



# Municipal Facilities Reopening Plan v 1.0

MAY 29, 2020

## **SUMMARY OF PROJECTED OPEN DATES**

**MAY 29, 2020**

- June 8 Reopening of Municipal Building for transactions with the Treasurer's Office (non-DMV Select) and the Commissioner of Revenue – Public Hours 8:30-4:00
- June 15 Limited recall of staff to municipal buildings to prepare for more general opening
- June 15 Begin Feed and Read Curbside Services
- June 15 Reopen Parks Restrooms and Restart Shelter Reservation System (with attendance limits)
- June 15 begin promotion of limited Summer Youth Programs
- July 1 Expansion of Treasurer operations to include DMV-Select services
- July 6 Limited Reopening of Municipal Building, Libraries, etc. to general public
- July 6 Begin Limited Summer Youth Programs



**City of Roanoke**

**Safer at Home: Phase One**

**Section 1: Guidance for Phased Reopening**

**Guidance for All Departments:**

**Interactions:**

- Instruct employees who are sick to stay home and utilize flexible sick leave policies
- Establish practices that encourage physical distancing between co-workers as well as between workers and the public (i.e., continue virtual staff meetings, conference calls for meetings within the department/building, etc.)
- Provide clear communication and signage for physical distancing, implement six (6) foot distancing for all interactions including employee/public, and utilize barriers/markings
- Limit occupancy loads to ensure adequate physical distancing
- Limit access to public buildings to accomplish physical distancing and limit interactions
- Employees should use the Campbell Avenue entrance for ingress/egress unless they need an accessible entrance in which case they will use any of the accessible entrances.
- Continue Telework & reduced workforce in areas that can accommodate these practices and still achieve work objectives
- In areas where telework is not possible, locate workstations to ensure six (6) feet of separation from others
- Self-screen workers that will work onsite before entering work space
- Provide face coverings to employees to utilize while in work space
- Require use of face coverings for customers/public entering work space by having clear signage and offering masks at entrance ways
- Limit entrance/exit ways to control traffic flow
- Encourage on-line business/phone/internet access for processes that require customer interactions/payments
- Limit business-related travel
- Encourage meetings to be conference calls/online format
  - In-person meetings that cannot be avoided must be kept short and accommodate physical distancing, facial coverings will be encouraged
- Continue to reduce unnecessary workplace interactions
- Utilize hand sanitizing stations throughout common/public areas

**Cleaning and Disinfecting:**

- Require cleaning of public areas by Department staff between customer interactions

- Practice routine cleaning of high contact areas, Custodians routinely disinfect surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required before and after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all common areas – please refrain from leaving sanitizer in vehicles
- Air-handling systems in Municipal Facilities being enhanced

**Public Gatherings:**

- Large venues, gatherings to remain closed

**Monitoring and Mitigation:**

- Daily disease monitoring of community statistics will continue and be reported on a regular basis
- Continue prevention/mitigation and response communications with staff
- Weekly updates/communications with City's Incident Management Team

**Communication**

- Internal communications will be developed and provided to the employees in a timely and regular manner
- Consistent and timely communications will be provided to our customers and the general public

**Markers to Begin to Move to Phase II:**

- Continued decline in new cases in the region for an additional 14 days (28 day total)
- Increased availability of testing to community
- Guidance provided by Governor's Office
- Hospital/Healthcare facilities continue to have sufficient capability, capacity and PPE
- Continued observations of universal hand and surface hygiene
- De-escalation of state and federal restrictions related to isolation, social distancing, etc.



**City of Roanoke**

**Safer at Home: Phase One**

**Guidance for Treasurer & Commissioner of Revenue Reopening**

**Projected Opening Date: Monday, June 8<sup>th</sup> Public Hours 8:30-4:00**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with customers as stated in City policy
- Gloves will be worn when receiving or delivering items from customer
- Personnel will be stationed in such a way to ensure six (6) feet of distance with physical barriers between each employee

