

RETURN-TO- WORK GUIDE

Joining together to stay safe and healthy on the job



A NOTE TO ALL READERS

The health and safety of our entire campus is our top priority. This Return-to-Work Guide highlights The Henry Ford's practices, protocols and recommendations for safely operating, as law permits, during the COVID-19 pandemic. These policies have been implemented with specific thought and attention to our campus; varying policies may be required in other locations.

The Henry Ford is providing a Return-to-Work Guide to align awareness of health and safety practices among staff, students, volunteers, guests and the community. The material in this guide is subject to change over time as health recommendations, guidance and practices progress.

Our Return-to-Work Guide is intended to highlight professional guidelines implemented on our campus, set in place by the recommendations of organizations such as the Centers for Disease Control and Prevention (CDC), Department of Health and Human Services, pursuant to the Occupational Safety and Health Act (OSHA), and the World Health Organization (WHO).

We will continue to update this document as new material becomes available and changes occur. This guide supports our Return-to-Work Team and should be referred to for instruction when entering campus to keep yourself and others safe. Material contained in this guide is subject to change. All facilities will comply with any applicable laws, first and foremost, if there are conflicts that arise within the Return-to-Work Guide.

Please note: This guide does not contain legal advice.

MESSAGE FROM THE PRESIDENT

Dear Colleagues,

Thank you for everything that you do to strengthen The Henry Ford. During the last few months, your resiliency, flexibility, creativity and courage has been both gratifying and inspiring. This Return-to-Work Guidebook shares the procedures and protocols we are taking to reopen and welcome guests to The Henry Ford.

As we continue to fully understand how we will operate in this new reality, please be assured that the health and well-being of all employees, volunteers and guests has been, and will continue to be, of paramount importance in all of our planning and implementation. We have looked to trusted sources to best understand how to safeguard our workforce and our guests while balancing the long-term viability of The Henry Ford. The changes we are implementing are the result of hours of collaboration by a crossfunctional internal task force that examined all facets of a multiphase reopening plan for The Henry Ford. This is an extremely complex undertaking because of numerous variables, including the unique experiential environments and density of many of our signature guest experiences. The reopening plan carefully evaluates and modifies nearly every aspect of our normal operations.

I want to thank our colleagues who have worked collaboratively to create this Return-to-Work Guide. Strict adherence to state and federal mandates is a central component of our reopening efforts. The guide was developed with guidance provided by the Centers for Disease Control and Prevention, Department of Health and Human Services, pursuant to the Occupational Safety and Health Act, and the World Health Organization.

THIS RETURN-TO-WORK GUIDE COVERS TOPICS INCLUDING:

- Cleaning and disinfecting of work areas
- Shared responsibilities for maintaining a clean, healthy and safe campus
- Guidelines for increased frequency of handwashing
- Daily health self-certification
- Guidelines and recommendations for social distancing inside and outside
- Guidelines for welcoming guests and visitors
- Guidelines for appropriate use and application of personal protective equipment

I believe in our very special culture and in this team. I look forward to doing what we do best — delivering exceptional mission fit experiences and inspiring people to learn to help shape a better future. I encourage you and your families to continue to be diligent in your efforts to slow the spread of COVID-19. Please be well, and I look forward to seeing you at The Henry Ford in the very near future.



Stay safe,

A handwritten signature in black ink that reads "Patricia".

PATRICIA E. MOORADIAN

President and CEO

The Henry Ford

MISSION, VISION, VALUES

OUR MISSION

The Henry Ford provides unique educational experiences based on authentic objects, stories and lives from America’s traditions of ingenuity, resourcefulness and innovation. Our purpose is to inspire people to learn from these traditions to help shape a better future.

OUR VISION

The Henry Ford will be a nationally recognized destination and force for fueling the spirit of American Innovation, invention and entrepreneurship and inspiring a can-do culture.

OUR VALUES

We are curious, authentic and passionate.

Curious: Switch on the light bulb; be flexible and resilient; try new things.

Authentic: Bring the past forward; share what we know; respect what others bring.

Passionate: Think big, work smart, grow wisely; have fun; deliver wow.

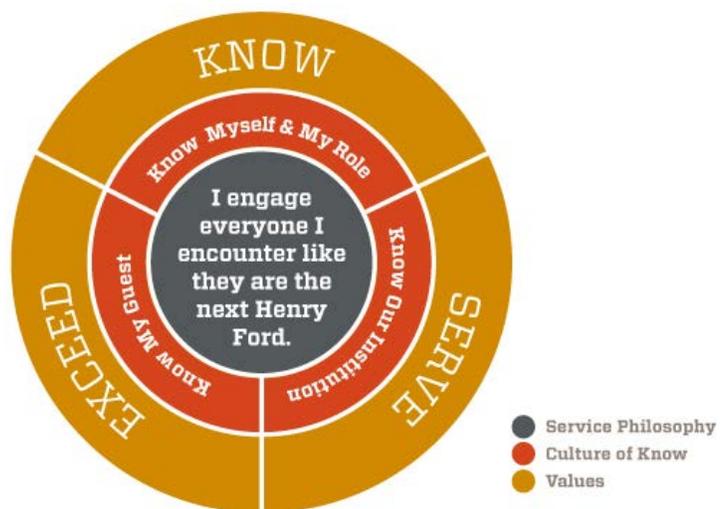
OUR SERVICE COMMITMENT

I engage everyone I encounter like they are the next Henry Ford through:

KNOWING about our organization and sharing this knowledge.

SERVING each guest with the highest level of hospitality.

EXCEEDING their expectations through learning and mastering my skills.



COVID19 Return-to- Work Guide

OUR COMMITMENT

Your health is our top priority as we return to The Henry Ford. The following guidance and activities have been developed to create a safe and healthy environment for all. Training, resources and other communications will be provided to support our commitment to safety.

HOW WE'VE PREPARED

We've implemented the following measures to promote a safe and healthy environment:

- Cleaned and disinfected all workstations and accessible offices.
- Cleaned and disinfected all common areas, including break and lunch areas, team rooms, entrances, locker rooms, restrooms and more.
- Instituted daily and weekly cleaning protocols.
- Established hand sanitizer stations in areas where soap and water are not nearby.
- Implemented social distancing actions.
- Developed training content to support the return to THF plan.

SELF-CERTIFY SURVEY

All employees are required to complete a daily COVID-19 self-assessment prior to arriving at work. Staff and volunteers are expected to answer all questions honestly for the safety of themselves, guests and co-workers. A web application will be used to complete the survey. If you do not have access to the website, a survey will be completed at the Blue Security Gate.

SOCIAL DISTANCING

In work areas and offices, continue to keep **six feet** of social distancing. Please honor social distancing even when outside.



PERSONAL PROTECTIVE EQUIPMENT

Face Masks

Everyone is required to have a mask with them and ready to don if not already wearing it, at all times. Please see Face Mask Policy for more information.



CLOSURE OF COMMON AREAS

Small meeting rooms are closed until further notice. Other common areas may be closed on a building-by-building basis.

HANDWASHING/SANITIZING

Regular handwashing is one of the best ways to prevent the spread of germs.

CDC recommends washing hands often with soap and water for 20 seconds.

In high-traffic areas where employees will not have access to soap and water, hand sanitizer stations have been added.

BREAKS AND MEALS

Some components of the employee dining room are closed. Microwaves and other appliances remain available for use.

Employees are required to clean microwave before and after each use.

WORKSTATION AND OFFICE CLEANING

Offices and other work areas will be provided disinfectant products to clean surface areas daily. Personal office spaces will be cleaned weekly on request as access permits. Common areas will be cleaned daily.

SYMPTOMS AT WORK

If you experience symptoms at work:

- Maintain a six-foot distance from others.
- For severe symptoms, notify your supervisor. Further medical evaluation and assistance will be provided as necessary by THF Security.
- Report confirmed cases to Talent & Culture by emailing the medical note to hrmanager@thehenryford.org or leaving in the overnight box by the Talent & Culture office door.

WHAT YOU CAN DO

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications.
- Self-certify your health daily.
- Follow the processes and guidelines for social distancing.
- Participate in cleaning and disinfecting your work areas.
- Practice proper handwashing and sanitizing.
- Cough and sneeze into tissues or your elbow.
- Ask questions and focus on your health and the health of your co-workers.
- If you experience any symptoms, stay home.

RETURN-TO-WORK GUIDE INTERACTIVE PDF

This document is interactive, enabling you to move through content in a way that allows you to access the information you need quickly.

This guide can also be viewed traditionally, so you're able to view content page by page, and it's print-ready, so you can take the guide with you into the workplace.

