

EASTERN MICHIGAN UNIVERSITY

OFFICE-BASED SAFE RETURN TO CAMPUS OPERATIONS PLAN

Division: *Enrollment Management*

Office: *Office of Admissions, Admissions Welcome Center*

Supervisor preparing and responsible for compliance with this Plan:

Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469

Requested date to re-open the Office to employees: *August 31, 2020*

Division Vice President Signature: _____

Date Approved: _____

SECTION 1: INSTRUCTIONS

1. This Plan should be completed by the supervisor of the Office listed above.
2. This Plan is designed to serve as both a set of instructions for your office to safely return to campus and an outline of the actions your office will take to reduce the spread and impacts of COVID-19. The supervisor completing this Plan document should therefore read this document in its entirety before going back through the document a second time to fill in the requested information. Questions may be directed to Leigh Greden, Chief of Staff to the President, at LGreden@emich.edu.
3. Every office is different based on location, layout, type of work performed, etc. This Plan is therefore designed to give the supervisor managing this process for this Office discretion to recommend the best way to accomplish the safety protocols established by the University. Supervisors need to use their professional judgment to propose workable solutions.
4. In areas where the office space is shared between multiple offices and/or divisions, the supervisor working on the Office Plan must coordinate with the other office supervisors in the shared space to discuss traffic flow, office occupancy, signage, collaborative endeavors, etc., in order for the Office Plans to work for all the offices in the space.
5. After completing this Plan, the supervisor should share it with their division vice president for review.

6. After the division vice president notifies the supervisor listed above that this Plan has been approved by the University, the supervisor must share the completed Plan with their Office employees.

SECTION 2: GOAL OF THIS PLAN

The goal of this Plan is to provide instructions to your Office as it safely returns to campus and outline the actions your Office will take to reduce the spread and impacts of the COVID-19 virus on Eastern Michigan University's ("EMU") campus.

To accomplish this goal, this Plan is designed to:

- supplement EMU's COVID-19 Preparedness, Response, and Safe Return to Campus Operations Plan (the "University Plan"), which can be viewed [here](#);
- comply with applicable federal and state regulations, including executive orders issued by the Governor of Michigan; and
- where possible, incorporate best practices from government agencies, higher education organizations, and public health experts.

This Plan is subject to change as best practices, government regulations, and University policies change.

SECTION 3: REPORTING UNSAFE WORKING CONDITIONS:

Employees who believe they are subject to unsafe working conditions should contact their supervisor. If the employee does not feel the matter has been resolved with their supervisor, employees should contact Kathryn Wilhoff, Director of Environmental Health & Safety ("EHS"), at kwilhoff@emich.edu or 734-487-0794.

SECTION 4: OFFICE DESCRIPTION

The Admissions Welcome Center, Room 220, Student Center. Supervisor: Alex Landen. The Admissions Welcome Centers serves as the primary service center for undergraduate admissions traffic. The primary audience is FTIAC students. This work includes:

- *All recruitment efforts pertaining to FTIAC students*
- *Phones calls, walk-in questions, and appointments with prospective students and families.*
- *Admissions Visit Programs: daily campus tours, Saturday visits, large admissions events.*
- *Off-campus recruitment: High school visits, college fairs, special events, parent nights, etc.*

The Admissions Welcome Center is a large space that contains: a reception area, open shared student work area, 3 private offices, a kitchenette, and a large shared office space with 6 desks for PE/PT staff and Graduate Assistants. This space is highly trafficked by both internal customers and visitors. Internal customers generally stop in due to ease of our location for general campus information or questions regarding documents and future applications. Visitors come to our office for general admissions questions, admissions advising appointments, and campus visits. At maximum, staff will be rotating to include four (4) professional staff and five (5) student staff at any given time. This will include two (2) professional staff in common works areas, two (2) in private offices, and five students staff spread throughout the space.

The Admissions Phone Bank, Room 403A, Pierce Hall. Supervisor: Rhonda Vander Zwaag. The Admissions Phone bank holds student staff responsible for answering all incoming phone traffic for various areas within the Office of Admissions (FTIAC, Transfer, Graduate, International). This office is not open to external visitors or customers. Only staff of this area are permitted in this office space. The space is configured with cubicles separating 4 workstations, as well as one supervisor office.

SECTION 5: DAILY SELF-SCREENING

All employees, students and visitors (individuals who visit campus but are neither employees nor students) must complete a self-screening each day before entering a campus building. The screening helps identify individuals who have symptoms of COVID-19 or may have been exposed to COVID-19.

Employees must complete an online version of the self-screening form each day before they come to work on campus. The online form is available here:

<https://covid.emich.edu/redcap/surveys/?s=8CLTHWK8EY>

Supervisors are responsible for ensuring that employees who report to them:

- have access to the online version of the form;
- complete the form each day before coming to campus; and
- do not come to campus if they indicate that they have symptoms of COVID-19 or are otherwise disqualified from being on campus.

The following supervisors shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisors

designated below may change over time as the protocols and processes for self-screening evolve.

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Ashleigh Spatt, Associate Director, Enrollment Marketing/Communication, aspatt@emich.edu, 734.487.6964*

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

NOTE: This protocol is subject to change. Employees will be notified if/when the protocol changes.

An employee who tests positive for COVID-19 must (1) notify their supervisor that they are sick, (2) stay home (or return home if already on campus, taking special care to avoid contact with other people), and (3) immediately complete the University's COVID-19 Report Form located here:

[https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-](https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757)

[hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757](https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757). **The employee should not notify individuals other than the AVP/DOS campus about a positive test. Contact tracing and notifications to other individuals will be managed by the Washtenaw County Health Department and/or their designee.**

An employee who is sick, or who is not eligible to come to campus on a particular day based on their responses to the daily self-screening, shall (1) notify their supervisor that they are sick and (2) stay home (or return home if already on campus, taking special care to avoid contact with other people).

Any employee who learns that a student, co-worker, visitor who is external to EMU, or contract employee who has recently visited campus has tested positive for COVID-19 should immediately complete the University's COVID-19 Report Form located here:

[https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-](https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757)

[hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757](https://docs.google.com/forms/d/e/1FAIpQLSe0MSbLFpTDQhv-J6f7H2wm-hXCqa8AjHP-NzQ6glEPPFb5Zw/viewform?gxids=7757). **The employee should not notify individuals other than the AVP/DOS campus about a positive test. Contact tracing and notifications to other individuals will be managed by the Washtenaw County Health Department and/or their designee.**

An employee who has questions about possible exposure to COVID-19 and how that impacts their ability to come to campus should contact the University's Telehealth Program at EMU_Telehealth@emich.edu.

The following supervisors shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, mssparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

Third-party contractors should not allow their employees to visit campus if they are sick or have tested positive for COVID-19. Examples of third-party contractors who regularly visit campus include office supplies, water/coffee deliveries, construction, and paper shredding.

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisor(s) shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Ashleigh Spatt, Associate Director, Enrollment Marketing/Communication, aspatt@emich.edu, 734.487.6964*

SECTION 8: DEDICATED BUILDING ENTRY POINTS

The University may assign dedicated entry and exit points for buildings. Such designations will vary between buildings based on configuration, traffic flow, etc. Dedicated entry/exit points will be identified with signage.

Many buildings will also have a check-in desk at the designated entrance to the building. Employees must check-in at these check-in desks before entering a building.

Supervisors are responsible for reminding employees to look for and use designated entry and exit points and check-in desks.

