



City of Berkley

COVID-19 Recovery and Reopening Plan

Date Implemented: (*June 3, 2020***)

****Implementation will continue to be subject to future Executives Orders issued by Governor Whitmer.**

INTRODUCTION

In order to respond to the current state of emergency related to the novel coronavirus (“COVID-19”) and to comply with relevant state and local orders related to COVID-19, the City of Berkley (“City”) has prepared the following COVID-19 Response, Reopen, and Recovery Plan (“Plan”). This Plan may be updated as this situation evolves, as operational and/or financial needs change, or as state or local orders related to COVID-19 are issued or amended.

The COVID-19 pandemic may be the greatest public health challenge that many of us have faced as individuals, organizations, or as a community. The City of Berkley established a COVID response team on Wednesday, March 11, 2020, with the goal to successfully coordinate, administer, and steer rapid response efforts for the organization and community. The measure of success has been the staff’s morale, continuity of services, and the level of community engagement. By these measures, our community’s ability to support ongoing public health protocols, such as social distancing and sheltering in place, has been promising. The focus must now shift toward the challenge of safely returning staff to City buildings and reopening to the public over time.

RESPOND - REOPEN - RECOVER

City staff have identified the need for a defined project charter to identify key leaders in the City who will play an important role in carrying Berkley and the greater community through life after the pandemic.

Actions have been broken down into three tiers: respond, reopen, recover.

1. **Respond** - Immediate Mobilization (months 1-3) – A successful response to the pandemic relies heavily on ‘surge’ capability via technology, communications platforms, and rapid innovation. In the first wave, City and community leaders responded quickly, establishing protocols and work schedules in conjunction with public health orders and information. If there is recidivism in the amount of COVID infections, personnel will respond with updated policies built on early successes and best practices.

2. **Reopen** – (months 4-12) – This stage imagines the community strategically and gradually reopening critical sectors like the downtown, public parks, and municipal facilities in a way that reflects new normal social expectations like social distancing. Life must return to normal patterns, but it is the responsibility of this team to stay vigilant as the city leaves hibernation.

3. **Recover** - A broad and intensive community outreach effort is required to build a meaningful and effective recovery plan as part of the Fiscal Year 20/21 budget process. The objective is to gain direct input about emergent recovery needs from multiple stakeholder profiles affected by the COVID-19 pandemic.

Revised on 07/31/2020

REOPEN

EMPLOYEE RETURN TO WORK PLAN

Per the State Emergency Order (2020-110) for Control of Pandemic, we are following their guidance laid out here:

- https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705---,00.html

COVID-19 Testing

- **All employees are required to get tested and have results on or before June 15, 2020.** Employees can schedule an appointment by contacting the Oakland County Nurse On-Call at 1-800-848-5533.
- Drive-Through testing details can be found here:
www.oakgov.com/covid/best-practices/sick-caring/Pages/testing.aspx
 - **NOTE: Testing is by appointment only. Call 1-800-848-5533 for appointments and more information.**

Implementation of a Daily Screening for All Staff

The screening procedures include the following questions:

1. Do you have the following symptoms?
 - a. Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
2. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?
3. Have you travelled internationally or domestically in the last 14 days?

Consistent with Executive Order 2020-36, employees who fail entrance screening will only be permitted to return to work under the following circumstances.

Employees who test positive for COVID-19 or display one or more of the principal symptoms of COVID-19 (fever, atypical cough, or atypical shortness of breath) will not be permitted to return to work until:

1. The Department Director has contacted Oakland County Health Department for guidance on next based on symptoms.
2. Employee has self-quarantined for the required duration of time and received a negative COVID-19 test result.

