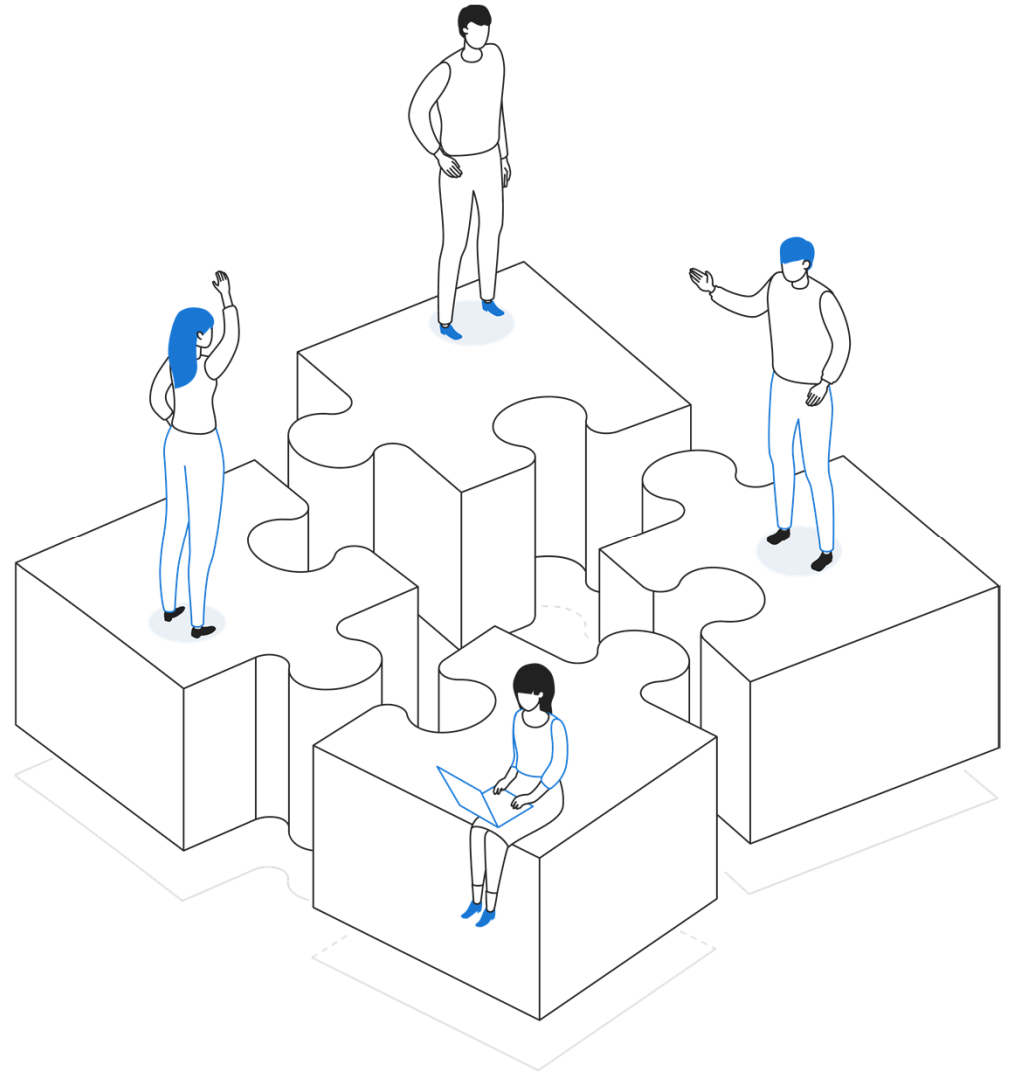


Re-opening: Guide for City of Newton Employees

BROUGHT TO YOU BY NEWTON HHS and HR
June 2020



Welcome back!

As we reopen and begin this “new normal” in our workplace, we understand that many employees are concerned about safety as well as the changes to city policies and procedures that we have implemented. We want every employee to be reassured that we are taking your concerns and the well-being of our employees seriously.

Note: This document is intended to help us communicate new policies, procedures and practices which apply citywide. Every workplace will differ however, and policies and safety protocols may differ from one department to another based on the specific needs of that department and its employees.

