

# Paths to Reopening

ILCMA Webinar

May 15, 2020

# Welcome!

Today's Presenters:

[Mick Fleming](#) – Joint Emergency Management System Director, Northwest Central Joint Emergency Management System

[Danny Langloss, Jr.](#) – City Manager, Dixon

[Jim Norris](#) – Village Manager, Hoffman Estates

[Matt Roeschley](#) – Deputy City Manager, Champaign

[Sharon Tanner](#) – Assistant Village Manager, Glencoe

YOU!

# Paths to Reopening

Paths – No one right way, we are here to learn from each other:

Facilities planning and modifications

Municipal operations

Human resources and IT considerations

Business community reopening

Questions, Discussion, Ideas Exchange

# Housekeeping

Today's webinar is being recorded and will be available on the ILCMA website

Handouts and presentation will be available on ILCMA website

Attendees are muted

Please hold questions until the end of presentations

To ask a question or make a comment, click on your Raise Hand button or press \*9 on the phone, wait for your line to be unmuted

# Reopening Plans Facility Considerations

Mick Fleming

Northwest Central Joint Emergency Management System

# Approach to Reopening

- Safety
  - Always deferring to the safest solution while trying to return to normal.
- Consistency
  - Equity in distributing equipment and enforcing restrictions across departments.
  - Overcoming departmental concerns.
- Collaboration
  - Engaging all departments and creating ownership of the reopening plan
  - Plan development and execution by committee.



# Checklist Considerations

- Physical environment modifications
- Employee protections and considerations
- Public protections and considerations

# Physical Environment

- Ventilation
  - Increasing the amount of outside air circulating into the building.
  - Increased maintenance and replacement of filters.
- Cleaning
  - Initial deep cleaning for initial reopening.
  - Increased routine cleaning of entire facility. Focus on touchpoints.
  - Awareness of ability to clean certain technology.
- Signage and floor decals
  - Mask requirement when entering the building.
  - Social distancing throughout building.
  - Handwashing reminders.
  - Six foot markers leading to counter spaces and throughout buildings.
- Room occupancy
  - Re-evaluating room and building occupancy based on adequate social distancing.
  - Posting new temporary occupancy limits on all rooms.



# Physical Environment

- Congregate spaces
  - Removing additional chairs from waiting, break and lunch rooms.
  - Eliminate congregate spaces.
- Work Spaces
  - Installing barriers where 6' of social distancing is not possible.
    - Front counter spaces
    - Low cubicle walls
    - No dividers
  - Inventory meeting rooms and vacant cubicles.
  - Evaluating technology availability.

# Employees Considerations

- Centralized information point
  - Utilize a place where people go for information to keep employees informed of changes.
- Monitoring for symptoms
  - Temperature checks
  - Self evaluation of symptom
- Face coverings and masks
  - When social distancing cannot be maintained.
  - When working in a public facing capacity
- PPE
  - Providing masks and gloves as appropriate.
  - Some equipment distributed based on need.
  - Training and education on proper use of various types of PPE.



# Employees Considerations

- Cleaning supplies
  - Increased availability to key cleaning supplies.
  - Training and education on proper cleaning of a workspace and common area.
- Limiting inter-office travel
  - Discourage travel to other buildings or departments.
  - Encourage use of digital communications platforms for meetings and trainings.

# Public Considerations

- Face covering usage and availability
  - Ability to provide a face covering when a person does not have their own while availability lasts.
  - Posting face covering requirements.
  - Enforcing face coverings.
- Monitoring symptoms
  - Temperature screening
  - Symptom questionnaire
- Leverage digital solutions to avoid in-person interaction.
  - Web based solutions to filling out documents or submitting requests

# City of Champaign



**COVID-19 RESPONSE  
FACILITIES PREPARATION**



# FACILITIES PREPARATION: THE "HOW"



## Interdepartmental working groups

Facilities; Equipment and Supplies; Purchasing



## Get input - Survey departments re: needs



## Explore joint purchasing



## Division of labor

In house or contractual?

Timing/phasing of  
work

# THE “HOW” – OTHER KEY CONSIDERATIONS



To what extent are you “reopening”?

Phased return for employees or all at once?

Will you open to the public immediately?



Think strategically about the design and layout of your facilities and how it may enable you to further promote distancing.