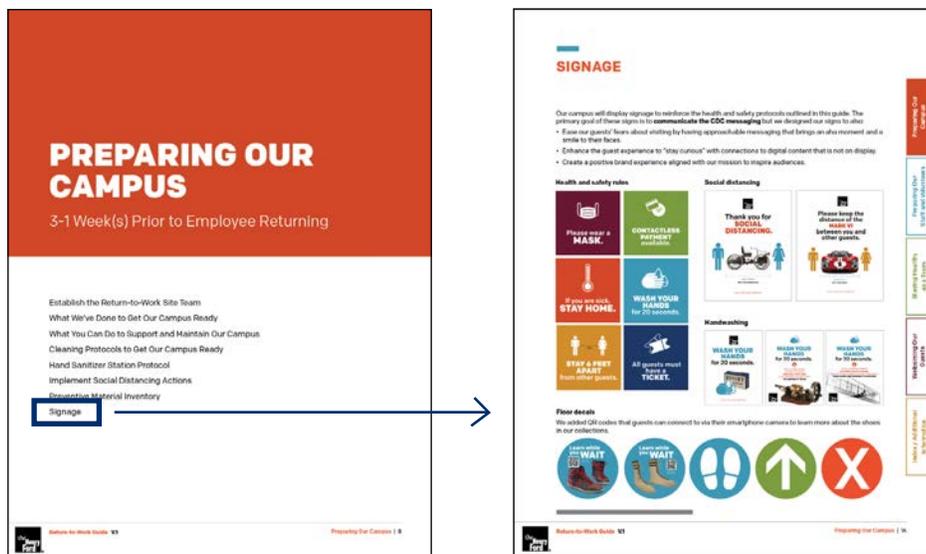
TABLE OF CONTENTS

On any page of the guide, you can return to the Table of Contents by clicking the shortcut on the THF logo on the bottom of any page.

SECTIONS

You can click on one of the tabs at right to jump directly to a section. ▶

Each section has a table of contents for that section. You can click on any heading to jump directly to that page.



DOCUMENT LINKS

Supplemental documents, files and assets that are available for download will be indicated by a gold icon and text.



TABLE OF CONTENTS

▶ INTRO

- Message from the President
- Mission, Vision and Values
- COVID-19 Return-to-Work Guide
- Interactive PDF

▶ PREPARING OUR CAMPUS

- Establish the Return-to-Work Team
- What We've Done to Get Our Campus Ready
- What You Can Do to Support and Maintain Our Campus
- Cleaning Protocols to Get Our Campus Ready
- Hand Sanitizer Station Protocol
- Implement Social Distancing Actions
- Preventive Material Inventory
- Signage

▶ PREPARING OUR STAFF AND VOLUNTEERS

- Workforce Communication — Return to work
- Self-Certify Your Health Daily
- Navigating and Entering the Campus
- Personal Protective Equipment - Face Masks / Face Shields
- Return-to-Work Guide
- Stopping the Spread of COVID-19 — What Can You Do?
- Social Distancing — What Can You Do?
- Social Distancing — Work Areas
- Social Distancing — During Shift Start / Changes
- Social Distancing — During Break / Lunch
- Social Distancing — When Taking Public Transportation
- Closure of Some Common Areas

▶ STAYING HEALTHY AS A TEAM

- Daily Cleaning
- What Happens If Someone Gets Sick at Work?
- What Happens If a COVID-19 Case is Confirmed?
- Travel Policy
- Your Mental Health and Well-Being — Managing Stress and Anxiety
- Your Mental Health and Well-Being — Behavioral Health Care Options During the COVID-19 Pandemic
- Contractors, Vendors and Personal Visitors

▶ WELCOMING OUR GUESTS

- Latest Information
- Know Before You Go
- Ticketing Options
- Mask Policy
- Social Distancing
- Security and Safety Information
- Cleaning Protocols
- Food Service Operations
- Retail Operations

▶ INDEX / ADDITIONAL INFORMATION

PREPARING OUR CAMPUS

3-1 Week(s) Prior to Employee Returning

Establish the Return-to-Work Team

What We've Done to Get Our Campus Ready

What You Can Do to Support and Maintain Our Campus

Cleaning Protocols to Get Our Campus Ready

Hand Sanitizer Station Protocol

Implement Social Distancing Actions

Preventive Material Inventory

Signage

ESTABLISH RETURN-TO-WORK TEAMS

The Return-to-Work Team is a crossfunctional group led by operational leaders in the following areas. This team works to ensure our facilities, staff, students, volunteers and guests are ready to resume THF activity by following our practices and protocols. All team activities must exemplify our commitment to a safe and healthy campus environment.

ESTABLISH RETURN-TO-WORK TEAMS

Integrated Operations Team

Overall responsibility for The Henry Ford's pandemic preparedness and response plan and coordinating all operations for staff and guest support. Ensure COVID-19 polices are implemented in support of operations. Ensure personnel and teams are deployed to support new policies and protocols. Identify and implement all personal protective measures, social distancing, signage and other safety and health protocols on campus.

Facilities Management Team

Lead and implement all cleaning and disinfection protocol to support staff and guest operations. Ensure proper personal protective gear is procured and available for the workforce. Ensure all maintenance and facility support functions are implemented to support operations.

Talent & Culture Team

Support policy development, communication, training and other staff readiness operations. Advise on COVID-19 compliance reporting and case management protocol. Communicate all well-being resources for staff and volunteers as required and depending on the situation.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

WHAT WE'VE DONE TO GET OUR CAMPUS READY

Comfort and safety is our top priority in your return to The Henry Ford. To ensure you are safe and healthy at work and following best practice recommendations, we've taken the following measures to prepare our campus:

- Cleaned and disinfected all offices free of clutter.
- Cleaned and disinfected all common areas, including conference rooms, entrances/exits, break and eating areas, restrooms and guest experience areas.
- Defined cleaning protocols.
- Established hand sanitizer stations.
- Implemented social distancing protocol.
- Developed COVID-19 readiness resources, training and support documentation.
- Designed measures to control ingress and egress to all authorized areas, including venue experience and staff locations.

OPTIMIZING HVAC SYSTEMS

The Henry Ford has reviewed opportunities to improve the indoor air quality of our facilities and help reduce the infection rate of COVID-19. During the closure, we changed filters and maximized makeup air configuration to optimize air quality where possible.

MAXIMIZE FRESH AIR PROTOCOL

- Verify HVAC units are operating and visibly clean.
- Verify any air filters are clean and not inhibiting flow.
- Verify return air fan and exhaust air fan are operational to support economizer mode of HVAC system as required.
- Establish natural ventilation, when available, for facilities that have operational windows and outdoor temperatures allow.

The objective is to ensure that fresh outdoor air is being provided to occupied spaces. Each facility that utilizes heating, ventilating and air-conditioning units to supply outside air into the facility to maintain indoor air quality and a positive pressure in the facility compared to the outside.

Preparing Our Campus

Preparing Our Staff and Volunteers

Staying Healthy as a Team

Welcoming Our Guests

Index / Additional Information

WHAT YOU CAN DO TO SUPPORT AND MAINTAIN OUR CAMPUS

We have shared responsibility to maintain a clean, healthy and safe campus. As a team, we must commit to the following actions:

- Clean your immediate workspace and desk surface.
- Remove unnecessary personal items to reduce the amount of items in and around your workspace.
- Participate in cleaning, disinfection and other sanitization efforts for your work area/office, equipment and other materials on a regular basis (cleaning supplies will be provided).

There are many additional ways we need to work differently to support a healthy and safe campus. Please reference the return to THF campus employee guide section to see other actions you can take to support a safe and healthy campus.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

CLEANING PROTOCOLS TO GET OUR CAMPUS READY

Our goal is to establish and maintain sanitary facilities before we open. Our campus has been cleaned and disinfected prior to the return of staff, students, volunteers and guests.

The cleaning teams used detergents, surface cleaners and other sanitization products to ensure cleanliness standards.

KEY AREAS THAT HAVE BEEN ADDRESSED INCLUDE:

- Entrances
- Vestibules
- Stairs
- Handrails
- Break areas
- Restrooms
- Locker rooms
- Doors / doorknobs
- Counters
- Conference rooms
- Desks
- Ice machines
- Drinking fountains
- Trash bins
- Recycle bins
- Shared office spaces
- High-traffic areas
- Chairs
- Elevators
- Resting rooms
- Kitchenettes / common areas
- Cabinets
- Tables
- Employee dining room
- Guest exhibits
- Ticketing, guest service and other guest amenity areas
- Vending machines
- Time clocks

HAND SANITIZER STATION PROTOCOL

The Centers for Disease Control asserts that **cleaning hands with soap and water** or using hand sanitizer are the most important steps we can take to avoid getting sick and spreading germs.

Hand sanitizer stations are to be placed at key indoor and outdoor locations to prevent germ spread on campus.

Our campus layout has been evaluated, and **numerous hand sanitizer stations** will be placed in areas where immediate access to restrooms or other handwashing areas is not available.

MANDATORY LOCATIONS TO ESTABLISH HAND SANITIZER STATIONS

- Venue entrances and exits
- Guest service locations
- Food service and retail locations
- Exhibits

NOTE: Handwashing with soap and water is recommended as the most effective method to clean your hands whenever possible. While also effective against germs, hand sanitizers may not be as effective when hands are visibly dirty or greasy.

