

City of Douglas Proposed Return to Service Plan

May 15, 2020

Guidelines Under the Opening of America Announcement National Guidelines - Proposed Gating Criteria

Symptoms

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of COVID-like syndromic cases reported within a 14-day period

Cases

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing testing volume)

Hospitals

Treat all patients without crisis care

AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

Phased Approach - Implementable on statewide or county-by-county basis at Governor's discretion

PHASE ONE - for states and regions that satisfy the gating criteria

- Maximize physical distance from others when in public
- Social settings of more than 10 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain closed
- Visits to senior living facilities prohibited
- Large venues can operate under strict physical distancing protocols
- Gyms can open if they adhere to strict physical distancing and sanitation Protocols

PHASE TWO - for states and regions with no evidence of a rebound and continue to satisfy gating criteria

- Maximize physical distance from others when in public
- Social settings of more than 50 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities can reopen
- Visits to senior living facilities prohibited
- Large venues can operate under moderate physical distancing protocols
- Gyms can remain open if they adhere to strict physical distancing and sanitation Protocols

PHASE THREE - for states and regions with no evidence of a rebound and continue to satisfy gating criteria

- Low-risk populations should consider minimizing time spent in crowded environments
- Vulnerable individuals can resume public interactions but should practice social distancing and minimize exposure to social settings where distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain open
- Visits to senior living facilities can resume
- Large venues can operate under limited physical distancing protocols
- Gyms can remain open if they adhere to standard sanitation protocols

City of Douglas ACTION STEPS TO RE-OPENING

Regardless of Phase, all employees will continue to abide by the following:

- Frequently wash your hands with soap and water for at least 20 seconds. Soap dissolves the fatty covering on the virus and kills it.
- When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.
- Recognize personal risk factors:
 - People 65 years and older
 - People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immune-compromised
 - Many conditions can cause a person to be immune-compromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (body mass index [BMI] of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with Liver Disease

Outside cleaning crew requested to institute more sanitizing procedures through city facilities

Target dates for each re-opening phase are as follows:

- **PHASE ONE: May 16, 2020 to June 14, 2020**
- **PHASE TWO: June 15, 2020 to July 11, 2020**
- **PHASE THREE: July 12, 2020 to August 29, 2020**

****Target dates for the phases are subject to change based on guidance from Federal, State and County Officials. There will be modifications/ updates to this document as necessary.**

City Hall:

PHASE ONE

- City Hall closed to public with alternate ways to make payments, meet with staff or conduct inspections
- Telecommuting schedules determined within each department or division remain in effect
- Staggered office times determined within each department or division
- Sanitizing and masks incorporated into work place
- Meetings held only via Zoom or conference phone calls, not in-person

PHASE TWO

- Tape lines will be placed for all windows (Finance, Legal/Business Office, Dev. Serv., City Clerk/Manager, HR, Housing & Environmental Services) with 6 ft. spacing
- Return to work for those telecommuting as determined by Supervisors.
- In the Council Chambers, we will have limited seating capacity with the spacing that we've lined up to **accommodate only 18.** Facilities staff will put barriers on the chairs not available for use. Only 1 door into Council Chambers will be open to the public with PD monitoring access and then when at capacity, not allowing any others to enter the chambers but advise them they can watch it via streaming from home. **City Clerk to inform public of public comment procedures via the agenda packet cover page and posting online. This will be in the citywide press release on re-opening.**
- Council meetings will continue with Zoom and in-person options for Councilmembers until such a time as a vaccine is available.

PHASE THREE

- Employees will return to work per pre-COVID schedules
- Remove distancing tape at service windows, restore Council Chambers to seating capacity.
- Continued extra sanitizing efforts are expected to remain in place.

Fire

PHASE ONE

- Continue daily training and education on the most current COVID related information provided by the CDC, Cochise County, ADHS and the International Association of Fire Chiefs
- Continue the use of cloth masks when 6ft social distancing cannot be maintained
- Continue to practice exposure precautions and utilize appropriate personal protective equipment on every emergency response
- Continue to regularly sanitize Fire station, personal protective equipment and vehicles
- Station tours, station visitors, and ride-alongs remain prohibited
- Fire personnel continue to be prohibited from wearing uniforms home after shift
- Community training CPR/First Aid remains suspended
- All Training and Meetings will remain suspended
- Business Inspections will continue to be limited to new business only
- Continue Paperless Fire/EMS reporting
- At minimum one shift supervisor will respond to every EMS call in order to provide situational awareness for the EMS crew.
- 911 dispatchers continue to screen 911 calls asking basic questions such as, history of Cough, Fever, Shortness of Breath or recent travel in areas of confirmed COVID-19 cases.
- Continue segregation of shifts with the implementation of station 2 and segregation between office admin staff and on-line staff.
- Emergency De-Con showers will remain in place at station 1.