# FACILITIES PREPARATION: THE “WHAT”



Addition of daily disinfection of facilities to janitorial services contracts – high touch surfaces



Go “touchless” where possible  
e.g. Toilets, faucets, soap and towel dispensers in all restrooms



Sneeze guards for customer service counters; appropriate distancing of work spaces



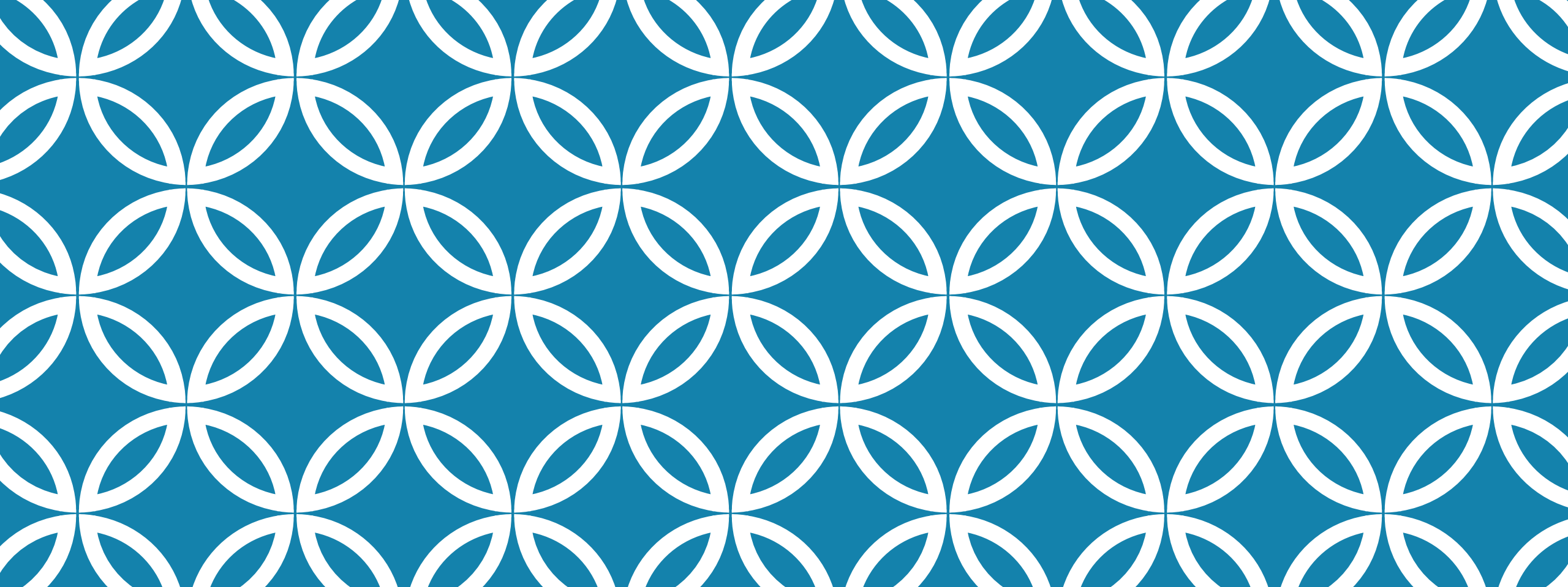
Signage and sanitizing stations in key locations (e.g. inside elevators)

# FACILITIES PREPARATION: THE “WHAT”

Electrostatic sprayers for PD, FD, and PWD to disinfect vehicles, equipment, and facilities.

Researching feasibility of touchless visitor management systems.

Exploring purchase of thermal scanner equipment for facility entrances.



# REOPENING OPERATIONS DURING COVID-19

Jim Norris, Village Manager  
Hoffman Estates





# REOPENING OPERATIONS



Closed to the public since late March

Reduced staffing levels in facilities to limit exposures

- Less than 50% in office at any time – week on/week off scheduling for most employees
- Employees working from home where possible
- Department-specific policies (e.g., Public Works reporting to remote locations)

Planned reopening to public

- Two senior staff planning subcommittees: Physical Workspace and Policy
- Currently set to reopen June 1
- Date may change based on updated guidance from State of Illinois
- Coordinating with surrounding communities to the extent possible

# PUBLIC SERVICES



## Village Hall hours and services

- Most services remain available; passport service temporarily suspended due to federal closures
- Pre-COVID hours were Monday through Friday 8:30am to 5pm, Saturday 9am to noon
- Temporary reduced hours as of Monday, June 1:
  - 9am to 10am for Elderly and Vulnerable Populations only
  - 10am to 3:30pm for everyone
  - Closed Saturday

## Requirements for visitors

- Lobby screening
- Encourage continued use of e-services and drop boxes; only essential business permitted
- Face coverings and hand hygiene required for entry; masks supplied for visitors as needed

Newly-designated queueing areas in lobby for counter transactions; floor markings and signage to ensure social distancing

Process changes to Administrative Adjudication and public functions to limit exposures

# EMPLOYEE SAFETY



Physical changes to work areas

Evaluate building systems (HVAC, etc.) to optimize performance

Widespread availability of cleaning supplies

Encourage work process changes (e.g., utilize Office Services staff for copying to avoid sharing equipment)

# EMPLOYEE SAFETY (CONTINUED)



Police, Fire and other emergency responders have been operating through the entire pandemic. Department policies on PPE and changes to operations have been implemented within those departments.