IMPLEMENT SOCIAL DISTANCING ACTIONS

SOCIAL DISTANCING ACTIONS FOR STAFF AND VOLUNTEERS

Six feet of separation is required for employee and guest areas at all times. Work areas that offer less than six feet of separation will be altered to comply with social distancing, such as the use of barriers or shields, or discontinued for use. Staggered work times or use of workspaces may be considered to support social distancing guidelines.

Staff should maintain their workspaces in a manner that supports social distancing guidelines.



FACE MASK



**FACE MASK AND
FACE SHIELD**

PREVENTIVE MATERIAL INVENTORY

Our campus will maintain an adequate supply of soap, disinfectant, hand sanitizer, paper towels and other material to support our cleaning program. We will also maintain a supply of masks, face shields, gloves, safety glasses and other personal protective equipment as needed.

Please see your manager if you are out of supplies and need more.

Cleaning Supplies List			
#	Item	Spec	Distribution
1	Hand sanitizer station	Hand sanitizer dispenser	Floor captain
2	Hand sanitizer (refills)	Sanitizer with alcohol >62% local brand	Floor captain
3	Hand soap	Hand soap / local brand	Floor captain
4	Disinfectant spray	<ul style="list-style-type: none"> • 0.1% bleach (sodium hypochlorite) • >62% isopropyl / ethyl alcohol • Approved disinfectant solution — see approved list for use against COVID-19 www.epa.gov/coronavirus 	Floor captain
5	Spray bottles	1-liter plastic spray containers	Floor captain
6	Paper towels	Paper towels	Floor captain
PPE			
#	Item	Spec	Distribution
1	Disposable face mask	Disposable mask (one per day, per person)	Supervisor
2	Cloth face mask	Reusable face mask	Supervisor
3	Safety glasses / face shields	Safety glasses / polycarbonate	Supervisor

SIGNAGE

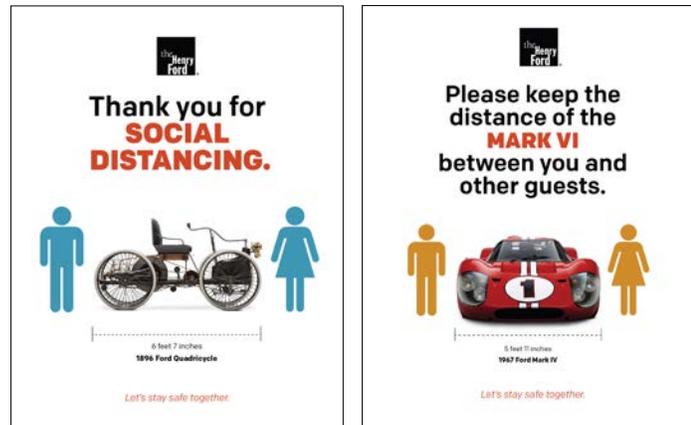
Our campus will display signage to reinforce the health and safety protocols outlined in this guide. The primary goal of these signs is to **communicate the CDC messaging** but we designed our signs to also:

- Ease our guests' fears about visiting by having approachable messaging that brings an aha moment and a smile to their faces.
- Enhance the guest experience to "stay curious" with connections to digital content that is not on display.
- Create a positive brand experience aligned with our mission to inspire audiences.

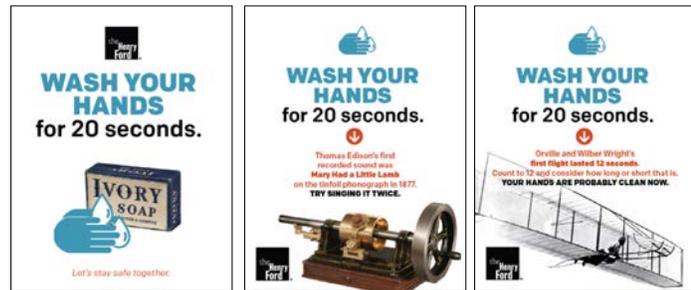
Health and safety rules



Social distancing



Handwashing



Floor decals

We added QR codes that guests can connect to via their smartphone camera to learn more about the shoes in our collections.



PLEASE NOTE: These are not final signs, but for direction only.

PREPARING OUR STAFF AND VOLUNTEERS

Workforce Communication — Return to Work
Self-Certify Your Health Daily
Navigating and Entering the Campus
Personal Protective Equipment — Face Masks / Face Shields
Return-to-Work Guide
Stopping the Spread of COVID-19 — What Can You Do?
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Social Distancing — Work Areas
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Social Distancing — When Taking Public Transportation
Closure of Some Common Areas

WORKFORCE COMMUNICATION — RETURN TO WORK

PRIOR TO RETURNING TO WORK

- You will be notified when you should return to work and the steps required to prepare to return to work.
- Prior to your return to work, you will receive notification of an E-Learning Return-to-Work Training Session.
- At the conclusion of the training, you must complete a questionnaire.

HOW WE WILL WORK TO STOP THE SPREAD OF COVID-19

As you prepare to return to work, there is important information you need to know about what happens when you return to work.

How the process works:

- Complete the self-certify survey prior to your arrival on campus. This will be completed via an app on your phone. Those without access to the web application will be able to self-certify with Security upon arrival.
- Upon arriving on campus, put on your face mask and other personal protective equipment as required and proceed to the Blue Security Gate.
- Show the Security Officer your negative results from your self-certify survey via the web application on your phone.

These additional entry processes may require extra time for you to enter the campus, especially at times of high-volume traffic. Consider altering your travel time as appropriate.

ARRIVAL ROUTINE

Step 1: Self-Assessment

- Every workday begins with a self-assessment on a website application. Those without access to the web application will be able to self-certify with Security upon arrival.
- Get green confirmation page if healthy.

Step 2: Arrive at the Blue Security Gate

- Wear face mask.
- Show badge.
- Show the self-assessment green confirmation page on your phone to the Security Officer. Those without access to the web application will be able to self-certify with Security upon arrival.



SELF-CERTIFY YOUR HEALTH DAILY

Prior to reporting for work each day, you are required to complete a self-certify survey via a web application on your phone. If you receive a negative result (green confirmation screen), you will be able to report to work. You will be required to present your survey confirmation when you arrive at the Blue Security Gate. This certification process is designed as an early indicator to keep you and your colleagues safe. It is important to respond honestly and to stay home if you are symptomatic.

Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions (serious heart disease, chronic lung disease or asthma, severe liver disease, are immunocompromised, etc.) might be at higher risk for severe illness from COVID-19. If you are concerned about underlying medical conditions, please consult with your personal medical health care provider before returning to work.

Contractors and vendors are also subject to the self-certify survey before being granted access to The Henry Ford campus.

HOW DO I ACCESS THE EMPLOYEE SELF-CERTIFY SURVEY?

The survey can be accessed at health.thehenryford.org.

HOW DO I COMPLETE THE SELF-CERTIFY SURVEY?

1. Enter your **employee ID** (five-digit code located on your badge).
2. Read each of the screening questions.
3. Select your response (yes or no).
4. If you select no, review and confirm the certification statement.
5. Submit the survey.



HOW TO SELF-CERTIFY

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information



SELF-CERTIFY YOUR HEALTH DAILY (CONTINUED)

WHAT TYPE OF CONFIRMATION WILL I RECEIVE?

Depending on your survey answers, you will receive either a green confirmation page or a red page with further instructions.



REPORT TO WORK SURVEY SUBMISSION FEEDBACK

This is an example of the survey confirmation informing an individual that they should report to work: green confirmation page.



DO NOT REPORT TO WORK SURVEY SUBMISSION FEEDBACK

This is an example of the survey confirmation informing an individual that they should not report to work: red confirmation screen.

Staff should not report to work and contact their supervisor for further instructions.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

NAVIGATING AND ENTERING THE CAMPUS

Several measures have been made to ensure your health and safety on our campus. Specific information for your building or venue will be shared in the virtual return-to-work readiness session.

- Specific entry points have been established. You will be asked to enter the campus at specific gates and building entrances.
- While moving throughout campus, practice social distancing of **six feet** from others. Put on your face mask and wear as indicated by our campus policy and your work duties.



Maintaining social distance is critical. Only enter through designated entrances.

ARRIVAL ROUTINE

Step 1: Self-Assessment

- Every workday begins with a self-assessment on a website application. Those without access to the web application will be able to self-certify with Security upon arrival.
- Get green confirmation page if healthy.

Step 2: Arrive at the Blue Security Gate

- Wear face mask.
- Show badge.
- Show the self-assessment green confirmation page on your phone to the Security Officer. Those without access to the web application will be able to self-certify with Security upon arrival.

PERSONAL PROTECTIVE EQUIPMENT — FACE MASKS / FACE SHIELDS

On your first day back, you will meet with your manager or supervisor. They will provide a face mask to you and any other PPE your job requires to keep you healthy and comfortable.

FACE MASKS

Where do I get a mask?

