manager
- Director of Occupancy Services
- Branch Operations Administrative Section Manager
- Organized Labor Representative (currently Ramon Jandron, MSEA)

Screening, leave, and notification policies for employees

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Since the beginning of the pandemic, all workers have been required to report any confirmed or presumed positive COVID-19 tests directly to HR Director, Anna Lee. The following additional policies and procedures are being implemented to assess workers' health status prior to entering the workplace and throughout their shifts.

Health Screening:

- *Workers will assess their own health prior to the start of each shift and provide a report using an approved process, which may include paper or electronic submissions.*
- *If, during the day, a worker starts to feel any symptoms, they should inform their supervisor. If able to transport themselves, they will be sent home immediately. If unable to transport themselves, they will be isolated away from other staff until transportation can be arranged.*

MDOS has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Employees have access to Emergency Paid Sick Leave (EPSL) and/or the Family Medical Leave Act (FMLA), which is delineated in [Appendix B](#), Numbers 2 and 4. Additionally, if operationally feasible, arrangements may be made for the employee to work remotely.

MDOS has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

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

- *It has been determined that you may have had close personal contact with an individual at work who has tested positive for the COVID-19 virus.*
- *If you experience symptoms of COVID-19 (fever, cough, shortness of breath, new loss of taste or smell, nausea or vomiting), you should not report to work until 14 days after the last close contact and should stay home and avoid contact with others.*
- *If you get sick with symptoms, contact a healthcare provider, tell them about your contact, and follow all instructions you are given. Most people have mild illness and can recover at home. If you have trouble breathing or think it is an emergency, get medical attention right away.*
- *If you exhibit symptoms and are tested for COVID-19 please notify your Human Resource Director, Anna Lee, who can be contacted at 517-331-5386 or LeeA1@michigan.gov.*
- *If you experience symptoms, you should not return to work until; (1) at least 3 days (72 hours) pass since symptoms resolved without fever-reducing medication; and, (2) 7 days pass since symptoms first appeared or your first positive test result, if tested.*

- *If there is any way the department can assist you during this time, please do not hesitate to contact Human Resources. And as always, the state's Employee Service Program (ESP) offers a variety of confidential services to state employees to help them address personal, professional and family issues. ESP can be contacted at 1-800-521-1377 or www.mi.gov/esp.*

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

Privacy Policy:

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

As articulated in Executive Order 2020-36, this plan prohibits discharging, disciplining, or otherwise retaliating against employees who stay home or leave work when they are at particular risk of infecting others with COVID-19.

Risk Assessment

Employees throughout the Michigan Department of State span a vast array of exposure potential. For MDOS, the definition of exposure risk has been established as:

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

MDOS will provide each employee with personal protective equipment (PPE) per the guidelines suggested by the Centers for Disease Control (CDC). The classifications of each work area and the amount of PPE to be provided for employees at each exposure risk level can be found in Appendix B. Further descriptions of our PPE procedures are found in the next section.

Personal Protective Equipment

Personal protective equipment, phones, pens, computer equipment, desks, cubicles, workstations, offices and other personal work tools and equipment will not be shared and, if used by more than one person, they will be cleaned and disinfected between users every time.

MDOS will provide recommended personal protective equipment (PPE) per the MDOS PPE distribution plan in Appendix C. Through the efforts of the Warehouse staff and with the assistance of the State Emergency Operations Center, MDOS has secured the necessary PPE for all staff in the department. The tiers of exposure risk levels were determined with the help of the Centers for Disease Control and the Michigan Occupational Safety and Health Administration (MiOSHA) published guidelines. The PPE that will be available includes disposable cloth masks, gloves, disinfectant spray and wipes, soap, and desktop guards. The specific PPE an employee receives will be according to the exposure risk level tier they belong to.

Handwashing

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, and after using the toilet. When soap is not readily available, a hand sanitizer containing at least 60% alcohol should be used. All customers and visitors coming to the workplace will be requested to enter with washed or sanitized hands prior to entering the facility. Signage will be posted on the exterior window and within the branch addressing this request. In State of Michigan operated buildings, hand sanitizer stations will be available at each entrance.

For all exposure risk levels, employees will have access to soap and hand sanitizer. For medium and high exposure risk employees (see [Appendix B](#)), additional quantities of soap and/or sanitizer will be provided, including for use at their workstations.

