

City of Memphis Internal Personnel Back-to-Business Framework – Updated May 26, 2020

Adherence to COVID-19 Compliant Protocol is mandatory for all city of Memphis divisions at all phases. This grid outlines further restrictions or conditions unique to each specific area. This grid is meant to be a framework for moving forward, and only forecasts phasing while the community is deemed to remain under threat of a COVID-19 outbreak (i.e., before a vaccine, therapy, or other conditions dictate that all restrictions cease). Separation between phases shall be a minimum of two weeks. Leadership may decide, based on data, to delay implementation of a phase until satisfied that it is safe to move to the next phase, but shall not, even with improving metrics, accelerate a transition between phases. Leadership may also decide to enact more restrictive conditions based on data.

Please note – this document will be updated periodically as new information and guidance emerges.

Division Guidance:

1. Division Leadership Flexible Work Options (may be used independently or a blended approach)

We are requesting that City of Memphis Division Leadership use the flexible work options listed below (may be used independently or a blended approach) to ensure proper social distancing and safety in the workplace. Division Leaders are encouraged to reference Facility Closure Guidance for assistance in how to prioritize which groups to physically return to work. Also, Divisions should provide at least 48-hour notice to employees prior to changing work hours or shifts or implementing flexible work options.

Flexible Work Options	Definitions	Implications	Ideal Employee
1. Telecommuting	Telecommuting is a work arrangement that allows the employee to fulfill his/her primary job responsibility at a location other than his/her work site, such as at home.	Telecommuters will come into the office for regular meetings or to simply be present in the office one day per week. Easier connection and monitoring by management.	Office worker
2. Remote Working	An employee work is remotely located. May periodically come into the office for meetings.	Working remotely means that a manager needs to supervise someone who is consistently not in the office.	Exempt Office worker
3. Compressed Work Week	A compressed work schedule allows an employee to work a traditional 40-hour workweek in less than five workdays	Alternate schedule options 3 days/12 hrs., 4 days/10 hrs.	Anyone
4. Customized Work Hours	Employees work a traditional 40-hour workweek; however, provide flexibility in arrival and departure times.	Management communicates with employees about flexible work hour options.	Anyone

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2. **PPE and Safety:** We require that any City employees on premises must wear appropriate masks/or face coverings while engaging in work with others.
3. **Dealing with Covid-19 Illness:** If an employee who has been diagnosed with COVID-19, is under investigation for COVID-19, displaying COVID-19 symptoms or exposed to a person diagnosed with COVID-19, the employee is required to notify City of Memphis HR of the diagnosis as a public health precaution by calling benefits at 1-901-636-6800. The employee must immediately contact his/her health care provider to get guidance on next steps. The employee should immediately begin at-home isolation and follow guidance from Public Health and the employee's health care provider. The employee must remain out of the workplace for 14 days and may return once he or she can provide a negative Covid-19 test result or clearance from his or her health care provider to return to work. Please reference PM46-04 for pay treatment and more details.
4. **Compassionate Culture:** Division Leadership create and instill a culture of compassion, empathy and support for returning employees. This is a difficult time and we want to make sure that all City of Memphis employees feel supported and welcomed as they return to work. This means refraining from allowing exposure status rumors, expressing compassion and empathy to employees, having frequent staff meetings or 1:1s to ensure employee-manager connection.
5. **Employee Groups in The Workplace:**
 - Employees must disinfect their work area according to division procedures at the beginning of the work shift and before completing the work shift.
 - Discontinue use of community items: microwaves, refrigerator, utensils and coffee makers (including single use systems).
 - Discourage group and celebratory lunches when possible. If food is ordered it must be individually wrapped.
 - Encourage limited clutter on work spaces for easy cleaning of hard surfaces (e.g. remove paper from desk nightly).

