**DRAFT Phased Plan for Reopening City Hall**

This plan is a living document and a work in progress. It will be updated and added to as the situation evolves. Our response level, plans and procedures will match those established by authorities on the Local, Regional, State, and National levels. The health and safety of our employees and community members is of primary importance, and may require us to modify or cease offering services.

### **General Considerations**

* Follow social distancing, hygiene, disinfecting and PPE requirements.
* Limited access to required PPE may impact our ability to work, open or provide services.
* Use supplies conservatively since local, state and national supplies may be limited and may be needed later.
* Hourly touch-point sanitization (e.g. workstations, equipment, screens, doorknobs, restrooms) throughout the work site is contingent on staff availability and training, as well as availability of supplies. Lack of these resources may impact our ability to open.
* Administration must continue to monitor information/requirements from local and state Health Departments, as well as CDC and EPA recommendations regarding PPE and reevaluate closer to opening.

### **Phases**

##### **Phase 1- Safer at Home**

\*NOTE: This phase was implemented on March 17, 2020

(Local cases and/or Stay-at-Home order in place and/or City Hall closure mandate in place)

* City Hall is closed, only non-contact services (e.g. online bill pay and telephonic or video meetings)
* Phone answering is available during business hours, email and social media are maintained by City employees whose positions are in support of essential services or who are working under a telework agreement
* If possible, drop box for payments remains open
* Consider stopping deliveries/outstanding orders
* WiFi will remain on and accessible to the public
* Working staff reduced to positions critical to operations only to perform minimum basic operations
  + Only Department Heads or designee retrieves payments via the drop box and processes mail and deliveries as needed. Deliveries must be quarantined for 7 days (this may change once we get better data)
  + Post office run once per week
  + Monitor buildings for security issues and building systems operations
    - Notify police department of closure
  + Notices/signs posted on front door, send press release but do not advertise empty building
  + Reduce/suspend janitorial services if necessary
  + Water plants
* Employees approved for telework may work remotely under approved telework agreements
  + Complete telework agreements with supervisors
  + Maintain a regular work schedule as much as is possible
  + Monitor emails
  + Communication with supervisor is required to effectively communicate with the public, complete training, and work on approved projects
  + Maintain a daily work log and send to Department Head at the end of every work week
  + Catch up on all trainings and complete other recommended trainings
  + Remote access provided to teleworkers upon request
  + May request to arrange work materials or access to the building to get work materials as needed

##### **Phase 2 - Staff Return to Work as allowed by City Manager**

\*NOTE: This phase was implemented on April 20, 2020

* Building remains closed to public
* Establish work schedule for staff - must have minimum of 2 people in building for safety reasons
* **Staff in building must observe safety, hygienic, disinfecting and social distancing mandates/practices**
  + PPE must be made available for all staff
  + Staff must be trained to adhere to public health protocols
* Distant, digital, online, and telephonic resources and services continue
* Establish phone answering hours if possible
* Resume regular clerical tasks
* Follow up with all fiscal, personnel, and statistical tasks as usual
* Continuing education
* Resume administrative tasks as able
* No-contact or by appointment meetings as approved by supervisor
* Staff prepare for Phases 3 and 4
  + Practice normal opening/closing procedures before opening
  + Signs about safety everywhere
* Test all public facing equipment to ensure it is in working order
* Janitorial services continue as needed

##### **Phase 3 - Limited Contact as Health Emergency Continues**

\*NOTE: This phase will be implemented on May 22, 2020

(Doors may open under limited circumstances; specifics to be determined as guidance information is provided by City, DHSS, and the Office of the Governor)

* Maintain all personal health protocols
* Meetings by appointment continue
* Distant, digital, online, and telephonic resources and services continue
* No loitering
* Signs encourage social distancing
* Customer service via appointment by phone or email
  + Regular business hours
  + Customer service over the counter by appointment or appointments to take place in Council Chambers – contact Clerk’s Office to schedule appointments in Chambers
  + Time limits - start with 30-minute time slots, amend as needed
  + A mask that covers the nose and mouth is strongly encouraged for face-to-face appointments. These masks are required for employees and the City will provide masks to employees and the public as necessary (providing masks to the public may be discontinued based on supply)
  + Tape off 6-foot boundaries and walkways
  + Staff will remain 6 feet distance and wear PPE
  + Limited tech help only
  + Staff sanitize surfaces after customer leaves, including pens and other touch items
  + At least 30 minutes between use to allow for disinfecting
* Plexiglas barriers in place
* Furniture moved - Reduced public seating for social distancing (State recommends 10 ft apart for restaurants)
* Surfaces cleared and as many items possible from work and public areas removed to reduce handling and disinfection process and promote social distancing:
  + Magazines, Brochures, bookmarks, pamphlets, flyers, pens, etc.
* Restrooms closed to the public and no meeting room use without reservations
* Janitorial services continue as needed

##### **Phase 4 - Building Open to the Public with Full Services**

\*NOTE: This phase has not been implemented

* Social distancing restrictions lifted (staff/public may continue practices as needed)
* All City Hall staff, operations and services restored
* Meeting room use restored
* All furniture restored, barriers removed
* Items, such as Magazines, Brochures, bookmarks, pamphlets, flyers, pens, etc.

restored

* All City Hall services restored
* All public technology access restored
* Janitorial services restored

#### **Staff Wellness check**

Do not enter the building and notify your supervisor as soon as possible if you display any symptoms related to COVID-19 or are diagnosed with COVID-19 as outlined in the **City of Kenai Workplace Response to COVID documents (see intranet)**.

**CDC Symptoms**: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>