Physical Distancing

Physical distancing of six feet will be implemented and maintained between workers, customers, and visitors in the workplace through a combination of engineering and administrative controls. On the staffing side, MDOS has already and will continue to leverage remote working, flexible work hours, staggered shifts and additional shifts to reduce the number of employees in the workplace at one time. Unnecessary in-person gatherings or social gatherings are prohibited. Non-essential visitors to all MDOS workplaces will be prohibited. As noted in the return to work plan, all staff who are currently working remotely will continue to work remotely for now.

The 131 branches office will reopen to the public by appointments only and for limited types of transactions. This system eliminates crowding in branches, which greatly minimizes potential exposure. Only a small number of chairs will be provided. Signage, floor markings and instructions for employees, visitors, and customers will reinforce social distancing rules.

Physical workplace changes, such as increased distance between workstations when possible and worker spacing on counter lines, will also occur. The branch lobby will be arranged to maximize distancing for customers and workers. Desktop barriers/guards will be used for each branch workstation.

Limitations will be placed on common areas found within the branch and State of Michigan office work environments. These limitations will include limiting the number of employees within breakrooms and common areas such that the minimum distance between employees will not be less than 6 feet. Where this is not possible for short periods of time, employees should attempt to allow the use of the common area or walkway in an alternating fashion.

Wayfinding signs and decals will be supplied and installed in branches so that the majority of time a customer and an employee engage in a transaction they are at least 6 feet apart. Floor markings will guide customers into the branch, along a consistent path, and to a spot that will satisfy the 6-foot distance between the two. The only time the customer and employee should be closer, should be briefly when exchanging items pertaining to the transaction.

Business travel will only be approved if essential. Use of State of Michigan vehicles by more than one person (the driver) will be prohibited unless approved by the Office of Human Resources. Prior to using a State of Michigan vehicle, the employee must wipe down all commonly used surfaces with the vehicle disinfectant wipes provided.

Masks and barriers

Next to handwashing, wearing a protective barrier that covers your mouth and nose is an effective way to limit the spread of disease. All MDOS staff will wear a mask when working in public settings and in settings where small groups are gathered or 6-feet of distance cannot be maintained (elevators, hallways, etc). Masks will be supplied by MDOS and staff are welcome to wear their own masks, as long as they comply with safety and dress-code standards. Employees who are unable wear required PPE (i.e. face mask) due to medical reasons may request a reasonable accommodation by contacting the Office of Human Resources at SOSEmployeeMedical@michigan.gov.

Signs will be posted in public areas confirming this policy and requesting that members of the public who visit our branches or offices (with appointments for official business) wear masks. Posters will be displayed in the branch wooden display cases, on breakroom bulletin boards and near employee restrooms. The posters will be distributed to all branch locations prior to the full implementation of the return to work process. Directions for hanging the posters will also be provided for branch managers.

For work areas deemed tier 1 (higher exposure risk), desktop barriers/guards will also be provided as an extra layer of exposure protection control. These guards are moveable and can be arranged by staff for where potential exposure may be construed as more frequent.

Facility and Physical Considerations

MDOS employees work in a variety of settings. After a detailed review of layouts, square footage, and movement within workplaces, the following specific facility-related considerations will be implemented:

Space and Workflow

- All branches have less than 50,000 square feet of customer floor space. Total occupancy will be lower than 25% of the fire marshal limits.
- Where possible and feasible, staff will be spread out to maximize distancing between workstations. Additional workspace options have been created because many staff continue to work remotely and conference room use for meetings is negligible.
- Where spacing cannot be achieved to accomplish CDC recommended distances, physically engineered barriers and additional personal protective equipment will be leveraged to minimize exposure risk.
- Exterior spaces will be marked to affirm social distancing by staff and customers who may arrive simultaneously. Staggered entrances to larger workplaces are being explored by DTMB.

Infection Control Measures, Cleaning and Sanitizing

- Work surfaces and high-touch areas will be sanitized by janitorial staff. For times when a positive diagnosis is identified within an MDOS facility, the DTMB deep cleaning protocol will be initiated. Additionally, MDOS Human Resources will notify all employees as per the above protocol.
- Signage notifying of the identified positive diagnosis in the facility will be displayed at the location per DTMB guidelines for public viewing for no less than 1 week.
- Water fountains and stations will be disabled.
- Branch bathrooms will be closed to the public.

