



MEMORANDUM

TO: Mayor and Council Members
FROM: Spencer Cronk, City Manager *sc*
DATE: May 29, 2020
SUBJECT: Employee Reintegration and Modified City Operations

The purpose of this memo is to provide an update regarding efforts to reintegrate employees into the workplace as well as modified operational changes for four departments.

COA EMPLOYEE REINTEGRATION PLAN – Attachments A.1 - Reintegration Guidelines; A.2 - Citywide Telework Guidelines; and A.3 – Return to the Workplace Department Checklist

Under current *Stay Home, Work Safe* orders, City departmental staff continue providing critical/essential community services. Individuals not performing essential services are still urged to continue working from home. As the State begins to reopen, the City of Austin is developing and will begin a phased implementation to reintegrate employees back into their physical workplaces.

The City's Human Resources Department collaborated with Austin Public Health and the local health authority, as well as many city departments, to develop and guide the reintegration plan. Every 28-days, data and work environments will be assessed to determine the next steps for introducing additional employees back into the workplace. The plan, estimated to begin at the end of June, is subject to change as the situation continues to be evaluated.

MODIFIED OPERATIONAL CHANGES

While many employees will continue working from home, some departments will be reopening starting in early June. This memo includes a summary of four departments who are modifying their operations starting as early as next week, June 1. Detailed accounts of each departments' plan to expand services over the next few months are included as attachments.

Animal Services Office (ASO) – Attachment B

Starting June 1, if staffing levels allow, ASO will offer on-site adoptions by appointment only:

- Two appointments per hour
- 11:00 a.m. until 6:00 p.m.
- Monday through Sunday

Every two weeks, ASO will assess their ability to increase appointments by two additional appointments per hour. ASO aims to begin scheduling volunteers beginning in July.

Parks and Recreation Department (PAR) – Attachments C.1 PAR Summer Reopening Plan; and C.2 Memo to Mayor and Council – PAR Summer Operations and Programming Update

- General operations. PAR will begin making park amenities available and open facilities where:
 - The public can implement self-protective protocols associated with cleaning/disinfecting equipment or park features.
 - Staff managed sanitation protocols can be appropriately implemented and maintained.
 - Both staff and patrons can abide by recommended social distancing protocols.
- Aquatics operations.
 - The goal is to begin opening certain swimming pools in June contingent upon levels of appropriately certified lifeguarding staff. A proposed schedule, included in Attachment C.1, will be evaluated weekly based on available resources. Swimming pools may be added or removed from the schedules based upon staffing levels.
 - Splash pads will remain closed for the immediate future, but PAR will evaluate the local conditions regularly to determine when and if splash pads can be reopened safely.
 - PAR Swim Team Program for 2020 is canceled.
 - Swim lessons are still being reviewed.

On May 29, PAR announced its plans for summer youth programming. A copy of that memo is also included as Attachment C.2.

Austin Public Library (APL) – Attachment D

All libraries will remain closed to the public. Starting June 1, APL will open all book drops, with the exception of Yarborough and Pleasant Hill branches due to renovations. Starting June 8, APL will begin offering physical materials to customers via curbside service at the following ten (10) locations:

- | | |
|-------------|---------------------|
| • Central | • Windsor Park |
| • Manchaca | • University Hills |
| • Ruiz | • North Village |
| • Southeast | • Spicewood Springs |
| • Carver | • Milwood |

APL will monitor the local conditions and consult with the local health authority to evaluate the expansion of curbside service to other library branches in the community. APL’s long-term plan is to open all libraries and expand customers’ access to materials and computer usage.

Austin Code Department (ACD) – Attachment E

ACD plans to open the following in-person services:

- Finance Cashier Office. Under the emergency orders, this service has limited its onsite operations to two hours daily. Beginning June 1, 2020, all financial staff will resume normal operations, either by continuing to telework or utilizing an alternative work schedule. The Cashier's Office will be staffed onsite daily from 8:00 a.m. to 5:00 p.m., and will be open to the public for in-person services from 8:00 a.m. to 4:00 p.m.
- Licensing and Registration Intake Office. Beginning June 15, 2020, the Intake Office will be staffed and open to the public for in-person services related to processing licensing and registration applications, and fees.
- Administrative Hearing Process. All administrative hearings processes have been rescheduled to begin July 1, 2020. ACD will ensure that the customers receive the required 10-day advance notification for these hearings. Prior to reopening, ACD will post messaging on the department's webpage advising customers to handle business online, when possible.

ACD staff will focus on COVID-19 safety precautions in the waiting room, during the customer intake process, and effectively managing the volume of traffic into the facility.

SUMMARY

As our community transitions into this "new normal," we are carefully planning a safe return to our regular operations and work environments. Working collaboratively with Austin Public Health and our local health authority, we must remain vigilant and flexible, especially as we receive new and ever-changing public health information.

Should you have any questions, please contact the following individuals:

- City Employee Reintegration Plan – Joya Hayes, joya.hayes@austintexas.gov
- Animal Services Office – Don Bland, don.bland@austintexas.gov
- Parks & Recreation Department – Kimberly McNeeley, kimberly.mcneeley@austintexas.gov
- Austin Public Library – Roosevelt Weeks, roosevelt.weeks@austintexas.gov
- Austin Code Department – Jose Roig, jose.roig@austintexas.gov

Attachments:

Attachment A.1 – City of Austin Department Reintegration Guidelines

Attachment A.2 – Citywide Guidelines Telework

Attachment A.3 – Return to the Workplace - Department Checklist

Attachment B – Animal Services Office Reopening Plan

Attachment C.1 – Parks & Recreation Department Summer Reopening Plan

Attachment C.2 – MMAC PARD Summer Operations and Programming Update

Attachment D – Austin Public Library Reopening Plan

Attachment E – Austin Code Department Reopening Update

ATTACHMENT A.1

CITY OF AUSTIN DEPARTMENT REINTEGRATION GUIDELINES

VERSION 1.0
MAY 26, 2020



COVID-19 PHASED REINTEGRATION

GUIDELINES FOR RESUMING WORK IN THE WORKPLACE

IN COLLABORATION WITH:
AUSTIN PUBLIC HEALTH (APH)
AUSTIN TRANSPORTATION DEPARTMENT (ATD)
BUILDING SERVICES DEPARTMENT (BSD)
COMMUNICATIONS AND PUBLIC INFORMATION (CPIO)
COMMUNICATIONS & TECHNOLOGY MANAGEMENT (CTM)
FINANCIAL SERVICES (FSD)
HOMELAND SECURITY & EMERGENCY MANAGEMENT (HSEM)
HUMAN RESOURCES DEPARTMENT (HRD)
LAW DEPARTMENT (LAW)
OFFICE OF REAL ESTATE SERVICES (ORES)

COVID-19 PHASED REINTEGRATION

GUIDELINE OVERVIEW

Topic	Department
Reintegration	HRD & APH
Employee Job Categories	HRD
Telework & Flex Schedules	HRD, ATD, & CTM
Temperature Scanning Criteria	APH, HSEM, HRD, & LAW
Building Janitorial & Sanitation	BSD & ORES
Masks & Distancing	HRD, APH, HSEM, & LAW
Personal Workspace Sanitation	HRD, APH, HSEM, & BSD
PPE & Supplies	APH, HSEM, LAW & BSD
Signage & Communication	CPIO

REINTEGRATION

The City of Austin will begin a phased implementation to reintegrate employees back into their physical workplaces. The guidelines outlined in this document provide Departments with information on the integration phases, recommendations, and checklists to assist both in planning and executing this reintegration plan. The City has collaborated with Austin Public Health (APH) and the local health authority and have determined that each phase of the plan should be in 28-day increments. Every 28-days, data and work environments will be assessed to determine the next steps for introducing additional employees back into the workplace. The plan is subject to change as the situation continues to be evaluated.