- The Henry Ford will provide face masks to every employee.
- If you are provided washable face masks (two per employee at this time), it is your responsibility to maintain and launder them; these masks are now part of your uniform and should be treated as such.
- Certain positions and work areas require disposable masks.
- If something happens to your mask, contact your supervisor immediately for a replacement.
- You may wear your own face mask if you do not have a guest-facing position; any emblems, initials, slogans or insignias are not permitted.

When do I need to wear my face mask?

- You must have your mask with you and ready to don, if not already wearing it, at all times.
- All THF staff (paid and volunteer) must wear face coverings over their nose and mouth:
 - When you are within six feet of others.
 - In enclosed public spaces (e.g., buildings), including but not limited to hallways and/or common areas where you are likely to incidentally encounter another individual.
 - In all in-person meetings or other gatherings that cannot accommodate proper physical distancing for all.
- You are not required to wear a facial covering when working in an area (e.g., offices) alone.
- You are not required to wear a face covering when you are able to maintain proper social distancing.
- Cloth face coverings protect others in the vicinity of the individual wearing the cloth face-covering rather than protecting the individual wearer.

FACE SHIELDS

Face shields can protect you and others from coughs and sneezes. Face shields function as a reminder to not touch your own face and eyes with your hands. Personal face shields help protect personal space and supplement social distancing efforts and are to be worn with a face mask.

What does a face shield do for you?

- Protects eyes, face and mouth from droplets.
- Protects others if you cough or sneeze by reducing the spread of droplets.
- Helps to reduce the frequency of face touching.

Who needs to wear a face shield?

- Face shields are to be worn by workers in close proximity to others where social distancing cannot be maintained.
- NOTE: Safety glasses with side shields and a face mask that covers your nose and mouth are an approved alternative to a face shield.

Where are face shields required?

- Face shields are not required for entry onto campus.
- Face shields will be provided, as needed.



FACE MASK



FACE MASK AND
FACE SHIELD



FACE MASK POLICY

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

RETURN-TO-WORK GUIDE

On your first day back, you will receive a Return-to-Work Guide. This guide details key messaging around the changes that have been made on the THF campus. The Return-to-Work Guide also identifies the behaviors that everyone should follow while working together to remain safe and healthy at work.



RETURN-TO-WORK ONE-PAGE HIGHLIGHT



COVID19 Return-to-Work Guide

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- Cleaned and disinfected all common areas, including break and lunch areas, team rooms, entrances, locker rooms, restrooms and more.
- Instituted daily and weekly cleaning protocols.
- Established hand sanitizer stations in areas where soap and water are not nearby.
- Implemented social distancing actions.
- Developed training content to support the return to THF plan.

SELF-CERTIFY SURVEY

All employees are required to complete a daily COVID-19 self-assessment prior to arriving at work. Staff and volunteers are expected to answer all questions honestly for the safety of themselves, guests and co-workers. A web application will be used to complete the survey. If you do not have access to the website, a survey will be completed at the Blue Security Gate.

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If you experience symptoms at work:

- Maintain a six-foot distance from others.
- For severe symptoms, notify your supervisor. Further medical evaluation and assistance will be provided as necessary by THF Security.
- Report confirmed cases to Talent & Culture by emailing the medical note to hrmanager@thehenryford.org or leaving in the overnight box by the Talent & Culture office door.

WHAT YOU CAN DO

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications.
- Self-certify your health daily.
- Follow the processes and guidelines for social distancing.
- Participate in cleaning and disinfecting your work areas.
- Practice proper handwashing and sanitizing.
- Cough and sneeze into tissues or your elbow.
- Ask questions and focus on your health and the health of your co-workers.
- If you experience any symptoms, stay home.

thf.org

Preparing Our Campus

Preparing Our Staff and Volunteers

Staying Healthy as a Team

Welcoming Our Guests

Index / Additional Information

STOPPING THE SPREAD OF COVID-19 — WHAT CAN YOU DO?

Refer to signage and plan information for guidelines and recommendations to prevent the spread of COVID-19.

- Become familiar with Centers for Disease Control and Prevention guidelines related to preventing the spread of COVID-19.
- Refer to single-point lessons and signage, as needed, for guidelines and recommendations to prevent the spread of COVID-19.
- Practice social distancing.
- Practice frequent handwashing and sanitization.

The CDC has a website dedicated to providing information and guidance related to COVID-19. The website provides information on what individuals can do to protect themselves and also what individuals can do if they are sick.

Several visual aids are available to download and distribute or post throughout the facility as a reminder on how to work safely and stay healthy.



CDC WEBSITE



CDC BRANDED - STOP THE SPREAD OF GERMS



CDC BRANDED - STOP GERMS! WASH YOUR HANDS



CDC BRANDED - SYMPTOMS OF COVID-19

IF YOU HAVE SYMPTOMS — DO NOT COME TO WORK

The CDC has provided guidance on some of the symptoms associated with COVID-19. Reported symptoms can range from mild to severe and in some cases result in death. Symptoms may appear two to 14 days after exposure to the COVID-19 virus.

SYMPTOMS OF COVID-19 INCLUDE (BUT ARE NOT LIMITED TO):

- Fever
- Cough
- Difficulty breathing
- Sore throat
- Pressure in the chest
- Extreme fatigue
- Earache
- Persistent headache
- Diarrhea
- Persistent loss of smell or taste

Employees need to complete the self-certify survey daily before reporting to work. (See self-certify protocol for details.) If anyone is experiencing symptoms of COVID-19, they should not come to work. They should stay home, monitor their symptoms, contact their personal health care provider for further direction and advice, and follow local medical leave procedures, as needed.

SOCIAL DISTANCING — WHAT CAN YOU DO?

To do your part in keeping yourself and others safe, follow the best practices recommended by the CDC — regularly washing your hands for at least 20 seconds and social distancing by at least six feet whenever possible.

WHAT IS SOCIAL DISTANCING?

Social distancing is the practice of keeping space between yourself and other people outside of your home.

To practice social distancing:

- Stay at least six feet from other people.
- Avoid contact with others, such as handshakes or hugs.
- Avoid touching surfaces that have been touched by others, to the extent feasible.
- Do not gather in groups; stay away from crowded places and avoid mass gatherings.

AREAS TO PRACTICE SOCIAL DISTANCING INCLUDE (BUT ARE NOT LIMITED TO):



Approximately 5.5 - 6 feet
Eames Lounge Chair and Ottoman

- Work areas
- During shift changes
- In meetings
- During breaks / lunch
- In common areas
- In the office
- In elevators
- When taking transportation
- While at home
- When visiting dealers and suppliers
- Stairwells / escalators
- Conference rooms

SOCIAL DISTANCING — WORK AREAS

Social distancing in work areas is intended to provide a safe environment and reduce the risk of potential person-to-person infection.

RECOMMENDED PRACTICES

- Wherever possible, work areas should be arranged to allow separation of six feet between individuals.
- In conjunction with the institutional cleaning and disinfecting protocols established, you are encouraged to clean your work area on a daily basis. Sanitization spray and toweling are located throughout work areas for your convenience. Please check with your supervisor for supplies.
- Continue healthy hygiene practices that include frequent handwashing with soap and water for a minimum of 20 seconds and avoid touching your face to minimize the transfer of germs.
- Practice social distancing when traveling throughout the institution, including elevators and stairways.
- Physical barriers may be installed where practical.

MASKS

Where do I get a mask?

- The Henry Ford will provide face masks to every employee.
- If you are provided washable face masks (two per employee at this time), it is your responsibility to maintain and launder them; these masks are now part of your uniform and should be treated as such.
- Certain positions and work areas require disposable masks.
- If something happens to your mask, contact your supervisor immediately for a replacement.
- You may wear your own face mask if you do not have a guest-facing position; any emblems, initials, slogans or insignias are not permitted.

When do I need to wear my face mask?

- You must have your mask with you and ready to don, if not already wearing it, at all times.
- All THF staff (paid and volunteer) must wear face coverings over their nose and mouth:
 - When you are within six feet of others.
 - In enclosed public spaces (e.g., buildings), including but not limited to hallways and/or common areas where you are likely to incidentally encounter another individual.
 - In all in-person meetings or other gatherings that cannot accommodate proper physical distancing for all.
- You are not required to wear a facial covering when working in an area (e.g., offices) alone.
- You are not required to wear a face covering when you are able to maintain proper social distancing.
- Cloth face coverings protect others in the vicinity of the individual wearing the cloth face-covering rather than protecting the individual wearer.



FACE MASK POLICY

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

SOCIAL DISTANCING — DURING SHIFT START / CHANGES

Social distancing during shift changes must be managed thoughtfully to reduce infection risk and to leverage the opportunity to ensure optimal disinfection of the workplace. Start times should be staggered as needed; see your supervisor for more information.

RECOMMENDED PRACTICES

- Enter and exit campus through the **Blue Security Gate only**.
- Avoid gathering when entering and exiting the institution and waiting near the time clock .
- Ensure **six feet of space between each person** while you wait in line anywhere, e.g., at the time clock.
- When you talk to someone in line, make sure you do not point your head directly at them.
- Be aware of when you have to touch a public surface, such as a door handle, the time clock or the vending machines, and do not touch your face before you have had a chance to wash your hands.