Communication Steps the Employee Must Take to Notify the Business or Operation of Any Symptoms of COVID-19 or a Suspected or Confirmed Diagnosis of COVID-19

Employees* who have been in “close contact” (being within approximately six feet for a prolonged period of time) with an individual who tests positive for COVID-19 or who displays one or more of the principal symptoms of COVID-19 will need to inform their supervisor immediately. Supervisors will then need to inform the Department Director and City Manager, **and they will need to contact Oakland County for guidance on next steps immediately.**

1. The supervisor and/or director will then need to initiate a cleaning/fumigation of the facility.
2. The director will also need to contact the City Manager in order to initiate communications protocols for informing staff.
 - a. Communication protocols are as follows:
 - i. Inform all individuals who were in direct contact with the symptomatic employee; what actions were taken to aid in the prevention of the spread; and what actions individual must take per the guidance of Oakland County
 - ii. Inform all staff there was a symptomatic employee; what actions were taken to aid in the prevention of the spread; what actions other individuals who were in close contact are taking per the guidance of Oakland County; any actions all staff must take (if any) per the guidance of Oakland County

*The “close contact” rule does not apply to the following classes of city workers: first responders (e.g., police officers, firefighters, paramedics); as defined in MCL 722.111.

If any employee or staff member does not feel comfortable reporting to their direct report, they can reach the City Manager directly at:

Matthew Baumgarten

Email: mbaumgarten@berkleymich.net

Phone: 248-672-0290

Social Distancing

- Directors will inform employees to perform their work in such a way so as to reasonably avoid coming within 6 feet of other individuals. Where possible, employees may be relocated or provided additional resources in order to avoid shared use of offices, desks, telephones, and tools/equipment. The number of employees permitted in any break room, meeting room or lunch room shall be limited to ensure social distancing restrictions can be followed.

- Employees should remain in their assigned work area as much as possible. Employees whose job duties regularly require them to be within 6 feet of members of the public will be provided with appropriate personal protective equipment (mask and gloves) and/or physical barriers commensurate with their level of risk of exposure to COVID-19.
- Markings will be added to the floor of all public buildings indicating the direction the public should move and where they should stand to practice social distancing.

Enhanced Hygiene

- Employees are instructed to wash their hands frequently, to cover their coughs and sneezes with tissue, and to avoid touching their faces. Employees will be provided with access to places to frequently wash hands or to access hand sanitizer. Employees will also be provided with access to tissues and to places for proper disposal of them.
- Signs regarding proper hand washing methods will be posted in all restrooms. Hand shaking is also prohibited to promote good hand hygiene.

Enhanced Cleaning and Disinfecting

- Increased cleaning and disinfecting of surfaces, equipment, and other elements of the work environment will be performed on a daily basis or during periods of time in which employees are in the City offices using products containing EPA-approved disinfectants. Employees will be provided with access to disposable disinfectant wipes or spray so that any commonly used surfaces can be disinfected before each use.
- In the event that an employee that has been in the workplace in the past 14 days tests positive for COVID-19, the work area and/or vehicle will be thoroughly sanitized through fuming/bombing and deep cleaned using EPA-approved disinfectants.

Personal Protection Equipment

- Staff will be required to wear masks when social distancing or separation is not possible. Masks will be available to all staff members; however, they may also wear a fabric mask of their choosing as long the fabric print does not include offensive signs, symbols, words or advertising.
- Gloves will be made available to staff and should be worn when handling items from the public such as mail, forms, and currency.
- Sneeze guards and Plexiglas shields will be installed at all public counters and desks that have public interaction.
- Hand sanitizing stations shall be installed at all buildings.

Employee Assistance Programs Managing Anxiety During Quarantine/Stay At Home

- Times like these can be stressful. Breaks in routines and major changes can cause stress and uncertainty. The City would like to remind everyone of our employee assistance program (EAP) is available to you at no cost.

- Please take a moment to look at the links below for overall tips about managing anxiety while in quarantine. Help from a counselor is just a phone call away with telephonic & video counseling provided as part of your Employee Assistance Program. These telephonic & video counseling sessions can be scheduled at a time that is convenient for you. Be it busy schedules, mobility issues, social anxiety, need for privacy, or just an appreciation of utilizing technology, e-counseling is an effective therapy solution for mental health treatment. Call from the privacy of your home or office and one of our helpful counselors will help you address issues that are making it difficult to manage at work or at home.

TOLL-FREE: (800) 969-6162

www.helpneteap.com

[Coronavirus Anxiety Workbook](#)

Visitors

- No visitors should be allowed in the workplace unless they are conducting business on behalf of the City such as to address an issue related to critical infrastructure functions.
- All contractors or vendors conducting business should either have an approved procedure in place for screening employees or shall complete a screening questionnaire. If you are scheduling meetings or visits from vendors please make sure they are aware of these requirements at the time it is scheduled.

