Coronavirus (COVID-19) Response Plan
City of Fountain 2020

"We expect we will see community spread in this country. It's not so much a question of if this will happen anymore, but rather more a question of exactly when this will happen and how many people in this country will have severe illness." - Dr. Nancy Messonnier, director of the CDC's National Center for Immunization and Respiratory Diseases

CDC Information & Recommendations

Following are recommendations from the CDC regarding strategies to address the potential Coronavirus epidemic. Updates are available on CDC's web page at www.cdc.gov/coronavirus/2019-nCoV.

Recommended strategies for employers to use now:

- **Actively encourage sick employees to stay home:**
  - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
  - Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
  - Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
  - Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
  - Employers should maintain flexible policies that permit employees to stay home to care for a sick family member. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.
- **Separate sick employees:**
  - CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- **Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:**
  - Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
  - Provide tissues and no-touch disposal receptacles for use by employees.
  - Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

- o Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
  - o Visit the coughing and sneezing etiquette and clean hands webpage for more information.
- **Perform routine environmental cleaning:**
  - o Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
  - o No additional disinfection beyond routine cleaning is recommended at this time.
  - o Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- **Advise employees before traveling to take certain steps:**
  - o Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from China, and information for aircrew, can be found at on the CDC website.
  - o Advise employees to check themselves for symptoms of acute respiratory illness before starting travel and notify their supervisor and stay home if they are sick.
  - o Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and should promptly call a healthcare provider for advice if needed.
  - o If outside the United States, sick employees should follow your company's policy for obtaining medical care or contact a healthcare provider or overseas medical assistance company to assist them with finding an appropriate healthcare provider in that country. A U.S. consular officer can help locate healthcare services. However, U.S. embassies, consulates, and military facilities do not have the legal authority, capability, and resources to evacuate or give medicines, vaccines, or medical care to private U.S. citizens overseas.
- **Additional Measures in Response to Currently Occurring Sporadic Importations of the COVID-19:**
  - o Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
  - o If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Planning for a Possible COVID-19 Outbreak in the US

The severity of illness or how many people will fall ill from COVID-19 is unknown at this time. If there is evidence of a COVID-19 outbreak in the U.S., employers should plan to be able to respond in a flexible way to varying levels of severity and be prepared to refine their business response plans as needed. For the general American public, such as workers in non-healthcare settings and where it is unlikely that work tasks create an increased risk of exposures to COVID-19, the immediate health risk from COVID-19 is considered low. The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19, will disseminate the results of these ongoing surveillance assessments, and will make additional recommendations as needed.

Planning Considerations

All employers need to consider how best to decrease the spread of acute respiratory illness and lower the impact of COVID-19 in their workplace in the event of an outbreak in the US. They should identify and communicate their objectives, which may include one or more of the following: (a) reducing transmission among staff, (b) protecting people who are at higher risk for adverse health complications, (c) maintaining business operations, and (d) minimizing adverse effects on other entities in their supply chains. Some of the key considerations when making decisions on appropriate responses are:

- Disease severity (i.e., number of people who are sick, hospitalization and death rates) in the community where the business is located;
- Impact of disease on employees that are vulnerable and may be at higher risk for COVID-19 adverse health complications. Inform employees that some people may be at higher risk for severe illness, such as older adults and those with chronic medical conditions.
- Prepare for possible increased numbers of employee absences due to illness in employees and their family members, dismissals of early childhood programs and K-12 schools due to high levels of absenteeism or illness:

  o Employers should plan to monitor and respond to absenteeism at the workplace. Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.
  o Cross-train personnel to perform essential functions so that the workplace is able to operate even if key staff members are absent.
  o Assess your essential functions and the reliance that others and the community have on your services or products. Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations if needed).

- Employers with more than one business location are encouraged to provide local managers with the authority to take appropriate actions outlined in their business infectious disease outbreak response plan based on the condition in each locality.
- Coordination with state and local health officials is strongly encouraged for all businesses so that timely and accurate information can guide appropriate responses in each location where their operations reside. Since the intensity of an outbreak may differ according to geographic location, local health officials will be issuing guidance specific to their communities.

Important Considerations for Creating an Infectious Disease Outbreak Response Plan

All employers should be ready to implement strategies to protect their workforce from COVID-19 while ensuring continuity of operations. During a COVID-19 outbreak, all sick employees should stay home and away from the workplace, respiratory etiquette and hand hygiene should be encouraged, and routine cleaning of commonly touched surfaces should be performed regularly.

Employers should:

- Ensure the plan is flexible and involve your employees in developing and reviewing your plan.
- Conduct a focused discussion or exercise using your plan, to find out ahead of time whether the plan has gaps or problems that need to be corrected.