SOCIAL DISTANCING DURING MEETINGS

To ensure social distancing, some conference rooms will be closed and not available for meetings.



What can I do?

- Whenever possible, do not conduct face-to-face, in-person group meetings.
- Utilize conference calls and Microsoft Teams to conduct group meetings.
- If you need to connect in person, follow social distancing guidelines to allow for six feet of separation between you and other people.

SOCIAL DISTANCING — DURING BREAKS / LUNCH

The Employee Dining Room (EDR) food service will be closed until further notice.

- The dining room will be available to sit, eat and cool off in. Please see signage for proper ways to social distance while in this space.
- The microwaves will be available to for use. Please clean with provided cleaner before and after use.
- Napkins, silverware, condiments, etc., have been removed at this time.
- The kitchen area will be closed off. There will be no office, pop or water available. The drinking fountain outside of the EDR will be available and sanitized.
- Please read and follow all posted signage as it pertains to wearing masks, social distances and cleaning.
- If you do not have lunch, you may visit any open restaurant at The Henry Ford or visit the vending machines inside Lovett Hall.

WHAT CAN I DO:

Before Meal

- Keep social distancing (six feet separation).
- Wash hands.
- Clean and sanitize area with provided cleaner.

While Eating

- Keep social distancing (six feet separation).
- Eat in designated areas.

After Meal

- Keep social distancing (six feet separation).
- Throw trash in containers.
- Wash hands.
- Clean and sanitize area with provided cleaner.

SOCIAL DISTANCING — IN OFFICE AREAS

Office areas should be evaluated for six feet of physical distance between workstations. Desks and work areas that require modification or are closed should be clearly identified.

RECOMMENDED PRACTICES

- Occupy every other desk or workstation to ensure six feet of separation.
- For the foreseeable future, we will work remotely as often as possible based on departmental needs. As conditions change, updates will be issued.
- Self-cleaning of the workspace is encouraged, with special attention to high-touch surfaces, such as keyboards, monitors, chair armrests, desks, etc.

SOCIAL DISTANCING — WHEN TAKING PUBLIC TRANSPORTATION

Individual commuting to and from work is preferable; however, when using transportation that is public or provided by a third party, you should practice social distancing.

RECOMMENDED PRACTICES

- Wear a face mask at all times while using public transportation service.
- Allow appropriate space between other passengers — every other seat, every other row (six feet of separation is recommended).
- Do not use public transportation if you suspect you are sick or if you have symptoms such as fever, difficulty breathing or have been in contact in the last 14 days with other people who have been confirmed positive for COVID-19.



SOCIAL DISTANCING — OUTSIDE OF WORK

Everyone is encouraged to practice social distancing and perform frequent handwashing with soap and water, even while at home. In addition, the CDC provides some guidance on cleaning and disinfecting your home.

What can I do?

- Follow social distancing guidelines to allow six feet of separation between other people (other than members of your household).
- Follow guidelines on frequent handwashing with soap and water.
- Clean and disinfect surfaces you come in contact with.

CLOSURE OF SOME COMMON AREAS

Doing our part to stop the spread of COVID-19 requires the closure of some common areas at THF:

- The Employee Dining Room (EDR) kitchen will be closed. Microwave and dining room will be open for eating meals. See social distancing during meals and breaks for more information about policy.
- Conference rooms and other common areas will be closed by size and/or on a building-by-building basis.

Our leaders and teams will perform self-audits to ensure that social distancing guidelines are observed. Please practice good social distancing habits to protect yourself and others and to keep our space accessible.



OPEN BREAK AREAS

- 3rd floor GSE
- Swiss Chalet
- EDR

(Public restrooms will be available for staff, except Walnut Grove bathroom.)

NOTE: As additional staff is allowed back to campus, additional areas will be evaluated for use.

STAYING HEALTHY AS A TEAM

Daily Cleaning

What Happens If Someone Gets Sick at Work?

What Happens If a COVID-19 Case is Confirmed?

Travel Policy

Your Mental Health and Well-Being — Managing Stress and Anxiety

Your Mental Health and Well-Being — Behavioral Health Care Options

During the COVID-19 Pandemic

Contractors, Vendors and Personal Visitors

DAILY CLEANING

CLEANING PROTOCOL BY THF CLEANING TEAM

Primary cleaning responsibility will be performed by the cleaning team. Common areas will be cleaned on a daily basis.

Common facility areas cleaned daily by the cleaning team include (but are not limited to):

- Entrances
- Vestibules
- Stairs
- Handrails
- Designated break area
- Employee Dining Room (EDR)
- Restrooms
- Doors / doorknobs
- Counters
- Desks
- Drinking fountains
- Trash bins
- Shared office spaces
- High-traffic areas
- Chairs / benches
- Elevators
- Resting rooms
- Kitchenettes / common areas
- Tables
- Ticketing and point-of-sale areas
- Plexiglass barriers / shields
- Vending machines
- Time clocks

CLEANING TO BE CARRIED OUT BY INDIVIDUALS

Employees are responsible for the cleaning and sanitization of personal workspaces/offices. Employees will be provided access to spray disinfectant for sanitizing personal work surfaces, phones and computer equipment in office/cubicle. Copiers and equipment, including microwaves, refrigerators, etc., will be the responsibility of office staff. Cleaning staff will sanitize all hard surfaces, exteriors, handles, prior to the start of each workday.

Limited employee restroom access will be available in office areas.

INDIVIDUAL CLEANING RESPONSIBILITIES

- Print and copy machines*
- Microwave
- Refrigerators
- Computers
- Computer Screens*
- Keyboards
- Mouse
- Desks
- Phones
- Chair
- THF fleet vehicles
- Personal office trash is to be placed outside office door for removal by cleaning staff.

*Scanner / copier glass can be cleaned with 70% isopropyl alcohol or glass cleaner, but similar to monitors, cleaner should be applied to microfiber towels and not directly to the device.

Proper cleaning solution for technology will be available. Please see your supervisor for how to obtain them.

DO NOT USE: acetone, ammonia, benzene, carbon tetrachloride.



HOW TO CLEAN TECHNOLOGY

Preparing Our Campus

Preparing Our Staff and Volunteers

Staying Healthy as a Team

Welcoming Our Guests

Index / Additional Information

WHAT HAPPENS IF SOMEONE GETS SICK AT WORK?

SOMEONE GETS SICK AT WORK

If an individual starts to show COVID-19 symptoms while at work, it is important to get the affected person the attention they need and ensure the health and safety of others within the area.

Symptoms of COVID-19 include (but are not limited to):

- Fever
- Cough
- Difficulty breathing
- Sore throat
- Pressure in the chest
- Extreme fatigue
- Earache
- Persistent headache
- Diarrhea
- Persistent loss of smell or taste

STEPS TO TAKE:

- Ensure that the individual is wearing a mask and is six feet away from others.
- Arrange for the individual to be transported or walked to the nearest area out of view of guests.
- If the individual is in acute respiratory distress (shortness of breath, difficulty speaking, wheezing, gasping for air), call Security and follow local emergency medical process.
- If the individual is not in acute respiratory distress, they are advised to go home, monitor their symptoms and contact their personal health care provider for further direction before returning to The Henry Ford.
- If the individual is unable to drive home, security will assist them to make transportation arrangements.

NOTE: All parties are expected to maintain strict confidentiality of medical information, including the identity of the affected individual.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

WHAT HAPPENS IF A COVID-19 CASE IS CONFIRMED?

COVID-19 CASE IS CONFIRMED

If an individual is diagnosed with the novel coronavirus (COVID-19), they should report their status immediately to Talent & Culture at hrmanager@thehenryford.org.

For confirmed cases, Talent & Culture will begin contact tracing and initiate the following protocols:

- Confirmed COVID-19 case reporting and action protocol
- Confirmed COVID-19 case cleaning protocol

CONTACT TRACING

Talent & Culture to complete contact tracing and review with Security:

- Include all areas where the individual had been — job station, restrooms, break room areas.
- Talk to close contacts to verify possible exposure while maintaining confidentiality of medical information, including the identity of the infected employee.
- Close contacts should stay home from work and monitor their symptoms for 14 days from the date of possible exposure.
- If close contacts are/or become symptomatic, Talent & Culture must identify the close contacts of the close contacts.

NOTE: Talent & Culture provides the final determination on case resolution.

CLEANING / DISINFECTION

If a confirmed case is established, by testing or confirmed clinically by the employee's health care professional, initiate the following protocols:

- Confirmed COVID-19 case reporting and action protocol
- Confirmed COVID-19 cleaning protocol
- Notify Facilities to complete disinfection following the protocol of the areas the employee was in (work areas, break areas, restrooms, etc.)

WHAT IS A CLOSE CONTACT?

A close contact is defined as someone being within approximately six feet of a COVID-19 case for a prolonged period of time (15 minutes or more) or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

TRAVEL POLICY

WORK DUTIES BEYOND THF CAMPUS

Consider the following before leaving THF campus for a work-related task:

- Is a physical site visit mandatory to be able to execute the task?
- Has the location had any confirmed cases of COVID-19 in the last 14 days?
- Have you been approved by your immediate supervisor to leave campus?

