



DEPARTMENT OF HOMELAND SECURITY
UNITED STATES SECRET SERVICE
WASHINGTON, D.C. 20223

Freedom of Information Act Program
Communications Center
245 Murray Lane, S.W., Building T-5
Washington, D.C. 20223

Date: March 11th, 2021

Austin Evers
1030 15th Street NW, Suite B255
Washington, DC 20005
Email: foia@americanoversight.org

File Number: 20200895

Dear Requester:

This is the final response to your Freedom of Information Act (FOIA) request, originally received by the United States Secret Service (Secret Service) on July 24, 2020, for information pertaining to any guidance (including directives, memoranda, or protocols) developed by or provided to your agency regarding measures to prevent or mitigate the spread of coronavirus among Secret Service officers, to include the use or availability of personal protective equipment (PPE), such as face masks, gloves, and/or face shields; and procedures designed to prevent the transmission between Secret Service officers. (Date Range for Record Search: From 3/1/2020 To 8/3/2020).

After a detailed review of all potentially responsive records, 24 page(s) were released and 0 page(s) were withheld in their entirety. Exemptions under the FOIA Statute, Title 5 U.S.C. § 552 have been applied where deemed appropriate.

Enclosed are the documents responsive to your request, as well as a document that explains the exemptions in more detail. Withheld information is pursuant to the exemptions marked below.

Section 552 (FOIA)

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|---|--------------------------------------|---|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> (b) (1) | <input type="checkbox"/> (b) (2) | <input type="checkbox"/> (b) (3) Statute: | | |
| <input type="checkbox"/> (b) (4) | <input type="checkbox"/> (b) (5) | <input checked="" type="checkbox"/> (b) (6) | <input type="checkbox"/> (b) (7) (A) | <input type="checkbox"/> (b) (7) (B) |
| <input checked="" type="checkbox"/> (b) (7) (C) | <input type="checkbox"/> (b) (7) (D) | <input checked="" type="checkbox"/> (b) (7) (E) | <input type="checkbox"/> (b) (7) (F) | <input type="checkbox"/> (b) (8) |

The following checked item(s) also apply to your request:

Some documents, and/or information contained within a document, originated with another government agency(s). Approximately page(s) were referred to that agency(s) for review and direct response to you.

Fees: In the processing of this FOIA request, no fees are being assessed.

Other:

If you deem our decision an adverse determination, you may exercise your appeal rights. Should you wish to file an administrative appeal, your appeal should be made in writing and received within ninety (90) days of the date of this letter, by writing to: Freedom of Information Appeal, Deputy Director, U.S. Secret Service, Communications Center, 245 Murray Lane, S.W., Building T-5, Washington, D.C. 20223. If you choose to file an administrative appeal, please explain the basis of your appeal and reference the case number listed above.

Additionally, you have the right to seek dispute resolution services from the Office of Government Information Services (OGIS) which mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. Please note that contacting the Secret Service's FOIA Program and/or OGIS **is not** an alternative to filing an administrative appeal and **does not** stop the 90-day appeal clock. You may contact OGIS at: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001. You may also reach OGIS via e-mail at ogis@nara.gov, telephone at 202-741-5770/toll free at (877) 684-6448, or facsimile at (202) 741-5769.

If you need any further assistance, or would like to discuss any aspect of your request, please contact our FOIA Public Liaison Kevin Tyrrell, at (202) 406-6370. Alternatively, you may send an e-mail to foia@uss.dhs.gov.

FOIA/PA File No. 20200895 is assigned to your request. Please refer to this file number in all future communication with this office.

Sincerely,



Kevin L. Tyrrell
Freedom of Information Act Officer
Office of Intergovernmental and Legislative Affairs

Enclosure:

FOIA and Privacy Act Exemption List

**FREEDOM OF INFORMATION ACT
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552**

Provisions of the Freedom of Information Act do not apply to matter that are:

- (b) (1) (A) specifically authorized under criteria established by an Executive Order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified pursuant to such Executive order;
- (b) (2) related solely to the internal personnel rules and practices any agency;
- (b) (3) specifically exempted from disclosure by statute (other than section 552b of this title), if that statute: (A)(i) requires that the matters be withheld from the public in such a manner as to leave no discretion on the issue, or (ii) establishes particular criteria for withholding or refers to particular types of matters to be withheld; and (B) is established after the date of enactment of the OPEN FOIA Act of 2009;
- (b) (4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;
- (b) (5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency; provided that the deliberative process privilege shall not apply to records created 25 years or more before the date on which the records were requested;
- (b) (6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;
- (b) (7) records or information compiled for law enforcement purposes, but only to the extent that the information: (A) could reasonably be expected to interfere with enforcement proceedings; (B) would deprive a person of a right to a fair trial or an impartial adjudication; (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy; (D) could reasonably be expected to disclose the identity of a confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of a record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source; (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law; (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b) (8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for regulation or supervision of financial institutions;

(b) (9) geological and geophysical information and data, including maps, concerning wells.

