



FRAMEWORK FOR RETURNING ADMINISTRATIVE UNITS TO CAMPUS

UNIT NAME:

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Return to Work Procedures and Protocols for Offices

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Return to Work Procedures and Protocols for Offices

A. Introduction

The novel coronavirus outbreak continues to have significant impacts on the world. At Michigan State University, we have taken several steps to mitigate the risks to our employees and our campus community through increased safety measures, increased cleaning and sanitation protocols, and adjusting our operations at the guidance of the university administration and federal, state and local officials and public health agencies.

At MSU, we care about people. The safety of our employees is the top priority and will always be at the forefront of decision making, especially in response to this public health crisis. We are committed to the safety and support of our colleagues, students and partners. We will continue to support their safety in all that we do.

Units are required to conduct training, provide employees with written expectations and retain records as indicated in this document. Further updates will be made as situations change. In addition MSU may have include requirements that go above and beyond the State of Michigan requirements.

The focus of this document is on typical office or administrative areas. There are other regulations for retail, food, health, manufacturing, research and instruction.

Given the cross-functional use of many of our buildings the overall planning for occupancy and re-opening is anticipated to consider the range of regulations and guidelines.

Units should review all documentation and customize for the specific needs of the unit with these minimal standards.

B. Foundation for Return to Work Procedures and Protocols

As a matter of health and life safety, MSU has reviewed several inputs to ensure the protection of our employees and their health and prevent the further spread of COVID-19. The inputs to the procedures and protocols outlined include:

- CDC guidance “Considerations for Institutes of Higher Education”
- Michigan Executive Orders which detail requirements and make the safety measure part of MIOSHA regulations.

C. Return to Work Requirements

All [Unit] employees will review this documentation in detail. To ensure [Unit] understanding, employees are expected to participate in additional training sessions with the [Indicate who will conduct training and guidance, e.g., Safety Officer, department chair or supervisor, Unit HR, etc] to fully understand what is expected of them when they return.

Note: this guidance is for office/administrative aspects of the University. Leaders in the following areas should review current requirements for their specific areas. There are additional requirements for construction, manufacturing, research (MSU has a separate process for bring research, and teaching and learning back to campus), retail, outpatient health care, personal-care services.

I. Employee Arrival and Circulation

- Employees will have a dedicated entry point to reduce congestion
 - Consider staggered start, ending and break times
- In units with limited circulation space, add markings to floors, indicate traffic flows with signage and highlight with training

II. Screening program

Employee procedures:

- All employees entering campus must participate in the [Unit] employee screening system. There is an online process that can be found at [MSU health screening](#)
- There is a paper form that employees who do not have access to an electronic device before arriving on campus can use, please contact the University Physician about sharing these forms after you collect them. [Employees can access the health screening form here.](#)
- [Unit] will maintain any required postings under the government/university order as indicated.

Vendor and Consultant procedures:

- Consultants and vendors returning to on-premise projects at MSU are expected to minimally follow the MSU COVID-19 return-to-work safety protocols or their own that meets MSU expectations. Plans are required to specifically address how they will work safely and follow any MSU return-to-work guidelines. [Unit] departments are required to verify that consultants and vendors have a screening program in place for their employees to continue work at Michigan State University.

III. Protocols in the Event of a Confirmed Case of COVID-19

- Employees must notify their supervisor, or the supervisor on duty, if they experience any symptoms of COVID-19 or have a suspected or confirmed diagnosis of COVID-19.
- Notification for a confirmed case of COVID-19:
 - i. Employees
 1. Inform your supervisor and immediately go home if you are at the workplace. Your supervisor will contact the Office of the University Physician to report your work history over the past week, with a description of the work environment and list any co-workers/contractors you had contact with.
 2. Seek follow-up care through your health care provider.
 3. Do not return to work until cleared by the local county health department and the Office of the University Physician.
 - ii. Supervisors
 1. Contact the Office of the University Physician (517-353-8933 or uphs@msu.edu). Personnel who are ill are required to stay at home.
 2. Contact EHS (517-355-0153) to discuss the potential need for deep cleaning via a contracted cleaning service through IPF. EHS and/or the Office of the University Physician may advise to temporarily close all or part of the worksite to allow for deep cleaning.
 3. Do not permit the employee to return to work until cleared by the local county health department and the Office of the University Physician.
 4. Maintain the privacy and anonymity of the employee who is suspected of having or is diagnosed with COVID-19.
 5. Maintain a record of all steps taken separately from the employee's personnel file. Maintain confidentiality.
 - iii. Office of the University Physician
 1. Maintain a record of all steps taken separately from the employee's personnel file. Maintain confidentiality.