The City of
Newton is
Committed to
SAFETY

We practice:

- Physical Distancing (6 feet or more)
- Appropriate Use of Face Coverings
- Hand Hygiene
- Cleaning and Disinfecting
- Staying Home When Sick

SAFETY CONCERNS

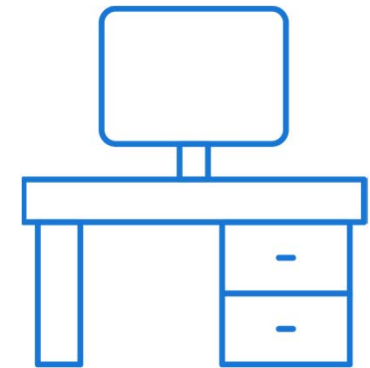
- Your safety is our top priority!
- You have the right to raise concerns about compliance and safety issues
- You are protected from retaliation and discrimination
- We want to hear from you



If you have any concerns regarding compliance or safety, speak to your supervisor or contact the Human Resources Department

Physical Distance

- Separated workspaces
- Rotate employees to prevent use of spaces less than 6 feet apart
- Use physical barriers to separate employees and customers when needed
- Use phones if hearing is difficult



Maintaining productive, timely remote work after re-opening may still be available depending on your job requirements.

CORONAVIRUS DISEASE 2019 (COVID-19)

Your cloth face covering protects them.
Their cloth face covering protects you.



Face Coverings

Should be worn when physical distance cannot be maintained (MA statewide order)

Employees should wear face coverings in common spaces when 6 feet cannot be maintained and in areas open to the public

Face coverings may be removed during a meeting in a large space where 6 + feet of distance is possible for all participants


Face Coverings must be appropriate for work and must not have any messaging

Face Coverings

Children under age 2 should not wear face coverings; coverings may or may not be worn from age 2-5, at parent/guardian discretion

Medical exemptions are allowed (without verification)

When a member of the public is not wearing a face covering

- 1) Maintain physical distance and/or use a physical barrier. Use a phone to talk if it is difficult to communicate.
 - 2) You may say: “We have face coverings available at the Customer Service Desk if you would like or need one.”
 - 3) Reminder: You cannot make anyone wear a face covering or refuse service
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Hand Hygiene

- Wash hands frequently with soap and water
- Hand sanitizer can be used when soap and water are unavailable
- Hand sanitizer will be available throughout city workplaces
- If supplies of soap, paper towels or sanitizer need to be restocked, please alert the custodial staff so it can be refilled quickly



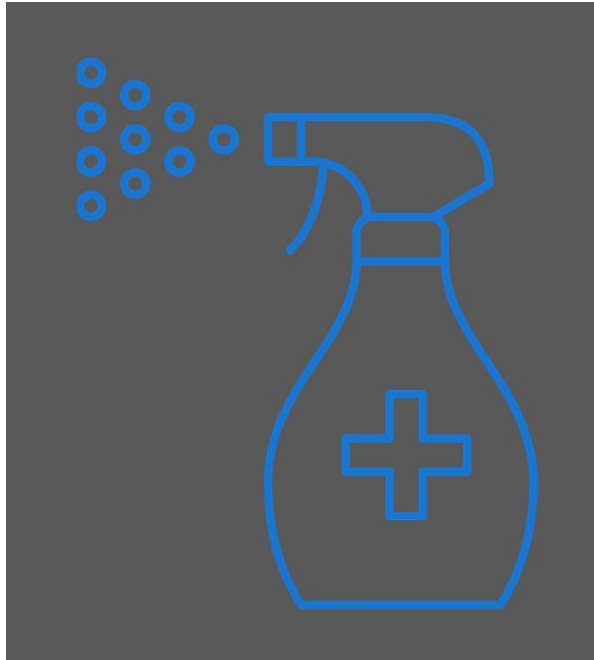


Five Steps to Proper Handwashing

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

Gloves

- The CDC does not recommend the use of gloves as a means of preventing COVID-19 unless you are caring for someone who is sick
- Gloves will not be provided to employees
- Practice good hand hygiene: wash hands frequently or use hand sanitizer when washing is not possible



Cleaning

Custodians will continue to provide regular cleaning, including high-touch surfaces

Employees will assume shared responsibility for the intensified need for cleaning

All departments will be provided with an effective disinfectant (Simple Green) and paper towels

Staff will regularly need to clean their own high-touch surfaces throughout the day including office equipment, copiers, refrigerator handles, etc.

