

A SAFE WELCOME BACK

A STEP-BY-STEP GUIDE TO NAVIGATING LODGING REINTEGRATION

MRLA.ORG/OPEN



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mrla.org 800-968-9668 @TheOfficialMRLA

INTRODUCTION

Dear Michigan Hotelier:

"A Safe Welcome Back" is a guidance document designed to help Michigan lodging properties prepare to welcome guests back to their properties amid new federal and state regulations, and with new expectations of safety by the general public.

The Michigan Restaurant & Lodging Association (MRLA) has combined guidance from the Center for Disease Control (CDC), Federal Drug Administration (FDA), Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA), National Restaurant Association (NRA), American Hotel & Lodging Association (AHLA), Executive Orders from Governor Gretchen Whitmer and our work with the Michigan Economic Recovery Council (MERC).

As you work through this document, please keep in mind that this document is not legal advice and that some of these changes may impact your Employee and Operations Handbooks. We encourage you to seek legal counsel as necessary when making those changes. The MRLA Legal Center is available to members at www.mrla.org/legalresources.

We recognize that these are extraordinarily hard times for you and your business. We are with you every step of the way and will continue to provide the resources and guidance you need to successfully re-engage your business and build a lasting recovery.

Sincerely,

Justin Winslow President & CEO



A SAFE WELCOME BACK CHECKLIST

Work through these steps to ensure you are able to meet all new COVID-19 requirements, protect your team members, build consumer confidence, and rebuild your business.

☐ Develop a COVID-19 Response Team + Preparedness Plan

- o Consult OSHA COVID-19 Guidelines
- o Designate staff for the COVID-19 team and allocate tasks
- o Conduct Employee Training on COVID-19 policy changes
- o Designate Team Member for every shift to enforce new COVID-19 policies

☐ Expand & Establish Cleaning Procedures

- o Ensure sanitizers and disinfectants are EPA-approved to kill COVID-19 and are used correctly
- o Conduct frequent kitchen cleaning
- o Conduct frequent Front of House cleaning
- o Clean all surfaces that customers contact
- o Establish and follow CDC protocols for sanitizing your establishment if you have employees with multiple COVID-19 symptoms and/or a confirmed COVID-19 case

☐ Employee Health & PPE Requirements

- o Implement Employee Health Screening for each shift
- o Define protocol for symptomatic employees
- o Develop a plan to be able to identify and contact exposed employees
- o Establish handwashing stations and ensure they are properly supplied
- o Increase access to hand sanitizer
- o Ensure proper handwashing procedures
- o Procure Personal Protection Equipment (PPE) for all staff including face coverings and gloves
- o Ensure you have a policy to distribute PPE
- o Enforce use of PPE



A SAFE WELCOME BACK CHECKLIST

Attention to the Guest

- o Provide Signage
- o Consider clear partition panels at guest check-in
- o Consider a "clean for you" sticker that seals the guest room door for incoming guest
- o Reduce guest room goods
- o Have a plan for all meeting space areas once mandates are lifted
- o Increase hand sanitizer dispensers, ideally touchless, at many points throughout property

☐ Amenities

- o Be aware when government suspension of amenities lifts
- o Follow CDC guidelines for sanitizing
- o Get creative on providing alternative safe recreational options
- o Develop a contactless room-drop system

Train your team.

Communicate with guests.

Develop a Response Team

Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19, developed by the Occupational Health and Safety Administration (OSHA) and <u>available here</u>. Your property's plan must be available onsite.

- A business' or operation's plans must be readily available to employees, labor unions, and customers.
- The plans need to be accessible via the website, internal network, or hard copy.
- Consult OSHA COVID-19 Guidelines.
- Conduct Employee Training on COVID-19 policy changes on pre-shifts and maintain records.
- Follow Executive Order 2020-36 and all orders that support it, that prohibit discipline, or otherwise retaliating against employees who stay home or leave work when they are at particular risk of infecting others with COVID-19.
- Adopt any additional infection control measures that are reasonable in light of the work performed at the worksite and the rate of infection in the surrounding community.
- Designate a Team Member for every shift to enforce new COVID-19 policy.
- Designate staff for the COVID-19 team and allocate tasks.