The following supervisors shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, mssparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

SECTION 9: FACE COVERINGS

Wearing a face covering is one of several important actions that reduce the spread of COVID-19. **Everyone on campus (e.g., students, faculty, staff, and visitors) is required to wear a face covering that covers both the nose and mouth in or on all university buildings and grounds. Individuals need not wear a face covering in a private office with door closed, living space, or other isolated space.**

Employees and students may wear their own face coverings or the University will provide face coverings to employees and students. Face coverings will be purchased by the University centrally; individual offices may not purchase face coverings. During the summer phased return to on-campus operations, office supervisors should contact the Purchasing Office to obtain face coverings for their office. In the fall, face coverings will be distributed in a variety of locations that will be published, including at check-in desks in campus buildings.

Employees (including student employees) who believe that they have a medical condition that prohibits them from wearing a face covering while working should contact University Human Resources at hr_benefits@emich.edu.

We expect every member of the campus community to follow these standards as part of our community commitment to safety. Employees who do not comply with this policy are subject to disciplinary action. Questions regarding enforcement involving employees should be directed to University Human Resources at hr_employment@emich.edu. Students who do not comply with the University's policy requiring face coverings and physical distancing are subject to the University's [Code of Community Responsibility](#). Questions regarding enforcement involving students should be directed to the Office of Community Wellness & Responsibility at emu_owcr@emich.edu or 734-487-2157.

Supervisors must keep a supply of face coverings in the Office covered by this Plan for use by employees and students. **Again, as noted above, offices may not purchase face coverings using University funds; the University will purchase face coverings centrally to ensure quality and bulk pricing.** The supervisor designated in this section (below) may obtain face coverings this website.

This Office will make face coverings available to students and employees as follows:

The Admissions Welcome Center will have masks readily available to any student/parent/guest that enters the office without one. Additionally, when students check in for tours outside of the student center, tour guides will have masks readily available before they enter the building. Supplies will be kept on hand for staff and guests in our supply closet.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

*Alex Landen, Interim Associate Director, FTIAC Admissions,
alanden@emich.edu, 734.487.6469*

Approximately how many face coverings will this Office need per week during the fall semester? (Please provide your best estimate; you will be able to obtain more face coverings than the number you list here).

- *If On-Campus Visits are approved – 100-150/week. We will be asking guests to bring their own masks but this will cover all visitors if they fail to do so.*
- *If NO on-campus visits – 50-75/week for walk-in visitors*

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

- *Alex Landen, Interim Associate Director, FTIAC Admissions,
alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs,
mssparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu,
734.487.2080 --- *Student Employees, Admissions Phone Bank**

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees. Include the job titles and work performed by the employee(s) for whom face shields are requested, and a brief description of why face shields may be needed.

- *While we will be doing the vast majority of recruitment in a virtual format, there may be limited occasions when off-campus recruitment events cannot be delivered in a virtual format and attendance is necessary. High standards will monitor the discretion with which we approach these decisions. Per conversation with Dean Nair, travel to these events can be made safe for admissions staff with the following safety precautions:*
 - *Requirements for masks for attendees/participants*
 - *Limited capacity to meet state/local guidelines*
 - *Social distancing requirements*
 - *Mask and Face Shields worn by admissions staff*
- *For this reason, we are requesting a small supply of 5 face shields for special circumstances.*

SECTION 10: PHYSICAL DISTANCING

All individuals on University grounds must maintain physical distance of six feet or more from other individuals whenever safely possible.

To promote physical distancing, offices should minimize in-person meetings and should instead meet using Zoom/Hangouts whenever possible.

Employees who do not follow this policy may be subject to disciplinary action. Supervisors who need assistance with disciplinary issues should contact their University Human Resources business partner.

Students who do not follow this policy may be subject to review under the University's Code of Community Responsibility and should be referred to the Office of Wellness and Community Responsibility at emu_owcr@emich.edu or 734-487-2157.

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*

- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, msparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following space(s) where floor placards may be needed in your Office to promote physical distancing among visitors/customers. Include the building name, room number, and brief description of why floor placards may be needed in that area.

Admissions Welcome Center, Reception Area. Our office is a high traffic area. For this reason, we commonly have multiple guests waiting to ask questions or speak with advisers. Floor placards have been ordered to space the line to a safe distance of six (6) feet. Additionally, office space has been reconfigured to include signage in waiting spaces that have been spaced by at least six (6) feet.

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in work spaces approved for plexi-glass.

Admissions Welcome Center, Reception Area. Facilities is already working to install plexi-glass shields in our reception area. One is being installed for our general reception desk. Two (2) free-standing partitions are being crafted for adviser appointment areas. We have designed two appointment spaces using round tables. A plexi-glass shield will sit down the middle of the table to enhance safety for staff and students during advising appointments. These tables and shields will be cleaned after each use.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Supervisors should assess any reconfigurations of office furniture. If needed, you may consult with Environmental Health & Safety (kwilhoff@emich.edu) or the Facilities Division (ssorrar@emich.edu) if

you have questions. The supervisor completing this Plan has identified the following space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing.

Admissions Welcome Center – All Areas

- *Reception Area – We have rearranged furniture to create safe space between waiting spaces and appointment spaces. We have removed communal seating (couches/sofas) and are working with the Student Center to receive folding chairs to replace current fabric chairs in our waiting area. We've removed self-service coffee and water stations.*
- *Large Open Space Work Area – PE/PT staff work in a large open work area (Room 222). This area houses 6 desks (4 professional staff/1 graduate assistant). Desks have been rearranged to guarantee a minimum six (6) feet of distance between them. Fabric seating and communal areas (conference table) are being marked for no seating.*
- *Student Staff Work Area – Communal work spaces (tables & chairs) have been removed from this space. Desks/Chairs are separated by at least six (6) feet.*

SECTION 11: HYGIENE

The University encourages all students, employees, and visitors to:

- regularly wash their hands with soap and water for at least 20 seconds,
- use hand sanitizer when needed (but not in lieu of handwashing when soap and water are available),
- use tissues when blowing your nose, and
- cough/sneeze into your sleeve/elbow or a tissue and not into the air or your hand.

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following location(s).

- *Staff/Student Employees – Soap will be provided for staff and students to wash their hands in our kitchenette. This space will be reserved for employees only.*
- *Visitors – Visitors will be directed to Student Center restrooms for handwashing.*

- *Phone Bank Student Staff – PB staff will be directed to restrooms for handwashing.*

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and visitors. Supervisors may purchase these supplies using their University P-Card. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, mssparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

The University has prepared standard **signage** promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote personal hygiene:

Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469

SECTION 12: CLEANING

The University is responsible for cleaning public areas (e.g., restrooms, hallways) and offices. All such areas are subject to more frequent and in-depth cleaning as a result of the pandemic. For example, touch points (e.g., light switches, elevator buttons, desks, and door handles) are cleaned on a daily basis. The standards for each building vary based on the building size, layout, use, and other relevant criteria, and cleaning standards may evolve depending on the time of year, day of the week, government regulations, and other criteria.

Offices, however, are responsible for cleaning discrete common area supplies/equipment in their offices that are touched regularly by multiple people and not subject to regular cleaning by custodial staff. Examples of such items include conference room chairs, white board markers, and copier machines. Offices may use “Clorox” or comparable disinfectant wipes to clean such areas.

Whenever possible, employees should not share work equipment (tools, keyboards, telephones, etc.). When sharing cannot be avoided, each office must designate a process for cleaning shared work equipment between shifts using “Clorox” or comparable disinfectant wipes. Examples of such shared work spaces include reception desks that are staffed by multiple students throughout the day.