The reintegration phases are set out to begin with the current situation of the “Stay Home, Work Safe” order to Phase 3, where employees are fully integrated back into the workplace. Recommended behaviors for each step are included. The phases of reintegration as outlined below:

Critical Community Services: Immediate – The minimum number of employees needed to complete on-site work should be performing essential functions in the workplace. Departments that provide critical community services may begin communicating and reintegrating employees in the workplace as soon as necessary to provide services. Individuals not performing essential services are still urged to stay home when possible, avoid gatherings outside of the household, and all non-essential travel should be avoided. High-risk individuals should avoid groups of more than two people.

Phase 1 Initial Integration: Estimated June 29, 2020 – Phase 1 begins the initial steps to reintegrate back into the workplace. Departments must identify employees based on job functions that require a majority of the work to be done on-site. This phase will include employees whose job functions require them to be at the worksite to perform their primary job duties, interface with the public to deliver services, and/or were assigned special projects or training to complete while teleworking. Phase 1 urges individuals to continue to avoid non-essential travel, social gatherings, and any gatherings of more than ten people. Departments should continue to promote telework and virtual meetings, as meetings in the workplace are discouraged. High-risk individuals should avoid gatherings of more than five people. All employees in the workplace need to maintain distancing and wear fabric face coverings in public and the workplace.

Phase 2 Partial Integration: Estimated July 27, 2020 – Non-essential and essential employees will begin to reintegrate into the workplace. Departments must identify employees whose job functions require them to be on-site part of the time. This phase includes employees that have been teleworking in combination with working in the office to complete specific functions. Phase 2 will continue to urge individuals to avoid non-essential travel and gathering in groups of more than 25 people. Departments should continue to promote telework and virtual meetings. High-risk individuals should avoid gatherings of more than ten people. All employees in the workplace need to maintain distancing and wear fabric face coverings in public and the workplace.

Phase 3 Full Integration: Estimated August 24, 2020 – Workplaces are open. This phase will include reintegrating a majority of employees back into the workplace. This phase includes reviewing working arrangements for employees who were teleworking a majority of the time if their primary job function could be done remotely. These employees may continue to telework or work on-site, depending on business needs. Departments should use established department telework plans to guide which job functions can continue to work remotely. Employees should practice good hygiene, stay home if sick, and avoid other people who are sick. High-risk individuals should avoid gatherings of more than 25 people and take precautions when in the workplace, like using a mask and distancing.

Individuals considered at high risk for COVID-19, per the CDC guidelines, include individuals that are or have:

- Over 65
- Diabetes
- High blood pressure
- Heart disease
- Lung disease
- Kidney disease
- Obesity
- Others who may be immunocompromised

The City plans to initiate Phase 1, on June 29, 2020. Communication to employees will begin on or before June 15, 2020. As stated, the decision to reintegrate will be made in collaboration with the Austin Public Health and the local health authority based on the data available for our City.

EMPLOYEE JOB FUNCTION CATEGORIES

Below are the primary job functions to consider when reintegrating employees into the workplace, establishing telework plans, and developing temperature taking protocols:

Critical Community Services – This category includes essential functions in public safety, health, utilities, parks, animal services, and libraries that may require employees to work in proximity with each other or with the public with no ability to telework. These job functions remained in office or at the worksite through the duration of the stay home, work safe order. Departments should refer to the professional organizations and governing bodies guidance documents to implement hazard risk reduction strategies for these functions.

Phase 1 - Job Functions require a majority in office work – This category includes roles that require an employee to perform their primary job duties on-site, and predominately with the public to deliver services. These employees were assigned special projects or training to complete while teleworking and can return to the worksite during Phase 1. For those whose job functions require public interface in a stationary setting or between employees who are in close contact, consider placing physical barriers such as plexiglass where possible. Temperature screening of employees and individuals served should be considered at the entrance of the building. Altered work schedules can be utilized to stagger schedules and start/end times or allow for a mixture of telework and on-site work. Employees should wear a mask, wash hands often, and clean and disinfect frequently touched objects and surfaces in their workspace.

Phase 2 - Job Functions require in office work part-time – This category includes roles that have some ability to telework but may need to be at the worksite for certain hours or days to perform specific job duties or deliver services to the public. These employees may have teleworked in combination with working in the office and can return to the worksite during Phase 2. When possible, telework should continue to replace in-person work. For those whose job functions require public interface in a stationary setting or between employees who are in close contact, consider placing physical barriers such as plexiglass where possible. Temperature screening of employees may be done at the entrance of the building. Altered work schedules can be utilized to stagger schedules and start/end times. Employees should wear a mask, wash hands often, and clean and disinfect frequently touched objects and surfaces in their workspace.

Job Functions allow for the majority of telework – Phase 3 – This category includes roles that can be done remotely to deliver services. These employees can begin to return to the worksite in Phase 3. As much as possible, telework should be used to replace in-person work. Employees who are currently utilizing telework should continue to telework if those employees’ primary job functions can be done remotely. In office settings where desks and chairs do not allow for distancing, Departments may choose to alternate in-person and remote days for individual employees who would otherwise sit too close and consider staggered start and end times. Employees should wear a mask, wash hands often, and clean and disinfect frequently touched objects and surfaces in their workspace.

TELEWORK & FLEX SCHEDULES

The City’s Telework Guidelines have been updated, and Departments are advised to create a plan for telework by June 29, 2020, that includes:

- Each department developing and communicating the telework plan to their employees
- Determining what work can be completed remotely looking at job functions
- Allowing for all employees to apply for a telework schedule, with review based on job function, not a job title
- Allowing for varied work hours while teleworking
- Providing advice to employees for a proper work environment at home

Research indicates the most effective strategy to protect employees is by eliminating the risk of exposure by continuing telework policies and encouraging employees to stay home when they are ill. The City will continue to promote telework and virtual meetings using team collaboration software. City Departments should also weigh employees’ exposure risk and the nature of provided services to decide on when to resume in-person work in which working remotely is not an option.

Departments should consider utilizing technology to schedule meetings by appointments and implement sanitation measures, like plexiglass partitions, to reinforce employee safety for employees that are not able to work from home and have public-facing work.

Additional information is provided in the attached Telework Guidelines.