- Share your plan with employees and explain what human resources policies, workplace and leave flexibilities, and pay and benefits will be available to them.
- Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

Recommendations for an Infectious Disease Outbreak Response Plan:

- Identify possible work-related exposure and health risks to your employees. OSHA has more information on how to [protect workers from potential exposures](#) to COVID-19.
- Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws (for more information on employer responsibilities, visit the [Department of Labor's](#) and the [Equal Employment Opportunity Commission's](#) websites).
- Explore whether you can establish policies and practices, such as flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others if state and local health authorities recommend the use of social distancing strategies. For employees who are able to telework, supervisors should encourage employees to telework instead of coming into the workplace until symptoms are completely resolved. Ensure that you have the information technology and infrastructure needed to support multiple employees who may be able to work from home.
- Identify essential business functions, essential jobs or roles, and critical elements within your supply chains (e.g., raw materials, suppliers, subcontractor services/products, and logistics) required to maintain business operations. Plan for how your business will operate if there is increasing absenteeism or these supply chains are interrupted.
- Set up authorities, triggers, and procedures for activating and terminating the company's infectious disease outbreak response plan, altering business operations (e.g., possibly changing or closing operations in affected areas), and transferring business knowledge to key employees. Work closely with your local health officials to identify these triggers.
- Plan to minimize exposure between employees and also between employees and the public, if public health officials call for social distancing.
- Establish a process to communicate information to employees and business partners on your infectious disease outbreak response plans and latest COVID-19 information. Anticipate employee fear, anxiety, rumors, and misinformation, and plan communications accordingly.
- In some communities, early childhood programs and K-12 schools may be dismissed, particularly if COVID-19 worsens. Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from school. Businesses and other employers should prepare to institute flexible workplace and leave policies for these employees.
- Local conditions will influence the decisions that public health officials make regarding community-level strategies; employers should take the time now to learn about plans in place in each community where they have a business.
- If there is evidence of a COVID-19 outbreak in the US, consider canceling non-essential business travel to additional countries per [travel guidance](#) on the CDC website.

  - Travel restrictions may be enacted by other countries which may limit the ability of employees to return home if they become sick while on travel status.
  - Consider cancelling large work-related meetings or events.

Overall City Government

Critical and Essential Operations (Specific details contained in Department Plan appendices)

Following services are critical to the ongoing health, safety, and general welfare of the Fountain community. Department Response Plans will specifically address continuity of operations for these departments as they modify operations to support critical/essential operations only.

- Police
  - Continued criminal policing
  - Assistance with quarantine operations
- Fire/EMS
  - Continued Fire Response
  - Continued Emergency Medical Response
- Streets
  - Snowplowing
  - Assistance with quarantine operations, if necessary
- Electric Utility
  - Repair of infrastructure
- Water Utility
  - Repair of infrastructure
- Utility Customer Service
  - Customer phone calls, information dissemination
- Fleet
  - Continued Fleet maintenance
- Tech Services
  - Ongoing tech. infrastructure
- Neighborhood Services
  - Support Quarantine operations, if necessary
- Administration (CM, Clerk, Finance, Comms, HR)
  - Information dissemination internally, externally
  - Payment of bills, payroll
- City Council
  - Policy decision-making
  - Communication to the public

Non-Critical and Support functions
- Economic Development
  - Will continue operations, as feasible, from home or support primary essential operations.
- Municipal Court
  - Will continue operations, as feasible, from home or support primary essential operations.
- Planning
  - Will continue operations, as feasible, from home or support primary essential operations.
- Engineering
  - Will continue operations, as feasible, from home or support primary essential operations.
- Transit
  - Will support primary essential operations
- Parks & Recreation
  - Will support primary essential operations

Communications Plan

The Communications plan will largely follow the lead of the State and County Officials, including Regional OEM, with information disseminated locally by our Communications team members. Efforts will focus on:

1. Internal communications designed to keep personnel informed and safe while continuing critical government functions (Everbridge, e-mails, texts, etc.); and,
2. External communications that are first, supportive of Health Department communications to the public, and second, useful for specific local needs of the Fountain public (Website, Facebook, signs/banners, PD Nextdoor, etc.).

Quarantine Plan

In the event of the need for a quarantine, the City will follow the direction of State and County Health officials, who will provide specific information relative to cancellation of public events, quarantine processes and procedures, etc.

Phasing of Response

Tier I – Heightened awareness. The CDC and local health authorities have indicated that COVID-19 is in the U.S. and are encouraging citizens to be aware and to focus on sanitization and hygiene.

