

COVID-19 BUSINESS TOOLKIT



Updated for COVID-19 Restrictions Under the Public Health Code Act 368 of 1978 Section 333.2253

The Michigan Department of Health and Human Services (MDHHS) has issued an Emergency Order of Gathering Prohibition and Face Covering.

Three Week Pause to Save Lives

- **Contract Tracing Requirements**
 - Gatherings are prohibited at the following facilities unless the facility maintains accurate records, including date and time of entry, names of patrons, and contact information, to aid with contact tracing, and denies entry for a gathering to any visitor who does not provide, at a minimum, their name and phone number:
 - All businesses or operations that provide barbering, cosmetology services, body art services (including tattooing and body piercing), tanning services, massage services, or similar personal care services.
 - Exercise facilities
 - All businesses or operations that provide in-home services, including cleaners, repair persons, painters, and the like, must not permit their employees to gather with clients unless the business maintains accurate appointment records, including date and time of service, name of client, and contact information, to aid with contact tracing.
 - Upon request, businesses, schools, and other facilities must provide names and phone numbers of individuals with possible COVID-19 exposures to MDHHS and local health departments to aid in contact tracing and case investigation efforts.
 - Data collected under this section:
 - Must not be sold or used for sales or marketing purposes without express consent of each patron.
 - Must be protected as confidential information to the fullest extent of the law.
 - Must not be provided to law enforcement or immigration officials except upon receipt of a lawful subpoena from a court or other lawful court orders.
 - Must be retained for 28 days by the collecting organization, after which time the data must be destroyed. If facilities use existing data to fulfill this requirement, they may instead follow their own pre-existing data retention and destruction policies at the conclusion of the 28-day retention period.

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- **General Capacity Limitations at Gatherings**
 - Indoor gatherings:
 - Prohibited at residential venues, except where no more than 10 persons from no more than 2 households are gathered.
 - Prohibited at non-residential venues.
 - Outdoor gatherings are permitted only as follows:
 - At residential venues, 25 or fewer persons are gathered, comprised of no more than 3 households.
 - At non-residential venues:
 - A. 25 or fewer persons are gathered at a venue without fixed seating, and attendance is limited to 20 persons per 1,000 square feet, including within any distinct area with the event space.
 - B. 25 or fewer persons are gathered at a venue with fixed seating, and attendance is limited to 20% of seating capacity of the venue.
 - The limitations to the size of gatherings in the above sections do not apply to:
 - Incidental, temporary gatherings of persons in a shared space, such as frequently occur in an airport, bus station, exercise facility, food facility, shopping mall, or public pool.
 - Gatherings between an employee and a customer for the purpose of receiving services.
 - Workplace gatherings that occur consistent with the [Emergency Rules](#) issued by MIOSHA on October 14, 2020.
 - Voting or election-related activities at polling places.
 - Training of law enforcement, correctional, medical, or first responder personnel, insofar as those activities cannot be conducted remotely.
 - Education and support services at public, non-profit, and boarding schools serving students in prekindergarten through 8th grade.
 - Children in a child-care organization or camp setting.
 - Persons traveling on a school bus or other public transit.
 - Gatherings for the purpose of medical treatment, including mental health and substance use disorder support services.
 - Gatherings of up to 25 persons for the purpose of a funeral.
 - Residential care facilities, which are subject to the October 21 epidemic order entitled "[Requirements for Residential Facilities](#)" or any replacement of the order.
 - As a condition of hosting a gathering under this [emergency order](#), organizers and venues must design the gathering to encourage and maintain physical distancing and must ensure that persons, not part of the same household, maintain 6 feet of distance from one another to the extent possible.