Signage

- Messaging will be leveraged both in commonly viewed areas (wooden display cases, bulletin boards, exterior windows, ceiling/wall mounted monitors, and on walls near employee restrooms) with various instructions for avoiding exposure, what to do if exposed, and general Frequently Asked Questions (FAQ) regarding the MDOS preparations to stop the spread of the virus.
- Customers will be advised to not enter the branch or building if they are experiencing any of the symptoms associated with COVID19 and to reschedule their appointment.

Cleaning, disinfection, and ventilation

Regular housekeeping practices are being implemented, including routine cleaning with an extra disinfecting cleaning of work surfaces, equipment, tools, delivery vehicles, and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting will be conducted by staff in high-touch areas, such as phones, keyboards, touch screens, copy machines, and credit card readers, in between uses by different staff members. The janitorial staff will provide the extra disinfecting cleaning for door handles, elevator panels, railings, public surfaces, and other high-touch common areas at least once a day. Should a customer or employee be positively identified with COVID-19, a deep cleaning by a contracted cleaning vendor with biohazard certification will be used for the location identified (per DTMB protocol).

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product. In addition to what the janitorial vendor will be using,

disinfectant spray and disinfectant wipes will be provided for staff to perform ad-hoc sanitization when deemed necessary.

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

Public Requirements and Public Communication

MDOS will endeavor to clearly communicate expectations of customers who visit our public-facing offices. A press release announcing the reopening of branches will include specific health and safety directions for branch visitors. Electronic and verbal communication with people who make appointments will emphasize all steps they should take to prepare for appointments, including health and safety measures. Customers will be strongly encouraged to wash hands before and after appointments, wear a mask that covers their mouth and nose, and follow all signage to maintain adequate social distance. They will be asked to attend their appointment alone unless one other family member is needed. Wayfinding signage at the branches and our public facing offices will remind the public of physical distancing requirements. Customers and visitors will also be advised not to enter branches or other public offices if they are experiencing symptoms or have contracted COVID-19.

Staff Communications and Training

Detailed communications plans to address employee, visitor and customer questions and concerns have been developed. Communications will also be displayed on the message monitors within the branch lobbies and posted on signs in both public and employee-only accessible areas of the branches. Staff will be encouraged to use their own personal protective equipment while commuting, shopping, and doing other activities.

This COVID-19 Preparedness Plan will be communicated through the MDOS website and via meetings with each work unit supervisor prior to opening the doors to customers. All MDOS staff will receive instruction and training, including an online module described in the RTW. Additional communication and training will be ongoing through the MDOS Matters newsletter, weekly huddles with supervision, and through updates to the MDOS Intranet Homepage and provided to all workers who did not receive the initial training. Training will affirm existing protocols for effectively handling customers who do not follow MDOS procedures, including those who do not follow health and safety guidelines.

Managers and supervisors are to monitor how effective the program has been implemented by engaging with staff at weekly huddles to discuss the efficacy of the plan and reporting up through the management chain to the Safe Start Team and OHR. Management and workers are to work through this new program together and update the training as necessary.

ECP Requirements

This ECP will be emailed to all employees and made available on our public website. Upon request from regulatory authorities, a copy will be provided. When returning to the workplace, employees will be briefed on the plan by managers and directors, who will also supervise adherence to precautions. Any concerns, questions, or reports of unsafe activities will be submitted through the MDOS [Incident Reporting Procedure](#). All incident reports are emailed to MDOS-HumanResources@michigan.gov.

Melissa J. Smiley

Chief of Staff

ECP Appendix A – Guidance for developing a COVID-19 Preparedness Plan

General

- Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) – www.cdc.gov/coronavirus/2019-nCoV
- Michigan Department of Health and Human Services (MDHHS)/State of Michigan: COVID-19 response – <https://www.michigan.gov/coronavirus>
- Michigan Occupational Safety and Health Administration (MIOSHA): Guidelines - <https://www.michigan.gov/coronavirus/0,9753,7-406-98163-529381--,00.html>

Businesses

- CDC: Resources for businesses and employers – www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html
- CDC: General business frequently asked questions – www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html
- CDC: Building/business ventilation – www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- Michigan Occupational Safety and Health Administration (MIOSHA): Guidelines - <https://www.michigan.gov/coronavirus/0,9753,7-406-98163-529381--,00.html>
- Federal OSHA – www.osha.gov

Handwashing

- Minnesota Department of Health: Handwashing video translated into multiple languages – www.youtube.com/watch?v=LdQuPGVcceg