Some staff members must travel off campus as part of their job functions. Before leaving campus, THF staff should verify the visit is essential and cannot be completed virtually.

IF AN IN-PERSON VISIT IS REQUIRED, PLEASE FOLLOW THESE PRACTICES:

- Avoid public transportation where possible; if in a personal vehicle, minimize number of occupants.
- Wear a company-provided face mask at all times.
- Maintain social distancing at all times and practice frequent handwashing.
- Complete the self-certify survey daily.
- Ensure you have the appropriate personal protective equipment, including company-issued face mask and hand sanitizer.
- Use noncontact greetings; avoid handshakes or other personal contact.
- Understand and follow all COVID-19 safety protocols at the site you are visiting.

PERSONAL TRAVEL

- If you have personal travel plans, you are required to follow state and federal orders, policies and guidelines. For the most up-to-date information, please review the CDC website: <https://wwwnc.cdc.gov/travel/page/travel-information-centers>

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

YOUR MENTAL HEALTH AND WELL-BEING — MANAGING STRESS AND ANXIETY

- Understand the strategies to cope with stress, anxiety or distress.
- Familiarize yourself with mental health and well-being resources available to you.
- Familiarize yourself with work arrangements available to you.

If you are worried about your mental health and well-being, you are not alone. These are challenging times, and we are all struggling with different emotions. When many things feel uncertain or out of our control, one of the most effective ways we can manage stress and anxiety is to focus on the actions that are within our control. We should all make time to take care of our mental health. Below are some proven ways you can care for your mental health and well-being during challenging times.

Control what you can

- Arm yourself with medical information from reputable sources.
- Understand what the company is doing to create a safe working environment – and follow the guidelines.
- Take proper precautions, such as washing your hands and maintaining social distance.
- Limit your news consumption, including social media.
- Manage your technology – turn off distracting notifications, use “do not disturb” mode.

Prioritize self-care

- Get plenty of sleep.
- Eat healthy, well-balanced meals.
- Take regular work breaks.
- Move, stretch and exercise whenever possible.
- Practice mindfulness – focus your attention on the present moment by taking deep breaths or meditating.

Do things you enjoy — relax and distract yourself

- Read a book or listen to an audiobook.
- Unwind with music or a podcast.
- Try a new recipe.
- Create art, do crafts or build something.
- Learn a new skill; take an online course.
- Get some fresh air — sit outside or go for a walk or a bike ride.

Connect with others

- Talk regularly with family, friends and co-workers.
- Talk about your fears and concerns with someone you trust.
- Express gratitude; offer someone help, if you can.
- Share tips with your co-workers about what’s working for you – ask them to do the same.
- Don’t forget to laugh!

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

YOUR MENTAL HEALTH AND WELL-BEING — BEHAVIORAL HEALTH CARE OPTIONS DURING THE COVID-19 PANDEMIC

If you are experiencing persistent low mood or anxiety, as well as having changes in your sleep, appetite and concentration, or having trouble feeling joy or motivation, please talk to your health care provider or behavioral health counselor. If you have a history of anxiety, mood or substance use disorders or trauma, you could be more vulnerable at this time.

The Henry Ford offers all employees (and their dependent family members) behavioral health, mental health and substance use services through our Employee Assistance Program — LifeWorks. Other benefits are available if you are enrolled in a THF medical plan.

Call the National Suicide Prevention Lifeline at 800.273.8255 for free, confidential support if you are in distress or facing a crisis.

EMPLOYEE ASSISTANCE PROGRAM (EAP) — LIFEWORKS

What is it?

- A free voluntary, confidential, short-term professional counseling and referral service that offers support for many of life's changes and difficult situations.
- You and your dependent family members may have up to five face-to-face visits and unlimited calls per situation.

Where do I start?

- Visit login.lifeworks.com or download the app and click on "Sign Up":
 - Your invitation code is THF-Employee ID#; for example, if your employee ID# is 00001, then your invitation code is THF-00001.
 - Create your login credentials (email and password).
- You may also call LifeWorks at 888.456.1324.

How does it help?

- The Henry Ford employees and eligible dependent family members get care for stress, grief and other personal issues that may be interfering with work and daily life.
- When you log on, there are four items to choose from: News Feed, Perks, Life and Well-Being.
- There are many additional resources; here are just a few examples:
 - Access LifeWork's Mental Help Kit for information on managing your mental health and well-being.
 - Find resources if you are experiencing a financial emergency.
 - Access the COVID-19 Toolkit.

BLUE CROSS ONLINE VISITS

Online visits are available if you have Blue Care Network or Blue Cross Blue Shield medical coverage through The Henry Ford.

What is it?

Online care with licensed therapists and U.S. board-certified psychiatrists that is available from your smartphone, tablet or computer.

How does it help?

You can discuss and unpack anxiety, stress and other life challenges with a therapist or psychiatrist from the comfort of your home or on the go.

Where do I start?

- To sign up, download the BCBSM Online Visits app or visit bcbsmonlinevisits.com.
- Behavioral health visits are by appointment only.

PROVIDER-DELIVERED OPTIONS

What is it?

Many doctors and therapists offer telehealth visits, which are visits done online or over the phone.

How does it help?

You can work through a variety of life challenges with a behavioral health professional using telehealth.

Where do I start?

- Contact your health care provider; they can write a referral and suggest a provider that offers behavioral health services.
 - If you have medical coverage through The Henry Ford, you can also find a specialist by visiting bcbsm.com.
 - Log in to your Blue Cross member account to search for an in-network provider that offers behavioral health services.
 - Deductible, co-pay and co-insurance costs will apply.
- Call providers in advance to understand their telehealth options.

Preparing Our Campus

Preparing Our Staff and Volunteers

Staying Healthy as a Team

Welcoming Our Guests

Index / Additional Information

CONTRACTORS, VENDORS AND PERSONAL VISITORS

- During this time, contractors, vendors and personal visitors on campus should be a rare occurrence. All other means of accomplishing business objectives should be explored first, including using technology to communicate or delaying the visit.
- Ensure that any visitors and suppliers complete a visitor health screening prior to entering campus.

Similar to the self-certify survey protocol that the workforce is required to complete before being allowed access to the campus, all external visitors must complete a visitor health screening before they will be allowed access. THF security will retain the copy of the visitor health screening, hard copy or electronic.

Given the coronavirus outbreak's continued spread and to protect the health of everyone on our campus, only business-critical visitors will be permitted.

Based on the results, visitors may be denied access to our campus.

WHAT DO I NEED TO DO?

- Notify security of guests visiting campus by emailing Security Supervisors at SS@thehenryford.org. If same-day notice is necessary, call x6096.
- Communicate with vendors and contractors to enter through the Blue Security Gate for screening protocol.
- Communicate to vendors and contractors that they must wear a mask when entering another's work environment and practice social distancing.

NOTE: A one-page document has been linked below that you may pass to vendors, contractors or personal guests that will help explain this process to them.



VENDOR / CONTRACTOR CAMPUS ENTRY INFORMATION

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

WELCOMING OUR GUESTS

[Latest Information](#)

[Know Before You Go](#)

[Ticketing Options](#)

[Mask Policy](#)

[Social Distancing](#)

[Cleaning Protocols](#)

[Food Service Operations](#)

[Retail Operations](#)

LATEST INFORMATION

As we begin to welcome guests back to our venues, the health and safety of our entire campus remains our top priority. This section highlights The Henry Ford's practices, protocols and recommendations for keeping our guests and staff safe as we reopen our doors, as law permits, during the COVID-19 pandemic. These policies have been implemented with specific thought and attention to our campus and will differ depending on the nature of each guest area and location.

IMPORTANT THINGS TO NOTE:

- Guests will be reintroduced in phases, beginning with a small percentage of our normal, peak season capacity and increasing gradually as the situation permits.
- All venues will not open at one time. We will layer on venues and experiences when appropriate.
- The material in this guide is subject to change over time as health recommendations, guidance and our capacities for guests change. As with our staff protocols, guests will be welcomed back safely using the recommendations of organizations such as: the Centers for Disease Control, Department of Health and Human Services, pursuant to the Occupational Safety and Health Act, and the World Health Organization.

WHERE CAN I FIND THE LATEST INFORMATION?

Since mid-March 2020, The Henry Ford has been updating the public on the impacts of the COVID-19 on our spring and summer season and maintaining a detailed list of the status of various events. This information will now shift to announce our phased reopening and will include information on how to visit safely and what to expect on arrival. Guests will be encouraged to "know before you go" and be prepared for significant changes to the environment to promote a safe and comfortable visit.

thf.org/welcomeback

WHAT WILL BE FEATURED ON THIS SITE?

The following information will be covered, but is not limited to this:

- Guest behavioral guidelines, such as face mask policies and social distancing.
- Ticking information.
- Information on open and closed experiences.
- Program and event status.