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- **Gathering Restrictions for Particular Types of Facilities**
 - Gatherings, are prohibited in the following settings:
 - Entertainment venues, including auditoriums, arenas, banquet halls, cinemas, conference centers, concert halls, performance venues, sporting venues, stadiums, and theaters.
 - Recreational facilities and places of public amusement, including amusement parks, arcades, bingo halls, bowling alleys, casinos, night clubs, skating rinks, strip clubs, water parks, and trampoline parks.
 - Gatherings are permitted at food service establishments under the following conditions:
 - Persons are not gathered indoors except in custodial settings, medical facilities, school and university cafeterias, shelters, and soup kitchens. If attendees are seated at tables, persons must be 6 feet apart, or members of a household may share a table and tables must be spaced a minimum of 6 feet apart.
 - Persons participating in outdoor dining are seated no more than 6 to a table and tables are spaced a minimum of 6 feet apart.
 - Nothing in this section shall be construed to prohibit the use of these facilities for public health or other emergency purposes.
- **Gathering Restrictions for Facilities**
 - A gathering at a retail store, library, or museum must not exceed 30% of total occupancy limits established by the State Fire Marshal or a local fire marshal. Nevertheless, a retail store, library, or museum may permit one customer at a time to enter if strict adherence to the 30% total occupancy limit would otherwise result in closure.
 - Retail stores must establish lines to regulate entry and checkout, with markings for patrons to enable them to stand at least six feet apart from one another while waiting.
 - At exercise facilities:
 - Gatherings must not exceed 25% of the total occupancy limits established by the State Fire Marshal or a local fire marshal; and
 - There must be at least 12 feet of distance between each occupied workout station.
 - Gatherings for group fitness activities or classes are prohibited.
 - Gatherings in waiting rooms at outpatient health-care facilities, veterinary clinics, and other businesses are prohibited unless the facility implements a system to ensure that persons not of the same household maintain 6 feet of distance. To the extent possible, this system must include a policy that patients wait in their cars for their appointments to be called.
 - A gathering at an indoor or outdoor pool not otherwise prohibited as stated in the [emergency order](#) must not exceed 25% of bather capacity limits described in Rule 325.2193 of the Michigan Administrative Code.
 - In facilities offering non-essential personal care services, including hair, nail, tanning, massage, traditional spa, tattoo, body art, and piercing services, and similar personal care services, gatherings are only permitted to the extent that services do not involve the removal of face masks. All services must be provided by appointment, and gatherings in waiting areas are prohibited.

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- **Schools, Colleges, and Universities**
 - Gatherings at public, nonpublic, and boarding schools for the purpose of conducting in-person instruction, sports, and extracurricular activities serving pupils in grades 9 through 12 are prohibited, except for in-person instruction of pupils who are English Language Learners or participants in special education services.
 - Gatherings at public, nonpublic, and boarding schools for the purpose of conducting in-person instruction of pupils in prekindergarten through grade 8 are permitted, subject to local health department and school district decisions on remote learning. Gatherings for the purpose of sports and extracurricular activity are prohibited.
 - Gatherings at public, nonpublic, and boarding schools are permitted for the purpose of providing services to students in need, including food distribution, access to internet connectivity, physical and mental health care services, and child care.
 - Gatherings at colleges and universities are prohibited for the purpose of holding in-person classes, extracurricular events, or other events are prohibited, except as permitted in general capacity limitation at gatherings and organized sport gathering restrictions sections
- **Organized Sports Gathering Restrictions:** Gatherings for the purpose of organized sports are prohibited unless the gathering meets all the following conditions:
 - Gatherings for the purpose of organized sports are prohibited unless all participants, teams, and venues comply with the enhanced testing regiment specified in the “Additional Mitigation Measures for Safer Athletic Practice and Play without the use of Face Coverings” section of [MDHHS guidance on Additional Measures for Safer Athletic Practice and Play](#). Sports organizers complying with this section may host gatherings for the purpose of practice and competition notwithstanding the gathering prohibition in general capacity limitation at gatherings and school, colleges, and university sections.
 - Sports organizers may not permit gatherings of spectators.
- **Food Service Establishments**
 - Food establishments shall close dine in services starting November 18th, 2020 at 12:01am.
 - Gatherings permitted at a food establishment under the following conditions:
 - Persons are not gathered indoors except in custodial settings, medical facilities, schools and university cafeterias, shelters, and soup kitchens. If attendees are seated at a table, individuals must be 6 feet apart or members of the same household may share a table and tables must be spaced 6 feet apart.
 - Persons participating in outdoor dining are seated no more than 6 to a table and tables are spaced a minimum of 6 feet apart.
 - Food establishments may remain open for takeout services
- Food Establishment [MIOSHA rules](#)
 - The employer shall have developed and implemented a written COVID-19 preparedness and response plan.
 - The preparedness and response plan shall include:

