

# RELAUNCH GREATER LANSING

A collaborative effort to identify best practices for Lansing regional employers to reopen operations, while ensuring the safety of employees and customers.



LANSING REGIONAL CHAMBER

# WELCOME MESSAGE

The COVID-19 pandemic has created a new norm for us and how we conduct business. We are navigating challenging times and unknown landscape and understanding the magnitude of the crisis as it relates to our families, friends, neighbors, colleagues, and community.

The Greater Lansing economy's diverse nature reflects the strong partnerships that have helped our region effectively manage the pandemic and any region in Michigan. As we enter a post COVID-19 economy, we must be diligent in taking necessary precautions to provide a safe and healthy workplace for employees, and a place of business for customers, the community, and visitors. Business, government, education, and community leaders must continue to work together to find a balance that incorporates safety and economic opportunity so our region can continue to prosper as we successfully reopen and sustain economic growth and resiliency.

We thank you for your support as we continue to navigate these unprecedented times together. We will preserve and be stronger as we lead the region into a successful transition, which will transpire the return of a thriving, robust regional economy.

All the best,

**RELAUNCH GREATER LANSING TASK FORCE**

## RELAUNCH GREATER LANSING TASK FORCE

**Terrance Augustine**, Eaton County Board of Commissioners

**Farhan Bhatti, M.D.**, Care Free Medical

**Bryan Crenshaw**, Ingham County Board of Commissioners

**Tim Daman**, Lansing Regional Chamber of Commerce

**Jeff Deason**, Shiawassee Regional Chamber of Commerce

**Tico Duckett**, Duckett Brothers Distributing

**Brent Forsberg**, T.A. Forsberg

**Peter Graham, M.D.**, Chief Medical Officer, Physicians Health Plan

**Kevin Irwin**, TechSmith

**Janet Lillie**, Michigan State University

**Jason Mellema**, Ingham Intermediate School District

**Bob Mooney**, Meijer

**Julie Pingston**, Greater Lansing Convention & Visitors Bureau

**Matt Resch**, Resch Strategies

**Carrie Rosingana**, Capital Area Michigan Works!

**Andy Schor**, Mayor, City of Lansing

**Patricia Scott**, Foster Swift

**Bob Trezise**, Lansing Economic Area Partnership

**Linda Vail**, Ingham County Health Department

**Kam Washburn**, Clinton County Board of Commissioners

**Mike Zamiara**, Niowave

# LANSING REGION RESPONSE TO COVID-19 CRISIS

The **RELAUNCH GREATER LANSING: ECONOMIC REHABILITATION TASK FORCE** consists of prominent and trusted leaders in business, government, healthcare, and education who are dedicated to creating a successful regional relaunch strategy for Greater Lansing. This task force was carefully and strategically assembled to provide guidance as we determine the best, most effective way to move forward.

Governor Gretchen Whitmer's **MI Safe Start Plan** is focused on re-engaging Michigan's economy by a regional, phased-in approach. Under the Governor's plan, Greater Lansing is part of Region 5 which includes **Ingham, Eaton, Clinton, Gratiot** and **Shiawassee** counties. The RELAUNCH Greater Lansing Task Force has positioned itself to work closely with the state to provide and communicate the necessary guidelines to support employers throughout our region.

The RELAUNCH Greater Lansing Task Force is focused on developing a comprehensive strategy for industries within the Greater Lansing region to reopen business safely and successfully. As part of that effort, the task force has identified best practices and responses with proven success; provided a resource guide to serve as a blueprint for restarting business operations; ensured proper health protocols are in place to re-establish employee and consumer confidence in restoring business operations and build economic resiliency.

The makeup of the RELAUNCH Greater Lansing Task Force reflects the diverse nature of the Greater Lansing economy and reflects the strong partnerships that have helped this region effectively manage the pandemic as well as any region in Michigan.