TEMPERATURE SCANNING CRITERIA

Department Directors should review the criteria below and decide if they require temperature scanning for their department or specific buildings. Criteria to consider for temperature taking includes:

- Departments that have essential employees whose work cannot be performed at safe distances
- Departments with work areas which impact critical infrastructure operations
- Departments with significant public interaction

Departments should email APHOfficeInfo@austintexas.gov to discuss initial requests for temperature taking. Departments should work with HSEM Logistics to acquire thermometers and PPE for employees when taking temperatures for employees and visitors entering the building. Departments housed in buildings with multiple City Departments or in spaces shared with non-City businesses, please collaborate where possible. If an employee or visitor has a temperature of over 99.6°, the City can ask the individual to leave the building immediately. Department Directors can make determinations regarding temperature scans, and those decisions are final. When submitting requests for thermometers and PPE related to temperature scanning, please provide department funding codes and track all costs related COVID-19 using reporting code 1012.

Any employee with symptoms of the COVID-19 virus, including cough, difficulty breathing, or fever, should notify their supervisor and Human Resources (HR) Manager immediately. Employees that are feeling sick in the workplace should stay home and use accrued leave or telework if able.

BUILDING JANITORIAL AND SANITATION

Building Services Department (BSD) has developed a Standard Operating Procedure in regards to minimum custodial requirements for City buildings. Increased measures have been implemented for “touch points,” these are areas touched by many people, such as door handles and elevator buttons. The procedure specifies that bathrooms and touch points should be cleaned four times a day. Lobbies, breakrooms, copy rooms, conference rooms, and other similar shared spaces should be cleaned daily with a healthcare grade disinfectant that kills pathogens.

Departments can work with BSD independently to coordinate deep cleanings as needed. For Departments in leased office spaces or shared spaces, please work with the Office of Real Estate Services (ORES), your facilities manager, or department point of contact to discuss increased janitorial services and to ensure they meet the City’s minimum standards. BSD and ORES will continue to evaluate effective janitorial and sanitation protocols and update them as needed.

If you are notified that an employee has tested positive for COVID-19 virus, the following steps should be adhered to:

- Close off the work area used by the sick employee
- For leased workspaces, contact the facilities manager to request a deep cleaning
- For COA buildings, contact Building Services to schedule a deep cleaning to disinfect the employee’s workspace and shared spaces
- Maintain the confidentiality of employee information

Additional information about personal workplace sanitation is included below.

MASKS AND DISTANCING

The City of Austin continues to require employees and visitors to wear masks or cloth face coverings while in City buildings and shared spaces. Employees should provide their own masks and are not required to wear them when seated at their desks if distancing between coworkers can be maintained. Shared and open office spaces may still require masks. Masks are required when in public or away from desk/office (hallways, bathrooms, breakrooms, etc.) Employees should comply with distancing standards in all shared spaces. Department Directors should consider assessing the workplace needs to see if additional furniture, walls, or other barriers should be considered to improve distancing in the workplace. Visitors who refuse to wear a mask in a City designated building can be refused services but will not incur any civil or criminal penalties. Should questions arise, Departments are encouraged to reach out to the Law department to discuss

When possible, meetings in conference rooms are discouraged, and virtual meetings using team collaboration software are encouraged. If meeting virtually is not an option, it is recommended that furniture is removed in conference rooms to encourage as much distancing as possible in the limited space.

PERSONAL WORKSPACE SANITATION

As employees reintegrate to the workplace, the City encourages employees to:

- Wash their hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when sick.
- Cough or sneeze into elbow or use a tissue to cover it, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

These measures apply to each and every workspace, whether that be in an office setting, a shared space, a vehicle, or in the field. Departments with employees in shared spaces or vehicles will need to include considerations for distancing and sanitation for those specific settings.

Any approved items taken from the office or brought from an employee's home must be sanitized with an approved disinfectant before returning to the workplace. When possible, employees are encouraged to wipe down frequently touched surfaces in their work area at the beginning and end of each shift.

PERSONAL PROTECTION EQUIPMENT (PPE) & SUPPLIES

PPE, SANITIZER, WIPES, AND CLEANING AGENTS

Each department should work with EOC logistics to secure appropriate hand sanitizer and disinfectant wipes for the workplace. Requests for PPE should be submitted by the Department designated EOC representative via [WebEOC](#) for items, include in the request the department name and that the purpose is for reintegration.

Masks may not be provided to employees unless their job requires a higher quality mask due to exposure, and other preventative measures cannot be put in place. Work with ORES, your facilities manager, or department point of contact for leased office spaces to explore options like installing sanitizer dispensers in lobbies, air filter replacements, and flushing water lines that may not have been used for an extended period. HSEM/EOC logistics will assist with requests for PPE, and if you have questions, would like to discuss your request, or do not have a designated EOC representative please email HSEMLogistics@austintexas.gov. When submitting requests for PPE, please provide department funding codes and track all costs related COVID-19 using reporting code 1012.

PLEXIGLASS BARRIERS

Department Directors should assess the need for plexiglass barriers in spaces where customers interact with employees in a stationary setting or employees who must remain in close contact. Other criteria to consider when assessing the need for plexiglass barriers include:

- Influencing customer traffic flow
- Reducing congestion or crowding
- Alternate seating arrangements
- Alternate schedules

BSD has created a Workspace Dividers document to assist Departments in determining the need for barriers in the workplace. Departments can work with BSD, ORES, or your facilities manager to determine the number of

barriers needed. Plexiglass barrier requests should be submitted through the [Building Services Facility Request Form](#). When submitting the form, please be prepared to include department funding codes and track all costs related COVID-19 using reporting code 1012. BSD will assist with the installation, and if you have questions or would like to discuss your request, please email building.services@austintexas.gov.

SIGNAGE AND COMMUNICATION

Each department will need to post signage at building entrances outlining expectations for temperature scanning, wearing masks, and distancing to enter. When possible, Departments are asked to consider:

- Identifying one-way entry for buildings
- Evaluating external stairwells as needed
- Determining elevator capacity and utilizing floor markings

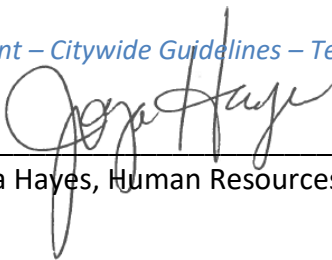
Communications is creating signage templates to be used in elevators, kitchens, breakrooms, bathrooms, and floor markings in elevators. The City will attempt to create consistency when possible with regards to signage in City-owned and leased spaces.

ATTACHMENT A.2

CITY OF AUSTIN TELEWORK GUIDELINES

Effective: May 22, 2020

Approved by:



Date: May 21, 2020

Joya Hayes, Human Resources Director



PURPOSE

The purpose of this document is to define the guidelines for Departments to establish employee teleworking procedures. Departments should create telework standards that not only maintain the highest levels of employee productivity, morale, customer service, and equity, but also supports positive impacts to traffic congestion and environmental outcomes.

DEFINITIONS

These definitions apply to the use of terms throughout this document.

Telework

Telework refers to a work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an alternate worksite other than a City-owned or City-leased office space.

Telework may be created for a temporary timeframe, or it may be used for an extended period. Expectations and schedules are set by each department, and all City policies apply.