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- Engineering controls
 - Administrative controls
 - Basic infection prevention measures
 - Personal protective equipment
 - Health surveillance
 - Training
- **Face Covering Requirement**
 - All persons participating in gatherings are required to wear a face mask.
 - As a condition of gathering for the purpose of transportation, transportation providers must require all staff and patrons to use face masks and must enforce physical distancing among all patrons to the extent feasible.
 - Except as provided elsewhere in this order, a person responsible for a business, store, office, government office, school, organized event, or other operation, or an agent of such person, must prohibit gatherings of any kind unless the person requires individuals in such gatherings (including employees) to wear a face mask, and denies entry or service to all persons refusing to wear face masks while gathered.
 - A person responsible for a business, store, office, government office, school, organized event, or other operation, or an agent of such person, may not assume that someone who enters the facility without a face mask falls within one of the exceptions specified in section 8 of this order, including the exception for individuals who cannot medically tolerate a face mask. An individual's verbal representation that they are not wearing a face mask because they fall within a specified exception, however, may be accepted.
 - A person responsible for a child-care organization or camp, or an agent of such person, must not allow gatherings unless face masks are worn by all staff. Children must wear face masks as indicated below:
 - All children 2 years and older when on a school bus or other transportation provided by the child-care organization or camp.
 - All children 4 years and older when in indoor hallways and common areas.
 - All children 5 years and older when in classrooms, homes, cabins, or similar indoor settings.
 - **Exceptions to face mask requirements:** Although a face mask is strongly encouraged even for individuals not required to wear one (except for children under the age of 2), the requirement to wear a face mask in gatherings as required by this order does not apply to individuals who:
 - Are younger than 5 years old, outside of child-care organization setting.
 - Cannot medically tolerate a face mask.
 - Are eating or drinking while seated at a food service establishment or at a private residence.
 - Are exercising outdoors and able to consistently maintain six feet of distance from others.
 - Are swimming.

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- o Are receiving a service for which removal of the face mask is necessary.
- o Are asked to temporarily remove a face mask for identification purposes.
- o Are communicating with someone who is deaf, deafblind, or hard of hearing and whose ability to see the mouth is essential to communication.
- o Are actively engaged in a public safety role, including but not limited to law enforcement, firefighters, or emergency medical personnel, and where wearing a face mask would seriously interfere in the performance of their public safety responsibilities.
- o Are at a polling place for purposes of voting in an election.
- o Are engaging in a religious service.
- o Are giving a speech for broadcast or to an audience, provided that the audience is at least six feet away from the speaker.

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Frequently Asked Questions

Q – What defines a close contact?

A- A close contact means someone who has been within 6 ft. of a confirmed positive case for 15 minutes or more over the course of a 24-hour period.

Q – I tested positive and haven't heard anything from the health department. What should I do?

A- Rest assured that we are working as quickly and efficiently as possible. We will be in contact with you shortly. In the meantime, [self-isolate](#) for 10 days from the day your symptoms started (if you have symptoms) or from the day your test was collected (if you don't have symptoms). One of our nurses will be in touch as soon as possible to confirm when you will be able to return to your normal day-to-day activities.

A - [While you wait](#), it would be helpful to create a list of places and people that you have been in close contact with up to 2 days before you started experiencing COVID-19 signs and symptoms. If you'd like, you could even reach out to those people to let them know that they should self-quarantine for 14 days, and if they start to show signs or symptoms they should be tested.

A - If you have received the link to our PEG electronic case investigation form, please complete and submit it.

Q- Are face coverings still a requirement for employees and customers?

A- Yes, face coverings are required to be worn by individuals unless they are under the age of 5 years old or are medically unable to tolerate a face covering.

Q - How many customers can be seated at a table for dine in service?

A - Food facilities must close for dine-in services starting November 18th, 2020 at 12:01am. Food facilities are permitted to continue operations with to-go food only. Outdoor dining can still occur as long as there are no more than 6 individuals to a table and tables are spread out a minimum of 6 feet. Dine-in service under a tent can occur if all of the walls and sides are up.

Q - Can our facility use outdoor Garden domes for food service?

A – We are currently viewing these as indoor dining where multiple households could meet up and eat at. Currently, these Garden domes are not approved due to the dome being completely enclosed.

Q - Are employees still required to complete self-screening protocols?

A - All employees who arrive for work are required to conduct a self-screening protocol that includes: 1) a questionnaire covering symptoms and suspected or confirmed exposures to COVID-19, and temperature screening. If an employee answers "Yes" to any of these questions, they should be sent home and not allowed to work. The health department recommends that anyone experiencing COVID-19 symptoms get a COVID-19 test.