What to Consider When Developing a Response Team

- Who at your property will answer COVID-19 guest questions?
- Who will collect and maintain employee health screening?
- Who will advise on social distancing inside the property, including lobby, elevators, and meeting spaces?
- Using the CDC guidelines, what is your written company protocol for sick employees?
 - o For Large Properties: Your team should involve ownership, human resources, F&B, rooms, marketing, and manager on duty (MOD).
 - o For Small Properties: Your team should involve owner, general manager, and the manager on duty (MOD) for each shift.



- Be sure your entire front desk team is trained on talking points to share what the hotel is doing to be safe.
- Consider a "Cleanliness Champion" to oversee this portion of the team's responsibilities throughout the property.

Develop a Response Team

Core Response Team Responsibilities

- Limit in-person interaction with guests to the maximum extent possible.
- Prohibit any interaction in which people cannot maintain six feet of distance from one another.
- Screen Employees Daily see Page 16..
- Provide signage that sick employees should not enter and send home employees who display multiple symptoms of COVID-19.
- Designate who will be responsible for ensuring proper notice is completed.
- Assign one person, or a team of people, to hand out masks, place glove boxes in visible locations and refill hand sanitizer dispensers.
- Communicate and report a COVID-19 positive case.

COVID-19 Protocols

- Empower employees to handle potential issues with health screening or customer concerns.
- Have all staff members on the same page with policies and procedures Covid-19 related.
- Post customer health screening at main entrances.
- Post 3rd party screening at delivery doors.

COVID-19 Response Team documents must include the OSHA risk level/exposure determination you have selected for your businesses. Most hotel properties will be determined MEDIUM risk based on the OSHA guidelines.

Employee Health

Employee Health Screenings

Employee Health Screening is now mandated. The questionnaire labeled Employee Health Screening Form in the Appendix has the questions owners are required to ask their team. You can add these questions to your payroll system, time clock, POS systems, software app or you can use the paper format.

This must be done for every employee for every shift.

General Employee Health

- Establish handwashing stations and ensure they are properly supplied.
- Increase access to hand sanitizer dispensers.
- Ensure proper handwashing procedures are implemented.
- Encourage employees to use personal protective equipment and hand sanitizers on public transportation.
- Procure Personal Protection Equipment (PPE) for all staff including face coverings and gloves.

Define Protocol for Symptomatic Employees

- Employees are responsible for self reporting the health of the employee or household before coming in via phone/email.
- Ensure employees with multiple symptoms are sent home immediately.
- Establish and follow protocols for sanitizing your establishment if you have employees with multiple COVID-19 symptoms and/or a confirmed COVID-19 case.
- Require a doctor's written release to return to work if an employee has a confirmed case of COVID-19.
- The employer must maintain a record of their plan and compliance with the Executive Order 2020-109.
- If an employee has symptoms, but not laboratory confirmed COVID-19, they should remain at home for guarantine based on CDC requirements.

Identify and Contact Exposed Employees

- Educate employees to manage known symptomatic guests should they enter the property.
- Notify employees if a positive case individual visited the property (guest, supplier, employee).
- Inform team members and manager of potential exposure when employee is sent home.
- If an employee tests positive for COVID-19, the establishment must notify vendors and other employees of the positive case no later than 12 hours after receiving the test results, without revealing the personal health-related information of any specific identified employee.



APPENDIX

Employee Health

Screening Form

Personal Protection Equipment

Business owners will need to provide access to gloves and face coverings for all employees. Best practices for how to distribute face coverings and verify the use of them will need to be determined. Front of the House needs to be included in handwashing, gloves, and mask monitoring. Face masks can be homemade cloth face masks or purchased masks, and do not need to be N-95 masks.