Communication Steps on How to Report an Unsafe Environment

Employees who may feel that there is a potential unsafe work environment or activity in regards to COVID-19 will need to inform their supervisor immediately. Supervisors will then need to inform the Department Director and City Manager. From there, the Director and/or City Manager will **need to contact Oakland County for guidance on next steps immediately.**

1. The supervisor and/or director will then need to initiate a cleaning/fumigation of the facility.
2. The director will also need to contact the City Manager in order to initiate communications protocols for informing staff.
 - a. Communication protocols are as follows:
 - i. Inform all individuals who were in direct contact with the unsafe environment or activity; what actions were taken to aid in the prevention of the spread; and what actions individual must take per the guidance of Oakland County
 - ii. Inform all staff there was an unsafe environment or activity; what actions were taken to aid in the prevention of the spread; what actions other individuals who were in close contact are taking per the guidance of Oakland County; any actions all staff must take (if any) per the guidance of Oakland County

Revised on 07/31/2020

If any employee or staff member does not feel comfortable reporting to their direct report, they can reach the City Manager directly at:

Matthew Baumgarten

Email: mbaumgarten@berkleymich.net

Phone: 248-672-0290

TELEWORK POLICY & GUIDELINES

With staff being asked to "socially distance" as much as possible to control the spread of COVID-19, many of us are and will continue to work from home, *if applicable*.

Our goal during this pandemic, is to affirm that you can continue your work life as seamlessly as possible using your technology at home. The info below will help you accomplish this.

Google Suite - The City of Berkley uses Google Suite which is a cloud-based platform and allows us to communicate, collaborate, and store data. Outside of Gmail, we utilize many of its core features such Hangouts, Calendar, Drive, Docs, Meet, and Sheets to achieve our day-to-day operations.

VPN - Our virtual private network (VPN) allows us to connect to the City network in order to access documents, presentations, or any other files under a secure connection.

- ***IMPORTANT NOTE: Please remember to disconnect from your VPN when conducting or joining a virtual meeting.***

Video/Audio Conferencing - Attend your meetings and have team conversations, even in a time of social distancing. The City provides you with two platforms to manage remote video and audio conferencing.

- Zoom Meetings: This tool is used for hosting all of our public meetings (e.g. Council, Planning, DDA, Library Board, etc.). Additionally, it is used for staff meetings, as well as, meetings with vendors or outside entities. Each department has a unique Zoom account for setting up meetings. If you need to set up a meeting with any outside entity, contact your Department Director for login details.
 - Additionally, please review the [Zoom Moderator Guidelines](#) and instructions when you host a meeting.
- Google Meet: This tool is housed within Google Suite. Can be used internally between staff. For instructions on how to use Meeting, click here: <https://support.google.com/meet/answer/9302870?co=GENIE.Platform%3DDesktop&hl=en>

General IT Support - Generally speaking, it's best to submit a request/inquiry/question via email to it@berkleymich.net. However, if you need immediate assistance, you can contact Stan Lisica at 248-763-7553.

VACATION/TIME OFF/SICK TIME

As we prepare for the summer months, employees will be requesting vacation time. The process for requesting time will be the same as it has always been. However, it is important employees understand that the Travel and Returns – COVID-19 Policy remains in effect.

Currently, there is no requirement for employees returning from international or domestic travel outside of Michigan to self- quarantine for 14 days or undergo COVID-19 testing to return to work. However, if these requirements are re-implemented at the State or County level, **city employees will be required to use personal time, vacation time, or unpaid leave during this 14 day period.** We will continue to monitor CDC and Oakland County guidelines and will modify these requirements when appropriate.

As a reminder, if you are exposed or potentially exposed while at work to COVID-19, you will NOT be penalized and have to use your sick time.

CITY FACILITIES

The reopening of the City will also be a phased plan based on the risk to the public and the City staff.

- Phase one, called "**Easing**", would partially reopen low-risk, non-critical Operations, with appropriate safety measures.
- Phase two, "**Revival**", would utilize a risk assessment tool to further open and expand non-critical operations such as limited senior transportation and outdoor play areas.
- Phase three, "**Maintenance**", would allow sport and recreation activities and limited gatherings.
- Phase four would be the "**New Normal**" when a vaccine and antiviral treatments are available, and there would be no restrictions on domestic travel or transportation.