Q – Do I need to require patrons to wear masks?

A - Yes, face coverings are required to be worn by individuals unless they are under the age of 5 years old or are medically unable to tolerate a face covering.

A - You must also post signage notifying patrons that masks must be worn covering their mouth and nose. Resources can be found [here](#).

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Q - What do I do if I have an employee who tested positive for COVID-19?

- A** - If the employee was symptomatic at work, the facility should complete a deep clean of the facility that is consistent with the Food and Drug Administration and the CDC Guidance. [CDC cleaning guidance, and FDA cleaning guidance.](#)
- A** - Any coworkers who were in close contact with the employee who tested positive during the 2 days before symptoms, or before testing positive if asymptomatic, should be in self-quarantine for 14 days while monitoring for signs and symptoms of COVID-19.
- A** - The business should immediately call our Public Health Information line at 1-800-386-5959 or complete the [Positive COVID-19 Reporting Form](#) to notify the health department.

Q – My employee was told to quarantine for 14 days but received a negative test result. Can they end quarantine early and start working again?

- A** - A negative test *does not* end quarantine early. The employee must complete the full 14-day quarantine despite receiving a negative test result. Signs and symptoms of COVID-19 can appear up to 14 days after the last exposure, so completing your full quarantine is very important. You cannot test “out” of quarantine.

Q - Where do I go to file a complaint?

- A** - We now have a [complaint form](#) for the public to submit comments and complaints.

Q – Do I need to have a written plan to prevent employee exposure to COVID-19?

- A** – Yes, please see this [checklist](#) for information on what is required of your business.

Q – If any employee starts to have symptoms during quarantine what should we do?

- A** – Anyone with symptoms who is quarantined is encouraged to get tested for COVID-19. If in doubt, the employee can check with their primary care provider/doctor to be evaluated or call the Health Department at 1-800-432-4121 and ask for direction regarding testing.
- A** – The Health Department or MDHHS will be connecting with the employee to make sure that they are doing well, and to check on symptom development. The health department works closely with MDHHS to provide this daily connection; people may notice the number shows up on caller-ID as 1-866-80MDHHS. They will also offer a text/email check-in option as well.

Q – How are quarantine dates determined?

- A** – Quarantine is determined by the last date of close contact to the confirmed positive COVID-19 case. Often information at the beginning of a case investigation is limited and as the investigation unfolds there can be corrections to quarantine dates. If there is a change in the length of quarantine, individuals will be notified directly by the health department of the change and reason for the change.
- A** – If an individual in quarantine starts showing symptoms of COVID-19, their quarantine may be extended until COVID-19 is ruled out. At this point in time, they may also be designated a “probable” case which means that their close contacts need to be traced and quarantined as well.

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Q – What about other employees that have been around those identified as close contacts?

A – If they don't meet the criteria for a close contact of a positive case, they do not need to quarantine. They should self-monitor for development of symptoms and be aware that if the close contact develops symptoms, they will become a probable case and their contacts will then need to be quarantined.

Q – What if someone in a close contact's home tests positive?

A – If a household member tests positive, the other members of the home need to isolate from that person and avoid contact within 6 feet for 15 minutes or more. If that is not able to be effectively achieved (this sometimes happens with parents and children) then the close contact caregivers 14 day quarantine does not begin until the positive case finishes their 10 day isolation period.

Q – Will the isolation period for an employee who has tested positive be extended longer than 10 days for any reason?

A – No, we do not extend this period of time. Someone who tests positive can return to work after 10 days from onset of symptoms as long as they have not had a fever for 24 hours without fever-reducing medication and other symptoms have improved.

A – The only exception to this may be for people who have severe illness and are hospitalized. In this case, an infectious disease doctor would make this determination and advise how long the patient should isolate after discharge.

Q – What if someone has returned to work after their isolation period and is exposed again?

A – As long as the exposure is within 90 days of their diagnosis of COVID-19 they do not need to quarantine again because the risk of re-infection within 90 days is extremely low.

Q – Does an employee need a negative test to return to work after being diagnosed with COVID-19?

A – No, there is no test needed to return to work after having COVID-19. People may test positive for an extended period of time, but this does not mean they continue to be contagious.

