



Coronavirus (COVID-19) Response Plan

March 17, 2020

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INTRODUCTION

The purpose of this plan is to offer guidelines, strategies, frameworks and thought processes on how to deal with Coronavirus (COVID-19). Nothing contained herein is absolute. Our aim is to remain flexible as we work to address this unique, rapidly evolving situation and the challenges that come with it.

The main objectives and priorities of this plan are as follows:

1. **Safety, Health and Welfare**: Our number one priority is to protect the safety, health and welfare of Town of Ridgway employees, our family members, and the community. Please continue to use your best judgement to do so.
2. **Reliable and High-Quality Service**: Delivering exceptional services to the community is our second priority, but it is only possible if we accomplish priority #1. The community is relying on us for a variety of essential services, and this plan attempts to address how we can continue to make that happen.
3. **Be Flexible**: By committing to being flexible and working together, we will be prepared for any challenge that comes our way. Therefore, anything in this document is subject to change, and we will work hard to keep everyone informed of what happens.

CONTINUITY OF TOWN OPERATIONS

Critical and Essential Operations

The following services are critical to the ongoing health, safety, and general welfare of the Ridgway community. This list is provided to help inform the public of what is considered critical and essential in time of an emergency situation and represents the baseline for what the Town will do its best to continue to provide. Individual Department Response Plans, if necessary, will specifically address continuity of operations for these departments as they modify operations to support critical/essential operations only.

- Marshal's Office
 - Continued criminal policing
 - Following first responder protocols
 - Assistance with quarantine operations
- Public Works
 - Streets
 - Snowplowing
 - Street maintenance
 - Assistance with quarantine operations, if necessary
 - Parks and Facilities
 - Emergency repairs
 - Water and Sewer
 - Operation of water treatment and wastewater treatment facilities
 - Emergency repairs of critical infrastructure

- Administration
 - Internal and external information dissemination
 - Payment of bills, payroll
 - Utility customer phone calls, information dissemination
- Town Council
 - Essential policy formulation and decision-making
 - Communication to the public

Non-Critical and Support Functions

- Planning, Building, and Community Initiatives
 - Will continue operations, as feasible, from home or support primary essential operations listed above
- Customer Service/Town Hall Reception
 - Customer phone calls and mail distribution will be absorbed by staff, or halted, as necessary

PHASING OF RESPONSE

In addition to taking the direction from local health organizations, the State, and Federal government, the Town will have the following tiers of responses:

Tier I – Heightened Awareness

The Centers for Disease Control and Prevention (CDC) and local health authorities have indicated that COVID-19 is in the U.S. and are encouraging citizens to be aware and to focus on sanitization and hygiene.

- Encourage employees to stay home if sick or to go home if exhibiting symptoms while at work. Employees will continue to use sick leave, as is warranted.
- Identify workspaces where employees can temporarily isolate if they are awaiting transportation to their home or medical care.
- Wash hands often and use hand sanitizer when hand washing is not possible.
- Cover mouth with arm/elbow if coughing.
- Heightened amount of environmental sanitation – Lysol, wipes, environmental germicide sprays, etc.
- Employees should refrain from traveling to conferences and/or meetings in other parts of the Country where cases of COVID-19 are expanding.

Tier II – Statewide Concern

The Colorado Department of Health and Environment (CDPHE) has indicated multiple cases of COVID-19 within the State of Colorado. When directed by the Town Manager, or his delegate, the Town will move its response to Tier II which, in addition to Tier I steps, includes:

- Employees should refrain from physical contact with each other and with members of the public (i.e., handshakes, hugging, etc.). CDC recommends a 6’ distance of separation.

- Employees should limit or eliminate any outside agency meeting attendance, unless able to be done remotely.
- Town should begin to limit internal meetings and non-essential contact with the public.
- Employees who self-identify as high risk (having compromised immune systems, for example) should work from home. If sick, no sick leave will be required to be used. It will be treated as regular working time.
- The Town will take direction from State and local Health authorities.

Tier III – Ouray County Concern

Ouray County Public Health Agency has indicated multiple cases of COVID-19 within the County. When directed by the Town Manager, or his delegate, the Town will move its response to Tier III which, in addition to Tier II steps, includes:

- Employees will be directed to stay home (or go home) if they or any family member they live with is exhibiting any symptoms, or if they are high risk. Employees staying home will not be required to use sick leave. It will be treated as regular pay.
- All Town meetings or events shall be eliminated, unless able to be done remotely.
- Employee teleworking and staggered shifts will be authorized. Departments will continue to roll out additional measures or plans to allow employees to work remotely, when feasible.
- Employees shall take additional steps to limit exposure with other employees and with members of the public. All work that can be done over the phone, email or teleconference shall be done that way.
- Reduced staffing shall be authorized. Individual departments will take steps to ensure minimal staffing and that public access is limited.
- Heightened level of sanitization of spaces including additional germicide spraying.
- Other steps as directed by State and local Health authorities.

Tier IV – Full Implementation of Response Plan

Tier IV may occur at such time as Ouray County Public Health Agency recommends nationwide social spacing, or schools are shut down, or at such other time as Ridgway deems it to be in the best interest of the organization and/or community. When directed by the Town Manager, or his delegate, the Town will move its response to Tier IV which, in addition to Tier III steps, includes:

- Town buildings will be minimally staffed, there will be no public access. Public will be directed to conduct business online, if feasible, or by phone.
- Departments will fully enact their individual departmental plans. Teleworking options and staggered shift work maximized. Only essential services are ongoing, unless able to be provided through employees working remotely.
- Incident Command may be set up locally or in coordination with County authorities.
- Other steps as directed by State and local Health authorities, including support of their efforts.

COMMUNICATIONS PLAN

The Communications plan will largely follow the lead of State and County officials, including the County Emergency Manager, with information disseminated locally through all of our communication channels. Communication efforts include the following:

- Internal communications designed to keep Town staff informed and safe while continuing critical government functions (e-mails, phone calls, etc.); and,
- External communications that are first, supportive of the Ouray County Public Health Agency's communications to the public, and second, useful for specific local needs of the public (Town website, email listserv, social media, signs/flyers/banners if feasible, etc.).

QUARANTINE PLAN

In the event of the need for a quarantine, the Town will follow the direction of State and County Health officials, who will provide specific information relative to quarantine processes and procedures.

Approved: _____


Mayor John Clark

Date: _____

Mar. 17, 2020