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

- *Reception Area and shared work spaces: All reception areas and shared computers, phones, desks will be cleaned after each use with sanitizing wipes. This is required of all staff before completing their shift.*
- *Visitor Areas: Waiting areas, appointment spaces, and presentation spaces will be cleaned with sanitizing wipes following each use. This will be the responsibility of reception area staff.*
- *Commonly Used Items: Door handles, copy machines, kitchenette and common tables will be cleaned on schedule three (3) times per day. This will be done mid-morning, afternoon, and before closing.*

The following individual(s) is(are) responsible for ensuring compliance with these standards:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, msparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Even when this Office resume on-campus operations, some adjustments to the schedule for the Office and its employees may be needed. To promote physical distancing, reduce congestion during peak times, etc., some employees may need to work on staggered shifts or occasionally work remotely. Example: half the employees work in the office one week while the other half works remotely, and the groups of employees rotate each week.

Every office is different, but every supervisor must, based on the office’s needs, set schedules for the Office and for employees to promote remote work while still getting

the work done. Supervisors should evaluate the needs of the office and talk to employees about their requests. The final decision about remote work will be made by office supervisors.

In-person meetings should be avoided when possible. Instead, meetings should be held via Zoom, Google Hangouts, or comparable remote device whenever possible -- and even when attendees are all working on campus during the meeting.

Employees who work from home must be able, if necessary, to answer telephone calls to the office and respond to e-mails. The University has developed [software](#) to facilitate remote work to ensure that the needs of customers are met.

Supervisors may direct questions about remote work to their University Human Resources business partner.

Student employment in your office may need to be limited because of the modified scope of on-campus operations. You must outline in this Plan the nature of student work you seek for your office before requesting student employment through the University Advising and career Development Center (UACDC).

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses).

The Admissions Welcome Center will open for in-person operations M-F from 8am – 5pm.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus.

- *Admissions Welcome Center - All staff have been required to obtain Jabber software to answer both general and personal lines from their remote work spaces. Expectations are that all emails/phone calls from prospective students/families will be returned within 24-48 hours.*
- *Admissions Phone Bank – A limited student staff has been assigned technology and given access to answer incoming calls from home during the month of August. Dependent on return to campus, this staff will be expanded. The phone bank will be available between 8-5.*
- *Emails to the general undergraduate admissions inbox will be returned by the inbox or a specific staff member within 24-48 hours.*
- *We are in the process of purchasing additional remote technology (laptops, headsets, etc.) to ensure work can continue to be completed in a timely*

fashion from home or from a remote area within our office to promote social distancing.

If you seek to employ students, please describe the work they will perform in light of the modified scope of campus operations.

The Office of Admissions is currently employing students to continue to answer phones in our Admissions Phone Bank. Currently these students have been given technology and access to work remotely. Dependent on university circumstances, we will consider moving these students back to the Admissions Phone Bank with appropriate guidelines OR we will provide additional technology to remaining student staff for continued remote work. Given the high-volume of the incoming calls to the Admissions Phone Bank, student staffing is an ABSOLUTE NECESSITY.

When campus operations resume, our office will employ a front desk student to answer incoming calls to the Admissions Welcome Center as well as work with walk-in guests. If campus visits resume, we will also employ tour guides to participate in campus visits. Currently, student staff are already being utilized for virtual visits and this will continue if in-person visits do not resume. Specific training is being devised for student staff and will be required before they begin working on campus or during campus visits.

The following individual(s) is(are) responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

*Alex Landen, Interim Associate Director, FTIAC Admissions,
alanden@emich.edu, 734.487.6469*

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employee. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

- *Walk-ins and Appointments: On the website, emich.edu/visit, we will be encouraging students to schedule an appointment to conduct business with our staff via Zoom or at a scheduled time on-campus (if necessary). We will be encouraging students to engage with us virtual. That said, we will not turn away walk-in guests with questions in our reception area. However, they will be required to wear masks and adhere to safety protocols. All Admissions Staff will be required to offer a weekly schedule of appointments that can be found online and offered via phone or Zoom to accommodate for lack of face-to-face options*
- *Campus Visits: If approved, campus visits will be offered by appointment only. Walk-in guests will not be accepted for tours. We are working develop a self-guided tour for these instances AND we will continue to offer virtual tour options (as we have since March) to ensure students can stay home and continue engaging with our office.*
- *Vendor Appointments: All Vendor Appointments will be moved to Zoom formats. One exception may be the approval of print pieces that must be done in writing and deliveries of recruiting materials. All guidelines for campus visitors will apply to vendors.*

The following individual(s) is(are) responsible for enforcing this Office's practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

*Alex Landen, Interim Associate Director, FTIAC Admissions,
alanden@emich.edu, 734.487.6469*

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children's Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

If approved, on-campus visits will be subject to the following protocols:

- *Student will receive a text message and email the morning of their campus visit with the health screening form and they will be informed that it is required that they complete this form before entering campus. Additionally, initial registration now includes a statement agreeing to abide by university-required protocols.*

- *Students will arrive on campus and park in the Student Center Guest Lot. They will check in by texting our office to notify us of their arrival.*
- *A Student tour guide will meet the student and their guest(s) outside of the building, walk them through the building check-in station, and to Room 350 Student Center. This will reduce traffic to the office area and common spaces within the Student Center.*
- *Room 350 is being set with non-fabric chairs socially distanced on all sides for our admissions presentations. This room will be cleaned by student staff between every presentation.*
- *Tour groups will be divided to include maximum 2 students (and their guests) per tour guide to ensure small groups. Students will be asked to social distance from the other family as they traverse campus.*
- *Campus visits will end outside of the building and visitors will return to their cars.*
- *Surveys for feedback and follow up communication will be delivered via text and email.*

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders.

The following communication flow will be administered for campus visitors.

Registration Form

- *As part of their registration, the guest will agree to this statement: “By registering for a campus visit, you are agreeing to adhere to the rules set in place by Eastern Michigan University. In the interest of the health and safety of our students, faculty, staff, and visitors, all guests are required to wear face coverings while on campus* and complete a self-screening form before visiting (this will be delivered via text message the morning of your visit). Additionally, if you have experienced symptoms or been in contact with someone experiencing symptoms of COVID-19 (with the exception of medical professionals using appropriate PPE) within 14 days of your intended visit, we ask that you reschedule for a later date. By submitting your registration below, you are agreeing to follow these guidelines.”*
- *All students will be limited to 2 guests*

Confirmation Email

- *Received immediately upon registering*
- *Will contain:*
 - *Parking and arrival information*
 - *Details for mobile/contactless check-in*
 - *COVID statement*
 - *Link to EMUSafe webpage*

Reminder Email

- *Will receive one day before scheduled visit*
- *Will contain:*
 - *Confirmation of visit, including date and time*
 - *Parking, arrival, and contactless check-in information*
 - *COVID statement*
 - *Information about screening link that will be sent on the day of the visit (via text), with confirmation of phone number for sending link*

Screening Text

- *Will receive at 8 am on the day of visit*
- *Will contain:*
 - *Screening link (which will include COVID statement)*
 - *Screening link will be provided to the Office of Admissions*
 - *Reminder to text upon arrival for contactless check-in*

In addition to this communication for visitors, and signage posted in offices, notices will be put on our main visit website encouraging students to make appointments instead of walking in, we will post safety guidelines for visitors, and notice that we will not be accepting any walk in students for campus tours.