PRIVACY ACT

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

The provisions of the Privacy Act do not apply to:

(d) (5) material compiled in reasonable anticipation of civil action or proceeding;

(j) (2) material reporting investigative efforts pertaining to enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) material is currently and properly classified pursuant to an Executive Order in the interest of national defense or foreign policy;

(k) (2) material compiled during investigations for law enforcement purposes;

(k) (3) material maintained in connection with providing protective services to the President of the United States or other individuals pursuant to section 3056 of Title 18;

(k) (5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment, military service, Federal contracts, or for access to classified information, but only to the extent that the disclosure of such material would reveal the identity of the person who furnished information to the Government under an express promise that the identity of the source would be held in confidence, or prior to the September 27, 1975, under an implied promise that the identity of the source would be held in confidence;

(k) (6) testing or examination material used solely to determine individual qualifications for appointment or promotion in the Federal service the disclosure of which would compromise the objectivity or fairness of the testing or examination process;

From: Office of the Chief Human Capital Officer
Sent: 3 Mar 2020 17:20:38 +0000
Subject: Update 3 from the Chief Human Capital Officer on COVID-19



**Homeland
Security**

March 3, 2020

Update 3 from the Chief Human Capital Officer on COVID-19

Dear Colleagues,

Late yesterday, we learned that an employee at the USCIS Seattle District Office started exhibiting flu-like symptoms four days after visiting the nursing home in (b)(6);(b)(7)(C) that has experienced COVID-19 infections. Although the employee returned to work after the visit, which was prior to the infections being found at the nursing home, the employee and their entire family have now isolated themselves at home in self-quarantine to protect others. While the employee does have flu-like symptoms, it has not yet been determined if they have COVID-19. However, out of an abundance of caution, the office building has been closed. In addition to USCIS, CBP, FPS, and ICE have employees in that building—all are now working from home for 14 days to help prevent the spread of any illness.

While this news and the resulting building closure may be startling, rest assured all of our actions were taken with your health and that of your families in mind. Education and precautions are our strongest tools against infection. Keep yourself apprised of the latest facts by visiting the CDC's [COVID-19 website](#) or the updated DHS [Employee Resources](#) site. Continue to practice good health habits, avoid unnecessary travel, refrain from handshakes or hugs as greetings, reconsider large in-person meetings, and clean hands and surfaces appropriately. Do not hesitate to talk to your supervisor about your concerns or possible symptoms as they arise. They have been given [guidance](#) about how to help you with workplace flexibilities during this time. If you are a contractor, please ensure you and your Contracting Officer's Representative have discussed actions you can take during this situation as well.

I will continue to provide you updates throughout this situation.

(b)(6);(b)(7)(C)

Chief Human Capital Officer

With honor and integrity, we will safeguard the American people, our homeland, and our values.

Employee Resources

Know Your Resources. Know Your Benefits. Improve Your Life.



Note: This mailbox is not monitored for replies.

From: James M. Murray
Sent: 13 Mar 2020 16:32:35 -0400
To: All USSS Employees DL
Subject: Message from the Director - Novel Coronavirus Update

To the Men and Women of the Secret Service:

In light of the continued spread and rapidly evolving circumstances surrounding the Novel Coronavirus (Coronavirus), I want to follow up on my message from earlier this week to update you about what we are doing to keep our workforce safe and mission ready. Secret Service Leadership's primary concern remains the safety and well-being of the workforce and loved ones while we continue to accomplish our no-fail mission.

The senior leaders on the Secret Service Coronavirus Task Force continue to meet daily to explore the best mitigation strategies for the agency. Based on their collaboration, I want to share with you our current status and some of the specific actions we are taking.

