



Safe Reopening of City of Pearland Offices and Facilities Guidelines Post COVID-19

May 19, 2020 * Prepared by Melissa Sullinger, Risk Manager

Reopening of City of Pearland facilities is a top priority as we look to coming out of the COVID-19 pandemic. Reopening in a phased approach will allow the IMT and City Leadership to determine if the reopening is contributing to our primary goals of keeping both our City employees and citizens safe while impeding the spread of the virus.

Under our current operations, City services will need to continue with the processes that have been implemented such as social distancing, remote and tele working, and such alternatives wherever possible.

The following services and practices should continue:

- No meetings of more than 10 people without appropriate social distancing.
- No in person meetings with citizens and contractors. If absolutely required, to be conducted with appropriate social distancing and such measures.
- Continue with the online services such as utility billing, municipal courts, animal control and permitting when appropriate.
- Continue remote teleworking in departments where employees are in cubicles or shared workspaces to ensure that there are no more than 3-5 employees working within the cubicle areas and no more than 2 within a shared workspace. (providing that the work area allows for a 6' radius between the workers)
- Animal Control services should continue their online and curbside process.

Phase Two - Normalization -- Before reopening City operations that provide for contact with the public, those areas with or without glass that allow for physical space separation between the employee and the citizen *are to be reviewed by department leadership*. Along with the appropriate PPE, phased planning will provide the City an opportunity to begin normal operations yet maintain control of any potential exposure our employees may incur. Only the employees needed to perform these operations should be brought back into the onsite workforce at this time. These positions may be able to alternate counter time depending on the available counter space and the needs of the department.

Prior to fully reintegrating staff back into the workforce and preparing for external contacts, as part of Phase Two, the following items must be completed to open the areas to the public in a safe manner:

- Hand sanitizer must be in all open areas accessed by the public.
- Floor markers need to be placed on the floors of each area within the City that has customer service windows showing guests where to stand while waiting in line to maintain the 6-foot social distancing guidelines.
- Ensure that there is a minimum of 6-foot to the side of each customer also, this may mean every other window is used.
- Signage, in both English and Spanish, outlining expectations must be posted in multiple locations throughout the public areas to ensure our guests understand what they need to do to

be served. We may also post this information on the website to ensure that citizens will know what to expect prior to coming to a facility.

Staffing for these customer service areas need to be provided with the following Personal Protective Equipment (PPE) and training on the proper and expected use of each item provided:

- Gloves – each customer service area will be provided with latex gloves that should be worn during all transactions.
 - Due to our need to monitor and conserve PPE, the gloves should not be changed after each transaction and can be worn throughout the day.
 - It is important to remember that the gloves are a means to keep germs off the employee's hands, but if the gloves are not washed or sanitized the germs can be spread. Therefore, the employee needs to remember to not touch his/her face with the gloves on.
 - Hand sanitizer should always be available in the work areas.
 - The hand sanitizer is to only be used in lieu of the ability to wash hands with soap and water.
 - Employees need to ensure that they are using the sanitizer on their gloves after each customer and on their hands every time the gloves are removed.
 - Employees need to wash their hands with soap and water as often as possible, but at a minimum of once an hour.
- Masks will be provided for each employee in these customer service areas. Each person will receive one surgical mask a week. If employees have masks that they prefer to wear, they may wear their personal mask.
 - In controlled customer service area, masks should be worn when working directly with the public in close proximity or when taking documents, money or items from the individual.
 - Masks must be worn with both the nose and the mouth covered and secured to your face.
 - Employees should avoid touching their masks as much as possible throughout the day.
 - Keep the mask in a clean, dry location when the mask is not in use.
 - A brown paper bag will be provided to each employee to store the mask.
 - The masks need to be sprayed with Lysol at the end of each day and placed in the bag.
 - If a mask becomes damaged, a new mask should be requested.
- Disinfectant wipes will be placed in each work area.
 - Employees will be expected to wipe down their work areas several times throughout the day.
 - At the end and start of each shift, the computers, phones and work surfaces will be disinfected.
- Temperature Monitoring
 - If the temperature is 100.4 or less, they will be allowed to continue to work.
 - If the temperature is greater than 100.4 the employee will be sent home and not be allowed to return to work until they are fever free for 72 hours without fever reducing medication.
 - See the temperature check SOP for direction

The following practices do not change during Phase Two operations:

- Do not allow non-essential business travel and essential business travel is at the Department Head's discretion.
- Continue to conduct as many meetings electronically as possible.
- Continue teleworking for departments that can alternate schedules to ensure that the number of people in each area can sustain the 6-foot social distancing directive.
- Permitting should continue to be done electronically.
- Continue the practice of not allowing gatherings in common areas and no large food deliveries or distributions amongst staff.

Phase Three – Normal Operations -- The third phase would be allowing all City employees to return to work and normal work operations to commence. Even though all departments have returned to normal operations, we have to ensure that we continue to protect everyone within the operations, the following standards would have to be maintained:

- Social distancing of employees while working in the same area
- Continued focus on medical surveillance:
 - Continue to monitor all employees who call in sick and do not allow them to return until it is determined that they are safe to reenter the workforce.
 - Continue the self-monitoring process for any employee who has a low-level exposure while at work.
 - Continue to ensure that employees that have a high-level exposure remain at home for the 14-day quarantine and/or ensure that they are provided testing at the 5th day after exposure date.
- Continued cleaning and sanitizing of facilities focused on the areas that have customer traffic or a high volume of employees working within the building.
- Ensure that we continue to encourage employee and community to follow the CDC guidelines such as hand washing and use of sanitizer, social distancing, etc.
- Each employee should continue the phase 2 face masks protocols when appropriate.
- Hand sanitizer should always be available in work areas
- Disinfectant will be placed in each work area.
- Employees will be expected to wipe down their work areas several times throughout the day.
- At the end and start of each shift, the computers, phones and work surfaces will be disinfected.

Employees that fall within the definition of the vulnerable population, individuals with childcare issues and others with legitimate concerns about returning to the work environment should be allowed to continue to telework, with their status reviewed every thirty days. Items that should be gradually phased back into the work environment include:

- Reinstating business travel
- On site face-to-face meetings