

# RETURN to WORK

Our transition from our current **Stay at Home** to **Return to Work** will be in the following phases, guided by federal, state and county guidelines, but more importantly our Values and Culture. This is our community, so please do your part to help us all be safe and to support each other.

We are in this together – **#TogetherWeCan!**

Based on guidance currently available, the following is the general direction we are headed for our **weREUNITE** phase. We believe the best approach is to learn and modify as we go, and trust that each of us will self-lead in a manner that follows these guidelines and best serves each other and our community. Our primary goal is to serve the community while providing a safe working environment for our employees.

## PERSONAL HEALTH

- If you are sick – stay home until you are well. You may work from home and balance your workload if you feel well enough to do so. We will work with you. Please reach out to your supervisor for support on sick day coverage.
- Do your best to practice self-care each day.
- If you are exhibiting any symptoms of COVID-19, notify your supervisor, stay at home and contact your medical provider or 2-1-1 to access testing services.
- If you have been diagnosed with COVID-19, seek medical attention and stay home stay home for ten days to avoid getting others infected; three of those ten days you must be free of fever without having taken aspirin and/or Tylenol. When in doubt call 2-1-1 or your medical provider with questions. Additionally, contact your supervisor, so that we can help you during this time. This ensures we can follow our contract tracing protocol and continue to support all employees' safety and health.
- If you have been in direct contact with someone else who has tested positive for COVID-19, you should inform your supervisor and self-quarantine for 14 days.



# weREUNITE

## HYGIENE

- Wash your hands frequently with soap and water for at least 20 seconds and/or use an alcohol based hand sanitizer.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose with a tissue or sleeve when coughing or sneezing. Discard tissue immediately into the trash and wash your hands.
- Temperature reading stations will be located at each city facility. Employees will be required to take their temperature upon arriving for work each day. Training will be provided regarding the screening process and the location of stations.



## PHYSICAL DISTANCING/MEETINGS

Maintain 6 feet from everyone, wherever you are in our space. Please do your part to make this happen and follow the signage and other tips throughout the office.

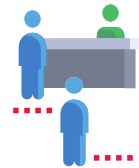
- Limit contact by no handshakes or even fist bumping.
- No hugs (but an extra dose of kindness and a big smile is nice). No in-person trainings or events.
- Limit in-person meetings, and only meet in person if you can maintain physical distance. Consider all attendees' comfort levels. We strongly encourage virtual Zoom meetings whenever possible.
- Respect the areas where furniture has been removed/reorganized to support physical distancing. Do not move or rearrange.
- When conducting business outside the office (meeting a resident, conducting an inspection), practice physical distancing and ensure no one is sick or shows signs of being sick. Sanitize your hands upon returning to our office.



# weREUNITE

## CUSTOMER SERVICE OPERATIONS

Customer Service operations at city facilities will be continually modified as the County and State issue new guidance. We will be placing updated signage on the doors and modifying entry points for customers at each city facility as it reopens. We will ask members of the public to remain 6 feet away from the front desk areas and respect any marked distance zones indicating space between themselves and other customers.



We will continue to offer all city services online or by phone to encourage the public to secure services remotely rather than visiting city facilities, whenever possible. Please encourage residents to schedule an appointment before they come into a city facility to conduct business.

Your department director will issue specific guidance on any additional protocols for providing customer service within your specific work area. If you have any suggestions regarding your work areas, please let your supervisor and/or director know. Public Works is currently working to install sneeze guards, signage and other improvements necessary to reopen to the public. We will reopen city facilities to the public once we have all necessary measures in place to ensure the safety of employees and our customers.

## WORKING REMOTELY

Working remotely will be one of the flexible options available to help you with your work/life balance and should be part of your discussion with your director about a balanced solution; however, telecommuting is not suitable for every position due to the services we provide to the public. Please discuss any concerns that you may have with your supervisor or director. Our goal is to protect employee health while continuing to provide top quality service to the public while providing a safe environment for everyone.

# weREUNITE

## WORK/LIFE BALANCE

Balance your team's work needs with your personal needs given our new reality to find a healthy work/life balance. During the **weREUNITE** phase, we expect that many team members will need flexibility to work from home to balance home and work responsibilities, as well as concerns about health and safety.

Partner with your department director on a flexible solution that balances your experience and your team's experience, customer experience and financial results.



Take care of your emotional health, and the emotional health of your household members during this time. If needed, take advantage of the city's Employee Assistance Program (EAP) which can be accessed by calling Aetna Resources for Living at (800) 342-8111 or visiting their website at Resources for Living with the username: City of National City and Password: eap. It is confidential, and free of charge. Police Safety and eligible family members, may contact The Counseling Team International at (800) 222-9691.

## CLEANING/SANITATION

- Please follow tips and practices that the city has put in place throughout the office to support everyone. Additional signage will be added to help inform everyone of new guidelines.
- Please wipe areas you utilize to keep the office clean and minimize germ spread, including public counters in your area.
- Safety stations throughout the office include hand sanitizer, masks, gloves, paper towels, wipes, and temperature stations. Please use these products to help keep our space safe. If you need additional supplies, please contact the Facilities division.
- Facilities will be increasing the frequency of cleaning, including bathrooms.

# weREUNITE

## KITCHEN/BREAKROOM

Please only use the kitchen and break rooms in a way that supports the health of our employees. You will see that we have made some changes to this area; please respect them. Please also be mindful of how you use this space; it is time to challenge ourselves to do things a bit differently.



- If you can prepare food at home to help with physical distancing, that would be appreciated.
- If you use the kitchen, be smart and do your part to wipe down the surface and make it safe for others. Please do your own dishes and clean up after yourself.

## GYM

The gym at City Hall will remain closed until the County of San Diego allows for them to reopen at which time we will revisit its use.



## PPE

If you are in our office but not at your personal workspace, we ask that you please wear a mask/face covering over your mouth and nose. It is up to you whether you wear it when at your workspace.

If you are interfacing with the public, you must wear mask/face covering. Members of the public will be required to do the same. If you need adjustments to your workspace to give you distance, please contact your supervisor and we will explore options.



## TRAVEL

No employees may travel for work during our **weREUNITE** phase, including conferences and trainings. We encourage you to participate in virtual conferences and trainings instead until circumstances change.