We have established a Coronavirus Strategic Coordinating Center. This coordinating center is staffed with headquarters and regionally focused representatives to ensure we have a comprehensive understanding of where we stand as an agency, as well as a regional picture of mission, personnel, equipment, and travel requirements.

All Protective Divisions remain positioned to continue operations without interruption. Protective travel has been greatly reduced, and leaders have been empowered to utilize flexible staffing plans to minimize the risk of exposure. We are preparing to deploy the first Candidate Protective Detail which will likely be activated in the very near future.

We have recalled all domestic-based personnel on TDY overseas and are directing foreign-based personnel to return to their posts of duty. We have cancelled all non-essential travel. We have waived standard telework restrictions to allow more of you to work remotely. We have empowered organizational leaders to be flexible and creative in using split-shifts, non-standard hours and other solutions to increase safety while still accomplishing the mission. For those of you who may be considered "high risk" for contracting the virus, and have location-dependent duties not appropriate for telework, leaders will be given the discretion to approve Weather and Safety Leave.

While this situation remains dynamic and fluid, one thing remains clear. I can't stress enough the importance of adhering to the latest preventive measures and staying informed of new developments to keep yourself and your families as healthy as possible. This information continues to be updated and available to you on the USSS Homepage. I urge you to check the site often for updates.

Finally, many of you are in forward-facing, operational positions that do not offer the opportunity for telework or social distancing. I recognize and greatly appreciate your commitment to the mission and everything you do to ensure we continue our critical operations. At the end of the day, we have a mission to accomplish - this is who we are,

this is what we do. By working together, we will meet this challenge and continue our proud 155 year tradition of service while doing everything possible to maintain the safety of our workforce.

Mission First. People Always.

Jim

James M. Murray
Director

From: James M. Murray
Sent: 29 May 2020 16:13:36 -0400
To: All USSS Employees DL
Subject: Message to the Workforce: Framework for Returning to the Office

To the Men and Women of the Secret Service:

As we approach the fourth month since the emergence of the Coronavirus and COVID-19, I wanted to reach out once again to update you on the status of our agency and where we are in the process of developing a framework for returning to the office.

As always, I continue to be humbled and impressed by your flexibility, resilience and productivity during these difficult times. You and your loved ones' safety and well-being remains Secret Service Leadership's primary concern while we continue operations in support of our integrated mission.

As of today, a total [redacted (b)(6); (b)(7)(C)] tested positive for COVID-19, of which [redacted (b)(6); (b)(7)(C)] cleared to return to work. The Office of Safety, Health and Environmental Services is monitoring an [redacted (b)(6); (b)(7)(C)] who either have flu-like symptoms or may have been exposed to someone with COVID-19. All required Personal Protective Equipment (PPE) has been procured and distributed as needed.

Our protective operations continue uninterrupted and we have, thus far, been able to maintain our regional staffing approach even as protectee visit tempo steadily increases. On the investigative front, we are hyper-vigilant -- currently working 67 COVID-19 related fraud cases and having disrupted numerous schemes, preventing millions of dollars in fraud loss.

The Secret Service Coronavirus Task Force has been working hard to frame out a phased plan to adapt our operations as pandemic-related restrictions are lifted across the country. Your input and feedback have been instrumental in this effort. Thank you for your

participation in our Pulse Survey: *Managing the Return to Office Operations*. More than three thousand employees from all job categories and offices responded and provided invaluable feedback on your concerns as well as insightful comments and recommendations that are actively factored into our planning.

Prime amongst the feedback you provided are concerns regarding: your health related to working in proximity to others; office cleanliness; managing child care and schooling; taking public transportation; and being ready to return to the office. I was pleased to note positive feedback on your telework productivity; the effectiveness of agency workforce communications; and confidence that your supervisors will remain flexible regarding work schedules. You can view the full survey results at:



Based on your survey responses, we are confident that the resulting framework makes sense for our mission while addressing the expressed concerns of our workforce. We remain committed to a deliberate and considered approach in this effort; an approach that does not rush into things and allows us to communicate with you along the way. Likewise, an approach that allows us to plan and prepare both professionally and personally.

This framework will help guide each directorate's specific plan, tailored to individual missions and office considerations. Employed in combination, the framework and directorate plans will highlight the criteria and protocols we will be following in a phased return to office operations. Moreover, it will also take into account the potential need to move between phases if localities experience spikes or reductions in COVID-19 cases. Our tailored planning strategy will result in a return to the office that will evolve as circumstances change and will vary across the agency—not every plan will be the same for every employee. All of these

plans will take your feedback into consideration and are grounded in the best occupational health practices.