Provide instructions for the distribution of PPE, how to put on and remove masks and designate on-site locations for soiled masks. Encourage or require the use of work gloves, as appropriate, to prevent skin contact with contaminated surfaces. Adopt protocols to limit the sharing of tools and equipment to the maximum extent possible and to ensure frequent and thorough cleaning of tools, equipment, and frequently touched surfaces. Guests should have access to hand sanitizers and handwashing stations at lodging entry points, front desk, elevator entry point, meeting space areas and other high volume areas.

Click here to download FDA Glove Guidance
Click here to download CDC Face Mask Requirements
Click here to see available PPE vendors

Housekeeping

Face covering and gloves required. Suggested one-time use bags to put in soiled bedding, towels and other linens to trans-

port to laundry. Room drops of extra linens ordered should be contactless by putting requested items in clear disposable plastic bag and calling guest when the items are dropped at their room door.

Engineering

Face covering required. Gloves required when in guest rooms. If a guest calls with an engineering need, suggest the engineer calls the guest's cell phone prior to room arrival so the guest can exit their room if desired. Then, have engineer in proper face covering and gloves while working in guest's room. Call guest's cell phone upon completion of work to inform them that they can come back to their room.

Front Desk

Face covering required. Gloves optional. Installation of a clear panel barrier is recommended as the best solution for your front desk agents. Suggestions for panel barriers can be viewed in the PPE section of this document. See signage in appendix encouraging one representative per party to check-in. Have agents stationed at least 6' apart and markings on floor 6' apart for guests in queue. Sanitize pens and credit card machines between use if guests are in contact with these items. Signage explaining what your property is doing is recommended.

Food and Beverage

Face coverings and gloves required. Keep safe distance between employees where possible. See MRLA Restaurant Roadmap to Reopening Guide for more tips.

- Ensure all employees understand the use of PPF
- When employees are medically able, especially near guests, they should be wearing masks.

Guest Health

Lodging properties are not liable for conducting individual guest health screening. Generally, if a business has a reasonable belief that the guest poses a safety risk to the other guests and staff, it may refuse to accommodate the guest. Here is some guidance on how to handle this situation:

- Ensure management is involved by instructing staff to inform them if they have guests with symptoms checking in.
- Inform guest that you would like to accommodate them, but you have concerns about the health and safety of other guests and staff, then direct them to the nearest medical facility.
- Ensure a second staff member is present as a witness.
- The manager should prepare written statements afterwards to explain what happened and why they believe the guest posed a health risk.
- Disinfect the surfaces where the guest might have touched after they leave.
- During the reservation process, make note if the guest is not feeling well and welcome the guest to stay with you when symptoms have subsided.

Keep Healthy Guests Healthy

Michigan law now requires persons entering public buildings to wear a face covering. Encourage all guests entering your establishment to comply with the face covering mandate as well as have adequate hand sanitizer available. Request that only one person from the party be part of the check-in process. This will help to keep 6' social distancing maintained in your lobby.

The CDC has provided the following guidance for facilities that provide overnight housing if they have a guest with COVID-19 Symptoms:

- Follow <u>Interim Guidance for US Institutions of Higher Education</u> on working with state and local health officials to isolate ill persons and provide temporary housing as needed.
- Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- In areas where ill persons are being housed in isolation, follow Interior Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019.



- Utilize touchless payment where possible. Precheck-in guests and pre-key their rooms for seamless arrival where only proof of identification (driver's license for
- example) needs to be shown, but not handed to agent.
- The 24-hour waiting period to clean and sanitize rooms is for rooms that housed a guest with COVID-19 Symptoms
- o This includes focusing on cleaning and disinfecting common areas where staff/others providing services may come into contact with ill persons, but reducing cleaning and disinfection of bedrooms/bathrooms used by ill persons to as-needed.
- In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.

APPENDIX

Signage Samples

Housekeeping

In a post COVID-19 climate, a hotel property's approach to housekeeping is crucial in maintaining consumer confidence.

