

COVID-19 OFFICE PROTOCOLS & PROCEDURES **(As of June 8, 2020)**

Nancy C. Nawrocki (henceforth “Nancy”) implements the following protocols and procedures, until further notice, as they may be amended:

A. GLOBAL GUIDELINES

1. 6-Foot Distance

- i. All are to maintain a 6-foot distance from each other and from clients/visitors at all times
- ii. Utilize the telephone when needing to speak with each other unless it is necessary to go to someone’s workstation (still to stay 6-feet away)

2. Face Masks/Shields

- i. Everyone will be provided with face masks/shields. You are welcome to wear your own
- ii. Everyone (staff and visitors/clients) is required to wear a face mask/shield when in the office.
- iii. Signs have been posted inside and outside of our office notifying all of this requirement
- iv. You must wear your face mask/shield while interacting with other staff or clients/visitors

3. Personal Health & Hygiene

- i. Upon entry to the office, all staff are required to fill out the Health Screening Questionnaire located by the back door and follow its instructions.
- ii. Everyone is provided with hand sanitizer – please use it often and after every client interaction
- iii. Please notify the Supplies Coordinator when you are ½ way through your hand sanitizer bottle – timely notice will help ensure timely replenishment
- iv. Hand sanitizer will also be available in the large conference room and Lobby table
- v. If you feel sick – regardless of the cause – you are not to come to the office and use the standard “call in sick” procedure
- vi. If you have symptoms of COVID, you should call in sick and arrange for a COVID test. If the test is negative, you may return to work. If the test is positive, you will immediately self-quarantine for

NAWROCKI CENTER FOR ELDER LAW, SPECIAL NEEDS &
DISABILITY PLANNING, PLLC

a minimum of 10 days and arrange to work from home as you are able.

- vii. If you have had contact with a person with a confirmed COVID infection in the last 14 days and do not have symptoms, you may continue to work. Monitor your condition and, if symptoms develop, self-quarantine and work from home for a minimum of 10 days
- viii. If you have traveled outside of Michigan or internationally in the last 14 days and do not have symptoms, you may continue to work. Monitor your condition and, if symptoms develop, self-quarantine and work from home for a minimum of 14 days following your travel.

4. Lobby

- i. No one shall be allowed to wait in the Lobby or in the building hallway
- ii. I have posted signs both in and outside of our office notifying all of this requirement
- iii. All chairs have been removed from the Lobby and a “DO NOT SIT” sign is placed on the couch

5. Conference Rooms

- i. ONLY the large conference room shall be used for client meetings
- ii. The small conference room has the excess chairs and cannot be used for client meetings

6. Equipment

- i. No one is to use another staff member’s workspace
- ii. Shared equipment (printers, postage machine, water dispenser, fridge, coffee machine, etc...) shall be sanitized after each use
- iii. Signs are posted as a friendly reminder
- iv. Please do not spray electronics directly as the moisture could get inside the machine and cause damage – use a pre-soaked sanitizing wipe or spray a paper towel and then wipe.
- v. We must all do our part to maintain a virus-free work environment – if you’re unsure – sanitize it. Better more than necessary than not enough.

7. Client Beverages - We will no longer offer clients/visitors food or beverages of any kind

8. Deliveries - All deliveries shall be placed in the Lobby in the designated “Deliveries” area – identified by sign on wall

9. Office Entry

NAWROCKI CENTER FOR ELDER LAW, SPECIAL NEEDS &
DISABILITY PLANNING, PLLC

- i. Unless there is an emergency or otherwise required, all staff are to limit their ingress and egress to the back door

B. SCHEDULING & APPOINTMENTS

1. Scheduling Meetings – By Appointment Only

- i. When scheduling, all clients are to be notified of the mask requirement, the procedure of how they will be brought in the office (they are to call and tell us they are outside and a staff member will get them when they can come in – when the previous clients have left the building), no waiting in the Lobby, bring their own gloves if they wish to wear gloves.
- ii. All meetings for Nancy and Lisa are to be held in their respective offices, according to their usual scheduling parameters
- iii. All other meetings are to be scheduled for the large conference room only (the small conference room is closed to client meetings until further notice)
- iv. Conference Room Etiquette – please schedule meetings for enough time to get your objective(s) accomplished – there is no alternative meeting space if appointments run over. Build in a 15-minute buffer to your appointment, if needed.
- v. Discourage Unexpected Walk-Ins – instead, schedule a formal appointment in the large conference room, even if its to drop off paperwork, or meet with those clients in the parking lot.

