



21 South Elm Street • Zeeland, Michigan 49464 • (616) 772-6400 • FAX (616) 772-5352

Pandemic Illness Response Plan (updated 5/20/2020)

Purpose

The purpose of this response plan is to reduce transmission of airborne illness among staff, protect people who are at higher risk for adverse health complications, maintain City/BPW operations, and minimize adverse effects on other entities.

Background

Most often, airborne illness is spread from person-to-person which happens during close exposure to a person infected. Person-to-person spread is thought to occur mainly via respiratory droplets produced when an infected person coughs, similar to how influenza viruses and other respiratory pathogens spread. These droplets can land in the mouths, noses, or eyes of people who are nearby or possibly be inhaled into the lungs. Most airborne illnesses are also spread by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

Common Types of Airborne Illness

Coronavirus (COVID-19), Influenza, H1N1, SARS, Avian Bird Flu, Anthrax, Tuberculosis, The Common Cold, Meningitis

1. Transmission Reduction
 - 1.1. Actively encourage sick employees to stay home
 - 1.1.1. Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).
 - 1.2. Social Distancing
 - 1.2.1. Adhere to social distancing measures recommended by the Centers for Disease Control and Prevention (“CDC”), including remaining at least six feet from people from outside the individual’s household to the extent feasible under the circumstances.
 - 1.3. Separate sick employees
 - 1.3.1. CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated

-
- from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- 1.4. Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees
 - 1.4.1. Posters will be placed that encourage [staying home when sick, cough and sneeze etiquette](#), and [hand hygiene](#) at the entrance to your workplace and in other workplace areas where they are likely to be seen.
 - 1.4.1.1. Refer to Attachment A for sample poster.
 - 1.4.2. Provide tissues and no-touch disposal receptacles for use by employees.
 - 1.4.3. Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
 - 1.4.4. Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
 - 1.4.5. Staff are strongly encouraged to wear gloves whenever handling items from the public (mail, library materials, money, credit cards, etc.) Continue using good hygiene strategies and avoid touching your face. When removing gloves, use the process outlined by the CDC <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>. A new pair of gloves should be used whenever the existing pair is removed or soiled in any way.
 - 1.5. Perform routine environmental cleaning
 - 1.5.1. Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - 1.5.2. No additional disinfection beyond routine cleaning is recommended at this time.
 - 1.5.3. The City/BPW will provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
 - 1.6. Advise employees before traveling to take certain steps

FEEL THE ZEEL

-
- 1.6.1. Advise employees to check themselves for symptoms of [acute respiratory illness](#) before starting travel and notify their supervisor and stay home if they are sick.
 - 1.6.2. Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and should promptly call a healthcare provider for advice if needed.
 - 1.7. Additional Measures
 - 1.7.1. Employees who are well but who have a sick family member at home with an airborne illness should notify their supervisor and refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.
 - 1.7.2. If an employee is confirmed to have an infection, employers should inform fellow employees of their possible exposure to that illness in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with a confirmed airborne illness should refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.
 - 1.7.2.1. Refer to Attachment B for Exposure Flowchart.
 - 1.7.3. City/BPW building lobbies or drop-off sites that remain open, will post social distancing markers and occupancy limit signs that align with CDC guidelines or Executive Orders.
 2. Maintaining Department Operations
 - 2.1. Identify essential City/BPW functions, essential jobs or roles, and critical elements within your department.
 - 2.2. Government agencies that continue in-person work must adhere to sound social distancing practices and measures, which include but are not limited to:
 - 2.2.1. Developing a preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces, developed by the Occupational Health and Safety Administration and available [here](#). Such plan must be available at company headquarters or the worksite. This plan serves as the preparedness and response plan for the City of Zeeland.
 - 2.2.2. Restricting the number of workers present on premises to no more than is strictly necessary to perform the government agency's critical infrastructure functions or its minimum basic operations.
 - 2.2.3. Keeping workers and patrons who are on premises at least six feet from one another to the maximum extent possible.