PHASE TWO

- No change from Phase One

PHASE THREE

- Resume annual business inspections
- Return to work for personnel who are telecommuting

Police

PHASE ONE

- Facility remains closed to public, non-department personnel
- Continue to promote conducting of business via online, email or phone
- Continue suspension of fingerprint services
- Continue screening of calls for service for COVID symptoms for Police/Fire/EMS
- Continue handling of non-emergent calls for service via telephone versus in-person response
- Continue sanitation of work areas, vehicles, personal equipment
- Continue use of PPE for all close contact
- Continue segregation for Investigations and telecommute for identified personnel

PHASE TWO

- Facility remains closed to public, non-department personnel
- Continue to promote conducting of business via online, email or phone
- Allow for in-person service by appointment (fingerprint services, vehicle releases, background requests, etc.)
- Require use of mask by public for close contact
- Social distancing protocols in place
- Public sanitizer station
- Continue screening of calls for service for COVID symptoms for Police/Fire/EMS
- Continue handling of non-emergent calls for service via telephone versus in-person response
- Continue sanitation of work areas, vehicles, personal equipment
- Continue use of PPE for all close contact
- Continue segregation for Investigations and telecommute for identified personnel

PHASE THREE

- Facility open to public, non-department personnel
- Social distancing protocols in place
- Public sanitizer station
- Continue to promote conducting of business via online, email or phone
- Continue screening of calls for service for COVID symptoms for Police/Fire/EMS
- Resume handling of non-emergent calls for service via in-person response
- Continue sanitation of work areas, vehicles, personal equipment

- Continue use of PPE for all close contact
- Continue segregation for Investigations
- Return to work for personnel who are telecommuting

Housing

Eligibility, Re-certification, FSS outreach and Tenant reporting

PHASE ONE

- Continue to keep counter closed to walk in services
- Continue to encourage conducting business by mail, email & phone
- Schedule one-on-one appointments when absolutely necessary
- Continue with HQS inspection requirements, ensuring that inspectors have the appropriate PPE
- Schedule voucher briefings (issue new housing vouchers) to groups of 5 or less, maintaining social distancing measures (HR training room or council chambers)

PHASE TWO

- Open counters for walk-in services with safety measures
- Markers six feet apart for client line (one person at the counter at a time)
- Schedule one-on-one office appointments for eligibility, re-certifications, signing contracts and FSS outreach
- Continue with HQS inspection requirements, ensuring that inspectors have the appropriate PPE
- Continue to schedule voucher briefings (issue new housing vouchers) to groups of 8 or less, maintaining social distancing measures (HR training room or council chambers)
- Continue to encourage conducting business by mail, email & phone

PHASE THREE

- Continue with open counters for walk-in services with safety measures and markers six feet apart for client line (one person at the counter at a time)
- Resume QC HQS inspections, ensuring that inspectors have the appropriate PPE
- Return to “business as usual” (not very different from phase 2)

Management Services

Utility Payments/Business License/Ambulance Payments/Ramadas/Yard Sales

PHASE ONE

- Continue to keep counter closed to walk in services
- Continue to promote conducting business online, mail, email & phone
- Continue to waive late fees for water services and not do turnoffs

PHASE TWO

- Open counters for walk-in services with safety measures and markers six feet apart for the customer lines
- Continue to promote conducting business online, mail, email & phone
- Continue to waive late fees for water services and not do turnoffs
- Consider Issuing Ramada Permits IF parks are open
- Issue Yard Sales Permits

PHASE THREE

- Continue with open counters for walk-in services with safety measures and markers six feet apart for the customer lines
- Continue to promote conducting business online, mail, email & phone
- Charge normal late fees and schedule turn off dates – work with customers that have large balances with payment plans
- Issue Ramada Permits (If Parks are opened)
- Issue Yard Sale Permits

Transit

PHASE ONE

- Open all fixed routes back up along with safety measures
- Open Saturday service (May 23)
- Reinstate 2nd Trip for Cochise Connection
- Continue to waive fares in order to not que up
- Continue closure of Cochise College Route
- Continue sanitizing buses
- Provide ability to make appointments for customer consultations
- Advertise clean buses and bring confidence of riding back

PHASE TWO

- Continue operating all fixed routes with safety measures
- Continue sanitizing buses
- Open Transit/Visitor Center to the general public with safety measures
- Continue to waive fares in order to not que up
- Advertise clean buses and bring confidence of riding back

PHASE THREE

- Continue operating all fixed routes with safety measures
- Open Cochise College route (if Campuses are open)
- Continue sanitizing buses
- Continue receiving the general public with safety measures
- Begin charging fares as usual

Information Technology

PHASE ONE

- Continue working from home as manageable
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed