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	CURRENT PHASE	PHASE 1	PHASE 2	PHASE 3
Conditions/Indicators	N/A	New cases: Green System capacity: Green or yellow Public health capacity: Green on all Testing: Green or yellow (availability), green (capacity), green (timing)	New cases in a 14-day period since beginning of Phase 1: Green System capacity: Green or yellow Public health capacity: Green on all Testing: Green or yellow (availability), green (capacity), green (timing)	New cases in a 14-day period since beginning of Phase 2: Green System capacity: Green or yellow Public health capacity: Green on all Testing: Green on all
General regulations	+ No purposeful groups of more than 10. + Adherence to social distancing.	+ No purposeful groups of more than 10. + Adherence to social distancing. + Flexible Work Options	+ No purposeful groups of more than 50. + Adherence to social distancing. + Flexible Work Options	+ No purposeful groups of more than 50. Groups of 50+ may be allowable if supported by the characteristics of the space and a clear social distancing plan. + Adherence to social distancing. + Flexible Work Options
Civic facilities (libraries, etc.) and offices	Closed.	+ Limit occupancy to 25% building capacity. + Employees must wear face masks.	+ Limit occupancy to 50% building capacity. + Employees must wear face masks.	+ Limit occupancy to 75% building capacity. + Employees must wear face masks.
Citizen/Employee Facing Services buildings and offices	+ Curbside service/delivery only + Employees with interaction with the public must wear face masks; all other employees must wear face masks.	+ Limit occupancy to 50% building capacity. + Employees with interaction with the public must wear face masks; all other employees must wear face masks.	Same as previous phase; maximum occupancy of 50%.	Same as previous phase; maximum occupancy of 75%.
Office spaces/call centers	Only essential facilities open, must adhere to Order requirements.	+ Require face masks for all employees. + Require symptom checks for all employees. + Establish work arrangements by which employees are spaced six feet from one another. + Do not share phones or headsets. + Allow telework and minimize business travel to the greatest extent possible.	Same as previous phase	Same as previous phase

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COM Non-contact sports facilities (golf courses, tennis courts, etc.)	Closed per Order, with exception of golf courses adhering to specific protocol.	+ All others open, following guidance on maximum number of individuals for groups. + Shared equipment prohibited. + Employees with interaction with the public must wear face masks; all other employees must wear face masks. + Dining facilities limited to 25% capacity; carry-out/delivery OK.	Same as previous phase, but dining facilities limited to 50% capacity.	Same as previous phase, but dining facilities limited to 75% capacity.
COM Contact sports facilities (basketball courts, baseball fields, etc.)	Closed	Closed	+ Open, following guidance on maximum number of individuals for groups. + Employees with interaction with the public must wear face masks; all other employees must wear face masks.	Same as previous phase
COM employee fitness facilities (HR Managed)	Closed	Closed	Same as previous phase; occupancy at 25% capacity. + Employees must wear face masks. + Adjust equipment layout or close/restrict access to equipment as necessary to maintain at least six feet of separation between users. + Conduct regular and thorough cleaning of all equipment, surfaces and areas of the facility using disinfectant cleaning supplies. + Require customers to clean equipment with disinfecting wipes before and after use. Provide hand sanitizing stations for use upon customer entry and exit. • Limit workouts to 45 minutes.	Same as previous phase; occupancy at 50% capacity.

Definition of groups: In this context, groups are defined as gatherings of persons who are not part of a household unit (and thus would have regular close contact) in a manner that makes social distancing difficult. Examples of a group could be four unrelated persons dining together at a table, 10 persons playing a team sport, or 80 persons gathering at a music venue without proper spacing. Masks and personal hygiene measures are effective when personal contact does not occur and persons are spaced at greater than six feet; when these measures break down either inadvertently, purposefully, or due to the characteristics of the space, then a group has been considered to have formed.

Definition of occupancy: Occupancy is generally defined as the intended use of a building in terms of the number of persons who can safely be present for that use. This can be used to estimate the number of persons who can safely exit in the event of an emergency such as a fire. Depending on the nature of the entity, specifying reductions in occupancy of a building or space within a building can be challenging as a guideline of how many people can safely maintain social distance. The Joint Task Force is providing recommendations on occupancy reduction as a general rule of thumb for reducing crowding in buildings and spaces, but specific use cases may lend themselves to an alternate guideline, which can be proposed as part of an entity's plan to adhere to the CCP.