- Ensure sanitizers and disinfectants are EPA-approved to kill COVID-19 and are used correctly with proper PPE equipment and training.
- Consider containing guest room laundry in single use bag to transport to laundry. Remove all linen from guest room each use.
- Remove extra pillows and linens from closets; make available upon request through contactless delivery.
- Conduct frequent cleaning of lobby, hallways, elevators and front desk.
- Disinfect bell carts, scooters and wheelchairs between each use.
- Consider a "clean for you" sticker that seals the guest room door after full cleaning.
- Reduce the amount of goods in guest room including menus, magazines and remove all reusable items such as mugs and glasses, replacing with disposables.
- Consider signage in guest room or ask at check-in if a guest would prefer to not have daily housekeeping and to replace it with a call when in need for contactless linen drop.
- Consider a note at check-in of what guests can expect during their stay to ensure highest level of safety and service.

In public areas, focus on elevator buttons, stair railings, counters, wheelchairs and scooters. Disinfect with <u>EPA-approved products to kill COVID-19</u> with special focus on high touch-point items including:

- Curtains
- Handle for blindes
 Cabinet hardware
- ThermostatDesk
- Light switchesDoorknobsCountersOffice chairArmchairsTV remote
- Safes
 TV buttons
- Faucet handles
 Closet handle and hangers

Encourage guests to check-out over the phone by calling the hotel from their cell phone to reduce front desk traffic.

Inform the guest in guest room with friendly messaging on how their stay is thoroughly clean.

Attention to the Guest

Front Desk + Lobby

- Post sign(s) encouraging customers to wear face coverings when in public areas.
- Post signs for social distancing at arrival points and in front desk area.
- Encourage one person per party to check in.
- Consider using stickers on elevator floors to maintain social distancing.
- Promote in-room-dining at restaurant entrance if applicable.
- Consider clear plastic panels where social distancing is difficult between an employee and a guest including in breakfast area and check-in.
- Pre-Arrival Email:
 - o Personal Health questions to consider before arriving.
 - o What to expect on property.
 - o Include extra precautions the business is taking to build customer confidence
- Post Departure Email:
 - o If you already survey via email, update with experience questions based on hotel's response to increased measures of protection.
 - o Seek guest feedback.

Guest Rooms

- Reduce multi-use items such as magazines and pens.
- Remove drinking glasses and replace with one-time use disposable wear.
- Consider signage to communicate your cleaning protocols.

Breakfast Area

- Seating for breakfast area should follow Executive Orders on capacity for the business' region.
- Non-restaurant breakfast area: no self-service buffet permitted. Consider pre-packaged options.
- Hot items cannot be self-service.
 - o Must be served by an employee wearing proper PPE one serving at a time.
 - o No additional servings should be left out.
 - o Consider partition panels between guest and employee.
- No toppings should be self-service at this time unless individually packaged such as creamers, sugar packets and individually wrapped butter patties. Silverware to be wrapped in napkins or in plastic wrap.
- Coffee can be in closed pump carafes with signage of one use per cup
- Coffee cups and lids must be behind the counter and handed out one at a time by an employee wearing PPE.



Providing signage throughout your property provides communication to encourage safety and guest comfort.

Meetings & Events

Meeting Space

- See MRLA Restaurant Roadmap to Reopening for best practices and tips.
- No traditional buffet service permitted at this time. You may conduct buffet service if all food available is served by employees who are wearing proper PPE and standing on the opposite side of the serving table as the guest.
- Replace water carafes for meeting guest use with bottled waters.
- Silverware at tables to be pre-rolled and fully covered by napkin.
- Be aware of social distancing of six feet during meeting breaks.
- Increase availability of hand sanitizer stations.
- Update room diagrams to meet social distancing standards
- Contact current contracted groups to inform them of new layout capacities and solutions.
- Communicate with third-party vendors such as audio-visual, florists, photography, linen suppliers and others on hotel safety protocol.
- All vendors will be required to pass a health screening upon arrival to ensure they are healthy.