STAY HOME IF YOU ARE SICK

- Employees will be responsible for their own health monitoring
- Employees are expected to use the self-assessment tool before they come to work each day
- Do not come to work if you have any COVID-like symptoms – contact your healthcare provider
- Tell your supervisor and ask to leave work if you develop any symptoms



Employee Health Self-Assessment

- **Do you have any of these symptoms?**
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever (use a thermometer if you have one; stay home if your temperature is above 100 degrees F)
 - Chills
 - Muscle pain
 - Sore throat
 - New loss of taste or smell
 - Less common symptoms include nausea, vomiting, or diarrhea
- **If so, stay home or go home and contact your healthcare provider**





City Hall Restrooms

- Restrooms are open to the public
 - Restrooms will be supplied with soap and paper towels
 - Extra trashcans will be located near the door so people can use a paper towel to open the door
 - Please alert the custodial staff if supplies are getting low so they can replenish
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How does COVID-19 spread?

Latest research indicates that COVID-19 is spread primarily through close contact from person-to-person (within about 6 feet)

Spread through respiratory droplets that are produced when an infected person coughs, sneezes, or talks

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs

COVID-19 may be spread by people who are not showing symptoms

We are still learning about how the virus spreads and the severity of illness it causes

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>

Virus Transmission Via Physical Objects

- CDC guidance specifies that transmission of the virus happens primarily through person-to-person contact via respiratory droplets
- The risk of transmission via physical objects (books, computers, etc.) is low
- The best way to reduce this risk is through good hand hygiene



What if I am diagnosed with COVID-19?

- Any employee who has been diagnosed with COVID-19 will be contacted by the public health authorities in their home community
- Workplaces are notified as necessary via contact tracing
- Employees are encouraged to tell their supervisors or Human Resources (HR) or Health and Human Services (HHS) if they have been diagnosed with COVID-19
- Employees have a right to have their diagnosis remain confidential
- All medical information is strictly confidential



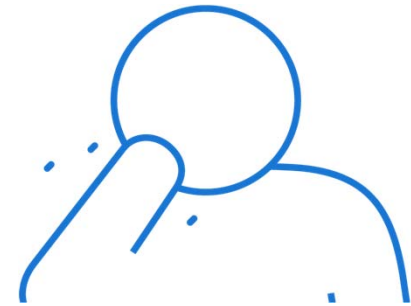
What if a co-worker is diagnosed with COVID-19?

- Employees and members of the public who have been determined to have been a close contact of someone with a COVID-19 diagnosis will be notified by HHS or their local Board of Health, and will be told how to manage their well-being and protect others

Medical Confidentiality

Many are nervous and afraid of COVID-19. Many are asking questions about the medical status of others. We understand your concern however ...

- We respect medical confidentiality
- We will not be sharing the medical information of employees to those who do not have the right to know

