



CITY OF WILLIAMSBURG

MEMORANDUM

To: All City Employees

From: Andrew O. Trivette, City Manager

Date: Monday, May 11, 2020

RE: COVID - 19 –Forward Williamsburg Reopening Procedure

Attachments: None

This memorandum intends to communicate the procedures and protocols for the safe reopening of City facilities as a part of the Governor's Forward Virginia plan.

The Governor of Virginia released the Forward Virginia plan providing a process for the reopening of the Commonwealth on April 24, 2020. This plan, similar to federal guidance, includes three phases of relaxing current commercial and social restrictions. Currently, the Commonwealth is in Phase 0 of the program. The Governor has outlined four triggers or gates that must be satisfied before moving into phase 1 of the plan. These include:

- (1) A downward trend in the percentage of positive tests over 14 days
- (2) A downward trend in hospitalizations over 14 days
- (3) Hospital capacity for both beds and intensive care treatment
- (4) Increasing and sustainable Personal Protective Equipment (PPE)

A simple way to view the elements of Phases 1-3 of the Forward Virginia Plan might be that Phase 1 continues to require social and commercial restrictions. Phase 2 allows some relaxation of these limitations, and Phase 3 provides for the start of a "new normal," which still includes some protections against a resurgence that exceeds the capacity for treatment.

The Forward Williamsburg plan includes protections deemed necessary to help control the risk of infection to the public and our employees. A small organization like the City of Williamsburg has to take such risks very seriously. Many departments have one employee responsible for a program. A prolonged illness preventing the employee from working could mean that the service is unavailable. As a City, we have tried to provide redundancy through cross-training where possible, but we must recognize that there is a limit to the amount of work one employee can complete in a given day.

Additionally, positions requiring certifications or specialized training prove difficult to cross-train. To offset this risk, we have identified contract service providers to augment staff. The COVID-19 public health emergency has strained every industry's capacity to keep workers on the job as those who are infected require at least two weeks to recover and as much as four weeks to return to work. Those exposed are similarly displaced. The breadth of impact makes it unlikely that contract service providers can be counted upon to respond when called as they struggle with employee illnesses as well.

We must take every precaution while recognizing that some risk of infection is unavoidable and that the City must continue to provide the services that our community needs at a level they expect. It is this commitment that has long made Williamsburg unique.

The following pages include Phase 0 – 4 of the Forward Williamsburg plan, which outlines our reopening strategy from the current condition (Phase 0) to Phase 4 (normal operations). The motivation behind each

phase is to allow employees to slowly reacclimate to a new work environment and the public to adjust to a new service model. Each phase intends to mitigate the risk of mass infection to the greatest extent possible. Please review each phase and become familiar with your obligations. The transition between phases will be announced by the City Manager following guidance provided by the Governor of Virginia and the Virginia Department of Health.

Prior to the start of the forward Williamsburg Phase 1, we will conduct mandatory COVID-19 point in time tests for all current employees. The testing will be conducted by the Virginia National Guard in conjunction with the Virginia Department of Health. This testing will be mandatory. We will also offer antibody testing through Velocity Urgent Care, the City's occupational health provider. This test will be optional for every current employee. Both tests will be offered at no cost. Additional information will be provided in the coming days on the testing procedure.

All of us must take this seriously. Some have a low risk of infection and a high likelihood of mild symptoms, while others may be suffering from pre-existing conditions or have loved ones who are most vulnerable to this disease. We must care for the entire city family and do our part to protect each other and our community.

The COVID-19 pandemic has forced decisions to be made that were unanticipated and, in some cases, thought impossible. We have stayed ahead by being nimble in our workplace adjustments. That will continue as we progress through the following phased plan. Changes to these plans are likely and will be communicated when they are required. Your patience and understanding is appreciated.