City Hall (City Manager's Office, Clerk's Office, Finance / Treasury, IT)

- **Phase 1: Easing**
 - City Hall will continue to be closed to the general public. The City staff at city hall will return to work with no public entry.
 - DPW crew or contractor will prepare the facility for phase 2
 - Provide informational campaigns urging payment via dropbox or online even when doors reopen to the public.
 - In preparation for Phase 2, plastic covering will be installed over the counters to limit person-to-person contact with staff and residents; x's will be added to the floors 6ft apart to prompt social distancing; Additional taping will be added to the floor for a single flow of traffic from the City Hall entrance to residents exiting the building to Rosemont.
 - Hand sanitizer stations will be maintained at all entrances.
 - During Phase 1 all employees will conduct a daily individual screening check:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.

Revised on 07/31/2020

- **Phase 2: Revival**
 - City hall will reopen to the public for essential business by appointment only, staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures. All surfaces touched by the public will be wiped down once per hour.
 - Signs encouraging social distancing and best practices will be prominently posted throughout the building and on the entrance door.
 - Members of the public will be encouraged to wear a mask when entering the building.
 - Hand sanitizer stations will be maintained at all entrances. During Phase 2 all employees will conduct a daily individual screening check:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
 - Limit capacity inside facilities by the number of appointments to provide for social distancing of residents and employees including but not limited to visual markings and signage; entrance limits and specialized hours.
 - Publish this order at entrance of the facility and to the members of the public at large by all reasonable means available.
- **Phase 3: Maintenance**
 - City Hall will reopen to the public with appropriate social distancing maintained by the use of visual markings and signage.
 - City Hall will provide designated hours for seniors/at-risk population from 8:30-9:30 AM. City Hall will also provide curbside servicing for seniors/at risk populations outside of the designated time.
 - Public restrooms will be closed.
 - Continue hand sanitizer at all entrances
 - Members of the public will be encouraged to wear a mask when entering the building.
 - All surfaces touched by the public will be wiped down once per hour.
 - Weekly fumigation from Public Safety/Cleaning Company

Library

● Phase 1: Easing

- Meetings, events, and programs are canceled;
- Building closed to the public but open to staff;
- Hand sanitizer stations will be maintained at all entrances.
- All employees will enter through the rear staff door from the parking lot and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- Library will likely provide curbside delivery;
- Library will likely provide porch drop off to Berkley addresses;
- Donations **will not be accepted** at the library;
- Library hours will initially be limited;
- Staff will wear masks while inside the building;
- Staff will wear gloves when handling items returned to the library;
- Staff will continue frequent cleaning procedures;
- Staff shifts will be staggered to limit the number of people in the building at a given time;
- Staff will use the same computer for the duration of their shift;
- Library materials returned to Berkley will be quarantined for 72 hours prior to be checked in and returned to Berkley's shelves or routed out through delivery;
- In preparation for Phase 2, plastic covering will be installed over the counters to limit person-to-person contact with staff and residents; X's will be added to the floors 6ft apart to prompt social distancing

● Phase 2: Revival

- Library hours will possibly be reduced or modified;
- Number of people permitted in the building will be limited based on recommendations from Oakland County Health Division or other such entity;
- Members of the public will be encouraged to wear a mask when entering the building.

- Circulation desk will be only staffed service desk (librarians will also provide assistance from that desk);
- X's will be added to the floors 6ft apart to prompt social distancing; # of chairs around tables/computers/etc. will be limited to prompt social distancing;
- Signs encouraging social distancing and best practices will be prominently posted throughout the building and on the entrance door;
- Staff will continue to wear wear masks when in the building;
- Staff will wear gloves when handling items returned to the library;
- Staff will wear gloves when interacting with the public;
- Staff will continue frequent cleaning procedures;
- All employees will enter through the rear staff door from the parking lot and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- ## of computers will be available for public use (likely shorter sessions).
- All high touch point surfaces touched by the public will be wiped down once per hour.
- **Phase 3: Maintenance**
 - Public computers will be made available;
 - Adult and youth reference desks will be staffed;
 - Library programs resume (tentative for Labor Day) for groups of ## or fewer;
 - Meeting room rentals resume for groups of ## or fewer;
 - Members of the public will be encouraged to wear a mask when entering the building.
 - Weekly fumigation from Public Safety/Cleaning Company