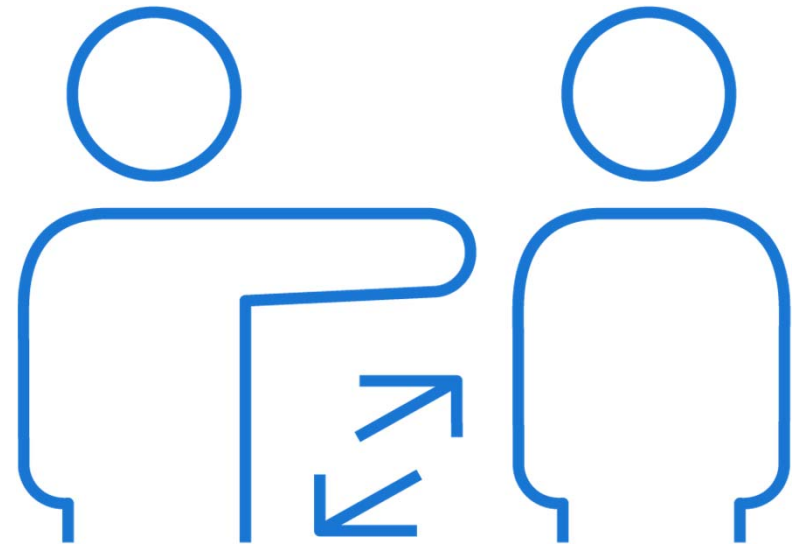


Appointment Books and Calendars

- For longer appointments and meetings, be sure to keep track of your interactions. This information could be helpful for contact tracing purposes (when someone is later identified to be COVID positive and the public health authorities need to know who they were in contact with while potentially infectious).
- Remember: your usual appointment book or calendar system may work just fine if you keep it up to date
- This is not necessary for brief customer service interactions

Protecting Yourself and Others

- Stay home or go home if you are sick
- Maintain physical distancing practices
- Wear a face covering when physical distancing is not possible
- Clean your hands frequently
- Cover your nose and mouth when sneezing or coughing
- Avoid touching your face



Protecting Yourself and Others

- Replace handshakes with head nods and waves
- Follow all city policies and practices as it relates to COVID-19
- Use de-escalation techniques to avoid confrontation





Stop the Spread of Germs

**Help prevent the spread of respiratory diseases
like the flu and COVID-19**



A reminder...

- Certain groups have been harassed and discriminated against due to COVID-19
- We are committed to providing a safe and discrimination free workplace for all
- Employees are prohibited from discriminating against or harassing anyone based on being a member of any protected class
- This conduct is not only against our values as a safe and tolerant workplace, but it is also against the law
- If an employee believes they have witnessed such behavior or have been the subjected to such behavior, they should contact the Human Resources Department immediately.



De-Escalation Techniques

If Someone Becomes Upset at Work...

- Be empathetic and non-judgmental
- Respect personal space
- Use non-threatening language and avoid overreacting
- Focus on feelings
- Ignore challenging questions and set clear limits
- Be clear about what you can do to help
- Use strategies to end the conversation respectfully
- See De-Escalation Handout for more specific information about using these techniques



Mental Health and Stress

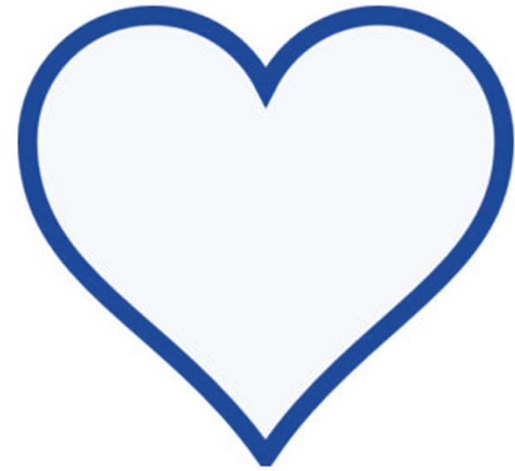
As the number of cases of COVID-19 increase, so does the associated anxiety and stress. Consider the following steps:

- **Stay connected** to family and friends electronically
- **Keep comfortable.** Do more of the things you enjoy doing at home
- **Practice stress relief** whenever you feel anxiety building – deep breathing, exercise, reading, gardening, whatever works for you
- **Avoid unhealthy behavior** such as excess drinking – that will just increase your anxiety afterwards
- **Keep looking forward.** Think about plans you would like to make down the road

Employee Assistance Program resources are available. Call 617-969-7600

One More Very Important Thing

- Be kind. Understand that this is a stressful time for everyone, and an extra bit of kindness right now can go a long way



Additional resources can be found online:

newtonma.gov/HRCovid19

HR@newtonma.gov

- COVID-19 Leave Policy
- Employee Health Self Assessment Tool
- De-Escalation Techniques
- “Reopening” Update to Employees May 29, 2020
- Employees should also seek guidance on departmental specific protocols by speaking with their supervisor or department head



HR: 617-796-1260

HHS: 617-796-1420