Phase 0 – Current Condition

(1) Employee Procedures

- a. **Telework** – Telework will be mandatory for all eligible employees during Phase 0.
- b. **Alternate Shifts** – Departments will utilize alternative shift management to minimize the number of employees reporting each day. Department heads will electronically publish a schedule to be shared with each employee. Working Hours will be from 8 am to 4:30 pm. Reporting hours will be from 8:30 am to 4 pm. Fire Department, Police Department, and Public Works shall maintain shift working hours as approved by the department head.
- c. **Hand Sanitizer** – Stations for hand sanitizer will be deployed at each entrance and should be used before exit, and each time you enter a building.
- d. **Greetings** – Employees will politely decline handshaking or hugs as part of greeting each other or the public and refrain from other standard greeting physical contact that may lead to infection.
- e. **Meetings** – All meetings of City Council, Boards, and Commissions will be virtual.
- f. **Face Masks** – Every employee shall wear a facemask while in shared spaces. Shared spaces include any area where more than one employee is present. This requirement applies to city contractors and auxiliary staff as well as employees (See Face Mask Policy for more details).
- g. **Temperature Screen** – Every employee, while in a public facility, will have a temperature screen twice daily. The Fire Department will conduct the screen beginning at 8:30 am and again at 2 pm
- h. **Closed Spaces** – To the extent possible, operating space will be limited. Restricted areas are indicated with signage on doors and door handles. This closure includes some offices, conference rooms, and stairwells.
- i. **Doors** – All internal office doors will remain in an open position to reduce touchpoints.
- j. **Cleaning** – Staff shall disinfect flat surfaces at the end of each workday. Each employee will be responsible for their individual spaces.
- k. **Touchpoints** – A combination of internal staff and cleaning contractors will disinfect the frequent touchpoints twice daily. This cleaning includes door handles and conference room tables.
- l. **HR Screen** – Employees who miss work due to illness shall follow the HR Screen protocol of informing their supervisor of their absence, who will contact HR. HR will contact the employee and conduct a COVID-19 screen and determine the next steps in consultation with the City Manager and the infection control officer (See HR Screen Policy for more details).
- m. **Testing** – Employees not eligible to telework may receive an antibody test to determine a point-in-time immunity. This testing should be arranged through HR, who will schedule the testing.
- n. **Travel and Training** – All business travel outside the region is prohibited and non-virtual training in a group setting is canceled. Personal travel plans out of state should be discussed with supervisors and a period of quarantine or testing may be required prior to returning to work. Training required for certification or job performance maybe approved by the City Manager.

(2) Public Procedures

- a. Public facilities remain closed to the public. All services still available online or alternate means.
- b. c

Phase 1 on Next Page

Phase 1 –Forward Williamsburg

(1) Employee Procedures

- a. **Telework** – Telework will be mandatory for all eligible employees during Phase 1. ETeam will report Tuesday and Thursday of each week with in-office hours of 8:30 am to 4:30 pm.
- b. **Alternate Shifts** – Departments will utilize alternative shift management to minimize the number of employees reporting each day. Department heads will electronically publish a schedule to be shared with each employee. Working Hours will be from 8 am to 4:30 pm. Reporting hours will be from 8:30 am to 4 pm. Fire Department, Police Department, and Public Works shall maintain shift working hours as approved by the department head.
- c. **Hand Sanitizer** – Stations for hand sanitizer will be deployed at each entrance and should be used before exit, and each time you enter the building.
- d. **Greetings** – Employees will politely decline handshaking or hugs as part of greeting each other or the public and refrain from other standard greeting physical contact that may lead to infection.
- e. **Meetings** – All meetings of City Council, Boards, and Commissions will be virtual.
- f. **Face Masks** – Every employee shall wear a facemask while in shared spaces. Shared spaces include any area where more than one employee is present. This requirement applies to city contractors and auxiliary staff as well as employees (See Face Mask Policy for more details.)
- g. **Temperature Screen** – Every employee, while in a public facility, will have a temperature screen twice daily. Each department will conduct the screen beginning at 8:30 am and again at 2 pm
- h. **Closed Spaces** – To the extent possible, operating space will be limited. Restricted areas are indicated with signage on doors and door handles. This closure includes some offices, conference rooms, and stairwells.
- i. **Doors** – All internal office doors will remain in an open position to reduce touchpoints.
- j. **Cleaning** – Staff shall disinfect flat surfaces at the end of each workday. Each employee will be responsible for their individual spaces.
- k. **Touchpoints** – A combination of internal staff and cleaning contractors will disinfect the frequent touchpoints twice daily. This cleaning includes door handles and conference room tables.
- l. **HR Screen** – Employees who miss work due to illness shall follow the HR Screen protocol of informing their supervisor of their absence, who will contact HR. HR will contact the employee and conduct a COVID-19 screen and determine the next steps in consultation with the City Manager and the infection control officer (See HR Screen Policy for more details).
- m. **Testing** – Employees not eligible to telework may receive an antibody test to determine a point-in-time immunity. This testing should be arranged through HR, who will schedule the testing.
- n. **Travel and Training** – All business travel outside the region is prohibited and non-virtual training in a group setting is canceled. Personal travel plans out of state should be discussed with supervisors and a period of quarantine or testing maybe required prior to returning to work.