IV. Cleanliness and Sanitation

- Employee procedures:

- Office equipment and shared items:

Each person is responsible for cleaning and disinfecting their offices and all shared equipment before and after each use. Common use office equipment may include:

- Printers, copy machines, plotters
- Personal mobile devices, tablets, laptops, keyboards and computer mouse
- Staplers and paper cutters
- Any other tools, machines, materials and resources
- Employees must wipe down their areas at least two times each workday.

- Office common areas:

Users of common areas such as supply and copy rooms, kitchenettes or breakrooms share a responsibility to disinfect and sanitize high-touch surfaces in between the formal cleanings completed by Custodial Services. Units will need to determine the internal process and assign this task. High-touch surfaces to be disinfected and sanitized include but are not limited to:

- Front desks, counters, service windows and pens and pencils set out for shared use
- Conference room remotes, keyboards, chair arm rests, table surfaces and other shared supplies
- Kitchenette sinks, soap and paper towel dispensers, refrigerator handles, water dispensers
- Door handles, light switches, handrails, push plates, drawer and cabinet handles

- Vehicles:

- It is required that the operator of any [Unit] vehicles clean and disinfect all touch surfaces before and after use.

- Building/facility procedures:
 - ❑ *[Unit]* Custodial Services will continue the increased cleaning of touch surfaces in all *[Unit]* common areas with a goal of two cleanings per day. Additionally, the department will supply cleaning products.
 - ❑ *[Unit]* employees must clean and disinfect commonly shared items such as coffee machines, refrigerators, breakrooms, etc., before and after each use.
 - ❑ All restrooms will be cleaned regularly using disinfectant, at least twice per day, in the morning and evening or after times of heavy use. IPF Custodial Services will ensure bathrooms are continuously stocked with soap and paper towels and ensure trash cans are emptied regularly. Proper hand-washing protocols will be posted in each bathroom location across campus.
 - ❑ Move trashcans closer to the door so employees can use the paper towel that they dried their hands with to open the door and then drop it in the waste.

V. Personal Protective Equipment

- Employee procedures:

- Face coverings

Per the governor's executive order, all faculty, staff, students, contractors, suppliers, vendor, and visitors in any enclosed space are required to wear facing coverings and practice physical distancing at all times (at least six feet of physical separation between yourself and others). If you cannot consistently maintain at least three feet of separation a face shield should be considered.

[Unit] employees who do not comply with this requirement may be sent home. If an [Unit] employee is medically unable, the employee should seek an accommodation from RCPD (rcpd.msu.edu).

- Eye protection

Eye protection is encouraged when using spray cleaners or in situations where the employees are in close contact with each other and distancing is not feasible.

- Gloves

It is recommended that employees utilize disposable gloves during assigned tasks to clean and sanitize common areas.

VI. Physical Distancing Program

- Employee procedures:

It is required that employees stay at least 6 feet (2 meters) from other people whenever such distance is possible. Social gatherings and meetings that do not allow for social distancing are prohibited.

- i. Hallways and Elevators

Employees using hallways and elevators will maintain at least 6 feet (2 meters) from other people.

- Please stay to the right side of the hallway when passing others.
- Self-regulate the number of people in an elevator to allow for physical distancing.
 - MSU [Unit] will review the direction of travel in common areas, stairwells and open office areas.

ii. Breakrooms and Conference Rooms

To prevent large gatherings and close contact with people in and between units at MSU, *[Unit]* will:

- Reconfigure the rooms by removing some seating to help with distancing.
- Provide hand sanitizer at each room with the expectation that every person entering the space will use it upon entry and exit.
- Assign a rotation to wipe down all touch surfaces in the rooms on a regular and frequent schedule.
- Make available cleaning supplies in rooms so each individual can clean and sanitize surfaces and areas for their own safety.
- Remove all utensils and condiments. Employees must bring their own.
- Avoid potluck, group lunches and common food sources.

iii. Transportation

To ensure social distancing, *[Unit]* should consider only one person in a vehicle at a time. Two people may ride in the same vehicle if necessary as long as six feet of distance can be maintained or face-coverings are used at all times in the vehicle.

- Departments should discuss alternative methods of transportation and distribution to abide by this expectation.

VII. Record Keeping

Records of training, screening and notification of confirmed COVID-19 cases are required. Units should: follow current unit tracking processes for training and employee documents.

D. Summary

All *[Unit]* employees, at minimum, are expected to adhere to these expectations and guidelines. Employees who do not follow these procedures and protocols may be subject to personnel action.

[Unit] will provide instructional resources and learning opportunities related to equipment, procedures and information necessary to adhere to the outlined expectations.