Meeting Space Guest Safety

- Prior to an event, a complete guest list and seating assignment can be requested from clients.
- Households can sit together, others not from the same household need to be seated 6' apart.
- Tables will be spread out for appropriate physical distancing where possible.
- Outdoor space may be expanded by tenting where possible to provide additional seating with proper social distancing.
- Consider building a standard "Know Before you Go" document for Meeting Planner disbursement to guests and event attendees of what they can expect at the property.
- Consider suspending valet and promoting self-park options in a meeting planners "Know Before You Go" document.
- Hand sanitizer dispensers, based on supply, will be placed at all entrances and contact areas such as reception areas, bars, restrooms, and meeting spaces, whenever possible.
- Door handles and surfaces frequently sanitized and sterilized.
- Be aware of social distancing with am/pm breaks.



- New Executive Orders continue to be released. Visit mrla.org/open for updates on regionally-based seating capacity guidelines for meetings and events.
- Outdoor space has larger capacity limites consider utilizing tents.

Amenities

Amenities enhance the guest experience. While many amenities are suspended by law, some should be removed or limited to promote safety.

- Until it is permitted by law to open many amenities, such as spa, pool, hot tub and fitness center; offer a free in-room yoga channel or suggest in-room exercise website for in-room fitness ideas. Provide a list of walking trails or parks in your community.
- Ice machines should be turned off and ice buckets removed from rooms.
- Place notice in rooms and on floor ice-machines on how a guest can have ice brought to their room. o Ensure staff person that delivers ice is masked & gloved.

Pools, Fitness Centers and Spas

- Fitness Centers suspend until permitted to reopen.
- CDC Water Systems Protocol for Public Pools/Hot Tubs that have been closed:
 - o Flush hot and cold water through all points of use.
 - o Flushing may need to occur in segments (e.g., floors or individual rooms) due to facility size and water pressure.
 - o The purpose of building flushing is to replace all water inside building piping with fresh water.
 - o Flush until the hot water reaches its maximum temperature.
- If you have an established well schedule with your health department: KEEP IT!
- Maintain that chairs and tables are 6' apart.

<u>Considerations for Hotel Owners and Managers: How to Prevent Legionnaires' Disease</u> <u>CDC Guidance: Operating Public Hot Tubs for pool staff and owners</u>

Ensure Hot Tubs are Safe for Use:

- 1. Check for existing guidelines from your local or state regulatory agency before use.
- 2. Ensure that hot tubs/spas are free of visible slime or biofilm before filling with water.
- 3. Perform a hot tub/spa disinfection procedure before use.
- 4. CDC Guidance (start at Step 4)

Guest Laundry

- Washed on the hottest possible temperature.
- All items should be thoroughly dried.
- Items should be transported in a clean sealed bag to the guest room.



Get creative on how to provide safe solutions to increase comfort and guest experience.

Verify Third Parties

Every person entering your establishment needs to be healthy, including food deliveries, linen deliveries, beer, wine and liquor delivery services and other suppliers. Below is a screening template to use for suppliers.

NOTICE TO SUPPLIERS / CONTRACT SERVICE PROVIDERS

- 1. Vendors moving between food-selling establishments must frequently clean and disinfect frequent touch points.
- 2. If an employee at a food-selling establishment tests positive for COVID-19, the establishment must notify food vendors and other employees of the positive test result as soon as possible and in no case later than 12 hours after receiving the test result, without revealing the personal health-related information of any employee.

| 3. Do you have | e any of the following symptoms? | |
|----------------------------|---|--|
| Yes No | A. Fever of 100.4 degrees or higher (as measured by a touchle thermometer if available, but a verbal confirmation of lack fever is sufficient if a touchless thermometer is not available. | of |
| Yes No | B. Cough (excluding chronic cough due to a known medical reason other than COVID-19)? | |
| Yes No | C. Shortness of breath? | |
| ☐Yes ☐No | D. Sore throat? | |
| Yes No | E. Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)? | on |
| commuting | ravelled internationally or outside of Michigan in the last 14 g from a home location outside of Michigan? For purposes o g is defined as traveling between one's home and work on a No | of this order, |
| 5. Have you have COVID-19? | ad any close contact in the last 14 days with someone with No | a diagnosis of |
| If you answere | ed yes to any of the questions above, you are not permitted | to enter. |
| Please contact | our manager at | _ to |
| arrange for an | alternative service delivery plan. | ** |
| Name and cor | mpany representing | MICH GAN RESTAURANT & LODGING ASSOCIATION |