SECTION 17: TRAINING

All employees who work on campus must complete an online training program through the Bridge portal. Such training will cover University-wide standards regarding face coverings, physical distancing, reporting a positive case of COVID-19, etc. University Human Resources will manage this training process.

In addition to the University training, however, your Office must develop your own training for employees to cover the policies and procedures outlined in this Plan that are unique to your Office. The supervisor listed below should contact Christopher Dotson (cdotson@emich.edu) from University Human Resources if you wish to design your Office training using the University's Bridge portal. Alternatively, your Office may execute its training using e-mail, paper, or, if necessary, in-person formats (subject to physical distancing and face covering guidelines).

The following individuals are responsible for developing a training program for this Office's unique practices, and ensuring that all employees in the Office complete the training:

- *Alex Landen, Interim Associate Director, FTIAC Admissions, alanden@emich.edu, 734.487.6469*
- *Misty Sparrow, Interim Assistant Director, Admissions Visit Programs, msparrow@emich.edu, 734.487.5978 --- *Student Employees, Admissions Visit Programs**
- *Rhonda VanderZwaag, Senior Admissions Adviser, rvanderz@emich.edu, 734.487.2080 --- *Student Employees, Admissions Phone Bank**

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

- Complete the description of your Office (Section 4)
- Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)
- Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)
- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
- Designate a supervisor(s) who is responsible for posting signage provided by the University promoting face coverings, physical distancing, and hygiene (Sections 9, 10 and 11)
- Outline the needs and processes for cleaning shared work spaces and shared common areas in your Office (Section 12)
- Identify the individual(s) responsible for managing work schedules including, where applicable, remote work (Section 13)
- Develop protocols for limiting visitors (Section 14)

- Outline other infection control measures unique to your Office (Section 15)
- Describe any communication tools you will use to communicate your office protocols with key stakeholders (e.g., visitors, parents, etc.) (Section 16)
- Assign a supervisor to coordinate training for the employees in your Office (Section 17)

Division: *Enrollment Management*

Office: *Transfer Admissions Office and Graduate Admissions Office*

Supervisor preparing and responsible for compliance with this Plan:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

Requested date to re-open the Office to employees: 08/31/2020

Division Vice President Signature: _____

Date Approved: _____

SECTION 4: OFFICE DESCRIPTION

The Transfer Admissions Office is located in 246 McKenny Hall. Two Admissions Advisors, the Associate Director of Admissions, and the Director of Graduate Admissions, work in this space full time. One student employee typically staffs the front desk and a graduate assistant is present for 20 hours per week.

The Associate Director of Admissions and Director of Graduate Admissions work have private offices. The Admissions Advisors and GA have cubicles which are separated by partitions and are not shared between staff members. The student employees work at our front desk, with no more than one student employee present at a time.

The Admissions Advisors meet with prospective students (both appointments and walk-ins), answer phone calls and emails, and make admissions decisions. In addition to the students who meet with advisors, other prospective students regularly visit the office to ask questions or drop off documents.

SECTION 5: DAILY SELF-SCREENING

The following supervisors shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisors designated below may change over time as the protocols and processes for self-screening evolve.

- *Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529*
- *Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, (734) 487-3691*

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

The following supervisors shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- *Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529*
- *Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, (734) 487-3691*

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisors shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

- *Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529*
- *Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, (734) 487-3691*

SECTION 8: DEDICATED BUILDING ENTRY POINTS

Supervisors are responsible for reminding employees to look for and use designated entry and exit points and check-in desks.

The following supervisors shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- *Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529*
- *Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, (734) 487-3691*

SECTION 9: FACE COVERINGS

This Office will make face coverings available to students and employees as follows:

Employees will be expected to bring their own face covering to campus on a daily basis. A limited supply of face coverings will be available at the front desk for visitors who do not have one.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

Approximately how many face coverings will this Office need per week during the fall semester?

We will need 10.

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees. Include the job titles and work performed by the employee(s) for whom face shields are requested, and a brief description of why face shields may be needed.

I do not anticipate the need for face shields in the Transfer Admissions Office.

SECTION 10: PHYSICAL DISTANCING

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following spaces where floor placards may be needed in your Office to promote physical distancing among visitors/customers.

I would like to place one of the "Step It Up" floor stickers approximately 6 feet from the front desk in 246 McKenny. This will encourage visitors to socially distance if there is more than one visitor waiting for service.

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in work spaces approved for plexi-glass.

The final approval for placement of plexi-glass screens will be decided by the Facilities Division, but the supervisor completing this Plan has identified the following space(s) where plexi-glass screens may be needed to separate individuals who will otherwise be in close proximity.

I would like plexiglass installed at the front desk in 246 McKenny Hall to separate the student employee manning the desk from campus visitors.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Supervisors should assess any reconfigurations of office furniture. If needed, you may consult with Environmental Health & Safety (kwilhoff@emich.edu) or the Facilities Division (ssorrar@emich.edu) if you have questions. The supervisor completing this Plan has identified the following space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing.

I do not believe any furniture in 246 McKenny Hall will need to be reconfigured.

SECTION 11: HYGIENE

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following locations.

The nearest sinks with running water and soap are the Men's and Women's restrooms on the second floor of McKenny Hall.

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and visitors. Supervisors may obtain hand sanitizer through this website. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

The University has prepared standard **signage** promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote personal hygiene:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

SECTION 12: CLEANING

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

All office equipment at the front desk, including the phone, mouse, and keyboard, is used by multiple student employees. It will be cleaned by these employees using disinfectant wipes at the beginning and end of each shift.

The photocopier, refrigerator, microwave, light switches and doorknobs may be touched by multiple staff members. The copier will be disinfected after each use. Light switches and doorknobs will be cleaned as necessary, but at least once daily. If anyone enters the office for an in-person meeting, the chairs and table in our meeting room will be disinfected.

The following individual(s) is(are) responsible for ensuring compliance with these standards:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses).

In order to maintain normal operations, the Transfer Admissions Office will be staffed by one Admissions Advisor and one supervisor, from 8:00 AM to 5:00 PM. In addition, a student employee will work at the front desk to answer phones, greet visitors, and respond to emails. The on-campus staff will be primarily responsible for assisting in-person visitors and answering phone calls.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus. Include in this outline the steps that this Office will take to ensure that employees working remotely have the tools to do so effectively.

In addition to the staff on campus, all professional staff and one student employee are able to answer phone calls from home using Jabber. These staff members also have VPN access and are able to respond to emails, access Banner, and make admission decisions from home.

The following individual(s) is(are) responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employee. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

Since March, all Transfer Admissions appointments have been conducted by phone or web conference. We will continue this practice until the university resumes normal operations. If absolutely necessary, we have a meeting room where one prospective student can meeting with an Admissions Advisor while maintaining a distance of 6 feet.

This room will also be equipped with a laptop prospective student can use to conduct a web conference with an Admissions Advisor or staff in other departments.

The following individual(s) is(are) responsible for enforcing this Office's practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (734) 487-9529

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children's Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

The Transfer Admissions Office has no unique needs of this kind.

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders.

Information about virtual visits and appointments has been incorporated into our prospective student communication plan.