Communication of these resources will happen via virtual training sessions, informational emails and individual outreach, as necessary. *[Unit]* monitor the effectiveness of the implementation of these protocols and procedures on a weekly basis over the course of the next 6 to 12 months.

Additional indicators of progress that will be monitored include, but are not limited to:

- Assessment and evaluation components via training
- Reporting and incident rate associated with return to work expectations
- Results of *[Unit]* screening program
- Rate of illness
- Natural feedback mechanisms

As measures of effectiveness and guidelines from the identified inputs shift, *[Unit]* may make changes to this plan. Any of these changes will be communicated in a timely manner. Additional training and instructional resources will be provided, if necessary.

[Unit] employees may be experiencing high amounts of anxiety and stress related to the COVID-19 pandemic and associated changes to work and personal lives.

[Unit] will remind employees of their access to resources, such as:

- Employee Assistance Program and MSU Health4U for counseling (eap.msu.edu)
- MSU WorkLife Office for tips and resources on taking care of yourself (worklife.msu.edu)
- The Reopening MSU Website msu.edu/together-we-will
- Please work with your supervisor to understand how to participate with these services. [HR website](#)

E. References

Please find references and sources of information used as a basis for this document listed below.

[Centers for Disease Control and Prevention](#)

[Ingham County Health Department - Coronavirus](#)

[Michigan State University - Coronavirus](#)

[MSU Environmental Health and Safety](#)

[Occupational Safety and Health Administration](#)

[State of Michigan - Coronavirus](#)

[State of Michigan - Executive Orders](#)

F. Appendices Unit Training and Sample Templates

Suggested Template for basic training plan, Employee Acknowledgement and Agreement with Return to Work Protocols

I. Sample Training Plan for Unit Employees

As we begin our phased approach to return to work, it is critical that each of us fully understands the new safety expectations and protocols. Please take the time to review the following information and complete every step, as outlined below.

- ❑ Step 1: Review the *[UNIT]* **Return to Work Procedures and Protocols** document (attached to email and linked here). This document contains several expectations regarding how *[UNIT]* employees will be expected to operate differently within various categories. These expectations include but are not limited to a wellness screening program, wearing of personal protective equipment, physical distancing measures and training. Please review this document in detail.
- ❑ Step 2: Review the following instructional video to understand how to practice implementing these protocols effectively. These protocols are new, and you may be unfamiliar with how to properly disinfect a surface or safely clean your face covering. These resources are meant to help you learn to become more comfortable doing these things each day.
 - ❑ This video was created by EHS and access is granted with your MSU NET ID.
 - [COVID-19 Safe Return to Work](#)
- ❑ Step 3: *[Name]* will be available for questions and additional information related to these practices. We look forward to seeing you.
- ❑ Step 4: Sign your COVID-19 Return to Work Safety Commitment
As you return to work, your supervisor will send you an email with a commitment document to review. You will be asked to formally acknowledge your understanding of this to ensure the safety of you and your colleagues. Additional information will be sent as updates occur; please review and respond as requested. If you have any questions, please don't hesitate to reach out. We are here to help you navigate this new working environment and support you as you serve all Spartans. Thank you for your cooperation.

II. OPTIONAL Sample Employee Communication

Units will need to communicate and train employees on return-to-work expectations. These expectations are requirements as the safety of employees, students, colleagues, campus partners and community members remain the top priority.

Every employee should receive instructions on these expectations and the process for which they would receive further training.

The last step is to have each employee acknowledge their commitment to these new standards. We have developed the language below as a template email you can send each of your employees to have them sign off and document their commitment.

Please collect these electronic commitments in the employee department personnel file.

If you have any questions, please reach out to *[Unit]* .

A. Sample Template language for email from unit leaders to their employees:

Team,

It is my expectation that we work hard to fulfill our duties in protecting our colleagues, teammates, partners and community members by adhering to the [Unit] Return to Work Protocols and Procedures. After you have read the protocols document, reviewed all training materials and attended any required virtual training session, consider the statement below and respond with "I agree".

I have read and understood the [UNIT] Return to Work Procedures and Protocols document. I agree to follow all of the expectations outlined within guidelines for returning to work. I also agree to review any and all future communications regarding updates to return to work guidelines and adapt to any necessary procedure or protocol changes.

I appreciate your attention to this information and your commitment to safety. Please reach out if you have any questions.

SIGNATURE

B. Sample Letter Work Safety Commitment

Date:

I, _____ have read and understand *[Unit]* Return to Work Plan. I agree to follow all of the expectations outlined within the guidelines for returning to work. I also agree to review any and all future communications regarding updates of return to work guidelines.

Employee Signature

Unit
Michigan State University