Social distancing

- CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Housekeeping

- CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
- CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html
- Environmental Protection Agency (EPA): www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

- CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html
- State of Michigan Frequently Asked Questions – <https://www.michigan.gov/coronavirus/0,9753,7-406-98810---,00.html?page=1&limit=25&filterCategories=&searchQuery=>

Training

- CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
- Federal OSHA: www.osha.gov/Publications/OSHA3990.pdf

ECP Appendix B – Leave Policies

EMERGENCY PAID SICK LEAVE (EPSL)

- EPSL Eligibility: All MDOS employees are eligible.
- EPSL Amount: Full-time employees can use up to 80 total hours of EPSL. Part-time employees can use a prorated amount based on their average number of hours worked.
- EPSL Period for Use. EPSL is available for use from April 1, 2020, to December 31, 2020.
- EPSL Use, Reporting, and Pay. EPSL may be used for the following reasons:
 1. Employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19 and because of the self-quarantine is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: COV1)
 2. Employee is advised by a healthcare provider to self-quarantine due to concerns related to COVID-19 and because of the self-quarantine is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: COV1)
 3. For the time during which the employee is taking affirmative steps to obtain a medical diagnosis while experiencing COVID-19 symptoms. (Timesheet Event Code: COV1)
- For reason 1, 2, or 3, federal law requires pay at the employee's regular rate, *up to \$511 per day*.
- Total pay from EPSL for reasons 1, 2, or 3 cannot exceed *\$5,110*.
- Employee enters COV1 - FFCRA SELF SHIFT 1 on their timesheet. Include a comment with the qualifying reason number above (1, 2, or 3).
 4. Employee is caring for an immediate family member, cohabitant, or other individual with whom the employee has a similarly close personal relationship subject to a self-quarantine or isolation order or advised by a healthcare provider to self-quarantine due to concerns related to COVID-19, and because of the need to care for such individual the employee is unable to perform available work either at the worksite or by telework. (Timesheet Event Code: CVD1)
 5. Employee is unable to perform available work either at the worksite or by telework because of the need to care for the employee's minor child whose school or place of care has been closed or whose childcare provider is unavailable for reasons related to COVID-19 and no other suitable person is available to care for the child. (Timesheet Event Code: CVD1)
 6. Employee is experiencing substantially similar conditions specified by the U.S. Secretary of Health and Human Services. (No such declarations of substantially similar conditions have yet occurred.) (Timesheet Event Code: CVD1)
- For reasons 4, 5, or 6, an employee is paid at 2/3 their regular rate, *up to \$200 per day*.
- Total pay from EPSL for reasons 4, 5, 6 cannot exceed *\$2,000*.
- Employee enters CVD1 - FFCRA OTHER SHIFT 1 on their timesheet. Include a comment with the qualifying reason number above (4, 5, or 6).
- Intermittent Use. Teleworkers may use EPSL intermittently. An employee working on-site may use EPSL intermittently only for reason 5, above.
- Notice. After the first day of EPSL use, an employee must give their supervisor reasonable notice of any additional EPSL use. When providing notice, the employee must identify the dates for which the leave is requested, the qualifying reason for the leave, and state that they are unable to work because of the qualifying reason. Notice of foreseeable leave for reason three (childcare) must be given as soon as practicable.

- Documentation: The employee may be required to provide information permitted by federal law showing any EPSL use is for a qualifying reason.
- Overpayments. Because of system limitations at the new law's effective date, some employees who use EPSL may initially be overcompensated. All EPSL use remains subject to audit and may result in a need for repayment via later gross-pay adjustments.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