FEEL THE ZEEL

-
- 2.2.4. Departments will increase standards of facility cleaning to limit worker and patron exposure to pandemic type illness, such as COVID-19, as well as follow CDC recommendations to clean and disinfect in the event of a positive COVID-19 case in the workplace.
 - 2.2.5. Prevent workers from entering the premises if they display respiratory symptoms or have had contact with a person with a confirmed diagnosis of a pandemic type illness such as COVID-19.
 - 2.2.5.1. Refer to Attachment C for a pre-shift Employee Questionnaire.
 - 2.2.5.2. Refer to Attachment D for a When is it Safe to Leave Home Flowchart.
 - 2.2.6. Employees will follow any other social distancing practices and mitigation measures recommended by the CDC.
 - 2.3. All in-person government activities at whatever level (state, county, or local) that are not necessary to sustain or protect life, or to support those businesses and operations that are necessary to sustain or protect life, will follow the Governors' Executive Order(s).
 - 2.3.1. Necessary government activities include activities performed by critical infrastructure workers, including workers in law enforcement, public safety, and first responders.
 - 2.3.2. Such activities also include, but are not limited to, public transit, trash pick-up and disposal (including recycling and composting), activities necessary to manage and oversee elections, operations necessary to enable transactions that support the work of a business's or operation's critical infrastructure workers, and the maintenance of safe and sanitary public parks so as to allow for outdoor activity permitted under this order.
 - 2.3.3. Any in-person government activities must be performed consistently with the social distancing practices and other mitigation measures to protect workers.
 - 2.3.3.1. Refer to Attachment E for necessary in-person appointments/transactions procedure and guidance on the use of face mask.
 - 2.3.4. Avoid face to face meetings when working within the same premises.
 - 2.4. Explore whether any department operations allow for flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others if state and local health authorities recommend the use of social distancing strategies.

FEEL THE ZEEL

-
- 2.4.1. For employees who are able to telework, supervisors should encourage employees to telework instead of coming into the workplace until symptoms are completely resolved. Ensure that you have the information technology and infrastructure needed to support multiple employees who may be able to work from home.
 - 2.5. Plan to minimize exposure between employees and also between employees and the public, if public health officials call for social distancing.
 - 2.6. In-person activities that are not necessary to sustain or protect life may be suspended until normal operations resume.
 3. Critical infrastructure workers are those workers described by the Director of the U.S. Cybersecurity and Infrastructure Security Agency in his/her guidance ([available here](#)).
 - 3.1. In most cases, during a pandemic response, critical infrastructure workers include some workers in each of the following sectors:
 - 3.1.1. Health care and public health
 - 3.1.2. Law enforcement, public safety, and first responders
 - 3.1.3. Food and Agricultural
 - 3.1.4. Energy
 - 3.1.5. Water and wastewater
 - 3.1.6. Transportation and logistics
 - 3.1.7. Public works
 - 3.1.8. Communications and information technology, including news media
 - 3.1.9. Other community-based government operations and essential functions
 - 3.1.10. Critical manufacturing
 - 3.1.11. Hazardous materials
 - 3.1.12. Financial Services
 - 3.1.13. Chemical supply chains and safety
 - 3.1.14. Defense industrial base
 4. Community and Department Monitoring
 - 4.1. Monitor for increased numbers of employee absences due to illness in employees and their family members, dismissals of early childhood programs and K-12 schools due to high levels of absenteeism or illness.
 - 4.2. Employers should plan to monitor and respond to absenteeism at the workplace. Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.
 - 4.3. Monitor the spread locally, throughout the state, and region using resources provided by local, state or federal emergency management.

FEEL THE ZEEL

5. Supplies for Personnel

- 5.1. The City/BPW will make available upon request, approved facemasks. In addition, disinfecting cleaners, gloves for protection, as well as disinfecting wipes or cleanser should be available.
- 5.2. Instructions for how to maintain a sterile area or field should be discussed. Staff sharing common phones and or equipment will be instructed in how to keep these clean and disinfected before use and between uses.