Parks & Rec

- **Phase1: Easing**
 - Meetings, events, and programs are still canceled to the public;
 - The building is open to the staff; staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures;

Revised on 07/31/2020

- Hand sanitizer stations will be maintained at all entrances
- All employees will enter through the main door from the parking lot and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- Tennis & Basketball courts reopen;
 - Cautionary signage placed around outdoor equipment providing guidance on social distancing and it is “Play at your own risk”
 - Guidance will follow the State and County recommendations
- Senior transportation reopens on a limited basis (2-3 days a week and only for doctor and grocery trips) and safety measures on our vehicles to protect riders, staff and all who have contact with the vehicles and those using them will be required.
 - Screening criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
- Weekly fumigation from Public Safety/Cleaning Company
- In preparation for Phase 2, plastic covering will be installed over the counters to limit person-to-person contact with staff and residents; x’s will be added to the floors 6ft apart to prompt social distancing.
- **Phase 2: Revival**
 - Staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures. All surfaces touched by the public will be wiped down once per hour.
 - Signs encouraging social distancing and best practices will be prominently posted throughout the building and on the entrance door;

- Members of the public will be encouraged to wear a mask when entering the building.
- All employees will enter through the main door from the parking lot and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- Senior transportation reopens full service; safety measures on all vehicles to protect riders and staff include:
 - Screening criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
- Playground equipment reopens with staff disinfecting frequently.
 - Cautionary signage placed around outdoor equipment providing guidance on social distancing and it is “Play at your own risk”
 - Guidance will follow the State and County recommendations
- **Phase 3: Maintenance**
 - Programs, classes and events reopen after Labor Day (if these things are approved through the state/county);
 - Rec programs resume for groups of ## or fewer;
 - Meeting room rentals resume for groups of ## or fewer;
 - Members of the public will be encouraged to wear a mask when entering the building.
 - Weekly fumigation from Public Safety/Cleaning Company
 - Senior transportation reopens full service; safety measures on all vehicles to protect riders and staff include:
 - Screening criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is

- available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Playground equipment reopens with staff disinfecting frequently.
 - Cautionary signage placed around outdoor equipment providing guidance on social distancing and it is “Play at your own risk”
 - Guidance will follow the State and County recommendations

DPW

● Phase 1: Easing

- DPW will continue to be closed to the general public. DPW Employees working as follows:
 - Field staff transition from staggered teams to working each day with staggered start/stop times.
 - Office staff remain working remotely with limited office visits.
- In preparation for Phase 2, plastic covering will be installed over the counters to limit person-to-person contact with staff and residents; X’s will be added to the floors 6ft apart to prompt social distancing.
- Hand sanitizer stations will be maintained at all entrances.
- During Phase 1 all employees will enter through one door and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- Staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures, All surfaces touched by the public will be wiped down once per hour.
- DPW crew or contractor will prepare the facility for Phase 2.

● Phase 2: Revival

- Field staff will continue with staggered start/stop times; Approximately ½ of office staff report back to the office.

- Staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures. All surfaces touched by the public will be wiped down once per hour.
- All employees will enter through one door and be screened:
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- Essential contact with the public will be by appointment only.
- Members of the public will be encouraged to wear a mask when entering the building.
- Signs encouraging social distancing and best practices will be prominently posted throughout the building and on the entrance door;
- **Phase 3: Maintenance**
 - DPW will reopen to the public with appropriate social distancing maintained by the use of visual markings and signage.
 - ***NOTE: DPW lobby size is limited in size and can only accommodate one visitor with social distancing.***
 - Members of the public will be encouraged to wear a mask when entering the building.
 - Continue hand sanitizer at all entrances.
 - All surfaces touched by the public will be wiped down once per hour.
 - Weekly fumigation from Public Safety/Cleaning Company