- Encourage employees to stay home if sick or to go home if exhibiting symptoms while at work. Employees will continue to use sick leave.
- Identify work spaces where employees can temporarily isolate if they are awaiting transportation to their home or medical care.
- Wash hands often, also use hand sanitizer often.
- Cover mouth with arm/elbow if coughing.
- Heightened amount of environmental sanitation – Lysol, wipes, environmental germicide sprays, etc.
- Employees should refrain from traveling to conferences and/or meetings in other parts of the Country where cases of COVID-19 are expanding.
- Acquire/Inspect/Issue Personal Protective Equipment (PPE) to selected City Staff (gloves, masks, etc.).

Tier II – Statewide Concern. The Colorado Department of Health and Environment (CDPHE) have indicated multiple cases of COVID-19 within the State of Colorado. When directed by the City Manager, or his delegate, the City will move its response to Tier II which, in addition to Phase I steps, include:

- Trial Teleworking and staggered shifts authorized. Departments should, on a very limited basis, begin to set up telework sites for a limited number of employees to lessen the impact on Tech Services.
- Employees should refrain from physical contact with each other and with members of the public (i.e. handshakes, hugging, etc.). CDC recommends a 6' distance of separation.
- Employees should limit or eliminate any outside agency meeting attendance, unless able to be done remotely.
- City Departments should begin to limit internal meetings.
- Employees who self-identify as high risk (having compromised immune systems, for example) should work from home. If sick, no sick leave required – will treat as regular time.
- The City will take direction from State and Local Health authorities.

Tier III – El Paso County Concern. El Paso County Health has indicated multiple cases of COVID-19 within the Region. When directed by the City Manager, or his delegate, the City will move its response to Tier III which, in addition to Phase II steps, include:

- Employees will be directed to stay home (or go home) if they or any family member they live with is exhibiting any symptoms, or if they are high risk. Employees staying home will not be required to use sick leave, but will treat it as regular pay.

- Elimination of any City meetings or events (unless able to be done remotely). Recreation programs shut down.
- Teleworking and staggered shifts authorized. Departments will continue to roll out additional measures or plans to allow employees to work remotely, when feasible.
- Departments must take additional steps they have identified to limit exposure between employees and between employees and members of the public.
- City buildings reduced staffing authorized. Departments will take steps to ensure City Buildings are minimally staffed, but public spaces are very limited.
- Heightened level of sanitization of spaces including additional germicide spraying.
- Selected City Staff have PPE on hand and begin utilization, as appropriate.
- Other steps as directed by State and Local Health authorities.

Tier IV – Full implementation of Response Plan. Tier IV may occur at such time as El Paso County Public Health recommends regionwide social spacing, or schools are shut down, or at such other time as Fountain deems it to be in the best interest of the organization and/or community. When directed by the City Manager, or his delegate, the City will move its response to Tier IV which, in addition to Phase III steps, include::
- City Buildings minimally staffed, no public access. Public will be directed to conduct business online, if feasible, or by phone.
- Departments will fully enact Departmental plans. Teleworking options and staggered shift work maximized. Only essential services ongoing, unless able to be provided through employees working remotely.
- Incident Command may be set up locally or in coordination with County Authorities.
- Selected City Staff mandatory use of PPE.
- Other steps as directed by State and Local Health authorities, including support of their efforts.

Department:_____ **#of FTE**_____

List critical operations that are <u>essential</u> to functioning of government and protection of public health, safety, and welfare:

List of steps taken to ensure safety of personnel and minimization of personal contact with other employees and members of the public (PPE, practices to keep separation of employees, teleworking, precautions taken for team responses, etc.). Be specific:

- Require sick employees, or employees who have sick family members, to stay home.
- Perform routine environmental cleaning of employee spaces, offices, keyboards, vehicles, etc. using alcohol-based germicides.
- Require masks and gloves when in spaces where other employees or members of the public are expected to be within 15 ft.
- Create constant separation between employees and between employees and members of the public
- Identify specific employees who can telework or can work from other locations, such as their vehicles.
- Shut down common employee spaces (lunch rooms, break rooms, kitchens, etc.)

List of person and facility resources available to assist in OEM:

List of person resources available to assist in other critical operations:

Other Considerations for Departmental Plans:
- What private services does your department rely on? How to cover if they discontinue service for a time?
- What PPE do we need to provide – masks, gloves, hazmat/Tyvek suits, etc.
- How to keep work spaces germ free – Lysol, sanitary wipes, alcohol-based hand sanitizer
- Who can telecommute?
- Do we have adequate backup for critical positions?
- Do we need to create shifts to separate workers?
- What practices do we implement to allow our people to continue the work without putting themselves in danger? Minimizing contact with others – internal and external?
- How do we ensure ongoing communications with our people?
- What internal communication channels do you have for your people?
- How will your department transition from providing full services to the public to providing only critical/essential services to reflect expansion of Health Department concerns?
- Can some of our customer-facing services be provided by phone, skype, etc.
- How will absenteeism – from illness, fear of the illness, or the need to care for family members – effect operations?