6. Closing Facilities

- 6.1. Decisions to modify hours of operation or closure of facilities will be made by the City Manager or BPW General Manager and communicated through the department head. Department heads who feel there is a unique situation for their location should confer with the City Manager (City facilities) or BPW General Manager (BPW facilities).
- 6.2. If a decision to close a building(s) is made after the workday has begun, compensation will be paid as if the employee worked their normal schedule on that day.
- 6.3. If a decision to close a building(s) is made before the workday has begun, time off from scheduled work will be unpaid. However, the employee may use available paid leave time (sick, vacation, personal).
- 6.4. For extended duration events, the City/BPW will evaluate the need to create an emergency pay policy to cover staff that are not permitted to work under the critical infrastructure order and/or are not covered by local, state, or federal declarations.
- 6.5. Prior to reopening a closed facility to the public, ensure the building and employees are capable of safely handling public visitors inside the building. A sample checklist of items to be considered prior to reopening a facility can be found as Attachment F.

7. For additional information, please visit the websites for the Center for Disease Control, cdc.gov; Michigan Department of Health and Human Services, Michigan.gov/mdhhs/; and the Ottawa County Health Department, miottawa.org/health/ochd/.

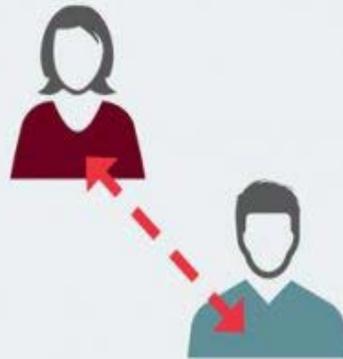
8. In the event of a pandemic outbreak, the City/BPW, will evaluate local, state and federal orders and recommendations. Modifications to this plan may be made on a case by case basis.

FEEL THE ZEEL

HOW TO DO SOCIAL DISTANCING



**NO HANDSHAKES
OR HUGS**



**KEEP YOUR
DISTANCE**
(about 6 feet)



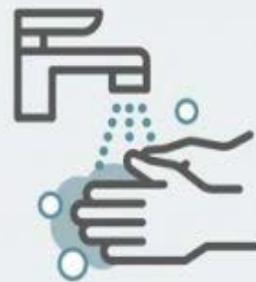
**WORK
REMOTELY**



**AVOID
CROWDS**



**STAY
AT HOME**



**WASH
YOUR HANDS**

I think I have been exposed to COVID-19, what should I do?

COVID19 PREPAREDNESS PLAN - ATTACHMENT B

Close Contacts

I live with or am caring for someone with COVID-19

Someone that has COVID-19 coughed or sneezed on me

I think my coworker has COVID-19

I think someone I know has COVID-19

You should self quarantine and monitor yourself for symptoms. The local health department may ask you to do so.*

You do not need to self quarantine, but it is a good idea to be vigilant and monitor yourself for symptoms.

Have you developed symptoms of respiratory illness such as **fever, cough, or shortness of breath**?

YES

NO

Are you having **severe symptoms** like difficulty breathing, persistent pain or pressure in the chest, new confusion or inability to arouse or bluish lips or face?

YES

NO

Seek immediate medical attention.

Contact your health care provider to discuss your symptoms.

Continue to monitor yourself for symptoms.

HOW DO I MONITOR MYSELF?

Pay attention for COVID-19 symptoms:

- **Fever**
- **Cough**
- **Shortness of Breath**

If you are concerned about your health, contact your health care provider.

If your doctor decides you should be tested for COVID-19,
your health care provider can order testing for you.

Health care provider takes a sample

Sample is sent to a laboratory for testing

Laboratory sends result to health care provider

Health care provider informs patient of result. The state health department will not provide results.