Designated Worksite

The location of the City-owned or City-leased office space to which the employee would traditionally be assigned and report for work, if not teleworking.

Alternate Work Site

The location away from the designated worksite where the employee establishes their telework office.

Telework Schedule

A telework schedule is established to accommodate the ability to work from an alternate work site, other than the designated worksite. The daily work schedule when an employee teleworks may be different than the daily work hours established when the employee is in office.

RESPONSIBILITIES

The following outline the responsibilities of each designated role in developing a telework procedure.

Department Director or Designee

- Authorizes the procedures for their Department or Office for employees to telework. The selection of work tasks and employees appropriate for telework will be at the discretion of the Department.
- Approve employee requests for telework within the department.

Supervisor or Manager

- Review, evaluate, and approve employee telework requests and related documentation.
- Work with employees to ensure they can telework with no disruption in service, creating processes, if needed.
- Revise processes, as needed, to accommodate a telework schedule.
- Ensure employees have access to equipment and City approved team collaboration applications for employees to utilize while teleworking.
- Monitor and manage employee performance and workload.

Employee

- Complete telework request form and comply with all requirements.
- Ensure access to City approved team collaboration applications are available and accessible to participate in group meetings.
- Provide a proper work environment in which to work.
- Comply with expectations while teleworking.

Human Resources Department

- Assist Departments in designing, implementing, and evaluating solutions related to teleworking.
- Provide resources through the Employee Relations Division for questions.

Communications and Technology Management Department

- Reviews requests for Remote Access and processes them, as appropriate.
- Supports mobile enabled Department devices.

Transportation Department

- Assists Departments on measurable transportation related performance outcomes for teleworking employees.
- As part of Commute Connections (the City's commute program for employees), provides reference materials and consulting support for Departments in developing their own individual programs.

GUIDELINES

These guidelines are meant to ensure that Department telework procedures are well-documented, have consistent information, and are accessible for employees to know how Departments will utilize telework.

This guide does not encompass all circumstances and situations that may be needed when Departments develop telework plans. Reasonable deviations from this guide by Departments, based on specific circumstances or situations, shall not be construed as a violation of this guideline.

Department Procedures Criteria

Application for a telework schedule

- Any employee may apply for a telework schedule by submitting a Telework Request Form to their immediate supervisor or manager. Criteria should include and consider: assurance that work can be completed remotely with the same or improved level of customer service and positive impacts on traffic congestion and environmental outcomes.

Evaluating the telework application

- The supervisor or manager may review the employee application and related documents, using criteria determined by the Department.
- Work appropriate to telework depends on job function, rather than job title, type of position, or work schedule.
- Jobs acceptable for telework are those that can be performed at an alternate work site without diminishing the quality of work or disrupting the productivity of the Department or Office. There is no set of “correct” characteristics of telework-appropriate tasks.

Approval/Denial of the telework schedule

- If the telework request is approved, the Department keeps the signed Telework Agreement on file.
 - The Employee should submit a request for Remote Access through the CTM Service Desk for a VPN or GoToMyPC account.
- If the telework request is denied, the Department should provide the employee with written justification for the denial.
 - If an employee is not satisfied with the response, they can follow the Departmental Grievance Process.

Managing the telework schedule

The following provide standards for use by the Department in managing telework employees and issues related to teleworking.

Changes to Approved Schedule: Business needs take precedence over telework days. While every effort will be made to use team collaboration software to ensure employees teleworking successfully can remain teleworking, an employee may be needed in the office on a regularly scheduled telework day.

Scheduling: Departments should establish a schedule for any employee teleworking. Employees should be available during their office hours if teleworking as if they were in the office, but their teleworking schedule may be different from their in-office schedule.

Time and Attendance: Departments shall maintain a record of actual hours teleworked. Telework should be coded as TLC when work is done away from the designated work site. Each Department shall establish procedure for documenting hours of work. If exempt employees work over 80 telework hours, they must code a minimum of .25 hours of REG on their timesheet, as this code establishes the base pay for employees.

Performance Evaluation: In general, performance standards should remain consistent regardless if the employee is at their designated work site or an alternative work site. The performance standards may require some revision to ensure that they can be used as a basis of evaluation. Feedback meetings may include more frequent meetings and/or review of work to evaluate the effect of teleworking on performance and business continuity.

Standards of Conduct: Standards, as defined by the City of Austin Personnel Policies, apply when teleworking at the alternate worksite and in all work done on behalf of the City of Austin.

Confidential and Sensitive Information: Teleworkers are expected to adhere to all City of Austin and Department policies and procedures regarding security, protected information and confidentiality.

Health and Safety: The City of Austin recognizes the importance of the health and safety of employees and will provide a safe and healthful environment in which to work. Likewise, it is the responsibility of the teleworker to provide a proper work environment in which to work. Teleworkers must ensure that the alternate worksites meet acceptable standards, as detailed below. If an employee incurs a work-related injury while teleworking, the employee must notify his or her supervisor, manager or department designee immediately.

Training: Employees and Supervisors should take training, as provided by the Commute Connections program, on effective teleworking.

Proper Work Environment

Employees should acknowledge the following items when setting up their alternate work location.

- Temperature, noise, ventilation, and lighting levels are adequate to maintain normal level of job performance
- Stairs with four or more steps are equipped with handrails
- Electrical equipment is free of recognized hazards that could cause physical harm. For example, frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires to the ceiling
- Aisles, doorways, and corners are free of obstructions to permit visibility and movement
- Any file cabinets and storage closets are arranged so drawers and doors do not open into walkways
- Phone lines, electrical cords, and extension wires are secured under a desk or alongside a baseboard
- The office space is neat, clean, and free of excessive amounts of combustibles
- Floor surfaces are clean, dry, level, and free of worn or grayed seams; Carpets are well secured to the floor and free of frayed or worn seams
- There is a functional smoke alarm/detector and there is a readily accessible fire extinguisher
- Safety inspections are scheduled, as needed, with prior notice, unless in the case of emergency.

Telework Schedule Review

- The Department should include reasons why a telework schedule or any individual telework agreement may end. Criteria should include notice to employees will be provided at least 30 calendar days prior to the termination of the schedule, if possible.
- Employees should understand that a telework schedule is offered only with the understanding that it is the responsibility of the employee to ensure a proper work environment is maintained. Personal disruptions such as non-business telephone calls and visitors must be kept to a minimum. Failure to maintain a proper work environment, as determined by Department management, may provide cause to end the telework schedule or agreement.
- An employee may request to end teleworking at any time. Management will make arrangements for the employee to begin working at a designated worksite as quickly as possible, and when feasible, within 30 days of notification by the employee.
- The telework schedule should be reviewed annually. Unless the employee is notified otherwise, the teleworking schedule will continue.

Emergency Situations

- Each Department should include information in their Continuity of Operation Plans (COOP) regarding where employees can find information about expanded telework opportunities or project work during an event where the COOP is activated.