We anticipate that the overall framework will be published in early June with directorate specific plans to follow soon after. We expect to begin phasing minimal staff back into offices in early July, based on mission demands and regional COVID-19 trends. Maximum telework and flexibility will continue to be used, informed by the nature of an employee's work and the ability to effectively perform individual job tasks within each directorate and section.

As you know, some mission essential functions have been ongoing. Other functions may begin prior to a wider phased reopening with appropriate protocols in place. For instance, due to critical agency training requirements, we will be opening the James J. Rowley Training Center (RTC) for limited basic training in early June. This "soft" opening of RTC is being managed in coordination with DHS, CDC and local government guidelines, the Federal Law Enforcement Training Center and in consultation with the medical professionals at Johns Hopkins Hospital.

In sum and most importantly, what I want you and your families to know is that we will continue to manage the plan for a return to office operations in a deliberate, careful, and disciplined manner as to ensure your safety and health while at the same time staying focused on executing our mission. As we navigate this situation together, I ask for your continued patience and flexibility. We will keep you updated throughout this process and will continue to solicit your thoughts and concerns.

I have no doubt, despite the protracted uncertainties of the times we are living in and through, that we will continue to fulfill the continual, cascading requirements necessary to accomplish our no-fail mission. That is true not because of any reemergence plan we put together. It is true and only possible because of the high

caliber and character of our Secret Service workforce. It is true because of you.

Please continue to take care of yourselves, your loved ones and each other.

Mission First. People Always.

Jim

James M. Murray
Director

From: James M. Murray
Sent: 28 Jul 2020 16:33:52 -0400
To: All USSS Employees DL
Subject: Message to the Workforce - COVID-19 Update

To the Men and Women of the Secret Service:

As we continue to navigate our way through this tumultuous COVID-19 environment, Secret Service Leadership's primary concern remains the safety and well-being of the workforce and your loved ones while we successfully execute our integrated, no-fail mission.

As you know, on July 20th, we entered Phase 1 of our Return to Office Operations Plan in the National Capital Region and in 23 Office of Investigations' districts. Implementing protocols for health screening, cleaning, social distancing, mandatory Personal Protective Equipment (PPE) use, and testing has allowed for the safe re-entry of many employees back into office spaces. Moving forward, we will monitor state and local governments' adherence to national "Opening up America" guidelines, and through close consultation with the medical community, we will be returning additional districts to office operations over the coming weeks.

We have recently seen a rise in the number of employees testing positive for COVID-19 due, at least in part, to increased protective and personal travel, and the expansion of testing capacity. As campaign operations progress, we anticipate more employees will be required to travel, which heightens the risk of potential exposure. Accordingly, it is now more important than ever that we all rigorously adhere to Centers for Disease Control and Prevention guidelines and Secret Service safety protocols, and take appropriate precautions.

To ensure the health and safety of our workforce, families, protectees, and the public, we will be continually updating and improving our COVID-19 testing protocols. This includes testing advance team personnel prior to departure for a protection

assignment, CNOS personnel prior to beginning their respective rotations, trainees prior to reporting to training, and other ad hoc testing. There will also be testing of personnel returning from high probability of exposure events across mission sets based on criteria determined by agency management guided by the most up-to-date medical recommendations.

Your ideas and concerns are critical to the process as we move forward with Phase 1. Directorate level town-hall meetings will continue to take place across the agency and I ask that you maintain dialogue with your local leadership. Tomorrow, we will hold an agency-wide COVID-19 Virtual Discussion Forum. This event will provide an opportunity for our workforce to engage with agency leadership and to hear directly from a panel of medical experts. We will also be sending out a new *Pulse* survey early next week. To make sure we are hearing directly from you, I ask that you take the time to complete this short survey.

As a reminder, the Safety, Health and Environmental Programs Division (SAF) remains available to answer questions. Our Chaplain, Peer Support, and Employee Assistance Programs are also always accessible to employees and their families.

I am confident we will rise above these challenges together as an agency.

Stay safe and take care of yourselves, your loved ones, and each other.

Mission First. People Always.