SECTION 17: TRAINING

The following individual is responsible for developing a training program for this Office's unique practices, and ensuring that all employees in the Office complete the training:

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

- Complete the description of your Office (Section 4)
- Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)
- Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)
- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
- Designate a supervisor(s) who is responsible for posting signage provided by the University promoting face coverings, physical distancing, and hygiene (Sections 9, 10 and 11)
- Outline the needs and processes for cleaning shared work spaces and shared common areas in your Office (Section 12)
- Identify the individual(s) responsible for managing work schedules including, where applicable, remote work (Section 13)
- Develop protocols for limiting visitors (Section 14)
- Outline other infection control measures unique to your Office (Section 15)
- Describe any communication tools you will use to communicate your office protocols with key stakeholders (e.g., visitors, parents, etc.) (Section 16)
- Assign a supervisor to coordinate training for the employees in your Office (Section 17)

Division: *Enrollment Management*

Office: *Office of International Admissions*

Supervisor preparing and responsible for compliance with this Plan:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

Requested date to re-open the Office to employees: 08/31/2020

Division Vice President Signature: _____

Date Approved: _____

SECTION 4: OFFICE DESCRIPTION

The Office of International Admissions (OIA) is located in 244 Student Center. The office is in a suite shared with the Office of International Students and Scholars, Academic Programs Abroad, the Dean of Students, the Disability Resource Center, and the Office of the Ombuds.

The Admissions Advisor has a private office. Student staff work in an open area shared with the Disability Resource Center and Academic Programs Abroad. At this time, we do not plan to have any student staff present in the office for the Fall 2020 semester. The open area will be used for the Admissions Advisor to meet with a prospective student and as swing space if the Associate Director of Admissions or other staff need to provide office coverage.

The Admissions Advisor meets with prospective students (both appointments and walk-ins), answers phone calls and emails, and makes admissions decisions. In addition to the students who meet with advisors, other prospective students regularly visit the office to ask questions or drop off documents.

SECTION 5: DAILY SELF-SCREENING

The following supervisors shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisors designated below may change over time as the protocols and processes for self-screening evolve.

- *Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529*
- *Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, 7-3691*

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

The following supervisors shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529
- Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, 7-3691

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisor(s) shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

- Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529
- Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, 7-3691

SECTION 8: DEDICATED BUILDING ENTRY POINTS

The following supervisors shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529
- Colleen Marks, Director of Graduate Admissions, cmarks@emich.edu, 7-3691

SECTION 9: FACE COVERINGS

This Office will make face coverings available to students and employees as follows:

Employees will be expected to bring their own face covering to campus on a daily basis. A limited supply of face coverings will be available at the front desk for visitors who do not have one.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

Approximately how many face coverings will this Office need per week during the fall semester?

We will need 6.

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees.

I do not anticipate the need for face shields in the Office of International Admissions.

SECTION 10: PHYSICAL DISTANCING

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following space(s) where floor placards may be needed in your Office to promote physical distancing among visitors/customers.

I do not anticipate the need for floor placards in the OIA.

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in work spaces approved for plexi-glass.

The final approval for placement of plexi-glass screens will be decided by the Facilities Division, but the supervisor completing this Plan has identified the following space(s) where plexi-glass screens may be needed to separate individuals who will otherwise be in close proximity.

I do not anticipate the need for plexi-glass in the OIA.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Supervisors should assess any reconfigurations of office furniture. If needed, you may consult with Environmental Health & Safety (kwilhoff@emich.edu) or the Facilities Division (ssorrar@emich.edu) if you have questions. The supervisor completing this Plan has identified the following space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing.

I do not anticipate the need to move furniture in the OIA.

SECTION 11: HYGIENE

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following location(s).

The nearest sinks with running water are the men's and women's restrooms near the north entrance of the Student Center on the second floor.

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and visitors. Supervisors may obtain hand sanitizer through this website. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

The University has prepared standard **signage** promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote personal hygiene:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

SECTION 12: CLEANING

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

All office equipment in the open work area, including the phones, mice, and keyboards will be cleaned by these employees using disinfectant wipes at the beginning and end of each shift.

The photocopier, refrigerator, microwave, light switches and doorknobs may be touched by multiple staff members. The copier will be disinfected after each use if more than one employee is in the office that day. If anyone enters the office for an in-person meeting, any furniture that is used will be disinfected.

The following individual is responsible for ensuring compliance with these standards:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses).

The OIA, the Office of International Students and Scholars, and Academic Programs Abroad share an entrance and lobby. To reduce congestion and enable social distancing, this offices will be open to in-person visitor on opposing days. The OIA will be open for in-person service Tuesday and Wednesday from 8:00 AM to 5:00 PM. Virtual service will be available Monday, Thursday, and Friday from 8:00 AM to 5:00 PM. On days the office is not open for in-person service, the Admissions Advisor may work offsite. If the Admissions Advisor is not available on an in-person service day, the Associate Director of Admissions or an Admissions Advisor from the Transfer Admissions Office will fill in.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus. Include in this outline the steps that this Office will take to ensure that employees working remotely have the tools to do so effectively.

The Admissions Adviosr and Associate Director of Admissions are able to answer phone calls from home using Jabber. These staff members also have VPN access and are able to respond to emails, access Banner, and make admission decisions from home.

In addition, the International Admissions front desk number will ring to the front desk in the Transfer Admissions Office, so that the student employee working there can answer calls.

The following individual is responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, (7-9529

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employee. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

Since March, all International Admissions appointments have been conducted by phone or web conference. We will continue this practice until the university resumes normal operations. If absolutely necessary, one prospective student and one staff member can meet in the open area normally used by student workers while maintaining proper social distance.

The following individual(s) is(are) responsible for enforcing this Office’s practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children’s Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

The OIA has no unique needs of this kind.

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders.

Information about virtual visits and appointments has been incorporated into our prospective student communication plan.

SECTION 17: TRAINING

The following individual is responsible for developing a training program for this Office's unique practices, and ensuring that all employees in the Office complete the training:

Joe Vainner, Associate Director of Admissions, jvainner@emich.edu, 7-9529

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

- Complete the description of your Office (Section 4)
- Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)
- Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)
- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
- Designate a supervisor(s) who is responsible for posting signage provided by the University promoting face coverings, physical distancing, and hygiene (Sections 9, 10 and 11)

- Outline the needs and processes for cleaning shared work spaces and shared common areas in your Office (Section 12)
- Identify the individual(s) responsible for managing work schedules including, where applicable, remote work (Section 13)
- Develop protocols for limiting visitors (Section 14)
- Outline other infection control measures unique to your Office (Section 15)
- Describe any communication tools you will use to communicate your office protocols with key stakeholders (e.g., visitors, parents, etc.) (Section 16)
- Assign a supervisor to coordinate training for the employees in your Office (Section 17)

Division: *Enrollment Management*

Office: *Admissions Processing*

Supervisor preparing and responsible for compliance with this Plan:

*Sarah (Yanlin) Sun, Director of Enrollment Management Technology,
ysun11@emich.edu, 7-0193*

Requested date to re-open the Office to employees: 08/31/2020

Division Vice President Signature: _____

Date Approved: _____

SECTION 4: OFFICE DESCRIPTION

- Office Name: Admissions Office Mailroom
 - Type of work performed: handles incoming, outgoing mail as well as importing electronically and faxed received transcripts & documents.
 - Location: Mail Room 100 Pierce Hall
 - Supervisors: Sarah Sun
 - Number of Employees: 1 part time staff, 1 student
 - Description of workspace: Large open room with spaces set up different tasks – outgoing mail, incoming mail, work station for importing transcripts
 - Routine people in the office space: Admissions staff from McKenny & the Student Center – picking up supplies, Mailroom staff picking up and dropping off mail
 - Shared Office Space: no
 - Add'l Info: Swoop's Pantry brings in people to Pierce Hall at the main entrance to the building
- Office Name: Admissions Office: Processing Team
 - Type of work performed: Processing applications, transcripts and documents submitted for undergraduate, graduate and international students including scanning paper transcripts and documents.
 - Location: Processing Area, 402 Pierce Hall
 - Supervisors: Ann Richards
 - Number of Employees: 7 Processors, 1 Director, 1 Asst Director, 3 Temporary CS employees (tentatively will start working on 09/21/20) and 3-4 Student employees
 - Description of workspace: 1 set of 4 cubicles, 1 set of 8 cubicles, scanning area space, 3 offices, one office area by back stairway, 1 file room with door, shared student work space in IRIM for one student worker, 1 lounge room with dining table. Sink available for handwashing.
 - Routine people in the office space: Occasional colleagues and visitors in the office
 - Shared Office Space: Yes, the IRIM dept shares the 401 Pierce Hall office suite. At this time the IRIM staff is all working from home.