FORMS

Telework Request Form (Required – Form attached)

Department Request Form (Optional – created by Department)

ServiceNow Request (Optional – submitted online if needing VPN or GoToMyPC license)

VPN Request Form (Required if requesting a VPN account)



TELEWORK REQUEST FORM

Employee Name: _____

Job Title: _____

Department/Division: _____

Manager: _____

Date of Request: _____

Requested Start Date: _____

Requested Work Schedule:

Week 1:
 Hours of Work: Workday Begins _____ am Workday Ends _____ pm
 Telework Day(s): Monday Tuesday Wednesday Thursday Friday

Week 2:
 Hours of Work: Workday Begins _____ am Workday Ends _____ pm
 Telework Day(s): Monday Tuesday Wednesday Thursday Friday

Check One:

I request to telework and do not need access to my work computer from home or other alternative work site (COA and Department Network Access). I understand I can access my Outlook email account via the Internet and voicemail remotely.

I request to telework and access my work computer from home or other alternative work site (COA and Department Network Access) through GoToMyPC or VPN. GoToMyPC or VPN require a funding source.

Employee Acknowledgement:

- I have read and understand the City of Austin Telework Guidelines and my Department procedures and agree to the duties, obligations, responsibilities and conditions for teleworkers described in those documents.
- I understand that changes to my telework schedule must be scheduled in advanced and approved by my supervisor or manager; that I notify my supervisor if I no longer want to telework; and that my supervisor or manager may modify the schedule I am permitted to telework.
- I understand that at certain times it may be necessary for my telework schedule to be revised to ensure critical deadlines are met or to attend meetings.
- I understand it is my responsibility to ensure that a proper work environment is maintained and that I have broadband Internet connection.

Required Signatures

Employee: _____

Date: _____

Supervisor or Manager: _____

Date: _____

Department Head or Designee: _____

Date: _____

Original to supervisor or manager. Copies to employee and departmental HRD. If remote access is required, fill out a service request in the [IT Service Portal](#). For a VPN request, a VPN request form must be completed.

ATTACHMENT A.3

RETURN TO WORKPLACE DEPARTMENTAL CHECKLIST



Return to the Workplace

Department Checklist

Telework

- 1.** Create or update Department telework plan using City guidelines
- 2.** Department telework plans will be approved by the Director and should include:
 - a.** Determining what work can be completed remotely by job function
 - b.** Allow for all employees to apply for a telework schedule
 - c.** Allow flexible and part-time schedule considerations
- 3.** Short Term – continue to promote meetings by utilizing team collaboration software
- 4.** Long Term – decide if meetings in person will have distancing requirements

Building Protocols

- 1.** Decide if you will require temperature scanning for your department
 - a.** Contact APH to discuss criteria for implementing temperature scans
 - b.** Determine who will perform temperature scans
 - c.** Place appropriate signage in visible places before entering a building
- 2.** Implement increased sanitation protocols where necessary
- 3.** Continue to promote social distancing & masks in shared spaces
- 4.** Assess if further social distancing measures will be implemented in the workplace
- 5.** Shared buildings with the public or other departments will need to collaborate

PPE and Sanitation

- 1.** Work with BSD and HSEM Logistics to provide alcohol-based hand sanitizer dispensers and approved disinfectant in shared spaces
- 2.** Work with BSD to install plexiglass sneeze guards for areas with public interaction and small shared work spaces

RETURN TO THE WORKPLACE

Department Checklist

- 3.** Assess departmental needs for PPE and sanitation supplies

Signage and Communication

- 1.** Place signs at the building entrance to notify employees and visitors of protocols
 - a. Temperature scanning will take place upon entering
 - b. Masks are required before entering the building
 - c. If you are sick, you will not be allowed in the building
 - d. Specify if traffic flow is being altered
 - e. Designate specific Entry & Exit if needed
- 2.** Place signs in small shared spaces like elevators, bathrooms, breakrooms, stairways, conference rooms, etc.
- 3.** Determine if directional signs need to be added to direct customers and employees to walk in a specific direction?
- 4.** Place sign at water fountains or water dispensers to clean area before and after using
- 5.** Communicate to employees at least two weeks prior to requiring them to return to the workplace
- 6.** If necessary, communicate with Council regarding impact to public services

Social Distancing

- 1.** Implement social distancing for shared spaces such as elevators, bathrooms, breakrooms and conference rooms.
- 2.** Include shared vehicles and equipment in an assessment of distancing needs
- 3.** Encourage employees to use team collaboration software instead of meeting in person

Other

- 1.** Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- 2.** Avoid touching eyes, nose and mouth with unwashed hands.

RETURN TO THE WORKPLACE

Department Checklist

- 3.** Avoid close contact with people who are sick.
- 4.** Stay home when sick.
- 5.** Cough or sneeze into elbow or use a tissue to cover it, then throw the tissue in the trash.
- 6.** Clean and disinfect frequently touched objects and surfaces.

ATTACHMENT B.

**ANIMAL SERVICES OFFICE
REOPENING PLAN**



MEMORANDUM

TO: Mayor and Council Members

FROM: Don Bland, Chief Animal Services Officer, Animal Services Office

DATE: May 29, 2020

SUBJECT: **Animal Services Office Reopening Plan**

Animal Protection will continue to run priority one calls and ask the citizens who found a stray that is not sick, injured, aggressive or has bitten to assist with finding its home. When they have assisted, the public has successfully returned 50 percent of the pet's home.

Instructions to citizens when they find a stray:

- Submit a Found Animal Report by calling 311 or using the Austin 311 app.
- Knock on doors near where the pet was found and ask if anyone knows where this pet lives.
- Take the pet to any Austin Fire Station, Parks and Recreation Center, or to a veterinarian, emergency animal hospital or pet store where the pet may be scanned for a microchip.
- Post the pet as Found on sites like Nextdoor, Craigslist, and Austin Lost and Found Pets.
- Hang flyers where the pet was found, as most pets are found less than 1,000 feet from their home.
- Foster the pet until its home is located.
- If you cannot assist in getting the pet back to its home, an Animal Protection Officer can come to your location and handle the process of locating the pet's home rather than bringing the animal to the Austin Animal Center.

What we have seen during Covid-19

- *Austin Animal Center dogs and cats that have gone into foster homes are thriving. Many that had a difficult time at the shelter have blossomed and shown what a wonderful family member they truly can be.*

- *Pets presumed lost from their homes are being kept in their neighborhoods by their finders who assist in locating their families. This has tripled the number of pets being reunited compared to those brought to the shelter.*

Moving forward we will continue to send as many animals into foster as possible, which as proven better for the animals and shelter capacity.

May 22, 2020 until June 1, 2020

- We will continue our current curbside adoption process.

June 1, 2020

- If we are able to open at 50 percent of facility capacity (State Order), Austin Animal Center will open on-site adoptions by appointment only. With the amount of staff that we require to care for the animals and our facility capacity, we must be at 50% before we can open. We will start with two appointments per hour, from 11am until 6 pm, Monday through Sunday (seven days per week).
- Before entering the facility, each potential adopter or person surrendering their pet must wear a mask and will have their temperature checked. There will be a maximum of two family members present per adoption appointment.
- Each adopter will have a staff member assigned to them through the duration of their stay and will enforce social distancing and seeing that the adopter will exit at the end of their appointed time.
- Intake will be by appointment only with no more than 10 per day Monday through Friday. Intake at the Center will not occur on the weekends.
- Foster and Rescue personnel will start working from the shelter one day a week and telework the remainder of the week.
- Our two volunteer coordinators will assist the hospitality staff with answering emails and handling phone calls, freeing up the hospitality staff to work with the adoption appointments.