**Physical Structure Alterations:**

- Barriers will be used between customer service lines
- Barriers will be used between customers and employees
- Clear signage installed instructing physical distancing of six (6) feet between everyone including employees/public
- Floor markings will be utilized to aid customers in maintaining six (6) feet of separation
- Lobby occupancy loads will be limited to ensure adequate physical distancing
  - No more than 10 people in the lobby area waiting in line to be queued for service
  - Security will monitor numbers and que people from lines formed outside and down the sidewalk to the next available waiting position
- Access to the municipal building will be restricted to allow only City personnel and those doing business with the Commissioner of the Revenue and the Treasurer's Offices to accomplish physical distancing and limit interactions
- Hours will be limited to 8:30 am – 4:00 pm for initial phase

**Guidance for Treasurer & Commissioner of Revenue Reopening (continued)**

**Alterations to Business Practices:**

- Communications will be provided to customers on how to pay bills on-line, over the phone, through the internet, night/drop deposits
- Night/drop deposits will be available 24 hours a day/7 days a week

- Email receipts will be issued at the time of service for customers with internet access
- Paper receipts will be issued to those without internet access
- DMV Remote location will not open until later phase projected to be July 1<sup>st</sup>
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

**Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
  - Touchpads will be cleaned between each customer
- Require disinfecting of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required before and after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



**City of Roanoke**

**Safer at Home: Phase One**

**Guidance for Operations: Human Resources Reopening**

**Projected Opening Date: Monday, July 6th**

**General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Gloves will be worn when receiving or delivering items from employees/customer
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

**Physical Structure Alterations:**

- Barriers will be used between customers and employees
- Signage installed instructing physical distancing of six (6) foot distancing between everyone
- Lobby occupancy loads will be limited to ensure adequate physical distancing
- Access to the department will be restricted to those with an appointment
- For those without an appointment, signage will be posted on how to contact Human Resources and request an appointment time

**Alterations to Business Practices:**

- Clear communications will be provided online on how to apply, take pre-employment screening, or discuss Human Resources matters
- Most business will be conducted by phone, internet correspondence or appointment
- Public safety pre-employment testing will be offered more frequently, in smaller groups, attendees will be required to: prescreen, wear a mask and arrive at their scheduled times (no more than 9 people will be scheduled for a session)
- Interviews when possible will be conducted by electronic sources
- New Employee Orientation will continue to be conducted virtually

- Training and Professional Development courses will continue to be delivered online and Benefits and Retirement Orientation is held virtually
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

**Interactions:**

- Employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required before and after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas





City of Roanoke

**Safer at Home: Phase One**

**Guidance for Operations: Management/Budget & Finance Reopening**

**Projected Opening Date: Monday, July 6th**

**General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Gloves will be worn when receiving or delivering items from employees/customer
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

**Physical Structure Alterations:**

- Barriers will be used between customers and employees
- Signage installed instructing physical distancing of six (6) foot distancing between everyone
- Lobby occupancy loads will be limited to ensure adequate physical distancing
- Access to the department will be restricted to those with an appointment
- For those without an appointment, signage will be posted on how to contact and request an appointment time

**Alterations to Business Practices:**

- Require retirees to have documents notarized elsewhere
- Require all employees to receive payroll payments through direct deposit
- Physical checks will be mailed no pick-up
- Notary services will not be offered on-site during this reopening phase
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

**Interactions:**

- Employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required before and after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



**Safer at Home: Phase One**

**Guidance for Operations: Fire-EMS Enhanced Services**

**City of Roanoke**

**Projected Date: Monday, July 6th**

**General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Pre-screening will be required daily at employee entrances before they can be cleared to work
- Masks will be worn when interacting with community
- Personnel beds, workspace and eating space will be stationed in such a way to ensure 6 foot distance between each employee

**Physical Structure Alterations:**

- Access to the stations is prohibited

**Alterations to Business Practices:**

- Tours, ride-alongs and observers are suspended

**Interactions:**

- Limited public interactions will continue as it was during stay-at-home order
- Family visits will not be allowed during phase 1

**Cleaning/Disinfecting:**

- Same practices as established in pre-phase 1 policies and directives
- Where tools/equipment must be shared, cleaning all items will be required before and after each use



## **Safer at Home: Phase One**

### **Guidance for Operations: Public Works Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Field personnel shall be required to wear face masks in accordance with City policy when traveling to work sites with other employees and where physical distancing cannot be maintained.
- The number of personnel traveling together to work sites or in the conduct of services shall remain limited to two until further notice
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Physical Structure Alterations:**

- Access to the department will be restricted to those with an appointment

#### **Alterations to Business Practices:**

- Limit number of works in confined areas, when possible single workers in spaces
- When more than one employee is working in a space or sharing a vehicle compartment, personnel shall wear mask
- Online permits shall be issued where appropriate. Where not possible appointments may be required for those needing to file an application in person.