- Add'l Info: Classroom set up in Media Room on the 4th floor outside 401 Pierce Hall Suite will bring additional traffic to the Processing Team's workspace; Public Restrooms at the far end of the 4th Floor

SECTION 5: DAILY SELF-SCREENING

The following supervisors shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisor(s) designated below may change over time as the protocols and processes for self-screening evolve.

- *Mailroom Supervisor – Jennifer Tremewan – Asst Director Fin Aid, jtremewan@emich.edu*
- *Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193*
- *Ann Richards, Assistant Director of Admissions Processing, drichards@emich.edu, 7-8956*

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

The following supervisor(s) shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- *Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193*
- *Ann Richards, Assistant Director of Admissions Processing, drichards@emich.edu, 7-8956*

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisor(s) shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

N/A

SECTION 8: DEDICATED BUILDING ENTRY POINTS

The following supervisors shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193
- Ann Richards, Assistant Director of Admissions Processing, drichards@emich.edu, 7-8956

SECTION 9: FACE COVERINGS

This Office will make face coverings available to students and employees as follows:

A supply of facemasks will be kept in the office for anyone who is working in the office that forgot their reusable mask. Email requesting masks was sent 08/19/2020.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

- Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193
- Ann Richards, Assistant Director of Admissions Processing, drichards@emich.edu, 7-8956

Approximately how many face coverings will this Office need per week during the fall semester?

We will need 50.

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees.

We will need 17.

SECTION 10: PHYSICAL DISTANCING

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

*Sarah (Yanlin) Sun, Director of Enrollment Management Technology,
ysun11@emich.edu, 7-0193*

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following space(s) where floor placards may be needed in your Office to promote physical distancing among visitors/customers.

No need for floor placards in the Processing Area or M

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in work spaces approved for plexi-glass.

The final approval for placement of plexi-glass screens will be decided by the Facilities Division, but the supervisor completing this Plan has identified the following space(s) where plexi-glass screens may be needed to separate individuals who will otherwise be in close proximity.

No need for plexi-glass.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Supervisors should assess any reconfigurations of office furniture. If needed, you may consult with Environmental Health & Safety (kwilhoff@emich.edu) or the Facilities Division (sstorrar@emich.edu) if you have questions. The supervisor completing this Plan has identified the following

space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing.

No need to move our furniture. But we are planning to hire 3 temporary employees starting mid-September, and their desk heights may need to be adjusted.

SECTION 11: HYGIENE

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following location(s).

We have one sink in the 401 suite and 1 sink in 402 suite in Pierce Hall; Hand sanitizer has been ordered for each workstation as well as the entrance to the suite; tissues will be purchased for work areas as needed.

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and visitors. Supervisors may obtain hand sanitizer through this website. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

- Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193
- Ann Richards, Assistant Director of Admissions Processing, drichards@emich.edu, 7-8956

The University has prepared standard **signage** promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote personal hygiene:

Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 734-7-0193

SECTION 12: CLEANING

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

All workstations/scanners will be cleaned before and after each shift. The copier and lounge room appliances shared by the whole office will be cleaned before and after each use.

The following individual(s) is(are) responsible for ensuring compliance with these standards:

- *Rhonda Butts, Sr Processor, rbutts@emich.edu, 7-3532*
- *Maggie O'Brien, Sr Processor, mobrien@emich.edu, 7-4731*
- *Ginger Ostrowski, Sr Processor, gostrowsk@emich.edu, 7-1014*
- *Kathleen Parkett, Sr Processor, kparkett@emich.edu, 7-1114*
- *Patricia Short, Sr Processor, pshort@emich.edu, 7-3530*
- *Debbie Sowa, Sr Processor, dsowa@emich.edu, 7-3531*
- *Lanh Tran, Sr Processor, ltran@emich.edu, 7-8017*

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses).

We plan to open the office 8/31 from 7:00 am to 5:30 pm Mon-Thursday & Fridays from 7:30 am to 5 pm.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus. Include in this outline the steps that this Office will take to ensure that employees working remotely have the tools to do so effectively.

All staff have been working from home since mid-March when EMU closed campus due to the Covid 19 outbreak. Computers and other necessary equipment were sent home with the staff so they could continue processing applications and documents. The Processors have been responding to emails, IM messages. Headsets have been purchased so the Processors can answer their campus phone lines as needed.

If you seek to employ students, please describe the work they will perform in light of the modified scope of campus operations.

Students will be responsible for scanning admissions related documents on paper into imaging system. They are also responsible for logging all documents we receive in the imaging system (including but not limited to transcripts, letters of recommendation, test score etc.)

The following individual(s) is(are) responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

*Ann Richards, Assistant Director of Admissions Processing,
drichards@emich.edu, 7-8956*

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employee. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

The office rarely has any visitors. Entry door to 401 Pierce Ste will be kept locked during office hours to discourage visitors and guests. Staff assist students primarily via emails as needed.

The following individuals are responsible for enforcing this Office’s practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

- Sarah (Yanlin) Sun, Director of Enrollment Management Technology, ysun11@emich.edu, 7-0193
- Ann Richards, Asst Director Admissions, ann.richards@emich.edu, 7.8956

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children’s Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

N/A

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders.

N/A

SECTION 17: TRAINING

The following individual is responsible for developing a training program for this Office's unique practices, and ensuring that all employees in the Office complete the training:

Ann Richards, Asst Director Admissions, ann.richards@emich.edu, 7-8956

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

- Complete the description of your Office (Section 4)
- Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)
- Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)
- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
- Designate a supervisor(s) who is responsible for posting signage provided by the University promoting face coverings, physical distancing, and hygiene (Sections 9, 10 and 11)
- Outline the needs and processes for cleaning shared work spaces and shared common areas in your Office (Section 12)

- Identify the individual(s) responsible for managing work schedules including, where applicable, remote work (Section 13)
- Develop protocols for limiting visitors (Section 14)
- Outline other infection control measures unique to your Office (Section 15)
- Describe any communication tools you will use to communicate your office protocols with key stakeholders (e.g., visitors, parents, etc.) (Section 16)
- Assign a supervisor to coordinate training for the employees in your Office (Section 17)

Division: *Enrollment Management*

Office: *Office of Financial Aid*

Supervisor preparing and responsible for compliance with this Plan:

Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036

Requested date to re-open the Office to employees: Wednesday, August 26, 2020

Division Vice President Signature: _____

Date Approved: _____

SECTION 4: OFFICE DESCRIPTION

The Office of Financial Aid is located in the 400 Suite of Pierce Hall. It is primarily “back of house” processing and does not receive visitors, students, etc. Staff from the Office of Financial have been and will continue to be available Monday - Friday from 8am to 5pm via phone and email. There will be a mixture of staff working on campus and remote during the fall 2020 semester.