Please be sure to check this site often to stay abreast of all guest offerings and expectations.

Note: On-site signage will also repeat all website messaging for guests who may have missed it or need to be reminded.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

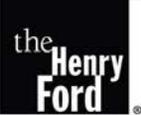
Index / Additional
Information



KNOW BEFORE YOU GO

Guests will be encouraged to “know before you go” and be prepared for significant changes to the environment to promote a safe and comfortable visit. Guest behavioral guidelines, such as face mask policies and social distancing, will be clearly explained so that you can verbally reinforce them on-site. Please be sure to check thf.org/welcomeback often to stay abreast of all guest offerings and expectations. Note that on-site signage will also repeat all website messaging for guests who may have missed it or need to be reminded.

These guidelines reflect the current regulations and recommendations of the State of Michigan and are subject to change according to any changes the State may announce before or after our venues open.



REOPENING SCHEDULE

OPEN THURSDAYS-SUNDAYS

JULY 2
Members Only
Greenfield Village + Weiser Railroad
& Henry Ford Museum of American Innovation

JULY 9
All Guests Welcome
Greenfield Village + Weiser Railroad
& Henry Ford Museum of American Innovation

JULY 16
Marvel: Universe of Super Heroes Exhibition

thf.org/welcomeback

All dates subject to change. All experiences will have limited capacity until further notice. Giant Screen Experience and Ford Rouge Factory Tour remain closed until further notice. The Henry Ford is closed every Mon.-Wed. for the month of July. This may be extended through the summer season.



Preparing Our Campus

Preparing Our Staff and Volunteers

Staying Healthy as a Team

Welcoming Our Guests

Index / Additional Information



TICKETING OPTIONS

WHAT DO I NEED TO KNOW ABOUT TICKETING?

In order to maintain safe reopening capacities, **all guests — including members — will be required to have either a timed reservation, a timed ticket or a limited daily ticket to enter**, depending on the venue or experience.

- Capacities for all experiences have been significantly reduced and will be monitored closely and adjusted accordingly throughout the day.
- Special reopening days are planned **exclusively for THF members** on Thursday, July 2 through Sunday July 5 for Greenfield Village and Henry Ford Museum of American Innovation. They will need a timed reservation or a limited daily ticket to enter.
- Packaged tickets, public and private tours, specific close-quarters rides, groups of 10 or more and combo sales will also be suspended until further notice.
- “Contactless” or “touchless” experiences will be encouraged at all areas of the THF. Guests will need to make timed reservations and purchase tickets online prior to their visit. Our Guest Service team is available to assist anyone who is having trouble.
- While cash will still be accepted, cash-handling areas will employ new technology and procedures to eliminate or minimize physical contact.

For a list of up-to-date experiences that are available to guests, refer to thf.org/welcomeback

WHEN CAN EMPLOYEES & VOLUNTEERS VISIT THE HENRY FORD?

- **On July 9**, all team members are welcome to visit Henry Ford Museum of American Innovation and Greenfield Village. Because of anticipated high demand for members-only days July 2-6, employees and volunteers will not be admitted.
- Beginning July 9, all employees and volunteers must make timed reservations to visit, using the members process, for as long as this process is in place. Follow the link for members to make your reservation, and bring your employee badge or employee membership card as usual.
- Employees and volunteers, when visiting as our guests, must follow all guest health and safety guidelines as our members and guests.
- An additional timed ticket of \$10 is required of all employees and volunteers to visit *Marvel: Universe of Super Heroes* in Henry Ford Museum of American Innovation.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

MASK POLICY

DO GUESTS NEED TO WEAR FACE MASKS?

- All members and guests age 3 and over visiting any venue or experience at The Henry Ford must have a face mask to enter.
- Masks are defined as any mask, bandana or scarf, cloth or paper, that covers the mouth and nose.
- **If a guest is within six feet of a staff member or another guest (not within their household or travel group), they must wear a mask that covers the mouth and nose.**
- If social distancing can be maintained, and the guest is at least six feet away from other guests or staff, the guest may temporarily remove their mask.
- There will be close-quartered or small areas marked as “Mask On” areas throughout our experiences where masks are required. Members and guests age 3 and up will not be admitted to these areas without a face mask. Please note that *Marvel: Universe of Super Heroes* is a Mask On experience.
- **Special note for parents or guardians of young children:** As long as children can be adequately social distanced at all times, they do not need to wear their masks. However, you are required to have a mask ready for your child age 3 and up to enter Mask On areas and for any other situations that may require close contact. Note that smaller restrooms may be Mask On areas.

WHAT DO I DO IF A GUEST IS NOT WEARING A FACE MASK?

- First, determine if the guest is within six feet of another guest or a staff member or if they are in a Mask On area; if not, there is no need for any action.
- If the guest is within six feet and approaching you to engage, ask them politely: “For your safety, can you please stop and put on your face mask?” Always remember to thank them after they comply. You may also add: “You may take your mask off when you are six feet away from our staff or other guests.”
- If they do not appear to be approaching to engage but are within 6 feet of your or other guests, politely remind them of the social distancing standards.
- If a guest refuses to follow face mask guidelines after you have politely asked them twice, please ask the guest to stay where they are and seek assistance from your supervisor.

WHAT IF A GUEST DID NOT BRING A FACE MASK?

- A supply of free paper face masks will be available for guests who arrive on-site without a mask at key entrances.
- Guests may also purchase a cloth mask in The Henry Ford stores but must wear a paper mask to enter.

SOCIAL DISTANCING

DO GUESTS NEED TO FOLLOW SOCIAL DISTANCING GUIDELINES?

- All members and guests visiting any venue or experience at The Henry Ford must abide by social distancing guidelines, keeping at least six feet away from THF staff and other guests not in their immediate parties.
- We understand that the majority of guests will arrive in groups, with others you either traveled with or with whom they share a household. **Members and guests do not need to social distance within their own parties.** They may be asked “Are you visiting together?” to determine who is within their immediate group.
- Floor or ground decals that determine six-foot spacing will be placed to assist guests in areas where we expect crowding or lines. Guests should follow the guidelines by looking down and abiding by the spacing markers.
- If a guest refuses to follow social distancing guidelines after you have politely asked them twice, please ask the guest to stay where they are and seek assistance from your supervisor.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

CLEANING PROTOCOLS

For the safety of our guests:

- Staff will receive training in use of PPE and application of all disinfecting cleaners.
- Cleaning department will have signage identifying areas that have received sanitization measures.
- A comprehensive inventory of ordered and on-site supplies will be developed to verify availability of PPE for The Henry Ford staff.
- Hand sanitizer stations have been placed where soap and water are not nearby.

DAILY CLEANING FOR FRONT OF HOUSE AREAS:

- Sanitize public restrooms at regular intervals (rotating 10-minute closures periodically throughout business day).
- Sanitize all guest entrances and high-traffic areas (doors, handles, elevators, rails, tactile surfaces, stairs).
- Clean, wash and treat floors in all public spaces.
- Sanitize all trash receptacles, handrails, exhibit barriers and guest interactives.
- Sanitize drinking fountains.
- Sanitize wellness room.
- Clean and maintain hand sanitation stations.

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

FOOD SERVICE OPERATIONS

We will open a limited number of our food service operations in accordance with the state and CDC guidelines.

WHAT CHANGES WILL BE MADE?

- Limit capacity of normal seating.
- Practice social distancing inside restaurants between parties or groups in line areas, at different tables or bar tops by spreading tables out, removing table and/or chairs, or marking spots where guests should not sit.
- Increase signage to communicate new policies and precautionary measures, such as social distancing, face mask policy, etc.
- Community seating will be eliminated.
- Implement queuing procedures when guests are not able to be immediately seated. Parties are to remain six feet apart while waiting.
- Close refillable beverage stations and replace with single-use bottled beverages.
- Close self-service food areas and replace with grab-n-go options.
- Post signs at entrances informing customers not to enter if they are or have recently been sick.
- Staff members will wear face coverings in the dining area and kitchen areas as required by the Michigan governor's executive order.
- Close self-serve prepared food stations, such as salad bars.
- Eliminate free sampling and tasting.
- Disinfect service stations, service carts, beverage stations, counters, handrails at least once per hour, logged by a manager.
- Remove all self-serve condiments and utensils; they will be available from cashiers.
- Place all food and beverage items on the table, counter, slot or other surface instead of being handed directly to a guest. Surface is cleaned and sanitized every two hours.
- Clean and sanitize trays, baskets and stands after each use.
- Display menus or provide single-use, disposable paper menus.
- Install physical barriers, such as sneeze guards and partitions at cash registers, bars, host stands and other areas where maintaining physical distance of six feet is difficult.
- Limit the number of employees in shared spaces, including kitchens, break rooms and offices, to maintain at least a six-foot distance between employees.

WHAT FOOD SERVICE OPERATIONS WILL BE OPEN?

Upon reopening, The Henry Ford will have a limited number of restaurants available. Please visit thf.org/welcomeback for the latest offerings.