(2) Public Procedures

- a. Public facilities remain closed to the public. All services still available online or alternate means.
- b. All special events requiring a permit are canceled or as consistent with the published Executive Orders of the Governor.

[Phase 2 on Next Page](#)

Phase 2 –Forward Williamsburg

(1) Employee Procedures

- a. **Telework** – Telework is mandatory for all non-reporting personnel.
- b. **Alternate Shifts** – Departments will utilize alternative shift management to minimize the number of employees reporting each day. Department heads will electronically publish a schedule to be shared with each employee. Working Hours will be from 8 am to 4:30 pm. Reporting hours will be from 8:30 am to 4 pm. Fire Department, Police Department, and Public Works shall maintain shift working hours as approved by the department head.
- c. **Hand Sanitizer** – Stations for hand sanitizer will be deployed at each entrance and should be used before exit, and each time you enter the building.
- d. **Greetings** – Employees will politely decline handshaking or hugs as part of greeting each other or the public and refrain from other standard greeting physical contact that may lead to infection.
- e. **Meetings** – All meetings of City Council, Boards, and Commissions will be virtual.
- f. **Face Masks** – Every employee shall wear a facemask while in shared spaces. Shared spaces include any area where more than one employee is present. This requirement applies to city contractors and auxiliary staff as well as employees (See Face Mask Policy for more details).
- g. **Temperature Screen** – Every employee, while in a public facility, will have a temperature screen twice daily. Each department will conduct the screen beginning at 8:30 am and again at 2 pm
- h. **Closed Spaces** – To the extent possible, operating space will be limited. Restricted areas are indicated with signage on doors and door handles. This closure includes some offices, conference rooms, and stairwells.
- i. **Doors** – All internal office doors will remain in an open position to reduce touchpoints.
- j. **Cleaning** – Staff shall disinfect flat surfaces at the end of each workday. Each employee will be responsible for their individual spaces.
- k. **Touchpoints** – A combination of internal staff and cleaning contractors will disinfect the frequent touchpoints twice daily. This cleaning includes door handles and conference room tables.
- l. **HR Screen** – Employees who miss work due to illness shall follow the HR Screen protocol of informing their supervisor of their absence, who will contact HR. HR will contact the employee and conduct a COVID-19 screen and determine the next steps in consultation with the City Manager and the infection control officer (See HR screen Policy for more details).
- m. **Testing** – Employees not eligible to telework may receive an antibody test to determine a point in time immunity. This testing should be arranged through HR, who will schedule the test.
- n. **Travel and Training** – All business travel outside the state is prohibited and non-virtual training in a group setting is canceled. Specific requests for travel out of state and required training may be approved by the City Manager. Personal travel plans out of state should be discussed with supervisors and a period of quarantine or testing maybe required prior to returning to work.
- o. **Daycare** – Recognizing that employee’s childcare plans have been disrupted for the spring and summer months, we will provide a solution. The City’s Parks and Recreation Department will be offering daycare to employees who need care for children six months – 12 years of age. The program is being provided for free to all employees. The program uses social distancing standards to the greatest extent possible, includes twice-daily temperature screenings and frequent disinfecting/hand washing. More details are available on the plan through Human Resources.

(3) Public Procedures

- a. Public buildings remain closed to the public. All services still available online or alternate means.
- b. Special events may proceed if an infection management plan is submitted to and approved by the City Manager.
- c. Parks and playgrounds reopen with some services not available. Rental services for facilities and equipment will not be offered. Entrance fees will be waived, and no staff will be available to the public.

[Phase 3 on Next Page](#)