*Quarantine process for general public, does not specifically apply to health care workers.



21 South Elm Street • Zeeland, Michigan 49464 • (616) 772-6400 • FAX (616) 772-5352

Pre-Shift Covid19 Employee Questionnaire (5/20/2020 updated)

We will be performing a short screening for every dept. member before every shift. This screening will be self-administered for now.

Screening questions being asked:

Do you currently have any of the following symptoms?

- *Fever (a temperature greater than 100.4 degrees)*
- *Recent onset or worsening cough*
- *Difficulty breathing*
- *Shortness of breath*
- *Contact with someone in the past 14 days with suspected or a confirmed diagnosis of COVID-19*

If YES to any symptoms do not report to work and:

Go to the “Spectrum Health Now” app and schedule a free screening. You will be contacted by a Doctor or PA for a video visit and will not be charged.
(Please download this app now, it can be used for family as well).

If you don’t have a smart phone, you can also call Spectrum’s hotline at 616.391.2380 or visit spectrumhealth.org/covid19.

If the medical staff advises you of COVID concerns, contact your supervisor and we will make arrangements.

If NO to the above:

- Return to work as usual.

Don’t hesitate to call your supervisor if you have any questions.

****Employee Acknowledges the need to self-perform the Pre-Shift Covid19 Employee Questionnaire prior to every in-person shift.**

Employee Signature

Date

When is it safe to leave home

if you have symptoms of COVID-19 or live with someone who does?

COVID19 PREPAREDNESS PLAN - ATTACHMENT D

Employers can't retaliate against workers for taking time away from work under these circumstances.

File a complaint with MIOSHA . Learn more at Michigan.gov/MIOSHAc complaint.

For Me

I have been diagnosed with COVID-19.

I have developed one or more symptoms of COVID-19.

Stay home for 7 days after you were tested or developed symptoms.

After staying home for 7 days, have you been **symptom-free for 3 days**?

YES

You may leave if you are symptom-free.

NO

Stay home until 3 days have passed after all symptoms have stopped.

Close Contacts

I live with someone diagnosed with COVID-19.

I live with someone who has developed one or more symptoms of COVID-19.

Stay home for 14 days after your **last contact** with the sick person.

Monitor yourself for symptoms.

You may leave if you are symptom-free.

How do I monitor myself?



Pay attention for COVID-19 symptoms:

- **Fever**
- **Cough**
- **Shortness of breath**

If you are concerned about your health or develop symptoms, contact your health care provider or urgent care.



Should I wear a mask?

If you or your close contact is symptomatic and you must leave home, you should cover your nose and mouth with a homemade mask, scarf, bandana or handkerchief.

*Process for general public, does not specifically apply to workers at a health-care facility, first responders (e.g., police officers, fire fighters, paramedics), and prison employees.



21 South Elm Street • Zeeland, Michigan 49464 • (616) 772-6400 • FAX (616) 772-5352

In-Person Appointment COVID19 Procedure

1. If someone calls to schedule an appointment, first ask if the needed service, permit, etc. can be conducted via phone or online before scheduling an appointment.
2. If the appointment can't be conducted via phone or online, schedule the appointment and let the caller know that they must conduct a self-assessment and will be encouraged (unless required by a State Executive Order or in the procedures outlined below) to wear a face mask upon entry to the building. While face mask may not be required in all instances, nothing shall prohibit an employee/participant(s) from wearing a face mask at any time, especially in publicly accessible areas (lobbies, hallways, restrooms) that are not conducive to 6' of separation.
3. Prior to proceeding with the appointment, or allowing access to the city facility if it is closed to the public, ask the appointee if they conducted the self-assessment questions (below). If the answer to any is yes, the appointment will not proceed.

Do you currently have any of the following symptoms?

- Fever (a temperature greater than 100 degrees)
- Recent onset or worsening cough
- Difficulty breathing
- Shortness of breath
- Contact with a person who is known or suspected to have COVID-19

Additionally, appointees who display visible signs of respiratory illness will be asked to not proceed with the appointment and will not be granted access to the building if the building has been closed to the public.