More information on the Emergency Order Under MCL 333.2253: Gatherings Prohibition and Mask Order can be found by Clicking the emergency order below: [MDHHS Emergency Order](#).

COVID-19 Script for Businesses

Contact Tracing

- Hello, my name is [REDACTED], and I am calling from [REDACTED].

- We are working closely with the Health Department of Northwest Michigan, and we have been notified that there has been a COVID-19 positive individual present in our workplace, and you have been identified as a close contact of this individual during their contagious period. A close contact is defined as an individual who has been within 6ft of a COVID-19 positive/probable individual for a minimum of 15 minutes.

- We have worked with the employee testing positive to determine that your last exposure to the positive individual occurred on [REDACTED]. Due to the exposure, you will be required to quarantine for a total of 14 days since the last date of exposure. You will be able to return to work and other activities on [REDACTED]. According to the general instruction of the Health Department, during this period of time you will need to stay quarantined at home, and exposure to other individuals will need to be limited. *The rest of your household is able to continue necessary routine activities such as traveling to work, school, or the grocery store. Do you have any concerns with being able to do this? (their answer may require a notification back to HDNW to further follow-up for basic needs**)*

- Are you currently experiencing any symptoms of illness such as cough, fatigue, chills/sweats, congestion, runny nose, severe headache?
 - If no - That is good to hear. Symptoms may develop during the quarantine period, because of this the Health Department or MDHHS will be connecting with you as often as possible to make sure that you are doing well, and to check on symptom development. The health department works closely with MDHHS to provide this connection; you may notice the number shows up on your caller-ID as 1-866-80MDHHS. They will also offer you a text/email check-in option as well. If you begin to develop symptoms, and you have not spoken with MDHHS about it yet, please call the health department at 1-800-432-4121.
 - If yes – Please tell me more about these symptoms (get a description, what symptoms, how long, how severe, is this new onset or ongoing (asthma, allergies)). From your description it sounds like you may have symptoms that correlate with COVID-19, I am going to connect you with a nurse at the Health Department who is an expert with COVID-19 so that they can help you further. They will be calling you to gather more information and to answer any questions you might have. (At this point, ensure this contact goes back to the health department for further follow-up**)



Health Department of Northwest Michigan Quarantine Information

Dear _____,

The Health Department of Northwest Michigan has identified a COVID-19 positive individual present in your workplace. You have been identified as a close contact of this individual during their contagious period. A close contact is defined as an individual who has been within 6ft of a COVID-19 positive/probable individual for a minimum of 15 minutes.

Through investigation by the Health Department it has been determined that your last exposure to the positive individual occurred on _____. Due to the exposure, you will be required to quarantine for a total of 14 days since the last date of exposure. You will be able to return to work and other activities on _____. During this period of time you will need to stay quarantined at home, and exposure to other individuals will need to be limited. *The rest of your household is able to continue necessary routine activities such as traveling to work, school, or the grocery store.*

If you are not currently experiencing any symptoms of illness such as cough, fatigue, chills/sweats, congestion, runny nose, severe headache, it is still possible that symptoms may develop during the quarantine period. Due to this, the Health Department of Northwest Michigan or the Michigan Department of Health and Human Services will be connecting with you as often as possible to make sure that you are doing well, and to check on symptom development. The health department works closely with MDHHS to provide this daily connection; you may notice the number shows up on your caller-ID as 1-866-80MDHHS. They will also offer you a text/email check-in option as well. Please call the health department at 1-800-432-4121 if you have any further concerns.