Museum

- Plum Market Kitchen
- Pop-Up Food Stations

Village

- A Taste of History
- Frozen Custard
- Pop-Up Food Stations

RETAIL OPERATIONS

We will open a limited number of our retail operations in accordance with the state and CDC guidelines.

WHAT CHANGES WILL BE MADE IN OUR STORES?

- Apply social distancing measures through limiting guest capacity inside stores, fixture spacing, queue line measurement (floor marking) at entrance and at checkout of each store, and checkout adaption (register distancing, contactless payment). Post signage regarding social distancing protocol.
- Limit the amount of stores open. Reevaluate as needs change.
- Implement a guest flow plan that will create minimal guest interaction within stores. Create specific entry and exit points within the stores.
- Reevaluate and remove any high-touch small bin products that increase guest touch points.

WHAT CHANGES WILL BE MADE WITH OUR STAFF?

- Staff will be provided an outline to address concerns and define direction with safety, store openings, floor coverage, scheduling and guest engagement.
- Staff will receive COVID 19 training (handwashing, social distancing, guest service, etc).
- PPE supplies (masks, gloves, and sanitizer) will be provided. Protective barriers will be placed between guests and staff anywhere six-foot social distancing guidelines cannot be implemented (checkout counter). The PPE listed will follow all sanitation protocol mandated by the state and federal government and is subject to change based on updated governor's orders.
- Update opening and closing checklist to ensure safety, cleanliness and readiness of store locations.
- Implement a regimented cleaning protocol that will support a sanitary environment for both staff and guests — i.e., back of house, main store.
- Comply and participate in venue safety procedures and COVID-19 questions before reporting to work as mandated by venue.
- Clock in at one designated register. Sanitation supplies will be placed at the designated location and will be the responsibility of each team member to properly sanitize the area after they clock in and out each time. Scheduled in times will be staggered to avoid gatherings.

WHAT RETAIL STORES WILL BE OPEN?

Upon reopening, The Henry Ford will have a limited number of retail stores available. Please visit thf.org/welcomeback for the latest offerings.

Museum

- Museum Store
- Marvel Gift Shop

Village

- Greenfield Village Store

Preparing Our
Campus

Preparing Our
Staff and Volunteers

Staying Healthy
as a Team

Welcoming Our
Guests

Index / Additional
Information

INDEX / ADDITIONAL INFORMATION

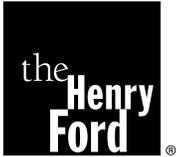
Our first priority is your safety, and we welcome all questions or comments on how we might improve our experience.

You can access additional information at thf.org/welcomeback. If you have any questions, please reach out to your manager or supervisor or to Talent & Culture at hrmanager@thehenryford.org.

COMMITMENT TO SAFE PRACTICES

The ongoing health and safety of all of us, including our families and our THF family, requires everyone's ongoing commitment to safe practices. We expect you to:

- Practice social distancing.
- Wash your hands with soap and water and use hand sanitizer frequently.
- Wear recommended personal protective equipment.
- Self-certify your health daily.
- Maintain a clean work area.
- Cough and sneeze into tissues or your elbow.
- Ask questions and focus on your health and the health of your co-workers.
- Stay home if you experience any symptoms.
- Report suspected or confirmed cases of COVID-19 to Talent & Culture.



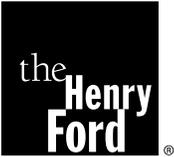
FACE MASK POLICY

WHERE DO I GET A MASK?

- The Henry Ford will provide face masks to every employee.
- If you are provided washable face masks (two per employee at this time), it is your responsibility to maintain and launder them; these masks are now part of your uniform and should be treated as such.
- Certain positions and work areas require disposable masks.
- If something happens to your mask, contact your supervisor immediately for a replacement.
- You may wear your own face mask if you do not have a guest-facing position; any emblems, initials, slogans or insignias are not permitted.

WHEN DO I NEED TO WEAR MY FACE MASK?

- You must have your mask with you and ready to don, if not already wearing it, at all times.
- All THF staff (paid and volunteer) must wear face coverings over their nose and mouth:
 - When you are within six feet of others.
 - In enclosed public spaces (e.g., buildings), including but not limited to hallways and/or common areas where you are likely to incidentally encounter another individual.
 - In all in-person meetings or other gatherings that cannot accommodate proper physical distancing for all.
- You are not required to wear a facial covering when working in an area (e.g., offices) alone.
- You are not required to wear a face covering when you are able to maintain proper social distancing.
- Cloth face coverings protect others in the vicinity of the individual wearing the cloth face-covering rather than protecting the individual wearer.



HOW TO SELF-CERTIFY

HOW DO I ACCESS THE EMPLOYEE SELF-CERTIFY SURVEY?

The survey can be accessed at health.thehenryford.org.

HOW DO I COMPLETE THE SELF-CERTIFY SURVEY?

1. Enter your **employee ID** (five-digit code located on your badge).
2. Read each of the screening questions.
3. Select your response (yes or no).
4. If you select no, review and confirm the certification statement.
5. Submit the survey.



WHAT TYPE OF CONFIRMATION WILL I RECEIVE?

Depending on your survey answers, you will receive either a green confirmation page or a red page with further instructions.



REPORT TO WORK SURVEY SUBMISSION FEEDBACK

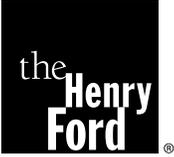
This is an example of the survey confirmation informing an individual that they should report to work: green confirmation page.

DO NOT REPORT TO WORK SURVEY SUBMISSION FEEDBACK

This is an example of the survey confirmation informing an individual that they should not report to work: red confirmation screen.

Staff should not report to work and contact their supervisor for further instructions.





HOW TO CLEAN TECHNOLOGY

Technology requires special cleaning protocols in order to maintain the functionality of the device. Please see the guidelines below before cleaning your technology. Please reach out to ITSHelp@thehenryford.org if you have any questions or concerns.

Do Use:

- A clean soft cloth (cotton or microfiber)
- Clean glove
- Pure / distilled water
- Isopropyl alcohol (IPA) solution 70%
- PDI Sani-Cloth® Plus
- Covidien™ alcohol prep pads
- CaviWipes™
- Total Solutions® disinfectant wipes

Do Not:

- Spray liquids directly onto screen surface
- Use cleaner/solvent with acidic content, alkaline & wax
- Use glass cleaner, such as Windex
- Use paper towels, toilet paper, tissue paper or something like your shirt to wipe the screen. These will scratch.
- Use cleaning products that contain ammonia, ethyl alcohol, acetone, toluene, ethyl acid or methyl chloride.

Steps

1. Spray alcohol or pure water on microfiber cloth (never directly to the screen) or use wipes.
2. Apply cleaning cloth and gently wipe entire screen surface in one direction (top to bottom or left to right).
3. Polish screen with dry clean cloth.

Scanner / Copier

Scanner / copier glass can be cleaned with 70% isopropyl alcohol or glass cleaner, but similar to monitors, cleaner should be applied to microfiber towels and not directly to the device.

DO NOT USE: acetone, ammonia, benzene, carbon tetrachloride

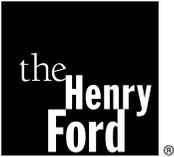
Sources:

<https://www.dell.com/support/article/en-us/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en>

<https://www.dell.com/support/article/en-us/sln306385/cleaning-and-maintenance-recommendations-for-the-dell-c7017t-monitor-touch-glass?lang=en>

<https://support.microsoft.com/en-us/help/4023504/surface-clean-and-care-for-your-surface>

<https://www.wikihow.com/Clean-a-Computer-Monitor/LCD-Screen>



VISITING THE HENRY FORD

For vendors, contractors and personal guests

As The Henry Ford opens back up, we have had to put several new policy's in place for your health and safety as well as our staff and guests. At this time we are limiting the amount of on campus visits when possible, but we understand that in some cases, your physical presences is needed as The Henry Ford. Please see the below guidelines on what to expect when you arrive on our campus and the protocols we are asking you to follow in order to have a safe visit.

- Our days of operations have been adjusted at this time. Please do not arrive on campus without communicating with a staff member about your needs and estimated arrival time. We will notify security of your plans in order to create a seamless experience.
- Please enter through the Blue Security Gate at the entrance to the employee parking lot.
- You will need to complete a health survey at the gate using a website or a verbal interaction with a security officer. If you do not pass this health screening, you may be denied access to our campus.
- You are required to wear a face mask when you arrive at the Blue Security Gate and anytime you are within six feet of a THF staff member or guest. Please also have a face mask on you as you enter any office on THF's campus.

HOW DO I COMPLETE THE SELF-CERTIFY SURVEY?

The survey can be accessed at health.thehenryford.org

1. Enter **your company name**.
2. Read each of the screening questions.
3. Select your response (yes or no).
4. If you select no, review and confirm the certification statement.
5. Submit the survey.



WHAT TYPE OF CONFIRMATION WILL I RECEIVE?

Depending on your survey answers, you will receive either a green confirmation page or a red page with further instructions.