June 15, 2020

- If the processes over the past two-week period has been successful, we will increase the adoption appointments to four per hour. We will maintain the two family members per adoption visit.
- Intake will continue by appointment and we will increase the number of appointments based upon shelter capacity and the number of outcomes achieved.

June 29, 2020

- If the processes over the past two-week period has been successful, we will maintain adoption appointments to four per hour. With the approaching Holiday and staffing, if

we are able to increase one or two additional per hour we shall. We will maintain the two family members per adoption visit.

- Intake will continue by appointment and we will increase the number of appointments based upon shelter capacity and the number of outcomes achieved.
- The volunteer coordinators will return on-site.

July 6, 2020

- We will start scheduling in volunteers based upon need. Volunteers must sign up for scheduled time slots in our Volgistics software.
- To maintain social distancing, we will not allow more volunteers on-site than the schedule dictates. We will increase the volunteer slots as the need and capacity allows.

July 13, 2020

- If the processes over the past two-week period has been successful, we will increase the adoption appointments to eight per hour. There will be a maximum of two family members present per adoption appointment.
- Intake will continue by appointment and we will increase the number of appointments based upon shelter capacity and the number of outcomes achieved.

The AAC goal is to have the staff reintegrated and at full capacity by August 31, 2020.

ATTACHMENT C.1

PARKS & RECREATION DEPARTMENT SUMMER REOPENING PLAN



MEMORANDUM

TO: Mayor and City Council
THRU: Christopher Shorter, Assistant City Manager
FROM: Kimberly McNeeley, CPRP, Director, Parks and Recreation Department
DATE: May 29, 2020
SUBJECT: **Parks and Recreation Department Summer Reopening Plan**

This memo serves as an update regarding Austin Parks and Recreation Department (PAR) summer operations and programming for the 2020 summer season. As you likely know, PAR is taking small incremental steps in managing park system operations to ensure recreational activities are offered in a healthy and safe manner and the re-establishment of programming opportunities does not contribute to increased risks associated with COVID-19. As such, the following information outlines general operations and specific Aquatics Division operations.

General Operations

On May 29, 2020, the City of Austin will suspend the modified operations directive. Beginning the week of June 1, 2020, and over the course of the summer, PAR will incrementally re-establish amenity and facilities availability in consideration of the local characteristics of the COVID-19 virus, State of Texas Orders, Center of Disease Control and Prevention (CDC) recommendations and industry specific guidelines. PAR will begin making park amenities available and open facilities where:

- The public can implement self-protective protocols associated with cleaning/disinfecting equipment or park features
- Staff managed sanitation protocols can be appropriately implemented and maintained
- Both staff and patrons can abide by recommended social distancing protocols

As the summer progresses, PAR will continuously consider the local characteristics of COVID-19 and attempt to align re-establishment of operations with the City of Austin Public Health Department's COVID-19 Risk Assessment and the State of Texas Orders. If conditions continue to remain stable or continue to improve, the department operations will be substantially be re-established (inclusive of appropriate specific recommended modifications) by August. Should the community health conditions deteriorate, PAR will re-evaluate and adjust its plan to ensure the health and safety of employees and patrons.

Should you have any questions related to general operations please contact Kimberly McNeeley, CPRP, Director at (512) 974-6722 or kimberly.mcneeley@austintexas.gov.

Aquatics Operations

The Aquatics Division will not resume any operations until after May 29, 2020. The goal is to begin opening swimming pools in June. There are several variables associated with re-establishing aquatics

operations. In preparing for an incremental safe reopening, PARD has proactively completed the following:

- Prepared pools and splash pads for summer operation
- Provided online in-service training for existing lifeguards that complies with Texas Health Coded standards in order to maintain current lifeguard certifications
- Regularly participate in industry related webinars
- Established safety and sanitation protocols for employees and patrons
- Developed virtual recertification lifeguard course for returning lifeguards (does not replace the required skill demonstration portion of the class)
- Developed multiple pool operation scenario schedules for different staffing levels

Based upon recommendations from the CDC, COVID-19 Aquatic industry best practices, available PARD Aquatic resources, and ensuring aquatics activities are offered in a and safe manner, PARD has completed and continues to work on the following:

- Has canceled the PARD Swim Team Program for 2020
- Will not initially open splash pads, but will re-evaluate the local conditions regularly to develop protocols for regular cleaning and monitoring of social distancing if the amenity can be safely opened and maintained
- Will offer an initial modified swimming pool schedule (recommendation attached and will be evaluated weekly) based upon available resources
- Will open additional swimming pools and/or make schedule revisions dependent upon the ability to train staff while adhering to social distancing guidelines and will use an equity lens as a key decision-making tool
- Is currently considering protocols and processes that will allow safe practices when offering swim lessons. The possibility of summer swim lessons is still under review. If no verifiably safe protocols for conducting swim lessons can be established and/or staff levels are not sufficient, swim lessons will be canceled

One of the major challenges associated with re-establishing swimming pool operations is related to available certified lifeguards. In March 2020, PARD suspended lifeguard training classes in response to COVID-19. Currently, the Aquatics Division has approximately 200 fully trained lifeguards ready to work upon confirmation of safe work conditions. An unforeseen challenge will be each individual's willingness to work with the uncertainty of COVID-19. In order to fully re-establish full aquatic operations, more than 500 additional lifeguards will need to be certified and processed for employment. Lifeguard training and certification requires close person to person interactions. The practical skills testing portion of training and certification cannot adhere to the current social distancing recommendations. PARD will work expeditiously to certify lifeguards and maximize social distancing recommendations during training to safely conduct this type of activity.

Available maintenance personnel will factor into the incremental activation of swimming pools. Currently, the Aquatics maintenance team has two vacancies. As a part of the city-wide cost saving strategy, these positions have been frozen but are needed to ensure that pool mechanical systems are functioning properly to be in compliance with State Code. PARD will work expeditiously to determine options for filling these personnel needs; however, the available resources will inform the number of facilities that can be properly maintained throughout the 2020 summer season.

The safety of citizens and staff are the most important concern for PARD's Aquatics Division. The division acknowledges that access to free, safe pool space is an important part of the Austin communities' summer experience. PARD will continue to make every effort to meet the needs of the community during this unprecedented time and will continue to work towards finding amicable solutions for a safe summer swim season.

