

# MEMORANDUM

CITY OF GRAND RAPIDS

**DATE:** April 21, 2021  
**TO:** Top Management  
**FROM:** Mark A. Washington, City Manager  
**SUBJECT:** **City Manager Administrative Order 2021-03: Continuity of Essential City Services Update**

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While vaccinations become more widely available to our employees and to the public, we understand COVID-19 remains a significant public health concern. As new variants become more widespread and activity increases with warmer weather, it is imperative that we stay vigilant in suppressing the potential spread of the virus.

The City of Grand Rapids has modeled its service provision around requirements and guidance provided from federal, state and county authorities. As we have learned, circumstances can be fluid and this Order will be updated as those circumstances require. The provisions in this Administrative Order are effective immediately and are expected to remain in force until October 15, 2021 unless updated guidance is provided during the intervening time.

## **Temporary Service Changes**

1. **We will continue to adhere to our [City of Grand Rapids re-entry plan](#), which serves as our COVID-19 preparedness plan.** This is our written plan to mitigate employee exposure to COVID-19 in the workplace. This includes processes and detailed measures we must continue to exercise in order to reduce risks of employee exposure, to include:
  - a. Continued use of daily self-screening for staff working in-person.
  - b. Continued use of face coverings in common/shared or open workspaces.
  - c. Appropriate personal protective and distancing measures, including modifications within work areas.

Department Directors are empowered to use these plans in determining the most appropriate operational strategies to minimize potential exposure and concurrently ensure continuity of services to the public. If there are questions regarding the implementation of personal protective or distancing standards within the workplace, departments should consult with Risk Management on the most appropriate responsive measures.

Any changes that may contradict or conflict with existing labor agreements should be reviewed by Labor Relations prior to implementation.

2. **City facilities shall remain closed to walk-in service, with the exception of the City's customer service center on the Monroe level of City Hall.** Departments should encourage self-service options, or conducting business via e-mail, telephone or through the City's 311 center.
  - a. Customer-facing departments should implement "by appointment" service as an additional measure, or where other options are not available or feasible.
  - b. As stated, the City's 311 Center on the Monroe level of City Hall will remain open for necessary walk-in services and is the recommended first place to contact for service. Departments are encouraged to work with 311 on potential areas where service may be provided through the center.
  - c. All customers must wear a face covering in compliance with Section 7 of the MDHHS order or provide a valid reason for not wearing one. In such a case, departments are authorized to require the interaction to take place in a suitable outdoor space if possible.
3. **City Commission and other board/commission meetings will continue to be conducted virtually.** Electronic means of public participation in virtual meetings will be established and announced in advance of this and other public meetings.
  - a. Boards/commissions unable to comply with this order shall develop strategies for meeting that are in compliance with the most recent gathering restrictions, and make every effort to provide alternative options for virtual participation.
4. **All public engagement meetings shall be conducted virtually or through other electronic means.** Those seeking to conduct alternative public engagement methods may work with the Office of Equity and Engagement to learn more about available tools and tactics for maintaining public participation.
  - a. An exception may be made for certain activities conducted outdoors and in compliance with personal protection, physical distancing and capacity guidelines set forth by MDHHS.

5. **All permitted special events must comply with published personal protective, physical distancing and capacity requirements.**
  - a. All applicants for special event permits shall provide a plan for compliance with MDHHS guidelines prior to approval.
  - b. Film permits may be considered based on crew size, safe distancing plans and potential adjacent impacts to safe passage and distancing.
6. **Parks and Recreation facility rentals will resume on May 1, 2021.** All rental requests must include a plan for compliance with MDHHS guidelines prior to approval.
7. **Cemetery services are limited to 25 persons and must comply with all MDHHS guidelines for distancing and personal protection.**
  - a. Grave sales will be by appointment only.
8. **Recreational programming must be modified to be in compliance with this order.** This includes (but is not limited to):
  - a. In-person fitness programming is limited to 12 persons at indoor facilities.
  - b. Limiting occupancy in recreational facilities, including clubhouses.
  - c. Modifications to operation of the City's outdoor swimming pools.
9. **Interior inspections for code enforcement, permits, rental certification, water services, sewer maintenance, housing rehabilitation and lead remediation projects will continue.** This is providing that work can be done in a manner compliant with personal protective, physical distancing and capacity requirements.
  - a. This is necessary to maintain service for both indoor and outdoor construction, which are permissible under current MDHHS orders.
  - b. Departments providing such in-home services shall develop protocols for pre-screening homes or businesses for COVID risk.
  - c. If risk factors are present, those should be reported to a supervisor to determine whether the risks can be mitigated, or work can be rescheduled.
  - d. Departments performing in-home services must maintain a log or record of appointments serviced.
10. **Per MIOSHA Emergency Rule 5(8) (10/14/2020, extended on 4/14/2021) all departments must facilitate remote work/teleworking where work can reasonably be conducted through such means.** This shall include both City employees and contract employees where applicable.
  - a. Where teleworking can be accommodated, arrangements must be applied fairly and equitably with the understanding that public services

must be maintained to a sustainable level. This includes the appropriate level of supervision for employees not teleworking.

- b. Establishing rotational teleworking/onsite schedules is reasonable in order to maintain public services.
- c. Teleworking arrangements shall be made in compliance with the City's [Telework Policy](#) and are subject to review and adjustment based on performance and organizational needs.

### **Continuity of Operations**

Effective continuity of operations response requires workforce flexibility, and Department Directors are empowered to develop strategies to meet the requirements of this Order in the manner most appropriate to their particular line of work.

- a. Any initiatives, strategies or recommendations that conflict with current labor agreements should be shared with Labor Relations prior to implementation to ensure compliance.
- b. Provisions for both Expanded FMLA eligibility and Emergency Paid Sick Leave remain in force through September 30, 2021. Employees can refer to Administrative Order 2021-02 for detailed guidance.

These Orders are effective immediately and shall continue through October 15, 2021 unless otherwise lifted or modified by superseding state or federal requirements, at which time they may be lifted or modified accordingly.

Please work with your Deputy City Manager, Assistant City Manager or Managing Director to resolve any questions or concerns.

cc: Eric DeLong  
Doug Matthews  
Allison Farole