Public Safety

- **Phase 1: Easing**
 - Public Safety will remain open, however, we encourage the community to call ahead before physically visiting at 248-658-3380. Additionally, Public Safety has activated its Online Reporting System for non-emergency or no suspects type incidents. Visit the public safety website for details on what types of crimes can be reported online or to start a report if needed. Learn more at berkleypublicsafety.org.
- **Phase 2; Revival**

- Staff will wear masks and gloves when interacting with the public; staff will continue frequent cleaning procedures. All surfaces touched by the public will be wiped down once per hour.
- Signs encouraging social distancing and best practices will be prominently posted throughout the building and on the entrance door;
 - Screening questionnaire criteria must include the following questions:
 - Symptom checks (fever, cough, shortness of breath, sore throat, and diarrhea). When a touchless thermometer is available, a temperature check is strongly recommended in lieu of verbal confirmation.
 - Staff members will need to conduct an individual thermometer check, note their temperature, then clean the device after.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19.
 - Travel internationally or domestically in the last 14 days
 - Once the individual check is complete, they will submit it to their director for record collection.
- **Phase 3; Maintenance**
 - The Public Safety lobby will reopen to the public with appropriate social distancing maintained by the use of visual markings and signage.
 - Members of the public will be encouraged to wear a mask when entering the building.
 - Continue hand sanitizer at all entrances
 - All surfaces touched by the public will be wiped down once per hour.
 - PBT activities will resume

Additional items Citywide

- If possible to do a weekly disinfectant spray from Public Safety or a contract company such as Enviroscope (313.749.9944)

STREETS, WATER/SEWER CONSTRUCTION PROJECTS

Construction activities under Executive Order 2020-70 have resumed as of May 7, 2020. Contractors are required to have protocols in place to protect their staff and our residents under the guidance of the State and County. All inspection requests must be sent to building@berkleymich.net. When inspection requests are submitted, residents must be sure to include the following:

- Permit number
- Address of job
- The day and or timeframe (if requesting Wednesday electrical or plumbing inspections) you are requesting
- The type of inspection to be performed (rough/final, etc.)
- Name and phone number for contact person on-site
- Lockbox code, if applicable.

You will receive a confirmation email that your inspection is scheduled. All inspections are timeframes. The City will not be able to provide a closer estimated time for any scheduled inspections.

Inspector's schedules are as follows:

Building – Monday thru Friday 9:30 am to 1:00 pm

Electrical – Monday and Wednesday 3:00 pm to 7:00 pm
Wednesday 9:30 am to 1:00 pm

Mechanical – Monday and Wednesday 12:00 pm to 4:00 pm

Plumbing – Monday thru Thursday 7:00 am to 8:00 am and 4:30 pm to 6:00 pm

CONSTRUCTION PROJECT GUIDANCE

COVID-19 Field Operations

These instructions are provided to ensure that all employees and contractors working in the field performing critical maintenance, construction, and infrastructure functions on behalf of the City of Berkley are provided clear instruction and the necessary resources to keep themselves, their co-workers and our residents safe during the COVID-19 outbreak, and to slow the community spread of COVID-19.

1. Construction, Maintenance and Infrastructure Operations

Supervisors of each operation (road construction, underground utilities, sidewalk, landscape, irrigation, electrical, lawn care, HVAC, etc.) shall create operation-specific COVID-19 guidance. This guidance shall be a statement, which explains how employees, vendors, suppliers, and other entities engaged in that work area's operation are to conduct activities in the field, in and around the City's facilities, and in the use of vehicles and equipment. Guidance shall be consistent with practices for social

Revised on 07/31/2020

distancing and universal precautions recommended by the Centers for Disease Prevention and Control (CDC). The guidance will also provide direction for reporting of illness or concerns of exposure to the Department of Public Services. The Supervisor is responsible for updating the guidance based on instructions from the City Manager, Director of Public Services, or Executive Orders of the Governor of the State of Michigan.