Jim

James M. Murray
Director

From: Office of the Chief Human Capital Officer
Sent: 13 Mar 2020 17:04:39 +0000
Subject: Update 6 (Telework and Self-Observation) from the Chief Human Capital Officer



**Homeland
Security**

March 13, 2020

COVID-19 Update 6 (Telework and Self-Observation) from the Chief Human Capital Officer

Good afternoon,

This week, we saw more confirmed COVID-19 cases within our DHS family. I know that these infections can lead to heightened concerns about work, at the same time you are processing rapidly changing information in your local communities. Across DHS, during this time, we are increasing our use of situational telework where possible, and we ask that you all be on the lookout for potential symptoms in yourselves or your loved ones. As the situation continues to evolve, I want to be sure you are familiar with terms that are being used and what may be needed from you during this challenging time.

If you are asked to conduct **self-observation**, this means you should remain alert for fever, cough, or difficulty breathing. During this time you should reduce your usual activities, but you are still able to work and may be able to telework if your duties allow, as you are not ill. If you feel feverish or develop a cough or difficulty breathing during the self-observation period, you should take your temperature, *quarantine* (see below), limit contact with others, and seek advice by telephone from a healthcare provider or your local health department to determine whether medical evaluation is needed.

Quarantine means you are believed to have been exposed to a communicable disease (but are not currently symptomatic) and you need to *separate yourself from others* to prevent the possible spread of the disease. You may be able to telework during this time as well, but you should refrain from activities outside of your home, including work, school, errands, movie theaters, and social gatherings for example. You will self-observe for symptoms and while at home, avoid close contact with your loved ones. Public transportation and/or ride-sharing services also should be avoided. If you do become ill during this time, seek advice by telephone from a health care provider or your local health department to determine what medical action may be required.

If you are asked to take one of these actions and/or are teleworking, please work with your supervisor regarding duties, hours, and special circumstances such as childcare or eldercare. Due to the novel elements of this situation, supervisors have been given additional flexibilities to allow for changes to hours and telework policies to support you as you support our critical DHS missions. If you do telework, please remember our DHS requirements to only use Government-furnished equipment or Workplace as a Service and how to handle information. The complete guidance is available online as a refresher.

I know the speed of current events can feel overwhelming, but education and communication truly are our best tools against COVID-19. Each of us can help reduce exposure: refrain from shaking hands, practice social distancing, wash your hands for at least 20 seconds, and practice

proper sneeze and cough etiquette. Even if you are not in a high-risk group, your good habits help protect others. Please do not be afraid to report flu-like symptoms, especially those related to travel or direct contact with a confirmed COVID-19 case. Talk to your supervisor about flexibilities to support you and your family. Finally, if you hear rumors about an infection or exposure, please communicate with your leadership immediately. Anxiety and misinformation are not good for you, your colleagues, or your loved ones.

In closing, I want to reinforce the importance of working with health officials at the local level: both the medical and occupational health experts in your Component and the public health departments in your hometown. They will provide the most accurate and precise guidance for you and your family.

I will continue to update you as the situation evolves, and we prepare for return to our normal operational cadence.

Angela Bailey

Chief Human Capital Officer

With honor and integrity, we will safeguard the American people, our homeland, and our values.

Employee Resources

Know Your Resources. Know Your Benefits. Improve Your Life.



Note: This mailbox is not monitored for replies.

From: James M. Murray
Sent: 26 Jun 2020 17:41:36 -0400
To: All USSS Employees DL
Subject: Message to the Workforce: COVID-19 Update

To the Men and Women of the Secret Service:

I want to follow up on my prior messages to provide you an update on how the agency continues to respond and adapt to the challenges resulting from COVID-19. As always, I remain extremely impressed by your ability to accomplish our critical integrated mission under such difficult circumstances.

Not only have our protective operations continued uninterrupted, but we continue to make great strides on the investigative front and in particular with regard to the fight against COVID-19 fraud. As the Presidential campaign begins in earnest and the general protective tempo increases, we are continuing to employ a regional staffing plan and minimize commercial travel whenever possible.

Due to the required agency response to recent civil unrest, many employees were unable to practice social distancing. As a result, we tested approximately 2,400 employees in the National Capital Region. (b)(6); (b)(7)(C) which is a significantly lower infection rate than the national average. What's more, I am pleased to report that all of the 100-plus employees who were injured during these demonstrations around the White House Complex have fully recovered and returned to work.