Should you have any questions related to Aquatics operations, please contact Jodi Jay, Aquatic Division Manager at (512) 974-9459, or email at Jodi.jay@austintexas.gov or Anthony Segura, Assistant Director at (512) 974-9411 or email Anthony.segura@austintexas.gov

cc: Spencer Cronk, City Manager
Nuria Rivera-Vandermyde, Deputy City Manager

Pool Schedule: Proposed based on available staffing										
Minimum Number of Staff Needed Per Day	111									
Number of Staff Hours Per Week	3734.75									
Number of Staff Hours Divided By 25	149.39									
Total Number of Operating Facilities	11									
Total Number of Public Operating Hours Per Week	348									
Pool Locations	Hour of Operation	Notes	CLOSED DAYS	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Barton Springs Pool Opening TBD *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 5:00 am to 10:00 pm	*Closed 3 Days Per Week *Staff there one day for cleaning	M,W,Th		X		X	X		
Deep Eddy Pool Opening TBD *Lap Swim Only 8:00 am to 12:00 pm on weekdays *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Fri. 8:00 am to 2:00 pm Sat. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week *Staff there one day for cleaning	Su, T, F	X		X			X	
Big Stacy Pool *Opens Tuesday, June 2 *Lap Swim Only Weekdays *Rec Swim Weekends/No Lap Lanes Available *Pool will be cleared 15 minutes prior to end of 2 hour block	Mon. - Fri. 6:00 am to 12:00 pm Sat. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	M, F, S		X				X	X
Bartholomew Pool *Opens Saturday June 6 *No Slides *1 Lap Lane *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	M, W, F		X		X		X	
Mabel Davis Pool *Opens Friday, June 5 *2 Long Course Lap Lanes *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	T, Th, S			X		X		X
Garrison Pool *Opens Saturday June 6 *2 Long Course Lap Lanes *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	M, W, F		X		X		X	
Govalle Pool *Opens Monday, June 1 *No Lap Lanes *Pool will be cleared 15 minutes prior to end of 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	Su, T, Th	X		X		X		
Northwest Pool *Opens Friday, June 5 *6 Lap Lanes *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	Su, T, Th	X		X		X		
Rosewood Pool *Opens Monday, June 1 *1 Lap Lanes *Pool will be cleared 15 minutes prior to end of 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	Su, W, F	X			X		X	
Shipe Pool *Opens Monday, June 1 *No Lap Lanes *Pool will be cleared 15 minutes prior to end of 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	T, Th, S			X		X		X
Walnut Creek Pool *Opens Friday, June 5 *3 Lap Lanes *Pool will be cleared 15 minutes prior to end of reserved 2 hour block	Mon. - Sun. 1:00 pm to 7:00 pm	*Closed 3 Days Per Week	M, W, S		X		X			X

ATTACHMENT C.2

MEMO TO MAYOR AND COUNCIL PARD SUMMER OPERATIONS & PROGRAMMING UPDATE


(May 22, 2020)



MEMORANDUM

TO: Mayor and City Council

THRU: Christopher Shorter, Assistant City Manager

FROM: Kimberly McNeeley, CPRP, Director, Parks and Recreation Department 

DATE: May 22, 2020

SUBJECT: Summer Operations and Programming Update

This memo serves as an update regarding Austin Parks and Recreation Department (PAR) summer operations and programming for the 2020 summer season. As you likely know, PAR is taking small incremental steps in managing park system operations to ensure recreational activities are offered in a healthy and safe manner and the re-establishment of programming opportunities does not contribute to increased risks associated with COVID-19.

With summer upon us and as the state moves forward to reopen, community members are eager for updates regarding pool operations and summer camps. PAR anticipates opening pools in June and will provide more details regarding the modified pool operations next week.

In evaluating summer youth programming, PAR considered the following:

- **Available Trained Staff** - PAR currently has enough Regular and Temporary employees on payroll to operate Summer programs at approximately 50% capacity of a typical summer.
- **CDC, and Local Health Recommendations** - The Center for Disease control is the leading source of information for COVID 19 response and prevention. The CDC has produced specific [guidelines](#) for school and childcare operations. Austin Public Health used these guidelines as a base and produced local [guidelines](#), including for local childcare entities. Both guidelines suggest ratios of two staff members for every eight youth. In addition, the guidelines currently recommend keeping groups separate (isolated) at all times, meaning each group would avoid interaction with each other
- **State of Texas Orders** - The Governor of Texas released guidelines related to summer camp/day camp operations on May 18, 2020.
- **American Camping Association** - The American Camping Association is the industry leader in guiding camp operations. The American Camping Association recently released camp operational guidelines in response to COVID-19.
- **Facility Cleaning** - The State of Texas Orders, Local Standards of Care, American Camping Association and the CDC recommendations outline specific additional cleaning procedures to frequently sanitize the facility's commonly touched areas.
- **Support to City-wide Initiatives** - PAR will continue to support child care for City of Austin essential employees.
- **Equity** - PAR has worked with the City of Austin Equity Office to ensure programming decisions to not disproportionately impact minority communities.

- **State and Local Stay at Home Orders** - These orders have impacted the readiness of facilities and staff.

Based upon the current health authority recommendations, industry research, available staffing resources and safety, PARD developed a multi-level approach to youth summer programs:

- Summer program operations will be delayed until July 6th. This four-week postponement serves to ready facilities, train staff regarding modified SOPs to combat COVID 19 spread and is consistent with the current community risk rating
- PARD will cancel and refund all paid summer camps. Adhering to CDC and APH guidelines substantially changes the camp offering and the program no longer resembles the program that was originally advertised
 - Registration for these camps occurred in February prior to fully understanding the impacts of COVID-19.
 - Adhering to current CDC and APH guidelines limits camp capacity, discourages interaction between camp groups, requires additional physical space and eliminates transportation for field trips
- PARD intends to offer a free, modified summer camp program at approximately 20 locations for City of Austin community members only
 - Most locations will be within the eastern crescent
 - Session options will be available to maximize availability and flexibility to serve a variety of family needs
 - In adherence to the current CDC and industry guidelines, capacity is limited to 16 to 24 campers per camp day (depending upon facility size)
 - Registration processes will be announced in June
- PARD is working to secure summer meal options for the camp sites
- PARD will continue to provide all day camp to City of Austin essential employees as it has done since the beginning of the COVID-19 response
- PARD will not offer specialty camps like those at the Austin Nature and Science Center or Cultural Center camps.
 - PARD specialty camp staff will supplement programming at one of the estimated 20 locations
 - PARD specialty camp staff will create, offer and manage continued online programming

PARD's modified summer schedule provides equitable access opportunities, supports COA initiatives and meets all health related COVID 19 guidelines.

Should you have any questions related to youth summer programs, please contact Lucas Massie, Assistant Director at (512) 974-6772 or lucas.massie@austintexas.gov.

cc: Spencer Cronk, City Manager
Nuria Rivera-Vandermyde, Deputy City Manager

ATTACHMENT D.

**AUSTIN PUBLIC LIBRARY
REOPENING PLAN**



MEMORANDUM

TO: Mayor and Council Members

FROM: Roosevelt Weeks, Director, Austin Public Libraries

DATE: May 29, 2020

SUBJECT: **Austin Public Library Reopening Plan**

The safety of library customers and staff is the number one priority as we consider how to continue to provide necessary services crucial to the health, education and well-being of the community. We will have a phased plan and the plan outlines several possible reopening scenarios, each dependent on factors such as recommendations from county, state and federal health agencies, social distancing protocols, critical community needs, and logistical and budgetary considerations.