PHASE TWO

- Continue working from home as manageable
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed
- Evaluate other areas in the City opening up and make working from home adjustments if needed

PHASE THREE

- Come back to work at the office, but continue to accommodate work from home requests as manageable
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed
- Evaluate other areas in the City opening up and make working from home adjustments if needed

Human Resources

PHASE ONE

- Continue to keep counter closed for walk in services
- Continue to promote conducting business online, mail, email & phone
- Recruitment testing limited to 10 people using social distancing practices
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed

PHASE TWO

- Once City Hall opens, attend to the public through the window only; open counters for walk-in services with safety measures and markers six feet apart for the customer lines
- Continue to promote conducting business online, mail, email & phone
- Recruitment testing no longer limited to 10 people, but continue to use social distancing practices
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed

PHASE THREE

- Attend to the public through the window only; open counters for walk-in services with safety measures
- Continue to promote conducting business online, mail, email & phone
- Recruitment testing no longer limited to 10 people, but continue to use social distancing practices
- Continue to sanitize work areas and after working in other stations
- Continue wearing masks as needed

Library

PHASE ONE

- Continue to keep the building closed to the public
- Continue to work from home as manageable
- Continue to clean and sanitize high-touch surfaces such as desks, counter tops, doorknobs, faucet handles, computer keyboards and mice, bar code readers, and telephones at least twice per day

- Continue to sanitize and store toys, kits, puzzles and other manipulatives in the Children's Library
- Continue to wear masks, maintain social distancing, and use gloves as necessary
- Continue to promote conducting business via online, mail, email & phone
- Continue to produce and post a weekly Facebook Virtual Preschool Story Time
- Continue to offer free Instant Digital Library Cards to residents without accounts
- Continue to provide access to online materials and databases
- Continue to offer Virtual Reference Service by phone and email
- Continue to extend due dates and to suspend library fines for overdue materials
- Continue to accept return of materials in Book Drop: isolate and quarantine for 72 hours, sanitize, check materials back in, reshelve
- Begin to offer contactless Curbside Pickup Service for Existing Holds: Allow patrons to pick up any items currently on Hold

PHASE TWO

- Staff continue to work, conduct business, and offer services as in Phase 1
- Install plastic protective shield(s) at the Circulation Desk
- Install social distancing markers six feet apart for customer lines
- Remove seating to comply with social distancing recommendations
- Ensure availability of staff PPE and hand sanitizing station(s) for public use
- Staff and patrons will be required to wear masks
- Continue to accept return of materials only in Book Drop: isolate and quarantine for 72 hours, sanitize, check materials back in, reshelve
- Offer "grab and go" Summer Reading Program and continue Virtual Story Time
- Consider resumption of on-site work schedules
- As soon as functionality is available through the Library District, begin to offer contactless Curbside Pickup Service for New Holds: Allow patrons to place materials in Douglas collections on Hold and pick them up at curbside
- Once proper PPE, sanitizing, marking, and protective barriers are in place, open access to collections on a limited basis *by appointment only*. Number of patrons in the building at one time and amount of time each patron is allowed in the building will be limited to allow for social distancing
- Once proper PPE, sanitizing, marking, and protective barriers are in place, open access to computer labs on a limited basis *by appointment only*. Number of patrons in the labs at one time and amount of time each patron is allowed in the lab will be limited to allow for social distancing

and time for proper sanitizing of lab equipment between each usage as recommended by the CDC

- Special separate hours may be set for seniors and children as necessary
- Staff will continue to disinfect/sanitize high-touch areas in accordance with WHO, CDC, OSHA, and ADHS guidelines

PHASE THREE

- Continue to conduct business and offer services as in Phases 1 & 2; gradually expand limited in-person services per health and safety guidelines until future date TBD
- Continue use of PPE for all close contact
- Staff will reopen the library and computer labs (with the exception of in-person public programming), although numbers will remain limited to allow for social distancing and time for proper sanitizing of lab equipment between each usage as recommended by the CDC
- Staff will track patron numbers and allow access that will ensure safety and fairness for all, including possible time limits to ensure that everyone has an opportunity to use the library
- Toys and other special items will remain in storage in the Children's Library
- Children's Library may remain closed except to children accompanied by their parents to check out books
- As conditions warrant and/or as a vaccine is developed, library staff will reopen for unlimited patron access. Some changes, such as distancing for programs, on computers, and in seating areas, may still be evident

Development Services Plan

PHASE ONE

- Continue to keep counter closed to walk-in services.
- Implement field safety measures (PPE, Social Distancing)
- Work from Home if possible.
- Make appointments as requested for individual service.