## Policy considerations for office employees

- Mask required at all times when outside personal workspace (video training)
- Wash hands or sanitize upon entering building (video training)
- Clean workspace before starting each work day
- Frequent hand washing
- Continued use of remote meeting services
- Meeting room capacities and cleaning protocols
- Lunch Room capacity limits and cleaning requirements
- Cleaning of copy rooms and shared equipment
- Village pool car and fitness facility use guidelines

Departments may issue specific guidance for other field employees

# COMMUNICATION AND HUMAN RESOURCES



## Policy handbook with new policies for employees

- Vetted by all department directors in advance
- Employee acknowledgement of new policies required
- Policies subject to change based on updated guidance from CDC and IDPH

## Other policy and human resources considerations

- Families First Coronavirus Response Act
- Vacation maximum policy
- Working from home after reopening; recommended telecommuting agreement
- Returning employees back to work after potential exposure ([CDC/IDPH guidance linked](#))

OSHA and IDPH regulation - Workplace Health and Safety Guidance for Employees and Staff of Businesses ([Required posting](#))



# Human Resources & IT Considerations



EMPLOYEE  
COMMUNICATION



SCHEDULING



LEAVE  
MANAGEMENT



REMOTE WORK  
TECHNOLOGY

# Employee Communication



Early and often

- Department conversations – potential changes, ideas, concerns, how decisions will be guided and made
- Employee and employer shared responsibilities

Expect a variety of emotions, go slowly, find ways to meet each other where we are

- Impact of change
- Grief
- Personal experiences

# Employee Scheduling



Departmental approach, scalable based on operational needs and changing circumstances

Staggered start/end times

Some continued remote work where feasible

Soft reopening with staff only

# Employee Leave Management



Sick leave and doctor's note policies may need to be temporarily relaxed

Reiterating: Stay home if you don't feel well

- Reset employee and supervisor expectations
- Supervisors may send employees home

Federal Emergency Paid Sick Leave and Expanded FMLA

ADA accommodations

- Physical health conditions which place the individual at higher risk
- Mental health conditions which may be exacerbated
- Interactive process

# Remote Work



## Glencoe's Experience

The positives:

- We were *this close* to finalizing a pilot program policy...and glad we didn't
- Mobile devices and phones issued, VOIP phone for main line, VPN
- Remote desktop support and awesome IT staff

But it wasn't perfect:

- Not enough peripherals for office and home work stations
- Some processes had to be adapted and new technology implemented

# The Silver Lining

Opportunity to step back and see our processes differently  
Shift from triage mode to sustained improvement  
Opportunities to be more flexible as an employer





# SMALL BUSINESS & COMMUNITY SUPPORT DURING THE COVID-19 PANDEMIC

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City Manager Danny Langloss

# LEE COUNTY UNIFIED COMMAND TEAM

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A trusted source of information



# BUSINESS SUPPORT TEAM



City of Dixon



Dixon Chamber of Commerce & Main Street



Lee County Industrial Development Association

# SUPPORT STRATEGIES



Proactive Communication



Resource Identification



Technical Assistance

# FINANCIAL SUPPORT

Downstate Small Business Stabilization Program

Federal Paycheck Protection Program

City of Dixon / LCIDA / DCCMS Small Business  
Stabilization Program

# DOWNSTATE SMALL BUSINESS STABILIZATION PROGRAM

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State of Illinois

# PAYCHECK PROTECTION PROGRAM

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Federal

# CITY OF DIXON / LCIDA / DCCMS SMALL BUSINESS STABILIZATION PROGRAM

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Local Funds

THE PATHWAY FORWARD



# LEE & OGLE COUNTY EXECUTIVE LEADERSHIP TEAM

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Road to Recovery Framework



DANNY D. LANGLOSS, JR.

DANNY.LANGLOSS@DISCOVERDIXON.ORG

815/973-5736

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Dixon City Manager