2. Contractor, Service / Maintenance Provider, and Infrastructure Operations

Contractors of each operation (road construction, underground utilities, sidewalk, landscape, irrigation, electrical, lawn care, HVAC, etc.) shall work with the City to create agency operation-specific COVID-19 guidance. This guidance shall be in written form, which explains how employees, vendors, suppliers, and other entities engaged in that work area's operation are to conduct activities in the field, in and around the City's facilities, and in the use of vehicles and equipment. Guidance shall be consistent with practices for social distancing and universal precautions recommended by the Centers for Disease Prevention and Control (CDC). The guidance will also provide direction for reporting of illness or concerns of exposure to their management and to the City of Berkley. The Service Provider is responsible for updating the guidance based on instructions from the City Manager, Director of Public Services, or Executive Orders of the Governor of the State of Michigan.

3. Construction Projects

Construction activities under Executive Order 2020-70 have resumed as of May 7, 2020. Contractors are required to have protocols in place to protect their staff and our residents under the guidance of the State and County. All inspection requests must be sent to building@berklemich.net. When inspection requests are submitted, residents must be sure to include the following:

- Permit number
- Address of job
- The day and or timeframe (if requesting Wednesday electrical or plumbing inspections) you are requesting
- The type of inspection to be performed (rough/final, etc.)
- Name and phone number for contact person on-site
- Lockbox code, if applicable.

You will receive a confirmation email that your inspection is scheduled. All inspections are timeframes. The City will not be able to provide a closer estimated time for any scheduled inspections.

Inspector's schedules are as follows:

Building – Monday thru Friday 9:30 am to 1:00 pm

Electrical – Monday and Wednesday 3:00 pm to 7:00 pm

Wednesday 9:30 am to 1:00 pm

Mechanical – Monday and Wednesday 12:00 pm to 4:00 pm

Plumbing – Monday thru Thursday 7:00 am to 8:00 am and 4:30 pm to 6:00 pm

4. Sample Guidance per the recommendations of the State and County

Sample guidance for both contract/direct maintenance and construction projects has been included in this correspondence. This information can be used in the development of project-specific guidance, although it may need to be updated based on specific project/site conditions and overall operational need. Guidance should also provide direction for reporting of illness or concerns of exposure to the Contractor's Safety Supervisor and Community Development Director and/or Public Works Director. The Contractor is responsible for updating the guidance based on instructions from the City Manager, Community Development Director, Public Works Director, or Executive Orders of the Governor of the State of Michigan.

Personal Responsibilities

- It is critical that individuals DO NOT report to work while they are experiencing illness symptoms such as fever, cough, or shortness of breath.
- Individuals should seek medical attention if they develop these symptoms.

Social Distancing

- Do not host large group meetings. CDC recommends that we avoid gatherings of 10+ people; and when meeting, that we keep a 6-foot distance between people. Perform meetings online or via conference call whenever possible.
- Limit the number of people on a jobsite.
- Eliminate hand-shaking and other contact greetings.
- Require employees to wear a mask when they are not able to practice social distancing in the field and when they are interacting with the public.

Jobsite / Office Practices

- Communicate key CDC recommendations (and post signage where appropriate) to your staff and tradespeople:
 - [How to protect yourself](#)
 - [COVID-19 Frequently Asked Questions](#)

- Place posters that encourage [staying home when sick, cough and sneeze etiquette](#), and [hand hygiene](#) at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Instruct employees to clean their hands often with soap and water for at least 20 seconds. When washing is not possible, use of alcohol-based hand sanitizer that contains at least 60-95% alcohol is encouraged as an alternative.
- Provide soap and water and alcohol-based hand sanitizers (with an alcohol content of 60-95%) in the workplace. Ensure that adequate supplies are maintained. Place hand sanitizers in multiple locations and conference rooms to encourage hand hygiene.
- Provide masks to employees to wear when in the field.

EVENTS

We are currently planning to cancel any special event that is provided based on donations received from our business community. Considering the economic impact on businesses through the City, State, and Nation we will not be asking for donations for programs until further notice.

- **Berkley Days** - Canceled
- **Public Safety Golf Outing** - Canceled
- **Berkley Art Bash** - Canceled
- **Summer Reading Ice Cream Social** - Canceled
- **Lids 4 Kids** - Canceled
- **SummerFest** - Canceled
- **Berkley Street Art Fest** - Canceled
- **CruiseFest** - Canceled
- **Oakland IrishFest** - Canceled
- **Fire Safety Open House** - as scheduled with social distancing protocols in place at that time
- **Touch-A-Truck** - as scheduled with social distancing protocols in place at that time
- **BooFest** - as scheduled with social distancing protocols in place at that time
- **Holiday Lights Parade** - as scheduled with social distancing protocols in place at that time

It is important to emphasize that all facets of the Recovery and Reopening Plan are subject to change without notice based upon operational, financial and health-related needs and recommendations from the County, State, or Federal level.

