COVID-19 CLEVELAND CITY HALL  
Proactive Preventative Measures   
March 11, 2020

**PURPOSE:** The purpose of this memorandum is to identify preventative measures and proactively protect employees in City Hall to continue to provide core services to our community.

**PROCEDURES EFFECTIVE IMMEDIATELY:**

* All employees entering City Hall will wash their hands with soap and warm water upon entry.
* Sanitize common areas to include customer counters, shared phones, copiers, keyboards, mouse(s), surfaces, door handles, light switches and shared spaces with colleagues or the public. At a minimum, areas should be sanitized mid-morning, lunch hour, mid-afternoon, and closing.
* Employees handling cash transactions or document transfers from a customer may use latex gloves.
* Remote communication by phone call, text, email, facetime, or video-conference for groups if preferred over face to face or group encounters.
* Keep space and distance with customers.
* If a customer appears ill, kindly ask them for a phone number to resolve the issue and ask the customer to leave. Sanitize the area.
* Contain all customers at the counter.
* Establish a customer waiting area, for the next available clerk to serve the customer.
* Restrict customer service to one customer at the counter at a time.
* Supervisors shall identify high risk personnel, to include elderly, young children, pregnancy, or weakened immune systems in the employee, employee’s family or person within their care. Individuals in this category may need to increase proactive preventative measures.

**In the event that conditions escalate, we will close the front door and resume all operations through the drive thru window.**

Impact(s) on employees: In the event that an employee, employee family member or person in their immediate care is diagnosed with COVID-19, the City will extend all resources needed to facilitate a healthy recovery and approve exceptions to policy for leave on a case by case basis to best meet the needs of the individual.

Vicki Hagerman

City Manager