- FMLA: All statutory FMLA entitlements will continue for staff, including those that qualify under EPSL.
- MDOS Employees who have worked for the state for at least 30 calendar days are eligible for Qualifying Child Care (LQC).
- LQC Amount: Employees can use 12 total workweeks of FMLA leave, including LQC, during their current 12-month FMLA-entitlement period.
- Employees who have already exhausted their 12-workweek entitlement through other FMLA use during the current 12-month FMLA-entitlement period are ineligible.
- FMLA-qualifying uses of COV codes and CVD codes will be counted toward the 12-workweek entitlement.
- LQC Availability. LQC is available from April 1, 2020, to December 31, 2020.
- LQC Use, Reporting, and Pay. An employee unable to perform available work either at the worksite or by telework because of the need to care for the employee's child whose school or place of care has been closed or whose childcare provider is unavailable for reasons related to COVID-19, and who has no other suitable person available to care for the child, may be eligible for LQC.
- All employees must contact the Office of Human Resources at SOSEmployeeMedical@michigan.gov to request use of LQC.
- Employees must continue to enter their time in SIGMA for the duration of their leave. Contact your supervisor if you are unable to do so.
- The first ten days of the FMLA leave are unpaid unless the employee uses eligible paid leave credits during the absence. If not using Emergency Paid Sick Leave or other accrued leave, employees use the "FMLA" hours type to enter time for the first 10 workdays (80 hours). These hours will be unpaid.
- After the first ten days of LQC, an employee is paid 2/3 of their regular rate of pay *up to \$200 per day* for each subsequent day of LQC. The employee can instead use eligible accrued leave credits to receive regular pay but may not top-off the 2/3 pay with regular leave credits to receive full pay.
- An employee may not receive more than \$10,000 during an LQC.
- An employee uses the time code FMCC to receive the 2/3 pay benefit for 11th and later LQC days or may use other qualifying FMLA paid leave codes.
- Notice. If the need for LQC is foreseeable, the employee must give the employer notice as soon as practicable. The employee may be required to provide information permitted by federal law supporting the need for LQC.
- Intermittent Use. Employees may use LQC intermittently.
- Overpayments. Because of system limitations at the new law's effective date, some employees using LQC may initially be overcompensated. All LQC use and payments remain subject to audit and may require repayment by the employee through gross-pay adjustments.

ECP Appendix C – MDOS PPE Distribution Plan

MDOS Area	Exposure Risk / TIER	Personal Protection Equipment Provided to Each Employee in Area
Executive	Medium (2)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 15 disposable masks
Office of Human Resources	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 12 disposable masks
Bureau of Elections	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Finance - Cashier's Cage	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
Revenue - Refund & Revenue	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Procurement – Purch. & Exp.	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Information Security & Control	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Branches	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
Office of Customer Service	Medium (2)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 15 disposable masks
Intl Registration Plan	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
Office of Customer Records	Medium (2)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 15 disposable masks
Traffic Safety	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
OOS, OPS, OCIT, Business Int, CARS	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Warehouse	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
Inventory Services	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Legal Services	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks

Office of Investigative Services (in office)	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks
Office of Investigative Services (field)	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
OAHO/TSD (33 are T1 in field)	Higher (1)	1 can of disinfectant spray, 2 bottles of hand sanitizer, 2 packages of sanitizer wipes, 1 bottle of soap, 500 gloves (250 pair), 15 disposable masks, 1 desktop guard at workstation in specific cases
Office of Communication	Lower (3)	2 bottles of hand sanitizer, 1 packages of sanitizer wipes, 10 disposable masks

MDOS Return to Work Plan

The MDOS Return to Work (RTW) plan is the culmination of many hours of collaborative conversations and brainstorming sessions. Suspending most MDOS operations during the worst of Michigan's COVID-19 pandemic was the best thing to do for the health and safety of our employees and the public we serve. And yet the services provided by MDOS are critical to our state. Some services continued in a limited capacity for the past several weeks (see [Appendix A](#) for a list of MDOS work area/department acronyms used in the plan and [Appendix B](#) for a short summary of emergency operational accomplishments).

The RTW Plan is guided by the follow goals, which are supported by the Safe Start Team and management:

- The health and safety of MDOS employees and the Michiganders they serve is the highest priority.
- This plan is intended to comply with all relevant state and federal public health and other guidance, including Governor's Executive Orders, DHHS, CDC, and MIOSHA guidance, and other appropriate directives.
- Returning employees to the workplace will be incremental. All steps are flexible and can be changed if circumstances warrant.

MDOS COVID-19 Planning Efforts

MDOS established a Safe Start Team to guide the department through the process of reopening services to the residents of Michigan, while prioritizing the safety of both employees and customers. The team developed and reviewed the ECP and the accompanying Return to Work Plan. This team will continue to monitor developments and adjust plans as necessary. The MDOS Safe Start Team consists of:

- Chief of Staff
- Chief Operating Officer
- Chief Legal Director
- Director of Human Resources
- Director of Communications and External Affairs
- Director of Customer Records
- Director of Customer Service
- Director of Continuous Improvement and Transformation
- Director of Branch Operations
- Director of Program Support
- Labor Relations Manager
- Director of Occupancy Services
- Branch Operations Administrative Section Manager
- Organized Labor Representative (currently Ramon Jandron, MSEA)

RTW Timeline

As of the writing of this plan, we are preparing to continue our phased return to work immediately after Memorial Day. Beginning May 26, more MDOS staff will report to a physical workspace to prepare for in-person operations. Many staff have been successfully teleworking and will continue the arrangement to minimize potential risk to customers and any staff reporting back to physical workspaces. MDOS plans to resume in-person business with the public on or about June 1 and will closely monitor the efficacy and risks for a minimum of eight weeks and adjust, as appropriate. See [Appendix C](#) for a one-page illustration of timeline.