Phase 3 –Forward Williamsburg

(1) Employee Procedures

- a. **Telework** – Telework is available for high-risk personnel. Employees concerned with the risk of infection due to age or pre-existing condition shall notify their supervisor and disclose the nature of the concern, including illness and request accommodation. The Department Head will determine telework eligibility based on the availability of telework and the level of safety offered by the in-person work environment.
- b. **Hand Sanitizer** – Stations for hand sanitizer will be deployed at each entrance and should be used before exit, and each time you enter the building.
- c. **Greetings** – Employees will politely decline handshaking or hugs as part of greeting each other or the public and refrain from other standard greeting physical contact that may lead to infection.
- d. **Meetings** – All meetings of City Council, Boards, and Commissions may be in person with appropriate social distancing for setaing and limited public attendance.
- e. **Face Masks** – Every employee shall wear a facemask while in shared spaces. Shared spaces include any area where more than one employee is present. This requirement applies to city contractors and auxiliary staff (See Face Mask Policy for more details).
- f. **Distance** – When possible, maintain at least six feet in separation from person to person. When meeting in-person, use an office or conference space that allows proper spacing. The Community Building and Stryker Center may be used as needed.
- g. **Temperature Screen** – Every employee, while in a public facility, will have a temperature screen twice daily. Each department will conduct the screen beginning at 8:30 am and again at 2 pm
- h. **Closed Spaces** – All spaces shall be open for internal use.
- i. **Doors** – All internal office doors will remain in an open position to reduce touchpoints.
- j. **Cleaning** – Staff shall disinfect flat surfaces at the end of each workday. Each employee will be responsible for their individual spaces.
- k. **Touchpoints** – A combination of internal staff and cleaning contractors will disinfect the frequent touchpoints twice daily. This cleaning includes door handles and conference room tables.
- l. **HR Screen** – Employees who miss work due to illness shall follow the HR Screen protocol of informing their supervisor of their absence, who will contact HR. HR will contact the employee and conduct a COVID-19 screen and determine the next steps in consultation with the City Manager and the infection control officer (See HR Screen Policy for more details).
- m. **Testing** – Employees not eligible to telework may receive an antibody test to determine point-in-time immunity. This testing should be arranged through HR, who will schedule the test.
- n. **Travel and Training** – All business travel outside the state is discouraged and necessary training in a group setting should be limited. Specific requests for travel out of state may be approved by the City Manager. Personal travel plans out of state should be discussed with supervisors and a period of quarantine or testing maybe required prior to returning to work.
- o. **Daycare** – Recognizing that employee’s childcare plans have been disrupted for the spring and summer months, we will provide a solution. The City’s Parks and Recreation Department will be offering daycare to employees who need care for children six months – 12 years of age. The program is being provided for free to all employees. The program uses social distancing standards to the greatest extent possible, includes twice-daily temperature screenings and frequent disinfecting/hand washing. More details and registration are available on the plan through Human Resources.

(4) Public Procedures

- a. **General** – Public buildings are open to the public. All services still available online or alternate means.
- b. **P&R** – Parks, and playgrounds open to the public. Rental services resume.
- c. **Control** – Occupancy of Public Facilities will be limited using a service queue. At the lobby of each facility, a kiosk will offer check-in (a web portal will also be available) to request service for a specific department. The patron will take a pager and will be altered by text or page that they may enter the building and proceed to the requested department.
- d. **Face Masks** – Every patron shall wear a facemask while in shared spaces. Shared spaces include any area where more than one person is present.
- e. **Special Events** – Events may proceed if an infection management plan is submitted to and approved by the City Manager.
- f. **Distance** – Each service counter shall be equipped with a shield or barrier for employee and public safety. Spaces shall be noted on the floor representing safe queuing locations. When possible, maintain at least six feet in separation. In-person meetings should use an office or conference space that allows proper spacing. The Community Building and Stryker Center may be used as needed.

Phase 4 – “New” Normal Operations

- a. General** - Public buildings are open to the public. All services still available online or alternate means.
- b. Special Events** – Typical permitting procedure.

Notes:

Even after the current threat of COVID-19 as a public health emergency has passed, we will see altered business and personal patterns as a result of the lessons hard-learned from this experience. Things we can expect to be a focus of process improvements include:

- (1) Lessened physical interaction – No handshaking or hugs will continue to be the new preferred greeting.
- (2) Telework – To the extent, possible telework will be an ongoing part of business processes, including government processes and services.
- (3) Online Services – In-person meetings and transactions will be lessened in favor of easy online exchanges.
- (4) Touchpoint Reductions – Opting for automatic or toe pull doors, sensor-equipped faucets, and “wave” payment such as google pay will become essential to resiliency measures.
- (5) Sick Leave – A new expectation that when sick, you will stay home, not because you are so ill you cannot work but to protect those you work with from also getting ill.
- (6) Childcare – More employers will offer childcare as a benefit following the necessity of offering the service during the closure to keep employees on the job.

This small list is in no way intended to be exhaustive. Please consider the impacts of these changes on your daily routine and start planning for them now. Every effort expended toward these concepts is well invested in avoiding a recurrence of infection requiring closure.