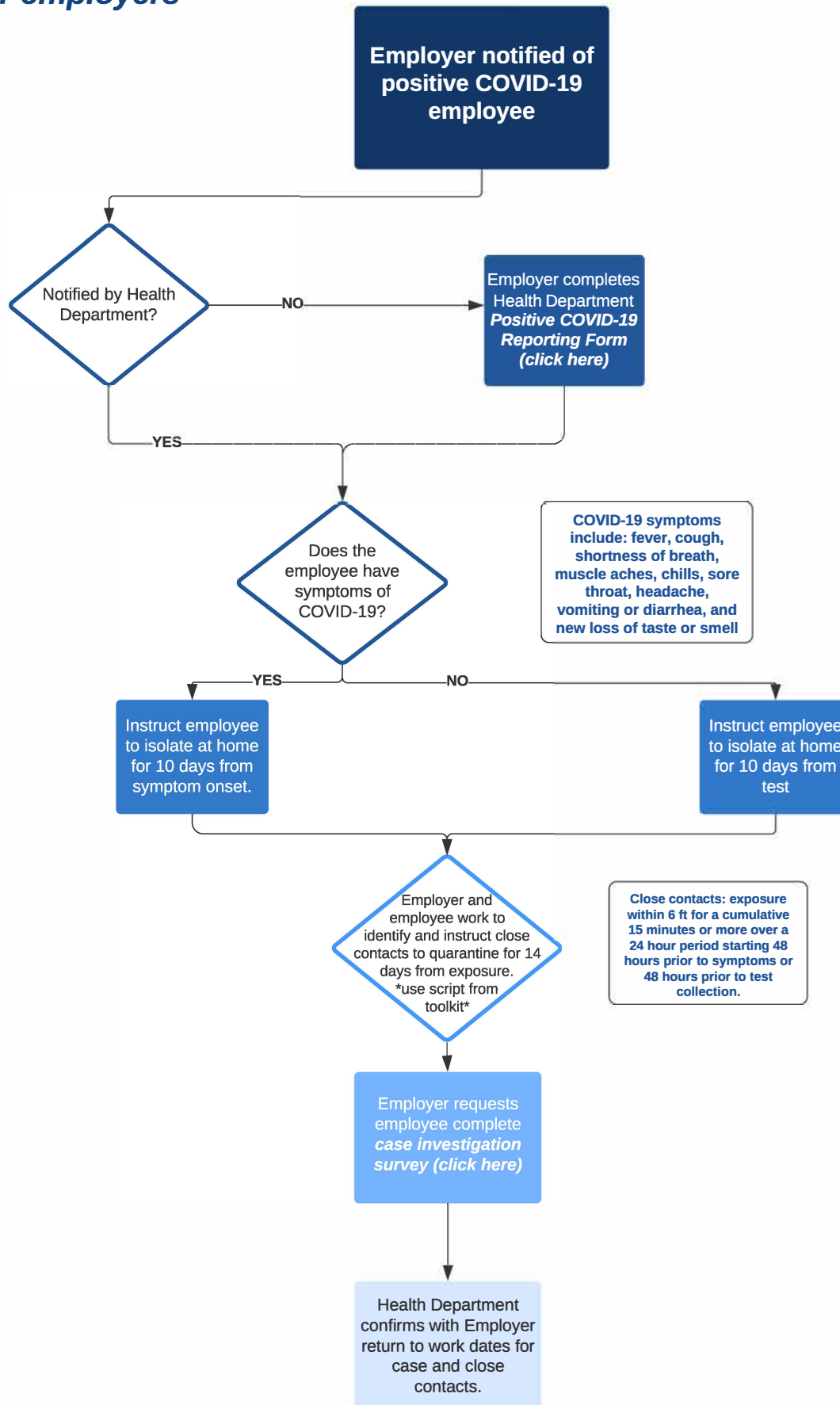
If you shared that you ARE CURRENTLY experiencing symptoms, a nurse from the Health Department who is an expert with COVID-19 will be contacting you so that they can help you further. They will be calling you to gather more information and to answer any questions you might have.

