

COVID-19 Reopening and Preparedness Plan for Red Wing City Hall

City Hall was closed to the public due to COVID-19 in early March; however, it did not prevent us from providing services to our customers. As we begin the work of re-opening City Hall, we have consulted with other departments to ensure the health, safety, and well-being of all. The COVID-19 Reopening and Preparedness Plan for Red Wing City Hall outlines proposed stages to reopen the building and to reintroduce people to new health and safety protocols affecting our physical spaces. Considerations for each stage include proposed timelines; hours and prerequisite needs for supplies and materials; plans for the continuation of remote working; and descriptions of how we will determine when we would be ready to move from one phase to another. Additional assumptions include the potential for reversion to earlier stages if new infections occur and government mandates are reinstated. This document, therefore, will continue to be developed as we learn more, and it is subject to change.

This COVID-19 pandemic response plan seeks to mitigate the potential transmission of COVID-19 to our staff members and customers. In compliance with the Governor's current Executive Orders, and his Stay Safe MN plan, City Hall employees who can work remotely will continue to do so, and others will continue a hybrid of some hours in City Hall and others after hours to help ensure social distancing.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan.

Our COVID-19 Preparedness Plan follows the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses:

- hygiene and respiratory etiquette;
- engineering and administrative controls for social distancing;
- customer controls and protections for payment and document drop-off;
- housekeeping, including cleaning, disinfecting and decontamination;
- prompt identification and isolation of sick persons;
- communications and training that will be provided to managers and workers; and
- management and supervision necessary to ensure effective implementation of the plan.

Phased reopening plan

General

We are using the [Stay Safe Minnesota Plan \(SSMP\)](#), along with CDC, MDH, and City of Red Wing guidelines, for determining the course of our phased recovery. The SSMP details recovery benchmarks for each of the phases in a variety of businesses and activities, including critical businesses. We have chosen to follow their guidance for Critical Businesses. We believe it the most appropriate given the importance that City Hall plays in the lives of the general public and residents of the community. Growing scientific evidence suggests that the highest risk of

transmission happens in enclosed spaces during prolonged and/or close contact. Our plan will reduce the length and closeness of contact between and among staff members and visitors through a variety of strategies, including limiting the number of customers in the building at one time, requesting that the representatives of the sales community and contractors meet with staff outdoors, and social distancing policies. Furthermore, we will require mask-wearing by staff and customers and frequent and thorough handwashing by staff, as well as implement strict hygiene and cleaning procedures, all of which are known to reduce the chances of transmission.

Before we can enter into any of the phases described below, the following actions must be completed:

- 1) approval of this plan by the City Council;
- 2) staff training;
- 3) changes to the physical environment as described in Appendix 1;
- 4) acquisition of sufficient cleaning supplies for at least several weeks of operation at the Phase 1 and Phase 2 levels;
- 5) implementation of the materials handling and housekeeping policies as described in Appendix 2; and
- 6) implementation of the social distancing policies described in Appendix 3

Phase 1 - Open Building to Customers

Stay Safe Minnesota Plan: Social settings, Phases 1 & 2: Gatherings of 10 People or Less

Prerequisites: As above

Anticipated date: Friday, June 26, 2020

Upon approval of this plan by the Red Wing City Council and subsequent completion of staff training, we will open the building to the public under the following guidelines:

- 1) Limited visitors inside the first floor lobby and no access to the second floor.
- 2) A visitor may bring no more than one helper.
- 3) All children age ten and under must be accompanied and closely supervised by a responsible adult.
- 4) Mask use by visitors will be required.
- 5) Credit card machine and counters will be cleaned per the instructions in Appendix 2 after each session.
- 6) No visitors allowed in individual offices. Meetings must occur in main reception area or conference rooms observing social distancing guidelines.
- 7) Meetings with contractors and vendors must still be done virtually when applicable.

Employees

Basic sanitization measures are being implemented. Employees are required to wash their hands for at least 20 seconds with soap and water at the following times, and encouraged to do so frequently at other times during the day. In addition, each employee bears responsibility for keeping office furniture, computer equipment, and doors to personal offices and to office areas clean by wiping with disinfectant clothes at the beginning and end of the day, and periodically if frequently visited. Staff are not to use each other's phones or computers. If IT support needs to work on a staff PC, they will bring their own keyboard and mouse.

In addition to the regular cleaning provided by Public Works staff, each City Hall employee will wipe the copier face after each use, wipe the coffee pot handle after each use, and wipe table tops after using conference tables.

All Employees will wear masks when walking through or working in common areas. Masks can be taken off when in personal offices. The City has ordered Plexiglas protection screens for the Clerk Receptionists and Finance Office Clerk to protect them. We expect the glass to be in place the week of June 22, 2020, until that time the Clerk Receptionist and Finance Clerk will wear masks throughout the day.

All employees are encouraged to wear gloves when sorting/opening/processing mail. Hand Sanitizers will be stationed in the copier room, front desk and the Finance Clerk Desk.