As you may have seen in the media, a number of employees involved with the Tulsa, Oklahoma PPD visit tested positive over the past week in agency facilitated tests, and were subsequently quarantined. Contact tracing has been conducted and employees who were in close contact with those who tested positive are self-quarantining. This is an illustrative example of the safety and

testing protocols we have employed and will continue to conduct out of concern and care for our people.

To ensure the health and safety of our workforce, families, protectees and the public, we are continually seeking to update and improve our COVID-19 testing protocols. Moving forward, employees expected to travel routinely over the next several months will be tested prior to periods of projected travel and thereafter at regular intervals in accordance with Centers for Disease Control and Prevention (CDC) guidelines. If an employee tests positive, he or she will be quarantined and/or re-tested at an appropriate interval. In addition, we will continue to conduct contact tracing and have established protocols for those who have been in close contact with individuals testing positive. More detailed information and guidance on testing is forthcoming.

We have also finalized and published the agency framework and the directorate plans for returning to the workplace. The framework is informed by national guidelines and balances operational mission requirements with employees' health and safety. The respective directorate plans are designed to be flexible and adaptable, and are tailored to the unique mission requirements that exist throughout our Service. These plans will accommodate regional environmental circumstances as well as state and local government guidance. We anticipate welcoming more employees back to the workplace in early July as part of Phase 1.

Accordingly, updated health screening, cleaning, social distancing, PPE and testing protocols will be in place.

All Assistant Directors and Executive Chiefs are conducting directorate level town-hall meetings to explain the agency framework for returning to the workplace and address your questions. To further ensure we are hearing all of your ideas and concerns pertaining to returning to work and testing protocols, we will be releasing a new Pulse survey in mid-July. I am asking that all of you take the time to participate in that short survey.

Moreover, I ask that you continue to discuss your thoughts and concerns with your local leadership. Please know that the Office of Safety, Health and Environmental Programs (SAF) continues to be available to answer questions and provide medical guidance and information, and our Chaplain, Peer Support and Employee Assistance programs remain ready to provide direct support.

As we move forward into and through this next stage of our response to COVID-19, I have every confidence that together we will rise above this challenge. Please continue to stay safe and take care of yourselves, your loved ones and each other.

Mission First. People Always.

Jim

James M. Murray
Director

From: James M. Murray
Sent: 16 Apr 2020 16:21:09 -0400
To: All USSS Employees DL
Subject: Message to the Workforce

To the Men and Women of the Secret Service:

I continue to be incredibly impressed with the individual and collective resilience demonstrated by your professional contributions as well as how you are managing and balancing your personal lives. I hear these sentiments echoed by leadership across the Service as they keep me updated on your challenges and concerns. I could not be more proud.

As we continue to navigate our way through this challenging environment, I want to update you on how we have been thinking about our transition out of this crisis and how things might look on the other side. I know there are concerns about how we emerge out of our various stay-at-home-orders and how we will continue to ensure health and readiness as we learn – and lean into – our new normal. This, of course, applies not only to us here in the Service, but also to our extended family and support networks. None of us knows exactly what that will look like – but we know it will be different.

What works to our advantage is the fact that the Secret Service did not shut down despite the cascading challenges we have faced and continue to overcome. Our operations continued and we quickly adapted to meet mission requirements and keep our people safe. There can be no doubt, however, that this experience will, in a number of ways, change how we do business. We also believe that some of the temporary modifications we made may have potential application for the long-term.

So, how are we going to plan for emergence from COVID-19 restrictions?

Well, we have already begun that process. Our COVID-19 working group, comprised of DADs and SMEs from each of our directorates, is turning its focus toward this challenge. The team will be looking at the various COVID-19 impacts such as school closings; elder care; the safety of public transportation; the safety of our workspaces as we begin to gather; availability of personal protective equipment; and impact upon career opportunities. The group has been asked to consider all of these factors as we develop the plan to transition into a more conventional work posture.

To inform this effort, we want to hear directly from you to ensure we're addressing as many of your concerns/questions as possible. In the coming days, you will receive a *Pulse* survey seeking to capture your concerns and ideas across several categories. To be sure, there will likely not be one-size-fits-all answers. That being so, we will endeavor to develop a suite of tools for supervisors to apply for maximum benefit.

In addition to the *Pulse* survey, and in order for us to shape our 'new normal' together, I ask that you to continue to share and discuss concerns with your local leadership. We will listen and adapt as necessary to ensure we maintain our focus on our extended Secret Service family.