Confirmed COVID-19 Case in the Workplace

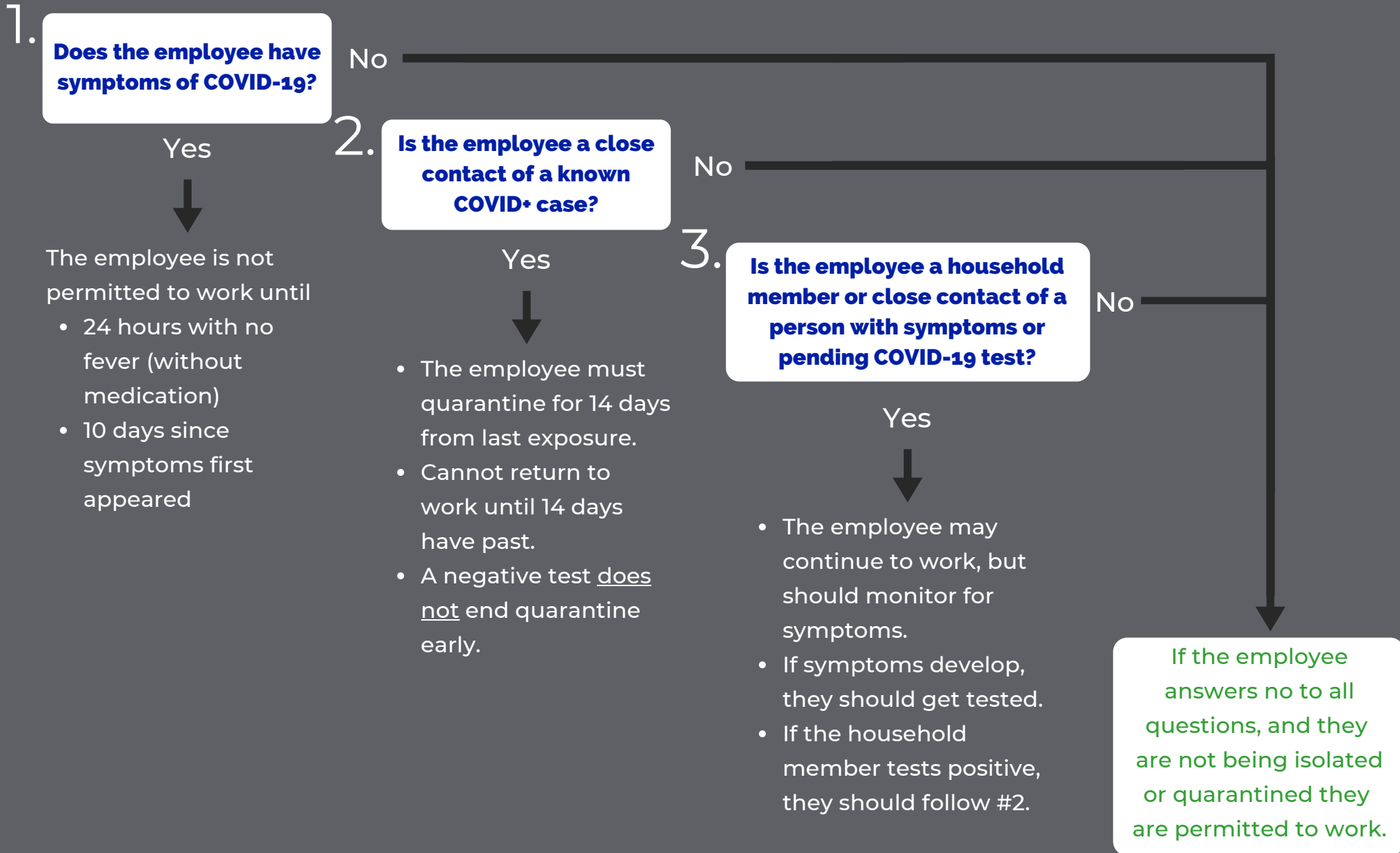
Steps for employers



**HEALTH
DEPARTMENT**
of Northwest Michigan



PROCESS FOR HANDLING COVID-19 EXPOSURE AT WORK



CONTACT TRACING FLOW CHART

For potential and actual exposures to COVID-19

CLOSE CONTACTS OF A COVID-19 CASE

I live with or am caring for someone who has COVID-19.

I received a call that I am a close contact of someone who has COVID-19

You should self quarantine and monitor yourself for symptoms. A contact tracer or your local health department will call with instructions, or you can call your local health department.

THIRD-PARTY EXPOSURE; NOT CLOSE CONTACT

I have been in contact with a person who is a close contact of someone who has COVID-19.

I think someone I know has COVID-19.

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

How to monitor for symptoms

Check your temperature twice daily and watch for symptoms of COVID-19. Have you developed any [symptoms of COVID-19](#)?

YES

NO

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

YES

NO

Seek immediate medical attention.

Isolate from others and get tested for COVID-19. Find a test site by visiting: Michigan.gov/CoronavirusTest, or call HDNW 1-800-432-4121.

Call your doctor if you are concerned about your health, especially if you are severely immunocompromised.

Get answers to questions about:

Your health... call your doctor.

Quarantine or isolation... call your [local health department](#).

COVID-19... call the COVID-19 Hotline at 1-888-535-6136.

Contact tracing... call the MI COVID HELP Contact Tracing Line at 1-866-806-3447.