A cornerstone of the plan to open City Hall is keeping visitors and employees as separate as possible. In order to best meet this goal, employees will be asked to enter City Hall by the Bush Street or 3rd Street entrance, keeping the Plum Street entrance as the public entrance.

Customers

All customers to City Hall will be asked to use the Plum Street door. Visitors will be greeted on the main floor by the Clerk Receptionists. Office equipment including desk, computer and phone will be moved temporarily to the main floor of City Hall. Visitors will be required to wear masks.

Customer who need to meet with a City Hall employee will be asked to wait on the main floor so that the employee can come downstairs to address their questions. Visitors who are at City Hall to attend a meeting will be allowed to go to the second floor, going directly to the meeting area and leaving directly from the room.

Customers who wish to absentee vote will do so in the lobby. We are able to provide five voting booths placed six feet apart in the lobby area.

The City Public Works Department will assist with providing necessary signage to encourage social distancing for employees and visitors.

This Preparedness Plan was developed by a team of City Employees including representatives of Administrative Services, Clerk Receptionists, City Clerk and Risk Manager. Following City Council Approval, the plan will be implemented on June 15, 2020 and communicated to residents and customers by social media, the *Citybeat*, and the City website.

Management and workers are to work through this new program together and update the training as necessary.

Phase 2 – Gatherings of 10 people or less.

Stay Safe Minnesota Plan: Social settings, Phases 1 & 2: Gatherings of 10 People or Less

Prerequisites: All precautionary measures identified in Phase 1 and the Exhibits are maintained. Adequate supplies for PPE and cleaning and disinfection are available.

Anticipated date: Friday, June 26, 2020

No significant changes from Phase 1.

Phase 3 - Up to 20 visitors allowed

Stay Safe Minnesota Plan: Social settings, Phase 3: Gatherings of 20 People or Less.

Prerequisites: All precautionary measures identified in Phase 1 and the Exhibits are maintained. Adequate supplies for PPE and cleaning and disinfection are available.

Anticipated date: **Monday, June 22, 2020**

All City Council and Board and Commission meetings will resume in the Council Chambers per our usual schedule beginning Monday, June 22. Everyone will be required to wear a mask when they enter City Hall, and 6-foot social distancing will be observed. Hand sanitizer is on the table outside of the Chambers, and everyone is encouraged to use it before entering the room. AV Tech staff will wipe down the Chambers after each meeting to mitigate the spread of germs. All board members should attend these meetings in person, but if you have someone who is unwilling to do so, please note that we are working on technology that would allow members to be on Webex and some in the Council Chambers concurrently.

No significant changes from Phase 1 and 2.

Phase 4 - To be determined

Stay Safe Minnesota Plan: Social settings, Phase 4: TBD

Prerequisites: As Phases 1 - 3 and the PPE and cleaning/disinfectant supplies must be adequate.

Anticipated date: Unknown

The state of Minnesota has not yet determined the parameters for phase 4. We anticipate that it will involve further relaxation of controls, and that our response will be to allow more people inside the building and no longer require appointments.

Phase 5 - Open without restrictions

Stay Safe Minnesota Plan: TBD

Prerequisites: N/A.

Anticipated date: Unknown

Phase 5 means a return to pre-pandemic operating procedures, presumably because a vaccine has been developed and deployed. We will be more cognizant of social distancing and may still practice it to some extent.

Screening and policies for employees exhibiting signs and symptoms of COVID-19

Staying away from others is the largest contributing factor to our success in keeping building operations substantially normal. At the first sign of illness, employees should leave work immediately to avoid exposing coworkers and the public. If they cannot leave immediately for some reason, they should go to an area away from other employees and members of the public. They should stay home until completely recovered, or the pandemic flu virus has been ruled out. If an employee has been in contact with someone who is suspected of having the virus, they should report this information to their supervisor and stay home until the pandemic virus has been ruled out for the original contact person or for the employee or until the employee has recovered fully. Employees may return to work when they have been fever free for at least 24 hours without fever reducing medicine.

City Hall employees will follow all City of Red Wing leave policies regarding workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household, as well as City of Red Wing Family Medical Leave Act (FMLA) policies and policies addressing accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented.

City Hall employees will follow all City of Red Wing **policies** for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time, and City of Red Wing policies regarding the privacy of workers' health status and health information.

Handwashing

Basic infection prevention measures are being implemented at Public Works at all times. Workers are required to wash their hands for at least 20 seconds with soap and water at the following times, and encouraged to do so frequently at other times during the day:

- 1) Upon arrival at work
- 2) prior to and after any mealtimes

3) after using the toilet

All visitors to the facility will be required to utilize our hand-sanitizer dispenser prior to or immediately upon entering the building.

Respiratory etiquette

Staff and visitors will be required to wear a cloth mask at all times when in the building (the only exception being for staff eating a meal in the staff break room, adhering to all social distancing guidelines. We will post signage detailing proper techniques to use when coughing or sneezing and reminding visitors to avoid touching their face, in particular their mouth, nose and eyes, with their hands. Tissues and trash receptacles will be available in the reception area.