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies
- Assemble outside for morning crew meetings

- Video Conferencing using webcams/software where possible, utilize phone conferences where video conferencing is not available or impractical

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



**Safer at Home: Phase One**

**Guidance for Operations: Department of Technology Reopening**

**Projected Opening Date: Monday, July 6th**

**General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

**Physical Structure Alterations:**

- None Identified

**Alterations to Business Practices:**

- Teleworking, alternative work schedules and “pooling” of workers to be utilized

**Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Operations: General Services Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

#### **Physical Structure Alterations:**

- Identify secure and safe location for storage of all cleaning/sanitizing supplies in accordance with product labels/recommendations

#### **Alterations to Business Practices:**

- Receive electronic receipts of solicited services from external customers
- Implement DocuSign to receive signatures
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas







## **Safer at Home: Phase One**

### **Guidance for Operations: Valley Metro Enhanced Services**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Barriers may be installed to insure employees/customers maintain 6 feet of distance with physical separations

#### **Physical Structure Alterations:**

- Operations will remain open through Campbell Court Transfer Center

#### **Alterations to Business Practices:**

- Fares will be suspended through June 30 to limit interactions
- The number of passengers will be limited to 9

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Community Development: Economic Development Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

#### **Physical Structure Alterations:**

- Access to the department will be restricted to appointment only

#### **Alterations to Business Practices:**

- Teleworking, alternative work schedules and “pooling” of workers to be utilized
- Board and Commission meetings will occur virtually

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Community Development: Planning Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee

#### **Physical Structure Alterations:**

- Access to the department will be restricted to appointment only

#### **Alterations to Business Practices:**

- Appointment only interactions at permit center
- Staggered in-office hours for inspectors to avoid distancing issues
- Teleworking, alternative work schedules and “pooling” of workers to be utilized
- Boards and Commissions will be conducted as a virtual hybrid

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Community Development: Parks and Recreation Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Field personnel shall be required to wear face masks in accordance with City policy when traveling to work sites with other employees and where physical distancing cannot be maintained.
- The number of personnel traveling together to work sites or in the conduct of services shall remain limited to two until further notice
- Teleworking, alternative work schedules and “pooling” of workers to be utilized
- Boards and Commissions will conduct meetings virtually
- Limited staff return beginning June 15 to prepare for summer youth programs

#### **Physical Structure Alterations:**

- Access to the department will be restricted to appointments only
- Sites used for youth recreation shall be altered to facilitate physical distancing and proper hygiene

#### **Alterations to Business Practices:**

- Community pools will remain closed for the FY20-21 season
- Shelter reservation program will reopen June 15
- Greenway and park restrooms will reopen June 15
- Summer youth program promotion to begin June 15
- Summer youth program staff recruitment to begin June 8
- Summer youth program activities to begin July 6 in the following locations- each will be limited to 8 youth
  - Preston

- Eureka #1
- Eureka #2
- Discovery Center
- Garden City #1
- Garden City #2
- Mountain View
- Grandin Court
- For programs that traditionally involve transportation look to meet youth at identified location as alternative
- Specialty Camps begin July 6 and limited to 8 participants
- Large venues, gatherings will remain closed

**Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies
- Waivers for youth participating in activities
- Health screenings prior to/upon arrival of youth participating in activities

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas
- Consider Hand sanitizer and sanitizing wipes for public use at each playground site – no other cleaning will be performed on these facilities unless otherwise required



## **Safer at Home: Phase One**

### **Guidance for Community Development: Human Services Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Gloves will be worn when receiving or delivering items from employees/customer
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Physical Structure Alterations:**

- Barriers will be used between customers and employees
- Signage installed instructing physical distancing of six (6) feet distancing between everyone

#### **Alterations to Business Practices:**

- Barriers will be used between customer service lines
- Barriers will be used between customers and employees
- Clear signage installed instructing physical distancing of six (6) feet between everyone including employees/public
- Floor markings will be utilized to aid customers in maintaining six (6) feet of separation
- Lobby occupancy loads will be limited to ensure adequate physical distancing
  - No more than 10 people in the lobby area waiting in line to be queued for service
  - Security will monitor numbers and que people from lines formed outside to the next available waiting position
- Communications will be provided to customers on how to access services on-line, over the phone, through the internet
- Drop boxes will be available for client use

**Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfecting of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Community Development: Libraries Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Pre-screening will be required daily at employee entrances before they can enter the workspace
- Masks will be worn when interacting with others
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized
- June 15 - Initiate limited recall of employees needed to facilitate curbside Feed and Read and curbside book pick-up

#### **Physical Structure Alterations:**

- TBD with each branch prior to June 15

#### **Alterations to Business Practices:**

- Open book drops throughout the City/Quarantine returned items for minimum 72 hours June 15
- Reinstate courier services between branches June 15
- Prepare for reinstatement of curbside Feed and Read program (June 15) Start date June 16
- Prepare facilities for curbside pick-up (June 15) Begin curbside pickup July 6
- Continue virtual programming
- Prepare for Phase 2 opening (this will include limited access to the facilities, meeting rooms, tech workstations, etc.) July 6 with date of implementation to be determined at a later date
- Reduce curbside services to high-risk population when move to Phase 2

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**



- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



**Safer at Home: Phase One**

**Guidance for City Attorney Reopening**

**Projected Opening Date: Monday, July 6th**

**General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

**Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

**Physical Structure Alterations:**

- Access to the department will be restricted to those with an appointment

**Alterations to Business Practices:**

- Business will be conducted by phone or internet

**Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

**Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas





## **Safer at Home: Phase One**

### **Guidance for City Clerk Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 foot distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Physical Structure Alterations:**

- Council Chambers arranged to accommodate physical distancing requirements during the conduct of Council meetings
- Council begin phasing out of virtual meetings

#### **Alterations to Business Practices:**

- Forms can be accessed online, business can be conducted by phone, internet or appointment

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Municipal Auditor Reopening**

**Projected Opening Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized
- Board Meetings conducted virtually

#### **Physical Structure Alterations:**

- Access to the department will be restricted

#### **Alterations to Business Practices:**

- No in person audits conducted during phase 1

#### **Interactions:**

- Instruct employees who are sick to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for City Manager Enhanced Services**

**Projected Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Self-screening will be required before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Physical Structure Alterations:**

- Physical markings to promote physical distancing requirements for visitors and those conducting business

#### **Alterations to Business Practices:**

- Use of Virtual Meetings where possible

#### **Interactions:**

- Use of Virtual Meetings where possible

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Guidance for Community Development: Police Department Enhanced Services**

**Projected Date: Monday, July 6th**

#### **General Alterations from Pre-Phase 1:**

- Follow all guidance recommended in **Section 1: Guidance for Phased Reopening**

#### **Personnel Alterations:**

- Pre-screening will be required daily at employee entrances before they can enter the workspace
- Masks will be worn when interacting with employees/customers
- Personnel will be stationed in such a way to ensure 6 feet of distance between each employee with physical separations established between each employee
- Teleworking, alternative work schedules and “pooling” of workers to be utilized

#### **Physical Structure Alterations:**

- Utilize alternating stations to keep two locations open to maintain separation in lobby area

#### **Alterations to Business Practices:**

- Online reporting system to file initial police reports
- Interactions will be by appointment only

#### **Interactions:**

- Instruct employees who are sick will to leave work or stay home and utilize flexible sick leave policies

#### **Cleaning/Disinfecting:**

- All commonly touched areas/items must be cleaned between customer interactions
- Require cleaning of high contact areas in personnel work space
- Require disinfect of surfaces at a minimum of every two (2) hours
- Where tools/equipment must be shared, cleaning all items will be required after each use
- Encourage routine hand washing and good personal hygiene habits
- Provide alcohol-based hand sanitizers in all work areas



## **Safer at Home: Phase One**

### **Constitutional Offices, Park Roanoke, and Berglund Civic Center Operations**

City Administration will support the reopening and enhanced operations of the various Constitutional Offices not housed in the Municipal Building, however they will determine the details of their reopening plans.

Park Roanoke administrative offices will reopen to the general public by invitation only July 6. Parking enforcement will commence at a date yet to be determined. Cleaning protocols will continue as currently practiced.

Berglund Center will remain on limited operations schedule during this phase of reopening with not events planned or further interaction with the general public anticipated