Bearing all of this in mind, I want to make a couple of things very clear as we address this planning challenge.

- First, we want to continue to hear your concerns and ideas;
- Second, we are not going to rush into returning to what business used to look like;
- Third, we will be thoughtful and deliberate in developing a plan to return to operations that supports our mission requirements as well as the professional and personal concerns of our employees;

- And fourth, we will aim to be transparent in this planning process and communicate with our workforce along the way.

Countless times throughout modern history, people's lives have been shaped and delineated by major events and experiences that caused them to forevermore view life through the lenses of 'before' and 'after.' Whether it was the Great Depression, World Wars or national tragedies - such as the ones we have lived through, the Oklahoma City Bombing in 1995 or the terrorist attacks in 2001 – we, as a people, a country and as an agency, have rallied and resolved to not only endure but also rebound and rebuild. In doing so, our society and our people have emerged stronger and better.

Now is our time – our opportunity and our responsibility – to do the same not only for our Service and each other but also for those who come after us.

My faith in you is immense and my pride in you is immeasurable. We will work through this the same way we always have in the Secret Service – Together.

Mission First, **People Always.**

Jim

James M. Murray
Director

From: James M. Murray
Sent: 9 Mar 2020 18:14:20 -0400
To: All USSS Employees DL
Subject: Message from the Director - Novel Coronavirus

To the Men and Women of the Secret Service:

I want to address each of you directly concerning the Novel Coronavirus (Coronavirus) and the disease it causes, COVID-19. Secret Service Leadership's primary concern is the safety and well-being of the workforce and loved ones while we continue to accomplish our no-fail mission. You should know that we are taking action to manage and mitigate this threat and keep you informed of the latest information and preventive measures. The Coronavirus situation is evolving and, for many of us, frightening. However, in light of all available information, our experience and established practices give us every confidence that we can manage this potential pandemic if it begins to affect our workforce and family members.

The latest information on the status of the Coronavirus continues to be updated and available to you on the USSS Homepage. The Homepage includes official information published by the Department of Homeland Security, Center for Disease Control and other federal agencies – most having to do with the behavior of the virus as well as guidance related to preventative measures and best practices for personal health, workforce concerns and official and personal travel considerations. As we all are invested in understanding the evolving implications of the virus, I urge you to refer to and use this information.

To coordinate our efforts across agency directorates, an executive level Coronavirus task force is meeting daily, including medical experts from Safety, Health and Environmental Programs Division (SAF). This group is dealing with issues such as protocols for workspace hygiene; procurement and agency-wide distribution of personal protective equipment; reporting, medical advice, self-quarantine and support of agency personnel who may have come into contact with confirmed COVID-19 infected persons; and other issues related to travel restrictions and telework. This afternoon, the task force hosted a conference call for agency senior leaders to provide information and answer questions.

In an effort to further ensure the safety and health of our workforce, we have already taken several actions. First, we are limiting non-essential travel. In

situations where official travel is unavoidable, those individuals who must travel are being monitored closely to ensure their well-being. In addition, the Office of the Chief Information Officer (OCIO) is increasing the capacity of our IT systems to better support increased teleworking. Headquarters is also working with the offices and divisions to ensure they have the Personal Protective Equipment required for the workplace (e.g. hand sanitizer, gloves, masks, protective glasses, etc.).

If you have specific questions, we have staff readily available for medical consultation. For additional information, feel free to contact SAF at (202) 406-5641. Dr. Nadeem Siddiqui can also be reached at (b)(6);(b)(7)(C) or via email at (b)(6);(b)(7)(C)

As an agency, we are accustomed to managing threats and taking precautions. It is what we do every day in the execution of our integrated mission. We will continue our proud tradition of service while doing everything possible to maintain the safety of our workforce and families.

Mission First. People Always.

Jim

James M. Murray
Director

From: Office of the Chief Human Capital Officer
Sent: 6 Mar 2020 01:04:02 +0000
Subject: Update 4 from the Chief Human Capital Officer on COVID-19



**Homeland
Security**

March 5, 2020

Update 4 from the Chief Human Capital Officer on COVID-19

Dear Colleagues,

(b)(6); (b)(7)(C)

The specific building where the District Office is located has been closed to limit further possible exposure. Due to this confirmation of employee COVID-19 infection, we are going to continue to follow appropriate public health steps to ensure the other DHS employees in this building remain safe. We are working directly with each DHS employee in that building to identify who may have been in contact with the employee and at a higher risk of exposure. If identified as being at high risk, we encourage an employee to conduct themselves according to CDC guidelines and take appropriate steps outside the office. In addition, we have been identifying the co-workers who would be at low risk of exposure, so they may return to work in the building as soon as possible.