The RELAUNCH Greater Lansing Task Force also understands the critical role of education in our regional economy. The group will continue to work closely with educators to develop and support strategies to restart all levels of education. Business and education leaders must work collaboratively to find a balance that incorporates safety and economic opportunity so the region can continue to prosper, and our children's future remains bright.

As we begin to reopen certain aspects of our regional economy, now is the time to remain diligent in taking necessary precautions in providing a safe and healthy work environment for employees, customers, and the community. We are confident that the RELAUNCH Greater Lansing Task Force will thoughtfully lead the region into a successful transition, which will transpire into the return of a thriving, robust regional economy.



# MOVING FROM CRISIS TO RECOVERY

As your organization reviews the landscape and begins to contemplate reopening, there are a number of resources available to help you. At minimum, you'll need to attend to the following major action steps:

1

## ASSESS YOUR RISKS

- Determine what's needed to keep your employees and customers healthy and safe
- Figure out what, if any, financial considerations are at play
- Gather input from your stakeholders and partners

2

## DEVELOP A PLAN

- Map out the activities and changes you need to complete before you can reopen
- Ensure your to-do list has been communicated and vetted appropriately

3

## MAKE NECESSARY MODIFICATIONS

- Whether it's a facilities change, the addition of some artificial intelligence, or a revised staffing plan, you'll need to anticipate and address the changes your business must make.
- Ensure all modifications are closely tied to your risk assessment, so you don't forget anything!

4

## REVIVE DEMAND

- Unless your organization has been open on a limited basis all along, it's likely some outreach is needed to get your customers active again. Consider a big announcement, a special offer, or some other strategies to reinvigorate your target audiences.

### ADDITIONAL REOPENING RESOURCES

- *Operational Toolkit for Businesses Considering Reopening or Expanding Operations in COVID-19.* John Hopkins Bloomberg School for Public Health.
- *Path Forward.* U.S. Chamber of Commerce. A document designed to help business leaders find the answers they need to develop a responsible reopening strategy
- *The Restart.* McKinsey & Company. Eight actions CEOs can take to ensure a safe and successful relaunch of economic activity.
- A flyer from the U.S. Chamber of Commerce that can be customized and posted to inform employees and customers about the steps taken to protect against the spread of COVID-19.

# WHAT DOES A SMART RELAUNCH LOOK LIKE?

A successful relaunch in the Greater Lansing region will balance the needs of employers, employees, residents, and visitors by:



**1** ESTABLISHING GUIDELINES TO SUPPORT THE SAFE REOPENING OF BUSINESSES ACROSS MULTIPLE INDUSTRY SECTORS



**4** ESTABLISHING CONFIDENCE IN VISITORS THAT OUR REGION HAS TAKEN NECESSARY PRECAUTIONS TO LIMIT EXPOSURE TO COVID-19



**2** CREATING A WORKPLACE THAT PROTECTS THE PHYSICAL HEALTH AND SAFETY OF EMPLOYEES



**5** UNDERSTANDING THE ECONOMIC WELLBEING OF OUR LOCAL COMMUNITIES



**3** BUILDING A PLACE OF BUSINESS THAT PROVIDES BEST PRACTICES IN PROTECTING THE SAFETY OF CUSTOMERS

A successful relaunch will capitalize on our region's unique strengths, and work to ensure dollars are spent at local businesses and kept in the local economy. As our region goes back to work, flexibility and forethought will be critical. Organizations will need to plan carefully and be prepared to capitalize on the new opportunities and challenges ahead. Displaced workers will need new training and entrepreneurial resources to advance toward a brighter future.

**Together, we will pursue a common purpose — a robust mid-Michigan economy that is built to last.**



## WAYS TO SUPPORT LOCAL BUSINESSES WHILE SOCIAL DISTANCING

- **SHOP ONLINE:** Many local businesses have an online presence and can mail your items.
- **SHOP OVER THE PHONE:** An easy way to find out if your desired items are available and your items can be mailed or you or picked up at a later date.
- **BUY A GIFT CARD:** It's a great time to stock up on gift cards for future gift-giving opportunities.
- **ORDER OUT:** If you're feeling well but weary of being in public, order take-out or delivery from your favorite restaurant.
- **LEAVE A REVIEW:** Show your love online for your favorite shopping and dining establishments.
- **LIKE AND SUBSCRIBE:** Be sure to like your local businesses' social media channels and subscribe to their email lists to stay up-to-date on their events.