APPENDIX

EMPLOYEE HEALTH SCREENING QUESTIONS

| 1. | ро у | ou nav | e ar | iy of the following symptoms: |
|----|-------------------|--------------------|---------------------|---|
| | Yes | □No | A. | Fever of 100.4 degrees or higher (as measured by a touchless thermometer if available, but a verbal confirmation of lack of fever is sufficient if a touchless thermometer is not available)? |
| | Yes | □No | В. | Cough (excluding chronic cough due to a known medical reason other than COVID-19)? |
| | Yes | □No | C. | Shortness of breath? |
| | Yes | □No | D. | Sore throat? |
| | Yes | □No | E. | Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)? |
| 2. | day For one | s, exclu purpos | din es c e an | elled internationally or outside of Michigan in the last 14 g commuting from a home location outside of Michigan? of this order, commuting is defined as traveling between d work on a regular basis. |
| 3. | diag | • | of C | any close contact in the last 14 days with someone with a OVID-19? |

Any affirmative response to screening questions (1) or (2) above requires the individual to be excluded:

- **A.** For at least 72 hours with no fever (three full days of no fever without use of medicine that reduces fever) and other symptoms have improved (for example, when cough and shortness of breath have improved) and at least seven days have passed since symptoms first appeared.
- **B.** Except for necessary workers engaged in travel related to supply chain and critical infrastructure, for 14 days following travel unless that travel was due to commuting from a home location outside of Michigan.



Signage Example

Available for download at mrla.org/open

To optimize the health and well-being of our guests and staff, and to be in compliance with **Executive Orders, please** enjoy your meal in your room or other socially distanced location. Thank you!



Signage Example

Available for download at mrla.org/open

To optimize the health and well-being of our guests and staff, please have one representative from your party check-in and adhere to a 6-foot space between you and other guests.

Thank you!



Signage Example

Available for download at mrla.org/open

To optimize the health and well-being of our guests and staff, please practice social distancing of 6-feet and wear a face covering.

Thank you!





Disclaimer

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This document is not legal advice.

Disclaimer effective June 5, 2020

References + Resources

OSHA Guidance on Preparing Workplaces for COVID-19

https://www.osha.gov/Publications/OSHA3990.pdf https://www.michigan.gov/leo/0,5863,7-336-78421 11407---,00.html

American Hotel & Lodging Association

https://www.ahla.com/sites/default/files/safestayguidelines060320_0.pdf

Center for Disease Control

CDC Small Business Guidance

https://www.cdc.gov/coronavirus/2019-ncov/downloads/guidance-small-business.pdf

Cleaning & Disinfection CDC

https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

CDC Face Coverings + Masks

https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf

CDC Stay Home Poster

https://www.cdc.gov/coronavirus/2019-ncov/downloads/StayHomeFromWork Horizontal.pdf

Stop the Spread of Germs Poster

https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-11x17-en.pdf

Reopening America

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

EPA COVID-19 Approved Cleaning Products

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Food and Drug Administration (FDA)

COVID-19 and Food Safety

https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19

Best Practices For Retail

https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19

Glove Guidance

https://www.fda.gov/regulatory-information/search-fda-guidance-documents/enforcement-policy-face-masks-and-respirators-during-coronavirus-disease-covid-19-public-health

Michigan Food Safety.com

https://michiganfoodsafety.com/industry-resources.html

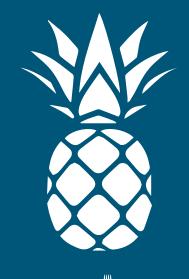
State of Michigan

COVID-19 Resources

https://www.michigan.gov/coronavirus/

Executive Orders

https://www.michigan.gov/coronavirus/0,9753,7-406-98178 98455-521682--,00.html



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