Prioritization of services

MDOS Leadership and the Safe Start Team have discussed and prioritized MDOS services according to the following principles:

- Services that best serve Michiganders by being conducted in person, using risk control methods or other social distancing strategies.
- Services that can be provided from facilities that can accommodate social distancing strategies.
- Services that contribute to the economic stability of the agency or state.

Interact with Public (in-person)

Over 850 staff at the secretary of state branch offices service millions of Michiganders in driver, vehicle and voter registration-related transactions. Many transactions including renewals and duplicates can be conducted through self-service options such as online e-services or self-service terminals; however, there are several transactions such as REAL ID, 8-year driver license renewals, gross vehicle weight plate renewals, and title transactions which need to be conducted in-person and, when branches reopen, will be conducted by appointment-only.

Medical re-examinations and hearings performed by the DAS Field Operations Unit and Hearing Officers will be conducted with drivers and petitioners by appointment-only during branch operating hours. The appointment intake and confirmation messages to customers making appointments will reiterate the recommended guidelines for prevention and protection. Additionally, re-opening all 131 branch offices across Michigan on the same designated date is intended to limit any potential cross-community spread.

Additionally, the Bureau of Elections is an essential function and has conducted in-person interactions, such as candidate filings, by appointment-only and will continue to utilize appointments to serve public needs.

Interact with Public (remote)

Certain staff within the Bureau of Elections, Office of Hearings & Administration (OHAO), Department Services Information Center (DSIC), International Registration Plan (IRP), UCC (Uniform Commercial Code), Driver Records Activity Unit (DRAU), Vehicle Records Activity Unit (VRAU), and Hearings & Driver Assessment Support units that will continue work remotely to deliver services to the public. These units can operate in this manner to limit interactions and minimize any risks to customers and any staff needing to return to physical workspaces.

Internal Units Supporting Other Operations (remote)

The executive office, the office of continuous improvement and transformation, the field services units, and other internal units that support public facing operations will continue to work remotely until further notice.

These units can operate in this manner to limit interactions and minimize any risks to customers and any staff needing to return to physical workspaces.

Internal Units Supporting Other Operations (in-office)

The office of occupancy services, the document processing-imaging, and any staff that do not have access to technology or equipment can only operate in-office. Upon return, they will begin processing mail, requests, print jobs and additional tasks to support colleagues who are working remotely while preparing for gradual in-house operations. The work will be performed within the existing floorplan which can be modified (if needed) and assign shifts if sharing common workspaces to allow for physical distance.

Division leads and unit managers will continue to conduct 1x1 and facilitate team meetings utilizing collaboration tools such as MS Teams to ensure timely and relevant engagement with staff. Some managers may partially report to ensure oversight and management of staff.

Facilities

The assessment of and plans for facilities is described in detail in the Exposure Control Plan.

Assessing Employee Status and Providing Education

MDOS Leadership and the Safe Start Team have analyzed employee status and educational needs, including the following considerations

- The availability of agency employees to return to the facility, taking into consideration any special adjustments or accommodations needed.
- The need for specific instructions to employees on returning to work (expectations, hours of work, equipment cleaning, social distancing or PPE needed, etc.).
- The most effective ways to communication safety requirements, protocols, and expectations of employees to help mitigate the spread of COVID-19

Assessment

MDOS realizes that every staff member has been impacted by the pandemic in a myriad of ways; whether it is working from home, supporting loved ones on the front lines, grieving or caring for loved ones, the additional responsibility for homeschooling, managing underlying conditions, or navigating this new normal alone.

The department has taken the initial step in performing a high-level assessment for the Customer Services Administration (CSA) which represents highest levels of interactions with the public and predict that nearly 10% of staff may have challenges returning to work due to limitations for dependent care. While the assessment only provides a partial glimpse into the potential impacts to staff and how that might impact operations, we continue to support and encourage open lines of communications for staff and managers to work with the office of human resources to address individual situations as they evolve or emerge.