# CONNECTING WITH EMPLOYEES, CUSTOMERS AND COMMUNITY

A smart relaunch of the Lansing region's economy accommodates the needs and perceptions of employees, customers, and the community. As local businesses, schools, and community organizations reopen, it will be vital to listen to the concerns of key stakeholders and communicate any changes.

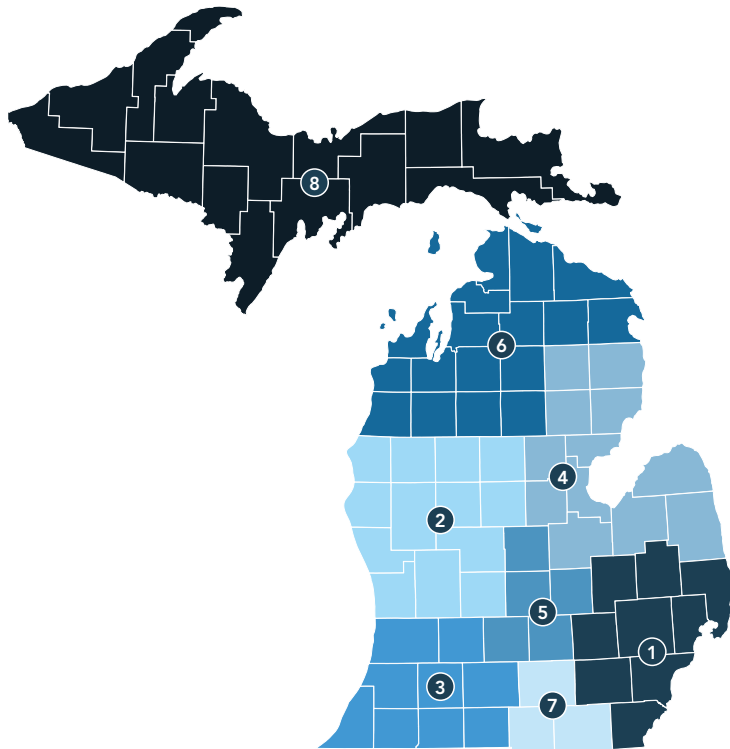
- **EMPLOYEES:** Explain the details of the changes, protocols, new practices, and guidelines being taken to provide a safe and healthy workplace.
- **CUSTOMERS:** Use multiple channels, including your website, social media, e-communications, and industry groups, to ensure your message is widely received and reinforced.
- **COMMUNITY:** Monitor how the community is responding to your reopen. Take suggestions seriously and always acknowledge anyone who mentions your business directly.
- **BUSINESS PARTNERS:** Explain any new protocols and what might need to change about your working relationship.

Management, communication, and safety resources are available to help organizations move forward — along with the hands-on help and consultation needed to use them effectively.

## MICHIGAN ECONOMIC RECOVERY COUNCIL REPORTING REGIONS

### MERC REGIONS

- 1 DETROIT REGION
- 2 GRAND RAPIDS REGION
- 3 KALAMAZOO REGION
- 4 SAGINAW REGION
- 5 LANSING REGION
- 6 TRAVERSE CITY REGION
- 7 JACKSON REGION
- 8 UPPER PENINSULA



# MI SAFE START PLAN

## OUR GOAL IS TO CLOSELY ALIGN RELAUNCH EFFORTS WITH GUIDELINES ESTABLISHED BY THE STATE

Governor Gretchen Whitmer's **MI Safe Start Plan** outlines how the state will begin to re-engage while continuing to keep our communities safe. Re-engagement will happen in phases. Those businesses that are necessary to protect and sustain life are already open. As we move into lower-risk phases, additional business categories will re-open and the restrictions on public gatherings and social interactions will ease. In Governor Whitmer's Safe Start Plan, the state evaluates where each of its regions are across six phases of this epidemic:



# WORKPLACE SAFETY AND BEST PRACTICES

## AS OUTLINED BY MI PUBLIC HEALTH GUIDANCE

There are best practices workplaces should follow, with different levels of importance depending on the industry. The proper implementation of these best practices will mitigate risk in the workplace and allow for a safe and sustained return to work. If workplaces fail to follow some or all of these guidelines, it may curb the state-wide progress toward the revitalization phase and result in a re-instating of stricter social limitations.

### THESE BEST PRACTICES FALL INTO FIVE CATEGORIES:



#### ACCESS CONTROL

**IMPLEMENTING BEST PRACTICES TO QUICKLY IDENTIFY AND CATALOGUE POTENTIAL INTRODUCTIONS OF COVID-19 INTO THE WORKPLACE**

- Daily symptom diaries (mandatory questionnaires self-attesting to symptoms and contacts)
- On-site temperature checks
- Protocols to rapidly ensure employees are connected to testing
- Intake procedures for visitors
- Guidelines for delivery area



#### SANITATION/HYGIENE

**INCREASING BOTH THE FREQUENCY AND VIGOR OF COMMON CLEANING PRACTICES AS WELL AS IMPLEMENTING NEW ONES TO REDUCE THE AMOUNT OF TIME COVID-19 CAN LIVE ON SURFACES**

- Frequent disinfection / cleaning (facilities and equipment)
- availability of hand sanitizer
- Local exhaust ventilation
- HEPA filters on HVAC units
- Availability of hand-washing facilities
- Restrictions on shared tooling / machinery



#### SOCIAL DISTANCING

**MINIMIZING LEVELS OF CLOSE CONTACT WITHIN THE WORKPLACE TO LIMIT THE SPREAD OF COVID-19 AMONG WORKERS**

- Remote work (standards for who can work in person, guidelines for who can work from home)
- Restrictions on common situations of non-essential close contact (e.g., crowded conference rooms, cafeterias)
- Restricting in-person meeting size
- Physical barriers between workspaces



#### PPE

**ENSURING ALL EMPLOYEES HAVE ACCESS TO PERSONAL PROTECTIVE EQUIPMENT TO KEEP THEM FROM BOTH CONTRACTING AND TRANSMITTING THE COVID-19 VIRUS**

- Masks to be worn whenever workers cannot consistently maintain six-feet of separation
- Gloves as necessary
- Face shields as necessary



#### CONTACT TRACING/ISOLATION

**DESIGNING AND EDUCATING EMPLOYEES ABOUT WHAT TO EXPECT IF THE LOCAL HEALTH DEPARTMENT NEEDS TO BEGIN CONTACT TRACING IF AN EMPLOYEE IS SUSPECTED TO HAVE AND/OR IS DIAGNOSED WITH COVID-19**

- Isolation protocols
- Notification protocols (HR, first responders, government authorities)
- Familiarize employees with local health department investigation standards
- Facility cleaning / shutdown procedure
- Quarantine and return-to-work guidelines



#### LOCAL RESOURCES



**SANITATION/  
HYGIENE**



**ACCESS  
CONTROL**



**PPE**



# ESSENTIAL WORKPLACE COVID-19 SICK EMPLOYEE PROCEDURES

**DO NOT ALLOW THE EMPLOYEE TO COME TO WORK. OR SEND HOME IMMEDIATELY IF INDICATED PER THE FOLLOWING SCREENING:**

- New or worsening cough (excluding chronic cough due to known medical reason other than COVID-19);
- Shortness of breath or difficulty breathing;
- OR at least two(2) of the following symptoms:
  - Fever (100.4°F or higher) as measured by a touchless thermometer if available, but verbal confirmation of a lack of fever is sufficient if a touchless thermometer is not available;
  - Chills;
  - Muscle aches;
  - Headache;
  - Sore throat; or
  - Loss of taste or smell.