SECTION 5: DAILY SELF-SCREENING

The following supervisors shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisor(s) designated below may change over time as the protocols and processes for self-screening evolve.

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

The following supervisor(s) shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

Third-party contractors should not allow their employees to visit campus if they are sick or have tested positive for COVID-19. Examples of third-party contractors who regularly visit campus include office supplies, water/coffee deliveries, construction, and paper shredding.

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisor(s) shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 8: DEDICATED ENTRY POINTS

The following supervisor(s) shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 9: FACE COVERINGS

This Office will make face coverings available to students and employees as follows:

The Office of Financial Aid will keep a supply of face coverings for employees that may forget their university issued one.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

Approximately how many face coverings will this Office need per week during the fall semester?

I don't anticipate that we will need a large amount of disposable face coverings. Possibly one box.

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

*Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048*

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees. Include the job titles and work performed by the employee(s) for whom face shields are requested, and a brief description of why face shields may be needed.

No face shields will be needed.

SECTION 10: PHYSICAL DISTANCING

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

- *Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036*
- *Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048*

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following space(s) where floor placards may be needed in your Office to promote physical distancing among visitors/customers. Include the building name, room number, and brief description of why floor placards may be needed in that area.

Signage will not be required.

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The

Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in approved work spaces.

The final approval for placement of plexi-glass screens will be decided by the Facilities Division, but the supervisor completing this Plan has identified the following space(s) where plexi-glass screens may be needed to separate individuals who will otherwise be in close proximity. Include the building name, room number, and brief description of why plexi-glass screens may be needed in that area.

Plexiglass will not be needed at financial aid.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Offices should not move furniture; such changes must be evaluated by the Facilities Division to ensure compliance with building codes. The supervisor completing this Plan has identified the following space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing.

At this time, financial aid does not anticipate moving furniture.

SECTION 11: HYGIENE

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. **Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following location(s). Include the building name, floor, and description of the nearest sink with running water and soap.**

Employees, students, and visitors of financial aid may wash their hands in the restroom directly adjacent to the office in Pierce Hall.

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and visitors. Supervisors may purchase these supplies using their University P-Card. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

The University has prepared standard signage promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote physical distancing:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 12: CLEANING

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

The Office of Financial Aid will have hand sanitizer available and areas will be cleaned and disinfected as needed throughout the day.

The following individual(s) is(are) responsible for ensuring compliance with these standards:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses). If this Plan covers more than one office, please answer this question for each office covered by this Plan.

The Office of Financial Aid will be open Monday through Friday from 9am to 5pm beginning Wednesday, August 26, 2020. Staff are available via phone and email.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus. Include in this outline the steps that this Office will take to ensure that employees working remotely have the tools to do so effectively. If this Plan covers more than one office, please answer this question for each office covered by this Plan.

There is no expected disruption to service at this office and in person operation is anticipated during normal business hours. Employees have access to phone and email whether they are remote or on campus.

The following individual(s) is(are) responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employees. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

Any interaction, service, training, etc that can be transitioned to a video, telephone, or email will be encouraged.

The following individual(s) is(are) responsible for enforcing this Office’s practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children’s Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for

students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

None at this time.

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders. Include a description of the stakeholders (e.g., “students living in residence halls”, “visitors who are not EMU students or employees attending events”) and a brief description of the content (e.g., “safety protocols”, “checklist for parents”, etc.).

The Office of Financial Aid has held a series of FAQ webinars providing information to incoming and continuing students.

SECTION 17: TRAINING

The following individual(s) is (are) responsible for developing a training program for this Office’s unique practices, and ensuring that all employees in the Office complete the training:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

Complete the description of your Office (Section 4)

Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)

Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)

- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
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- Outline other infection control measures unique to your Office (Section 15)
- Describe any communication tools you will use to communicate your office protocols with key stakeholders (e.g., visitors, parents, etc.) (Section 16)
- Assign a supervisor to coordinate training for the employees in your Office (Section 17)

Division: *Enrollment Management*

Office: *Service EMU*

Supervisor preparing and responsible for compliance with this Plan:

Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036

Requested date to re-open the Office to employees: Wednesday, August 26, 2020

Division Vice President Signature: _____

Date Approved: _____

SECTION 4: OFFICE DESCRIPTION

Service EMU is responsible for all student service needs in the areas of Financial Aid, Billing, and Registration. Service EMU is located at 268 Student Center. Service EMU operates with seven full time employees using a front counter service for students/parents/guests to receive information verbally from a representative through face to face confidential conversations. There are two private offices for administrative use and escalated cases. Beginning Fall 2020, Service EMU will also be responsible for answering the main phone line for Records & Registration and, as of August 21, 2020, the majority of processing for Records & Registration. Location of the phone or processing area is TBD.

SECTION 5: DAILY SELF-SCREENING

The following supervisor(s) shall (1) ensure that daily online self-screenings completed by employees are reviewed by an appropriate supervisor each day and (2) answer questions from employees about the daily health screening process. The supervisor(s) designated below may change over time as the protocols and processes for self-screening evolve.

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 6: WHAT TO DO IF SICK OR IF AN INDIVIDUAL TESTS POSITIVE FOR COVID-19

The following supervisor(s) shall ensure that employees in the Office are aware of these protocols and is responsible for ensuring compliance:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 7: MANAGING THIRD-PARTY CONTRACTORS

The Purchasing Office will communicate this rule to third-party contractors that regularly work with the University. As a supplement to that communication, the following supervisor(s) shall notify all University contractors that work with/visit the Office that the contractor(s) must (1) notify their employees not to visit EMU's campus if they are sick

and (2) notify Travis Temeyer, Director of Purchasing (ttemeyer@emich.edu), if an employee of the contractor who has recently visited EMU's campus tests positive for COVID-19:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 8: DEDICATED ENTRY POINTS

The following supervisor(s) shall ensure that employees in the Office are aware of the building's dedicated entry and exit points and check-in desk:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 9: FACE COVERINGS

This Office will make face coverings available to students and employees as follows:

Service EMU will keep a supply of face coverings for students/parents/guests that approach the counter for service and are not wearing one. The supply of face coverings will be kept in the storage area located in each workstation.

The following individual is responsible for securing face coverings for the Office using the process outlined above, and ensuring that the process outlined above for distributing face coverings in this Office is followed:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

Approximately how many face coverings will this Office need per week during the fall semester? (Please provide your best estimate; you will be able to obtain more face coverings than the number you list here).

Service EMU will require fifty (50) face coverings each week for the first two weeks of the fall semester. After Friday, September 4, 2020, Service EMU will require twenty (20) face coverings each week for the remainder of the semester.

The University has prepared standard **signage** promoting face coverings. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work

space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote the wearing of face coverings:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

Based on the nature of the work performed, some areas may need face shields in addition to cloth face coverings for their employees. The supervisor completing this Plan should describe here any requests for face shields for employees. Include the job titles and work performed by the employee(s) for whom face shields are requested, and a brief description of why face shields may be needed.

Service EMU will be requesting at least nine (9) face shields. This will provide a face shield for each employee and a couple extra for other staff that help out as needed. A face shield will be used during interactions with individuals (students/parents/guests) who require ADA accommodations.