2. Appointments

- i. Clients/prospects are to be called the day before their appointment (or if no answer, immediately upon entering the office) and asked the Health Screening Questionnaire. Staff will record their answers. Immediately upon entering the Lobby, staff shall ask client/prospect if we can take their temperature and record the number on their Health Screening Questionnaire. If the client/prospect declines, ask if they believe they have a fever and record their answer and the form shall be scanned and saved with their matter (Time Matters) with the hard copy placed in their file.
- ii. Maximum of 2 clients and 1 Staff in the large conference room
- iii. Signings
 1. Witnesses are to remain outside of the large conference room to witness clients signing their documents
- iv. Second meetings

NAWROCKI CENTER FOR ELDER LAW, SPECIAL NEEDS &
DISABILITY PLANNING, PLLC

2. To reduce in-office activity to essential meetings (ICs and signings), try to conduct meetings and/or gather information by telephone, Zoom, e-mail, and fax, where possible.
- v. Initial Consultations
 1. Because these will primarily be conducted in the Attorneys' offices, the Attorneys shall:
 - a. Complete the LSA and obtain clients' signatures
 - b. Ask Front Desk to run credit card payment or take check and put check in the safe with a copy in the manilla file
 - c. Copy Identification
 - d. Take their picture
 - e. Give gift mug
 - f. Complete the E-mail and Fax Authorizations
 - g. Review the Estate Planning Questionnaire
 - h. All remaining documents will be given to the client with the explanation that their Paralegal will review it with them
 - i. Introduce their Paralegal (if available) who will schedule their 2nd appointment (in-person, telephone conference, Zoom, etc...) and make any copies of documents client brought
 2. Need to keep rooms (whether Attorney office or large conference room) to 2 clients 1 Staff only

C. OFFICE SANITATION

1. Large Conference Room

- i. Sanitize at the start of every day by Front Desk Staff
- ii. Sanitize after each meeting by the Staff conducting the meeting
 1. The sanitation status sign will be placed on top of the conference table indicating that it has been sanitized – or the reverse – it needs to be sanitized. (Already made and in the Conference Room)
 2. Sanitize table, chairs, pens, etc... that was touched by the Staff and the Client

- 2. Lobby and door handles** - Sanitized by the Front Desk Staff throughout the day as needed

NAWROCKI CENTER FOR ELDER LAW, SPECIAL NEEDS &
DISABILITY PLANNING, PLLC

3. If we will be using sanitizing sprays, good air circulation is vital -
Windows to be opened to create air flow
4. **Positive COVID-19 diagnosis**
 - i. In case of a positive COVID-19 diagnosis who has been in the office (whether staff or clients/prospects/visitors), Nancy shall be notified immediately
 - ii. Immediately close the office and have all staff member go home and work from home as they are able. Post a sign telling people that the office is closed.
 - iii. Nancy will immediately notify the Livingston County Public Health department, all staff, and all clients and visitors that have been in the office within 3 days of the diagnosis date.
 - iv. Nancy to arrange for deep-cleaning of the office areas impacted by the diagnosed case (workstation for staff member, lobby, large conference room, work room, attorney offices, restrooms).
 - v. Reschedule appointments that are scheduled between the closure of the office and the completion of deep-cleaning.
 - vi. When deep cleaning is completed, notify staff and re-open the office on the next business day.
5. **Unsafe Working Conditions**
 - i. If staff identifies something they deem to be an unsafe working condition, staff shall immediately notify Nancy.
 - ii. Nancy shall determinate if the condition is unsafe and the remedy required

D. OTHER PROTOCOLS REQUIRED BY THE GOVERNOR'S EXECUTIVE ORDER

1. **Supervision**

The senior staff member in the office shall be responsible to monitor office activities to assure that the COVID protocols are being followed, and to immediately report any issues to Nancy.
2. **Training**

Staff shall be trained on changes to COVID protocols that may be implemented. Training may be conducted during weekly staff meetings. COVID training is to be documented.
4. **Reporting**

Written records will be maintained and retained for future reference for the following:

NAWROCKI CENTER FOR ELDER LAW, SPECIAL NEEDS &
DISABILITY PLANNING, PLLC

- i. Staff Health Screening Questionnaire
- ii. Client/ Visitor Health Screening Questionnaire
- iii. Staff COVID training meetings
- iv. Positive COVID-19 diagnosis incidents

SET CLIENT EXPECTATIONS - It is crucial that we all inform clients, visitors, and prospects of the new office protocols to prevent confusion, frustration, and non-compliance.