4. If the appointment proceeds, maintain social distancing of 6', conduct the transaction in a Conference Room and wipe down/disinfect the area at the conclusion of the appointment.
5. If social distancing of 6' can't be maintained for the duration of the appointment, a mask shall be worn by the employee and the meeting participant(s).
6. Please maintain a daily log of in-person appointments you, or your department, conduct in case we would have to provide that information to the Ottawa County Health Department for Covid19 diagnosis follow-up. The appointment log should include the following information: Date, arrival and departure time, name of person with whom meeting held, their business and/or personal address, their business and/or mobile phone numbers, and their email address.



In-Person COVID19 Transaction Procedures **(Building Open to Public)**

1. Visitors will be encouraged (unless required by a State Executive Order or in the procedures outlined below) to wear a face mask. While face mask may not be required in all instances, nothing shall prohibit an employee/visitor from wearing a face mask at any time, especially in publicly accessible areas (lobbies, hallways, restrooms, etc.)
2. Instruct visitor to maintain social distancing (i.e., utilize the floor decals/signs indicating social distancing markers) until you are ready for the individual to approach the reception window to conduct the transaction. Staff may also utilize an available conference room if desired to allow for greater room (i.e., for plan reviews, etc.) while maintaining at least 6' social distancing at all times.
3. The employee/visitor will be required to wear a face mask if a sneeze guard is not available at the service counter, or if the employee conducts the transaction in a conference room where 6' social distancing can't be maintained at all times.
4. Gloves must be worn for any transactions that requiring the handling of materials (money, credit cards, permit forms, etc.) by following the appropriate glove procedures outlined in the Pandemic Response Plan.
5. Initiate the practice of setting plans/documents that are brought in from the public aside for a day or 2 as a precaution before further review/handling by staff (if time allows).
6. Wipe down/disinfect the area at the conclusion of the transaction and wash your hands.
7. When possible, please maintain a daily log of in-person transactions you, or your department, conduct in case we would have to provide that information to the Ottawa County Health Department for Covid19 diagnosis follow-up.

FEEL THE ZEEL



21 South Elm Street • Zeeland, Michigan 49464 • (616) 772-6400 • FAX (616) 772-5352

Sample Facility Re-Opening Checklist

- Identify social distancing parameters (minimum 6' distance) with appropriate markings on the floor at reception areas throughout the building.
- Place social distancing signs (i.e., main lobby areas) in easily visible areas throughout the building.
- Post appropriate Covid19 preventative measures (hand hygiene, respiratory etiquette, etc.) at workplace entrances and other areas easily visible.
- Consider reducing building occupancy limits to encourage social distancing.
- Close department/office doors from common lobby areas to avoid easy public access.
- Install sneeze guards at customer service counters and/or keep reception windows closed.
- Develop daytime cleaning checklists (handrails, countertops, doorknobs, shared equipment, public areas, etc.) for each department and assign routine implementation of the cleaning checklist to appropriate staff.
- Ensure adequate cleaning supplies are available in each department area and shared conference rooms.
- Ensure hand sanitizer is readily available at building entrances, common lobby areas, customer service counters, shared conference rooms, and department offices throughout the building.
- Train and review all facets of the Pandemic Illness Response Plan (and other building specific plans) with employees prior to building re-opening, including, but not limited to such things as:
 1. Social distancing best practices (Attachment A)
 2. Respiratory etiquette, hand hygiene, etc.
 3. Regular cleaning of frequently touched surfaces.
 4. How to handle possible exposure to Covid19 (Attachment B)
 5. Pre-shift self-assessment of Covid19 symptoms (Attachment C)
 6. When is it safe to return to work after Covid19 (Attachment D)
 7. How to conduct interactions with the public during customer interactions and/or appointments (Attachment E).