SECTION 10: PHYSICAL DISTANCING

The University has prepared standard **signage** promoting physical distancing. Each Office shall obtain signage [here](#) and post such signage in visible locations within its work space(s). The following individual is responsible for ensuring that signage is placed in the Office work space(s) to promote physical distancing:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

To further promote physical distancing, the University has designed **floor placards** to note where individuals must stand while waiting in line. For context, you may review the types of floor placards [here](#). The final approval for placement of floor placards will be decided by the Facilities Division, but the supervisor completing this Plan must order and place the floor placards pursuant to Facilities' approval. The supervisor has identified the following space(s) where floor placards may be needed in your Office to promote physical distancing among visitors/customers. Include the building name, room number, and brief description of why floor placards may be needed in that area.

Service EMU will place floor placards to assist with line management. They are in place with the assistance of Kevin Lawson in the Student Center.

Plexi-glass screens create a barrier between individuals in an office environment when physical distancing is not possible. Examples of locations where plexi-glass screens may be helpful include check-in desks where employees meet directly with customers and open work spaces where employees work in close proximity to each other. (The Facilities Division will determine, in consultation with the Academic & Student Affairs Division, where to place plexi-glass screens in classrooms). The University's Facilities staff will purchase, measure, create, and install plexi-glass screens in approved work spaces.

The final approval for placement of plexi-glass screens will be decided by the Facilities Division, but the supervisor completing this Plan has identified the following space(s) where plexi-glass screens may be needed to separate individuals who will otherwise be in close proximity. Include the building name, room number, and brief description of why plexi-glass screens may be needed in that area.

Plexiglass has already been installed at Service EMU.

In some cases, **desks or tables** in an office may need to be configured to create physical distancing between employees. Offices should not move furniture; such changes must be evaluated by the Facilities Division to ensure compliance with building codes. The supervisor completing this Plan has identified the following space(s) where office furniture may be needed to be reconfigured or moved to promote physical distancing. Include the building name, room number, and brief description of why office furniture may be needed to be reconfigured or moved.

At this time, Service EMU does not anticipate moving furniture.

SECTION 11: HYGIENE

The University Facilities Division will provide soap in restrooms. Supervisors may contact Dieter Otto (Dotto@emich.edu) to report empty soap dispensers. Employees, students, and visitors in the Office covered by this Plan may wash their hands with soap and water at the following location(s). Include the building name, floor, and description of the nearest sink with running water and soap.

Employees, students, and visitors of Service EMU may wash their hands in the restroom directly adjacent to Service EMU in 268 Student Center. Hand sanitizer will be provided as it has always been at Service EMU. A hand sanitizing station has also been placed adjacent to Service EMU.

Each University office is responsible for providing **hand sanitizer and tissues** in a location in their work space(s) where it is accessible to employees, students, and

visitors. Supervisors may purchase these supplies using their University P-Card. The following individual is responsible for procuring hand sanitizer and tissues (using their University P-Card) for the Office covered by this Plan, and ensuring that these supplies are accessible to employees, students, and visitors:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

The University has prepared standard signage promoting personal hygiene. Each Office shall obtain [signs here](#) and [stickers here](#), and post such signage in visible locations within its work space(s). The following individual(s) shall ensure that signage is placed in the Office work space(s) to promote physical distancing:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 12: CLEANING

The following areas, equipment, and supplies in the Office covered by this Plan are subject to shared use (e.g., front desks staffed by multiple different student employees, copy machines, conference rooms), and shall be cleaned using the following process:

The counter area of Service EMU will have hand sanitizer available for students to use prior to and after approaching the area. Additional cleaning will be done throughout the work day. The workstations will be cleaned by the employee using the area before beginning work each morning, returning after breaks and lunch, and at the end of each work day. Other areas will be cleaned and disinfected as needed throughout the day.

The following individual(s) is(are) responsible for ensuring compliance with these standards:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 13: REMOTE WORK AND FLEXIBLE SCHEDULES

Please outline the hours when this Office will be open for in-person operations on campus (these hours are, of course, subject to change as the semester progresses). If

this Plan covers more than one office, please answer this question for each office covered by this Plan.

Service EMU will be open Monday through Friday from 9am to 5pm beginning Wednesday, August 26, 2020. Monday, August 31, 2020 - Thursday, September 3, 2020, Service EMU will be open from 9am to 6pm to provide additional service hours for students the first week of class.

Please describe the steps that will be taken to ensure that telephones will be answered, emails answered, etc., even when this Office is not open for in-person operations on campus. Include in this outline the steps that this Office will take to ensure that employees working remotely have the tools to do so effectively. If this Plan covers more than one office, please answer this question for each office covered by this Plan.

There is no expected disruption to service at this office and in person operation is anticipated during normal business hours. Employees have access to phone and email whether they are remote or on campus.

The following individual(s) is(are) responsible for developing work schedules, promoting online meetings for this Office, and communicating those plans to the employees in the Office. You do not need to describe which employees will work remotely because work schedules will fluctuate regularly.

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 14: VISITORS

For purposes of this Plan, “visitor” is defined as someone who visits an office and is not an EMU student or employees. Every office is different; some offices rarely have visitors while others (such as Housing and the Student Center) regularly have visitors. Visitors should be discouraged and limited to essential activities. Whenever possible, employees should encourage individuals who need assistance from your Office to receive such assistance remotely (i.e., through video conferencing, telephone, email, etc.).

This Office has developed the following protocols for discouraging/restricting visitors:

Any interaction, service, training, etc that can be transitioned to a video, telephone, or email will be encouraged.

The following individuals are responsible for enforcing this Office's practice regarding visitors, communicating that practice as needed to potential visitors, etc.:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036
- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 15: OTHER INFECTION CONTROL MEASURES

Many offices have unique needs that require additional infection control measures to prevent the spread of COVID-19. For example, the Children's Institute developed unique rules for families to drop-off and pick-up children, Housing & Residence Life has unique rules for signing out keys, and some groups may offer off-site experiences for students that require special protocols. The supervisor preparing this plan should describe here any unique needs of this Office and outline additional infection control measures that the Office will use to reduce the spread of COVID-19:

None at this time.

SECTION 16: COMMUNICATIONS TO STAKEHOLDERS

The layered approach to promote safety on campus is based on best practices, but we acknowledge that it is complicated. Your Office may wish to develop customized communications (forms, emails, etc.) to your stakeholders to communicate the myriad safety protocols. Please describe any special communications you plan to develop for your stakeholders. Include a description of the stakeholders (e.g., "students living in residence halls", "visitors who are not EMU students or employees attending events") and a brief description of the content (e.g., "safety protocols", "checklist for parents", etc.).

Service EMU will communicate office hours, appointment request procedures, and FAQs to incoming students, parents, and continuing students.

SECTION 17: TRAINING

The following individual(s) is (are) responsible for developing a training program for this Office's unique practices, and ensuring that all employees in the Office complete the training:

- Donna Holubik, Director of Financial Aid, dholubik@emich.edu, 7-1036

- Jennifer Tremewan, Asst Director of Financial Aid, jtremewan@emich.edu, 7-1048

SECTION 18: FINAL CHECKLIST

We understand that this Plan contains a great deal of information. Here is a summary checklist to be used by the supervisor identified on Page 1 who completed this Plan.

- Complete the description of your Office (Section 4)
- Designate a supervisor to review/approve daily health screenings that are completed by employees online (Section 5)
- Designate a supervisor to ensure that employees follow the notification protocols for individuals who test positive for COVID-19 (Section 6)
- Designate a supervisor to notify third-party contractors that work with the Office about sick and notification protocols (Section 7)
- Designate supervisor(s) for managing the face covering process (Section 9)
- Estimate the number of face coverings your Office will need per week (Section 9)
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