Education

MDOS staff are accustomed to juggling the ever-evolving complexities of their roles in serving the public and supporting each other. Their ability to be success is predicated on having the relevant information, the right tools and the proper guidance to successfully deliver services in the most secure, effective, and efficient manner.

Prior to Returning to Work

It is our goal to provide staff with the information they need prior to their return to work. Ideally, the office of human resources working with supervisors are providing staff with verbal and written communications for work date, hours, and location approximately 48 hours in advance of their scheduled return. Additionally, a high-level overview of any operational changes will also be provided.

Upon Returning to Work

Due to the nature of the temporary layoffs, it is imperative that we also reaffirm expectations and operational changes upon a staff member's official return to work date. Supervisors should conduct team phone calls or web-based meetings utilizing collaborations tools such as MS Teams.

We have also developed a mandatory computer-based training module housed in the State of Michigan Learning Center that is required to be completed by any and all staff when returning to physical workspaces – completion records will be stored and tracked electronically via the learning management system. This module provides information to MDOS staff on how to safely complete their daily tasks and prevent the spread of the novel coronavirus. It provides prevention, protection, and reporting instructions and lists the resources that MDOS staff can access for more information.

Continuous Awareness & Education

The department will continue to disseminate important information regarding best practices and resources through our regular department-wide newsletter that is distributed to all staff each Wednesday. Additionally, memos are sent by the Secretary of State, the Chief of Staff, or senior leaders to notify of specific department-wide impacts or changes.

Given the nature of our business, we place great value on our ability to cultivate a healthy set of expectations with external stakeholders:

- We will continue to deploy messaging and notifications to our commercial clients, association partners, legislators through GovDelivery, CARS, and our public call center IVR outbound messaging.
- Customers notification are made available through our public website (www.michigan.gov/sos), public call center IVR outbound messaging, physical signage (branch offices) and electronic messaging (MVN at branch offices), self-service terminals, and official MDOS social media accounts.

The MDOS has also made the MVN (at branches) and public call center outbound messaging features available to the State of Michigan to deliver important advisories or notifications.

Communications

The following timeline is flexible and can be adjusted for a different report-to-work day and/or a different day for public reopening of branches.

- Starting 5 business day prior to staff returning to work (currently May 20) – notify key managers and external stakeholders
 - Review reopening plans with district/unit managers
 - Conduct outreach to commercial clients and associations regarding drop-off of work

- 2 business days prior to staff returning to work (currently May 22) – notify staff and union
 - Provide overview of reopening plans to the UAW
 - Confirmation of work location or continuation of teleworking arrangements
 - Provide brief overview of expectations, work hours, shared equipment and PPE

- The day staff returns to work (currently May 26) – expectations and safety
 - Conduct branch/unit level meetings to review protocols
 - Complete mandatory ECP training module

- 2 business days after staff return to work (currently May 28) – notify public
 - Press release, social media

Ongoing Monitoring

We will monitor the efficacy and risks of the return to work plans for a minimum of eight weeks and make any necessary adjustments, as appropriate. MDOS will continue to conduct planning and operational meetings with senior leaders, stakeholders and staff on a weekly basis where operational metrics, key indicators, and mitigation plans are discussed.

The department will also seek data, guidance, and input from staff and state-level resources such as the SEOC, the office of the state employer, the governor’s administration, and key stakeholders to inform our recommendations and decisions.

RTW Appendix A: Acronyms

MDOS – Michigan Department of State

CDL – Commercial Driver Licensing

DPU—Imaging – Document Processing Unit-Imaging

DSIC – Department of State Information Center (aka call center)

DRAU – Driver Records Activity Unit

IRP – International Registration Plan

OCIT – Office of Continuous Improvement & Transformation

OCR – Office of Customer Records

OOS – Office of Occupancy Services

MDOS – the Michigan Department of State

MVN – Motor Vehicle Network (programming displayed on monitors at the branch offices)

PPE – Personal Protective Equipment

RBM – Renewal by Mail

SSB – Special Services Branch

SST – Self Service Terminal

TSS – Traffic Safety Section

UCC – Uniform Commercial Code

VRAU – Vehicle Records Activity Unit

RTW Appendix B: Operations During Closure

Several MDOS units have provided critical infrastructure services throughout the recent closure. Staff who were reported were provided appropriate PPE. Schedules and work spaces were altered to minimize interactions. Below is a description of their accomplishments.