During each phase, we will implement the following:

- Improved procedures for frequent cleaning and disinfecting common areas.
- Provide staff with protective gear such as masks and gloves. Masks or face coverings are required, gloves are not.
- A teleworking policy that makes sense operationally (allows for social distancing in our facilities).
- Adhere to existing policies for sick leave usage.
- Frequent communication at all levels to facilitate cooperation and consistent best practices throughout the organization.

We are excited to open our libraries and provide life-long learning and cultural programs and services to our customers. Our plan includes five phases:

Phase 1 – Austin Public Library closes to the public. Virtual Library expands services by increasing limits. APL launches APL +, a new virtual catalog highlighting programming and information. Staff is assisting customers with phone and chat services. (CURRENT PHASE)

Specifics of Phase I include:

- APL offers virtual services increasing limits to Hoopla, Kanopy, cloudLibrary, Ancestry Library Edition.

- APL continues offering RBDigital, OverDrive, RBDigital/Audio and cloudLibrary, MakeMake.
- Library offers virtual programs and services including gallery tours, sing-a-longs, Story Times, links to resources in virtual catalog, shares retweets of City messaging/resources, and Public Service Announcements.
- APL launches APL+, the new virtual catalog highlighting programming and information literacy, including Sing-a-longs, Author Talks, Crafts, Book Talks, Seed Collection & Gardening shorts, mindfulness activities, STEM activities, cooking tutorials, Virtual Library Informationals, digital scavenger hunts, resume building and job seeking tutorials, skill building tutorials and COVID-19 resources.
- Staff retrieve messages from customers and answer questions accordingly.
- Staff creates e-cards, renews library cards and assists customers with accounts.

Phase 2(a) “Stay Home-Work Safe” order is lifted. Anticipated date is Monday, June 1, 2020. However, this date is dependent on information we receive from our health experts. All locations remain closed to the public.

Specifics of phase 2(a) include:

- All book drops are open –(Yarbororough and Pleasant Hill are under renovation and not available for book returns)
- Location managers determine how many staff can work in facility while maintaining social distancing.
- Staff return to locations and work a limited schedule as determined by the location manager (10AM-2PM and 2PM-6PM OR 10AM-6PM).
- Staff work together as needed and exercise prudence while maintaining social distancing.
- Staff gather items from book drops and place in secure location.
- All items are quarantined upon return for a minimum of 72 hours.
- Staff begin to check in items after 72 hr. quarantine.
- Austin History Center staff return to building, work in shifts, communicate with customers, and provide reference service through e-document delivery.

Phase 2(b) Anticipated date is Monday, June 8, 2020; however, this date is dependent on information we receive from our health experts. Begins one week after 2(a) is implemented.

Specifics of phase 2(b) include:

- All book drops remain open (Yarbororough and Pleasant Hill are under renovation and not available for book returns)
- Staff continue to work in locations and work a schedule as determined by the branch manager (10AM-2PM and 2PM-6PM OR 10AM-6PM).
- Staff work together as needed and exercise prudence while maintaining social distancing.

- Staff continue to check in items after 72 hr. quarantine.
- Customers may place reserves via online or by calling one of 10 locations.
- Curbside service begins at ten (10) locations:
 - Central
 - Manchaca
 - Ruiz
 - Southeast
 - Carver
 - Windsor Park
 - University Hills
 - North Village
 - Spicewood Springs
 - Milwood

Phase 3 - Begins approximately two weeks after 2(b) is implemented. Anticipated date is Monday, June 22, 2020; however, this is dependent on information we receive from our health experts.

Specifics of phase 3 include:

- Same as 2(b)
- Curbside service begins at nine (9) locations:
 - Oak Hill
 - Twin Oaks
 - Old Quarry
 - Cepeda
 - Howson
 - Little Walnut
 - Willie Mae Kirk
 - St. John
 - Terrazas

Phase 4 - All APL locations open with limited customer access. Anticipated date to be determined, dependent on information we receive from our health experts.

Specifics of phase 4 include:

- All libraries open. Hours will be Monday – Friday, 10:00 AM – 6:00 PM.
- Staff will work in shifts; therefore, staff will continue to telework.
- Each location has limited access, adhering to location’s fire code, with a 50% occupancy.
- Library staff use counters as customers enter and exit maintaining occupancy.
- Signage will encourage social distancing and a limited stay of one hour.
- Social distancing floor decals are placed inside facilities and at all service points.
- Plexiglas health shields are placed at all service points.
- While open, there will be limited face-to-face staff/customer interaction.

- Some public computers will be disabled to maintain social distancing (6ft.).
- Furniture will be rearranged to maintain social distancing (6ft.).
- In-person public programs are not offered.
- Branch meeting rooms and Central Special Event spaces will not be available for public use.

Phase 5 – Transition to the new normal; Anticipated date to be determined, dependent on information we receive from our health experts.

Specifics of phase 5 include:

- All Austin Public Library locations open to the public. Regular hours are restored at all library locations.
- All Library staff report to work in library locations. Staff are no longer working in shifts.
- Customers no longer asked to limit their visit in libraries.
- All public computers are available.
- All seating has been moved to its original location.
- All In person programs resume.
- Meeting rooms, Shared Learning rooms, and Central Event Center usage resumes.
- Social distancing still encouraged.
- Occasional teleworking will remain in place for some staff members with Director's approval.

ATTACHMENT E.

AUSTIN CODE DEPARTMENT REOPENING UPDATE



MEMORANDUM

TO: Mayor and Council Members

FROM: Jose Roig, Director, Austin Code Department

DATE: May 29, 2020

SUBJECT: **Austin Code Department Reopening Update**

Austin Code Department (ACD) plans to open certain in-person services including, collection of fees and penalties assessed; application and registration fees for licensing programs; and administrative hearings. The following areas will institute specific protocols to ensure the resumption of ACD business, creating a safe environment for both employees and patrons:

[ACD Finance Cashier Office](#)

Under the emergency orders, this service has limited its onsite operations to two hours daily. Beginning June 1, 2020, all financial staff will resume normal operations either by continuing to telework or utilizing an alternative work schedule. The Cashier's Office will be staffed onsite daily from 8:00 a.m. to 5:00 p.m., and will be open to the public for in-person services from 8:00 a.m. to 4:00 p.m.

[ACD Licensing and Registration Intake Office](#)

Beginning June 15, 2020, the Intake Office will be staffed and open to the public for in-person services related to processing licensing and registration applications, and fees.

[ACD Administrative Hearing Process](#)

All administrative hearings processes have been rescheduled to begin July 1, 2020. ACD will ensure that the customers receive the required 10-day advance notification for these hearings.

Prior to reopening, ACD will post messaging on the department's webpage advising customers to handle business online, when possible. ACD staff is considering implementing the following options for in-person visits:

- Appointments only
- Walk-In visits, with waiting area seating placed 8-10 feet apart for physical distancing
- Overflow seating in the lobby, spaced appropriately for physical distancing
- Customer to notify department by phone upon arrival and then be advised of the approximate wait time, and standby in their vehicle until called to enter the premises.

In addition, staff will focus on COVID-19 safety precautions in the waiting room, during the customer intake process, and while effectively managing the volume of traffic into the facility.