Isolate at home

Business cleans contacted surfaces and quarantines any close contacts and if the employee is COVID-19 positive, work with the local health department to determine if the need to require quarantine for other employees who may have been exposed.

**EMPLOYEE MAY RETURN TO WORK\*:**

- 10 days after the symptoms started AND
- They are 72 hours symptom-free without the use of medication

- Has been in close contact with an individual who tested positive for COVID-19 in the past 14 days

Quarantine at home

If they become sick at home they should seek testing if COVID-19 is suspected. They should follow the guidance of the local health department regarding the need for additional quarantine or isolation.



**NOTE:** If visitors or customers show signs of illness (such as coughing or sneezing), employees should try to stay at least six feet away. If this is not possible, contact should be limited to less than 10 minutes. A supply of masks available for situations like this and require the individual to wear the mask or leave. The public should have access to tissue, trash receptacles, and a no-touch hand sanitizer dispenser if possible.

\*Persons who are released from isolation will have a release letter from their local health department.

# INDUSTRY SECTOR GUIDELINES

## TECHNIQUE OVERVIEW

When businesses, recreational activities, or social events resume during the COVID-19 pandemic, companies, and operators must have guidance on how to do so as safely as possible. The placement (or lifting) of social distancing interventions are one of the only tools public health practitioners have to prevent death and disability from COVID-19, until a vaccine or effective treatment is developed.

COVID-19 is an insidious virus – and public health responses must attempt to prevent extensive asymptomatic spread, unlike any previous pandemic virus. While widespread testing and swift isolation and quarantine of those infected or exposed are essential, due to resource constraints, they are not as useful right now as the significant social distancing imposed by the Governor’s Executive Order.

### In all sectors of our society, we must:

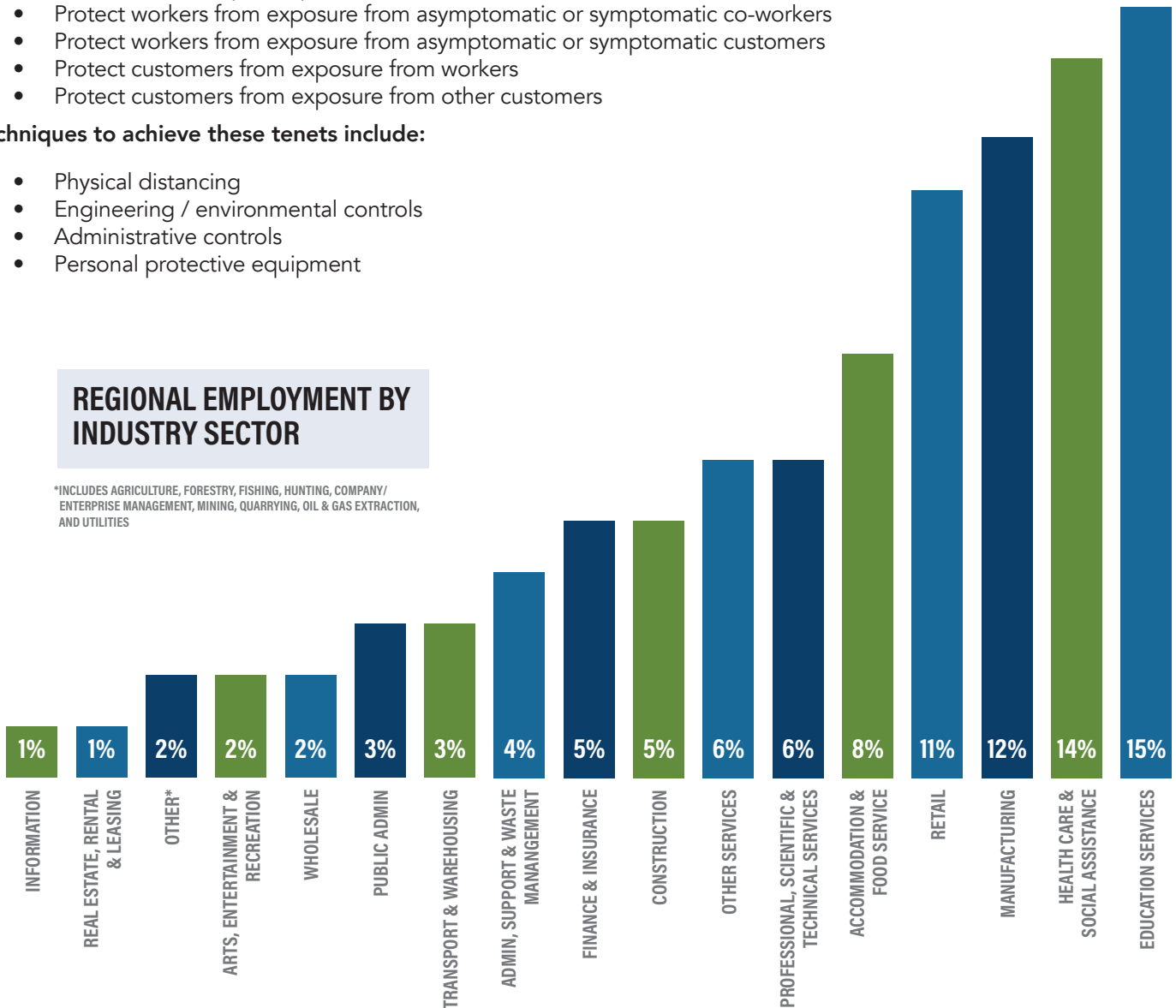
- Swiftly identify and exclude contagious persons from contact with others
- Swiftly exclude exposed persons from contact with others
- Protect workers from exposure from asymptomatic or symptomatic co-workers
- Protect workers from exposure from asymptomatic or symptomatic customers
- Protect customers from exposure from workers
- Protect customers from exposure from other customers

