


# MEMORANDUM

CITY OF GRAND RAPIDS

**DATE:** August 21, 2020

**TO:** Top Management

**FROM:** Mark Washington, City Manager 

**SUBJECT:** **City Manager Administrative Order 2020 – 13: Policy Regarding Use of Protective Facemasks in the Workplace**

---

The health and safety of our staff and their loved ones remain paramount to our COVID-19 response efforts. We also are committed to continue providing excellent City services to our community. This requires a focused effort to ensure you can adequately protect yourself and the public from any potential exposure to COVID-19 while carrying out these essential services. While mask requirements have been in place since facility reopenings began on July 13, we are establishing this Administrative Order to make clear the expectations for our workforce and visitors.

The City Policy Team has updated the citywide EOC Re-entry Plan to align to the State Executive Orders (EO) EO 2020-145 Safeguards to protect Michigan's Workers and EO 2020-147 to wear masks. Signage has been placed in City facilities local government offices open to the public which requires customers to wear a face covering to enter its premises and receive service.

This Administrative Order provides guidelines on the required use of face coverings in all City buildings and offices, indoor public spaces, when outdoors and unable to consistently maintain six-foot distance or more from individuals outside one's household, and when waiting for or riding on public transportation.

**For All City of Grand Rapids Employees:**

- Employees in a shared indoor public space must wear a face covering, including during in-person meetings as well as in hallways, restrooms, breakrooms and other common areas.
- Public Safety staff (GRFD/GRPD) should check with their direct supervisor for operations standard protocol for wearing masks.

- Face coverings are required when an employee cannot consistently maintain six feet of physical distancing from other individuals in the workplace.
- City departments have installed physical barriers, such as germ guards and partitions around desks, counters and workspaces, where the six-foot physical distancing requirement cannot be maintained.
- Employees should consult with their supervisor to determine any additional department specific expectations for mask requirements while at work.
- The City will provide non-medical grade face coverings to all employees. Masks are available at each department. Contact your supervisor to receive your mask or to re-order masks from Facilities. Note: orders will need to be picked up from Facilities so place orders in advance of immediate need. Department directors and managers will order the masks using the EOC Resource Request Form.
- Visitors can be provided a face shield if they are not able to wear a mask. Department leaders can order face shield by using the EOC Resource Request Form
- Face Shields provide barrier protection to the facial area and related mucous membranes (eyes, nose, lips) and are considered an alternative to goggles. Face shields are not meant to function as primary respiratory protection and should be used concurrently with a medical mask (for droplet precautions) or a respirator (for airborne precautions) if aerosol-generating procedure is performed. They should cover the forehead, extend below the chin, and wrap around the side of the face. Face shields are available in both disposable and reusable options.

**For ALL visitors to a City building or office:**

No business, including local and state government offices open to the public, may provide service to a customer or allow a customer to enter its premises unless the customer is wearing a face covering as required by Executive Order 2020-147. Signs have been posted at the entrances of all City buildings informing visitors of the face covering requirement for entry.

- If a visitor enters a City building without a face covering, the individual needs to be reminded of the requirement in a calm manner by the designated greeter for the building or department. Each facility is different so department leaders will determine that central entry point.
  - Reference the Governor's Executive Order 2020-147 stating that no business, including local and state government offices open to the

public, may provide service to a customer or allow a customer to enter its premises unless the customer is wearing a face covering.

- Failure to comply with the requirement may result in fines and the inability to complete the necessary services being requested.
- If a visitor has simply forgotten a face covering, one can be provided from the department supply of disposable masks. Consider this potential need when placing re-supply orders. Department Directors and managers will order more masks as needed by using the EOC Resource Request Form.
- If the visitor becomes agitated, acknowledge their concerns and attempt to address them in a meaningful and empathetic way.
  - Actively listen to their concerns without interruption so they may fully express themselves.
  - Thank them for sharing their concerns with you maintaining a calm and empathetic demeanor.
  - Provide alternative solutions such as City provided mask, online or phone services, or returning with their own mask.
- If the visitor displays disruptive behaviors such as yelling, bullying, actively defying or refusing to comply:
  - If the situation escalates to where you feel unsafe, leave and call your supervisor for help. If necessary, call 911.

### **Exceptions to this Order:**

Some individuals cannot medically tolerate a face covering and others are hearing impaired or otherwise disabled cannot cover their mouth to communicate. Maintain a six-foot distance and encourage other means to conduct business such as 311 or online services. **Face mask exemptions are made for Individuals who:**

- Are younger than five years old, though children two years old and older are strongly encouraged to wear a face covering, pursuant to CDC guidance.
- Cannot medically tolerate a face covering.
- Are eating or drinking while seated at a food service establishment.
- Are exercising when wearing a face covering would interfere in the activity.

- Are receiving a service for which temporary removal of the face covering is necessary to perform the service.
- Are entering a business or are receiving a service and are asked to temporarily remove a face covering for identification purposes.
- Are communicating with someone who is hearing impaired or otherwise disabled and where the ability to see the mouth is essential to communication.
- Are actively engaged in a public safety role, including but not limited to law enforcement, firefighters, or emergency medical personnel.
- Are officiating at a religious service.
- Are giving a speech for broadcast or an audience.
- Are engaging in religious worship at a house of religious worship, although CDC guidance strongly encourages face coverings during religious services.

**Departmental leaders are responsible to:**

- Review the plan and ensure all directors, managers and supervisors understand their role/responsibilities to support front line staff when a visitor enters a facility and will not adhere to EO 2020-147 to wear a mask
- Directors, managers and supervisors are required to meet with and provide the plan for your facilities and staff to ensure they are aware of how to respond if faced with a situation where a visitor refuse to wear a mask
  - The procedure below does provide direction on what the role of the staff handling visitors and how to interact
  - Leadership should not argue with those unwilling to wear a mask- remain calm, offer solutions for service other than in person (online, phone) and as needed request they leave the facility
- If you have multiple City department tenants in a building, you should work with those tenants to ensure consistency in expectations regarding appropriate protections.

If you have additional questions or need clarification contact Craig Coulson ([ccoulson@grcity.us](mailto:ccoulson@grcity.us) 456-3342) or Becky Jo Glover ([bglover@grcity.us](mailto:bglover@grcity.us)). We encourage you to reach out with any questions.

cc: Eric DeLong  
Doug Matthews  
Allison Farole