PHASE TWO

- Open to the public as outlined for City Hall
- Continue to promote mail, electronic, and telephonic services.
- Maintain screens, sanitize areas after every customer.
- Continue field safety measures (PPE, Social Distancing)

PHASE THREE

- Full reopen with social distancing measures.
- Maintain screens, sanitize areas regularly.
- Continue field safety measures (Social Distancing)
- Continue to promote mail, electronic, and telephonic services.

Leisure Services Aquatics

PHASE ONE

- Continue to keep facility closed
- Purchase PPE for staff, sanitizing supplies, protective shields for front desk, and markers to abide by local, state, and federal guidelines
- Begin sanitizing entire facility and locate common places for sanitizing upon opening
- Plan and launch marketing efforts on opening date of pool

PHASE TWO

- Ensure safety precautions are in place before opening to the public
- Resume lap swim with restrictions – target opening date 6/15
- Consider implementing open swim and swim lessons
- Implement limited times and hours if needed to ensure sanitizing requirements
- Ensure PPE supplies, sanitizing supplies and other extra precautions are in place for continued operations and maintain supplies

PHASE THREE

- Work towards full reopening and programming as budget and staffing allow
- Maintain safety precautions

Leisure Services Parks

PHASE ONE

- Continue to keep parks open with amenities closed.
- Continue to allow parks open spaces to be used for small picnics, play frisbee, catch, fly kites and limit gatherings of 10 or more
- Purchase safety, sanitizing supplies, and signage
- Ensure steady flow of PPE for staff and sanitizing supplies for facilities

PHASE TWO

- Begin to open amenities guided by local, state, and federal health officials
- Allow playgrounds to be used certain hours of the day so staff can ensure required sanitizing methods
- Begin Ramada reservations if amenities open
- Limited restroom availability to allow frequent sanitizing

PHASE THREE

- Resume reservations for park amenities and athletic fields
- All restrooms open
- Maintain safety precautions

Leisure Services Recreation and Special Events

PHASE ONE

- Purchase PPE for staff, sanitizing supplies, protective shields for front desk, and markers to abide by local, state, and federal guidelines
- Identify any extra precautions special events should consider with events until the end of 2020 (social distancing, disinfectant, additional cleaning stations, etc.)

PHASE TWO

- Determine and establish number of sites to open for modified summer camp based on staffing to maximum participant numbers
- Establish a registration process, programs, and marketing to include COVID protocols
- Plan and launch marketing efforts upon identifying programs and events
- Work with local, state, and federal officials on guidelines for gatherings
- Special events permits issued only if operating under moderate physical distancing protocols

PHASE THREE

- Maintain safety precautions

Leisure Services Cemetery

PHASE ONE

- Continue with safety protocols in place
- Purchase safety, sanitizing supplies, and signage
- Communicate with funeral homes and church's on changes in their operations and protocols

PHASE TWO

- Ensure steady flow of PPE for staff and sanitizing supplies for Cemetery
- Continue to communicate with funeral homes and churches

PHASE THREE

- Maintain safety precautions

Public Works - Water/Wastewater/Streets

PHASE ONE

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate for work being performed
- One person per truck when possible
- Disinfect common surfaces in trucks/offices regularly
- Use masks when necessary to work in close proximity to others
- Do not turn off water services for non-payment

PHASE TWO

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate for work being performed
- Disinfect common surfaces in trucks/offices regularly
- Use masks when necessary to work in close proximity to others
- Allow delinquent accounts to make payment arrangements

PHASE THREE

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate for work being performed

Public Works - Sanitation/Fleet

PHASE ONE

- Continue to maintain social distance between workers and incidental public contact
- Avoid working in groups on Wednesdays (Sanitation)
- Use masks when necessary to work in close proximity to others
- Do not refuse trash pick-up for non-payment

PHASE TWO

- Continue to maintain social distance between workers and incidental public contact
- Resume working in groups on Wednesdays (Sanitation)
- Use masks when necessary to work in close proximity to others
- Allow delinquent accounts to make payment arrangements

PHASE THREE

- Continue to maintain social distance between workers and incidental public contact

Public Works - Engineering/Admin

PHASE ONE

- Continue to maintain social distance between workers and incidental public contact
- One person per vehicle when possible
- Use masks when necessary to work in close proximity to others
- Conduct meetings via Zoom/phone when possible

PHASE TWO

- Continue to maintain social distance between workers and incidental public contact
- Use masks when necessary to work in close proximity to others

PHASE THREE

- Continue to maintain social distance between workers and incidental public contact

Public Works - Environmental

PHASE ONE

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate for work being performed
- Continue to delay inspections
- Use masks when necessary to work in close proximity to others

PHASE TWO

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate for work being performed
- Send notification letters and resume backflow inspections
- Use masks when necessary to work in close proximity to others

PHASE THREE

- Continue to maintain social distance between workers and incidental public contact
- Use PPEs as appropriate