HOW TO DEAL WITH THE PUBLIC WHEN NOT ABIDING THE SOCIAL DISTANCING GUIDELINES

Deciding when to comment on someone's behavior in society's shared spaces has always been complicated. With tensions high, it is common that we may experience residents expressing frustration with you as a City employee.

Here are tips for coping with a tense situation and hopefully resolving it to everyone's satisfaction:

1. **Remain calm.** When a customer starts yelling or being otherwise rude, there is nothing to be gained by responding in a similar manner. In fact, that will probably escalate hostilities. Maintain control of yourself, even if the customer's tirade makes you feel like yelling yourself.
2. **Don't take it personally.** Remember, the customer is not angry with you, they are displeased with the situation or the changing in protocol on the service you provide.
3. **Use your best listening skills.** The first thing an angry customer wants is to vent. To do so, they need someone to listen—and, for better or worse, you are that person. Listening patiently can defuse a situation, as long as the customer feels acknowledged in his or her complaint.
 - a. Body language can be critically important here. Keep eye contact. Stand or sit up straight. Keep your arms uncrossed.
4. **Actively sympathize and apologize gracefully.** After the customer vents, they want to know you understand where they're coming from and how he or she feels. Express sympathy for their unpleasant customer experience and make an apology, whether the customer's complaint is legitimate or not is really irrelevant.
 - a. A simple, straightforward statement is often all that's needed: "I'm sorry you're not happy with our new policies. I understand that it is not ideal but we want to ensure you along with everyone else is safe. *Can we assist you by inserting an X example based on your department services.*"

If the issue escalates to a point that you ever cannot handle it, you can always reach out to your direct supervisor or the Department Director for assistance.

If neither of these individuals are available at that precise time, provide the Department Directors city contact information (e.g. phone number or email address) for the customer to reach out to them.

If you feel unsafe or if the customer becomes unruly, contact Public Safety.

Sample Door Sign with a few wording changes and the added requirement to wear a mask and phone number of City Facility to assist with questions.



Only Enter This Building If You:

- **Are a healthy visitor**
- **Have an appointment**
- **Are a company employee**

All others:

If you have COVID-19 symptoms, please contact a health care provider.

If you have severe or life-threatening symptoms, please call 911 and proceed to the nearest emergency department.

Sample Signs for all Bathroom Sinks.



Sample employee signage for locker or lunch areas.

STOP THE SPREAD OF GERMS AT WORK



● **COVER YOUR MOUTH AND NOSE WHEN YOU SNEEZE OR COUGH.**

Cough or sneeze into a tissue and then throw it away; use your arm or sleeve to cover if you do not have a tissue.

● **CLEAN YOUR HANDS OFTEN.**

Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry.



● **CLEAN SHARED SURFACES AND EQUIPMENT OFTEN.**

Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, copy machines, coffee pot handles, desktops, handrails, microwave buttons, keyboards, and elevator buttons. Germs travel fast with multiple hands touching shared surfaces.

● **AVOID TOUCHING YOUR EYES, NOSE OR MOUTH.**

Germs need an entry point, and the average adult touches his or her face once every three or four minutes. Keep hand sanitizer at your desk to use after meetings or before grabbing one of those doughnuts from the breakroom.



● **STAY HOME WHEN YOU ARE SICK AND CHECK WITH A HEALTH CARE PROVIDER WHEN NEEDED.**

When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed.



Sample signage for wearing a mask

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



CS 510430A 05/18/2020

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Revised on 07/31/2020

Additional Signage Options

[Worker Exposure Risk To COVID-19](#)

[Hand Washing Poster](#)

[Cover Your Cough Poster](#)

[10 Steps To Reduce The Risk Of COVID-19 Exposure](#)

[How to Safely Wear and Take Off a Cloth Face Covering](#)

OAKLAND COUNTY

[Health Orders](#)

STATE OF MICHIGAN

[Executive Orders](#)