Communications and training

This Preparedness Plan was communicated by email, one on one conversations and by an all staff meeting. Instructions will be communicated to residents via social media, newspaper article, city website, City newsletter and TV programming, and other materials as appropriate about how visits to the building will be conducted to ensure social distancing between the residents, staff and about the requirement that visitors use face masks when entering the building. Management and workers are to work through this new program together and update the training as necessary. This COVID-19 Re-opening and Preparedness Plan has been approved by **the Red Wing City Council on June 22, 2020** and was posted throughout the workplace on July 6, 2020. It will be updated as necessary.

Certified by:



Kay Kuhlmann
City Council Administrator
City of Red Wing

Appendix 1 - Changes to the physical environment

The following are the general and area by area specific changes to the Public Works building.

1) Entrance and Exit

- a) Doors would remain locked until staff opens the door by a button/buzzer allowing one person in the building at a time. Entrance and exit will only be through the Main entrance.
- b) Area outside main door will be signed to indicate where a safe distance would be from the person exiting the building. An intercom would be installed so waiting customer and staff can communicate when needed.
- c) Signs on the floor in the reception area to identify safe distancing from the front desk staffing windows.

2) Seating

- a) Remove all upholstered furniture and rugs from the reception area.

3) Conference Rooms

- a) Prevent public access of conference room areas.

4) Restrooms

- a) No restrooms will be open for public use.

5) Reception desk

- a) Install glass/plexi shields between customers and staff and between staff members to allow all staff to work from their work stations.

Appendix 2 - Materials Handling and cleaning

1) Materials handling

- a) Payment Drop Boxes – Inside and outside
 - i) The payment boxes will be emptied once per day at the end of the work day by a gloved and masked staff person.
- b) Assisting visitors at the reception counter
 - i) All staff working the counter will be required to wash their hands once per hour
 - ii) Staff will utilize hand sanitizer before and after the transaction
 - iii) When handling financial transactions, staff will strongly encourage the use of cards over cash. We will have visitors place and remove the credit card from the machine. Machine will be disinfected after each use. If a patron insists on paying with cash:
 - (1) Staff should keep the exchange as brief as possible.
 - (2) Ask customers to place cash on the counter rather than directly into your hand.
 - (3) Place money directly on the counter when providing change back to customers.
 - (4) Be careful not to touch your face afterward.
 - iv) Wipe counter between each customer at checkout with an EPA approved disinfectant IF there is time for it to work before having to help the next customer.
 - v) No phone use by visitors.
- c) Mail and delivery
 - i) All items received in the mail or delivery (e.g., UPS) will be quarantined for 24 hours before opening.
- d) Supplies
 - i) We will remove all writing utensils from the public area. If a customer needs a pen to write a check, one will be provided using a gloved hand and the customer will keep the pen.

2) Cleaning

- a) Schedule
- b) Cleaning procedures. Pursuant to CDC guidelines, we will:
 - i) Wear disposable gloves to clean and disinfect.
 - ii) Clean surfaces using soap and water, then use the disinfectant product provided by Public Works.
- c) Clean the following frequently touched surfaces during each cleaning period:
 - i) Copy Machine, endorser and all other shared equipment
 - ii) Door handles and pressure plates for power door opening
 - iii) Countertops at service desk
 - iv) Phones, keyboards and equipment at reception desks
 - v) Bathroom sinks, toilet handle & seat
 - vi) Staff break room sink, counter, table, cabinet and refrigerator door handles
- d) If a staff member is diagnosed with COVID-19

- i) Close off areas used by the sick person until after cleaning and disinfection. Wait 24 hours to clean and disinfect. If it is not possible to wait 24 hours, wait as long as possible before cleaning and disinfecting.
- ii) Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and to follow CDC guidance if symptoms develop. If a person does not have symptoms follow appropriate CDC guidance for home isolation.
- iii) Sick employees should not return to work until they have met CDC's criteria to discontinue home isolation.
- iv) Depending on the number of staff exposed, it may be necessary to close Public Works until the necessary number of staff to run the building are cleared to come back to work.

Appendix 3 - Social distancing policies

The following are the general and area by area specific changes to Public Works necessitated by this plan.

- 1) Staff break room
 - a) No sharing of food, utensils or cleaning supplies is allowed.
 - b) Staff are required to clean and disinfect the break room areas they used (e.g., table, fridge handle, microwave, etc) once they are done

- 2) Staff scheduling and arrangements
 - a) All employees are empowered and encouraged to enforce the 6 feet of distance rule.
 - b) Public Works will continue to ensure necessary protective gear, cleaning supplies and facilities will be provided, supplied and maintained.

- 3) Signage
 - a) We will post signage throughout the building encouraging social distancing and proper hygiene.

- 4) Staff equipment
 - a) Staff are not to use each other's credit card machines, phones or computers. If IT support needs to work on a staff PC, they will bring their own keyboard and mouse.
 - b) At the reception desk, staff are directed to use as best they can a single phone and computer for the entire shift, and to clean the phone, keyboard and mouse with a disinfectant wipe at the beginning of the shift.