Elections

Bureau of Elections staff were designated as critical infrastructure employees and continued to work remotely and in the office throughout recent closures. During that time, they admirably led efforts to conduct a statewide election and adjusted procedures to safely process numerous in-person filings by candidates for public office. Critical work to support our democratic process continued unchanged during this time.

Branches

Since Secretary of State branches closed March 24, MDOS has canceled 193,843 appointments at branch offices.

While our branches were closed:

- MDOS provided support for first-responders, infrastructure workers and agricultural haulers by processing 2,302 emergency transactions (through May 13) by special appointments made at five designated regional branch offices. Requests for appointments were submitted via associations and reviewed and approved daily by senior staff of the MDOS. Emergency branch transactions will continue to operate for a minimum of eight weeks as the department re-evaluates public-facing operations.
- Online services have been available to customers 24x7 and we have served an increasing number of customers via online services. Prior to March 16, customers were completing an average of 9,000 online transactions per day. We've seen those numbers increase by 62 percent to an average of 14,600 per day (through May 12). Our record-setting day was April 13 with 22,626 online transactions completed.
- MDOS has 122 self-service stations installed at various Kroger, Meijer and Secretary of State branch lobbies and vestibules. Customers have been able to access many of these stations 24x7 to complete renewal transactions. Prior to March 24, customers were completing an average of 3,600 self-service station transactions per day. We've seen those numbers decrease by 44 percent to an average of 2,000 per day which is reflective of the Stay Home, Stay Safe order. The record-low transaction day was April 12 with 514 self-service station transactions completed. The MDOS plans to resume installation of 28 self-service terminals for a total of 150.
- Our Renewal by Mail operation closed March 24 and reopened April 20. Upon reopening, we had a backlog of more than 240,000 pieces of mail (each piece of mail can include multiple transactions to be processed) and more than 50,000 license plates to be mailed. We are working through the mail backlog at a rate averaging 6,000 to 7,000 transactions per day and through the plate backlog at a rate averaging 8,000 plates per week. Through May 13, we've processed a total of 121,233 backlogged transactions and mailed a total of 24,677 backlogged license plates. We have successfully operated this unit with two 8-hour shifts to increase social distancing between employees and to increase the length of service hours to better serve the public.

RTW Appendix C: Return to Work One-Page Timeline

MI Safe Start Phases (approximate)	Uncontrolled Growth	Persistent Spread	Flattening	Improving	Containing	Post-Pandemic
MDOS Divisions/Units Reporting to Physical Spaces	Elections Branches (emergency operations only) Occupancy services (1-2 staff)	All in the previous phase and: Renewal by Mail	All in previous phase and: Finance Limited staff in OIS and AHAO	All in the previous phases and: Branch Offices (131) Driver Assessment DPU-Imaging Document Mgmt Partial: ABAN, CDL, DRAU, VRAU, SSB, DSIC, OCR	All in previous phases and: TBD	All in previous phases and: TBD
MDOS Divisions/Units Teleworking	All who are able	All who are able	All who are able	All who are able (Managers may partially report)	TBD	TBD
Branch Status	Closed except for emergency transactions by appointment at 5 branches	Closed except for emergency transactions by appointment at 5 branches	Closed except for emergency transactions by appointment at 5 branches	Open by appointment only	Open with TBD operations	Open with TBD operations
RTW Dates	na	April 20, 2020	May 11, 2020	May 26, 2020 (Tentative)	TBD	TBD

Actions to prepare for staff returning to physical office spaces (Week of May 18)

- Distribute PPE kits and signage
- Communications to staff on RTW and PPE plans
- Notifications to commercial clients and associations to submit their backlog

Actions when staff report back to physical office spaces (Week of May 26)

- Confirm receipt of PPE kits
- Provide guidance on PPE, shared equipment, distancing, and monitoring
- Placement of signage in staff common areas and public spaces
- Re-assignment of physical space, as appropriate
- Re-establish ancillary services for security, janitorial, mail delivery and technology
- Confirm and restock inventory
- Confirmation of access to key applications and systems
- Complete outstanding training
- Resume back-office and support capabilities
- Issue communications and notifications to the public

Actions after reopening (Week of June 1 and beyond)

- Customers will be seen by appointment-only for a limited number of services
- Continue to assess the effectiveness of RTW and Teleworking plans, adjust accordingly