### Techniques to achieve these tenets include:

- Physical distancing
- Engineering / environmental controls
- Administrative controls
- Personal protective equipment

### REGIONAL EMPLOYMENT BY INDUSTRY SECTOR

\*INCLUDES AGRICULTURE, FORESTRY, FISHING, HUNTING, COMPANY/ ENTERPRISE MANAGEMENT, MINING, QUARRYING, OIL & GAS EXTRACTION, AND UTILITIES



# INDUSTRY SECTOR GUIDELINES

## SECTOR-SPECIFIC GUIDES

The Michigan Department of Labor and Economic Opportunity has developed industry specific workgroups to evaluate and provide guidelines for a safe reopen. The guidelines are designed for employers of all sizes to implement directives issued by the state in returning safely to in-person work. We strongly recommend that before implementing any of the resources that you carefully evaluate, and consult with outside legal counsel as appropriate, the legality, applicability and potential efficacy of this information in your place of business. Please also note that these documents may be updated as new guidelines become available.

ARTS/ENTERTAINMENT	GYMS/FITNESS CENTERS	POOLS
CHILDCARE	HAIR & NAIL SALONS/BARBERS	PUBLIC TRANSIT
COLLEGES & UNIVERSITIES	HEALTH CARE	RESEARCH LABORATORIES
CONSTRUCTION	HOME CARE PROVIDERS	RESTAURANT/FOOD SERVICE
COMMUNITY FAITH ORGANIZATIONS	HOME CARE PROVIDERS	RETAIL
EDUCATION	LIBRARIES	RIDE SHARE/TAXI SERVICES
GENERAL OFFICE	MANUFACTURING/INDUSTRIAL	TRAVEL & TOURISM
	OUTDOOR RECREATION	

\*Additional industry sectors will be added as more reopening guideline become available

**TRUSTED LEADERS WORKING TOGETHER FOR THE  
BETTERMENT OF THE LANSING REGION.**



**LANSING REGIONAL CHAMBER**

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05/26/2020

Rev 1.0