We believe the risk of additional infections for employees in this office building is low, and we do not believe visitors to the building were placed at risk due to the operational conditions. Recognizing that not everyone has the same underlying health issues, however, we are not taking any of this lightly. We will ensure that any future issues with potential exposure are given the specific, case-by-case response they deserve.

As we go into the weekend, please take time to review the websites and facts available. As I noted on Tuesday, education and prevention are our strongest tools against infection. Stay informed by visiting the [CDC's COVID-19 website](#), our [new COVID-19 Workforce Information site](#), or the [DHS Employee Resources site](#) frequently to get the latest news for yourself and your loved ones. Continue to practice good personal health habits, avoid unnecessary travel, refrain from handshakes or hugs as greetings, reconsider large in-person meetings, and clean hands and surfaces appropriately. Please do not hesitate to talk to your supervisor about your concerns, travel plans, or possible symptoms—especially if you or a family member may be at a higher risk. Your supervisors have [guidance](#) that can help you both navigate this situation.

We are stronger as a community than we are alone. If you print and display just one CDC [factsheet](#) about COVID-19 prevention in your workplace, you can help us keep your colleagues and the public we serve informed. For our contractors, please ensure you and your Contracting Officer's Representative have discussed actions you can take during this situation as well.

I will continue to provide you updates as this situation evolves. Please remember that your health and well-being are paramount. Do not hesitate to talk with your supervisor as soon—and as often—as needed.

(b)(6);(b)(7)(C)

Chief Human Capital Officer

With honor and integrity, we will safeguard the American people, our homeland, and our values.

Employee Resources

Know Your Resources. Know Your Benefits. Improve Your Life.



Note: This mailbox is not monitored for replies.

From: James M. Murray
Sent: 1 May 2020 14:41:40 -0400
To: CATHERINE AYERS (DIR)
Subject: Message to the Workforce

To the Men and Women of the Secret Service:

I want to touch base with you on how we are doing as an agency as we continue to traverse these challenging times. First, I want to share how thoroughly impressed I am with how well you have performed over the past few months - From those of you working in forward facing protection roles, to the investigators disrupting criminal organizations attempting to profit from the pandemic, to all of you who have figured out creative ways to keep supporting our integrated mission. Witnessing your flexibility, innovation and tenacity has been inspiring and humbling.

[REDACTED] COVID-19. All evidence suggests that none of these employees contracted the virus at the workplace. [REDACTED] and been cleared to return to work. We hope and pray for a speedy recovery for those who are still sick. We have adapted quickly to the shifting medical recommendations. Safety, Health and Environmental Services, the Office of Procurement and others have researched and analyzed many different types of Personal Protective Equipment (PPE) and identified our requirements for the agency. Much of what is immediately needed has already been procured and distributed and the remaining equipment is on order.

As I discussed in my previous message, we have pivoted to focus on how we are going to emerge from COVID-19 restrictions and what the new normal will look like. We are going to be thoughtful and deliberate in these preparations. The Secret Service COVID-19 Task Force is developing the agency guidelines for returning to the workplace to include a decision matrix that considers the criteria for opening offices, new screening and cleaning protocols, availability of PPE, new travel guidance and potential changes to existing policy. The Office of Training is developing a phased approach to reconstitute basic training and expand in-service training at the Rowley Training Center, the Federal Law Enforcement Training Center, and virtually.

We also want to make sure we are hearing directly from you. Earlier this week, the Office of Human Resources published a *Pulse* survey for the

purpose of capturing your concerns and ideas to inform our plans for the gradual return to a more traditional work environment. We have received over 1,600 responses and are already analyzing the results. I encourage all of you to take the survey so we have the benefit of your perspective.

As we continue to accomplish our critical mission and assess how things are going to look as we transition out of this crisis, I ask for your continued patience and flexibility; and for your engagement and participation. We will carry-on using all the resources at our disposal to ensure your safety and health. Please take care of yourselves, each other and your families.

Mission First. People Always.

Jim

James M. Murray
Director