The Centers for Disease Control and Prevention (CDC) is closely monitoring an epidemic of respiratory illness (COVID-19) caused by a coronavirus (SARS-CoV-2). Cases of COVID-19 are being reported in a growing number of international locations, several of which are experiencing sustained community-level or widespread person-to-person transmission.

The purpose of this document is to consolidate information relevant to COVID-19 and to provide guidance to City employees specific to Stage 6/7 of our Pandemic Management Plan. The Office of Emergency Management will staff the Emergency Operations Center at a full activation level.

It is recognized that this is an evolving situation and this guidance will be updated as needed.

**SCOPE OF APPLICATION**

This guidance is applicable to all City employees with the exception of employees of the Police and Fire Departments for whom other guidelines apply.

**AUTHORITIES AND RELEVANT POLICIES**

- California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 et seq.: [https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=4.&title=1.&part=&chapter=8.&article=](https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=4.&title=1.&part=&chapter=8.&article=)
- San Jose Municipal Code, Chapter 8.08 Office of Emergency Services
- Santa Clara County Public Health Office: [https://www.sccgov.org/sites/phd/Pages/phd.aspx](https://www.sccgov.org/sites/phd/Pages/phd.aspx)
- Disaster Service Workers Policy: [https://www.sanjoseca.gov/home/showdocument?id=17859](https://www.sanjoseca.gov/home/showdocument?id=17859)
- Discrimination and Harassment Policy: [https://www.sanjoseca.gov/home/showdocument?id=17863](https://www.sanjoseca.gov/home/showdocument?id=17863)
- Code of Ethics: [https://www.sanjoseca.gov/home/showdocument?id=17849](https://www.sanjoseca.gov/home/showdocument?id=17849)
- Flexible Workplace Policy: [https://www.sanjoseca.gov/home/showdocument?id=17901](https://www.sanjoseca.gov/home/showdocument?id=17901)

**GUIDELINES**

1. **County of Santa Clara Health Order**

The County of Santa Clara and the six most populous counties in the region ordered a shelter in place effective Tuesday, March 17th at 12:01 am. This order provided that individuals may leave their residence only to perform “essential activities” or allowed “additional activities.” The County of Santa Clara County Public Health Department has continued to modify their orders as the COVID-19 Pandemic has progressed, and as of July 13, 2020, the current Health Order became effective. For the purposes of City employment, employees are allowed to perform any work necessary to support the operations and maintenance of “Essential Infrastructure” or “additional activities,” including but not limited to the following:

- Public works construction
- Construction of housing (in particular affordable housing or housing for individuals experiencing homelessness)
1.3.9

- Airport operations
- Water
- Sewer
- Gas
- Electrical
- Oil Refining
- Roads and Highways
- Public Transportation
- Solid Waste Collection and Removal
- Internet and Telecommunications systems
- Building Inspection Services
- Retail
- Manufacturing
- Logistics, Warehousing, Delivery, and Distribution
- Outdoor Museums, Historical Sites, and Gardens
- Childcare and Recreational or Educational Institutions
- Other Limited Services that Do Not Require Customer Contact
- Outdoor Dining
- Outdoor Swimming
- Campgrounds
- All first responders, emergency management personnel, emergency dispatchers, court personnel and law enforcement personnel

In addition, it states that all business must require employees and customers to wear face coverings, maintain at least 6 feet from others at all times, and provide hand washing/sanitizing supplies to customers and staff.

2. Closure of City Facilities

Effective 12:01 a.m. on Tuesday, March 17, 2020, all indoor City facilities will be closed to the public with the exception of the Norman Y. Mineta San Jose International Airport and limited other facilities operating in compliance with the current Health Order.

3. Employees Returning to Work

Each department is actively working with the Emergency Operations Center to identify suspended City programs and services that can be restored. Programs and services will not be restored until it has been determined that employees can perform the associated duties safely.

Employees who are able to work remotely are encouraged to continue doing so; however, it is recognized that many City programs and services cannot be performed remotely. Employees whose work cannot be performed remotely and who are considered to be at higher-risk for developing severe illness from COVID will be engaged as needed in an interactive process during which an employee’s individual higher-risk circumstances and concerns about their work environment will be assessed.

4. Non-Essential Services and Employees

Employees who are regularly assigned to a program or a service that has not yet been restored will continue to receive their regular salaries, provided the employee remains available for
redeployment in a disaster service worker capacity. Additional information regarding the performance of other duties as a Disaster Service Worker is available in section 6 below.

5. **Workplace Safety Measures for Essential Employees Who Are in the Workplace**

   a) **Social Distancing**

   Employees who are in the workplace should be able to maintain social distancing, allowing for at least six feet between persons. This may necessitate use of conference rooms or other workspaces to provide social distancing.

   Elevator occupancy is limited to the maximum occupancy specified for each elevator, recognizing that this will create delays traveling between floors.

   Unless it is necessary to conduct a meeting indoors, all meetings should occur either outdoors, by telephone, or using available teleconferencing technology. Proper social distancing must be maintained for all in-person meetings. Any meetings conducted in a conference room must be able to accommodate the number of meeting attendees in accordance with the current County order.

   Essential employees who primarily work in the field and/or have contact with members of the public should also maintain social distancing from whomever they may come into contact with. For example, employees needing to enter someone’s home and/or facilities in performance of their job duties should maintain a safe distance and proactively communicate to members of the public the reasons for doing so.

   Any City employee who believes a member of the public they come into contact with is exhibiting flu-like symptoms, should stop the interaction and ask the individual to call or email for additional follow up, if applicable.

   b) **Staggered Start Times**

   Departments are encouraged to alternate schedules to stagger the presence of staff if social distancing measures are insufficient. For instance, allowing employees who otherwise begin at 8:00 a.m. to start at 6:00 a.m. or 12:00 p.m.

   In conjunction with the staggered start times, employees may also be assigned a shift containing fewer hours than the employee would ordinarily work. In such instances, employees will be compensated for the hours they did not work. For additional information, see section 7 below.

   c) **Telecommuting**

   Employees who are instructed to continue working remotely shall adhere to the Flexible Workplace Policy; however, the requirement that an employee has passed probation and the flexible workplace schedule form requirements may be waived at the department’s discretion.

   Employees approved to telecommute can be required to report to their regularly assigned work location at any time and telecommuting can be cancelled at any time and
without advance notice to the employee. Employees approved to telecommute can be reassigned at any time as they are Disaster Service Workers as described in section 6 and will be provided with adequate notice if they are needed.

d) Health Screenings

Employees are required to complete a health screening prior to entering a City facility. This includes having one’s temperature checked and confirming that they are not experiencing any symptoms consistent with COVID-19, have not had close contact with a known positive individual, and are not residing with a household member who has tested positive for COVID-19.

For additional information, please refer to the COVID-19 Clearance to Work or Return to Work Procedure.

e) Cloth Face Coverings

City employees are required to wear a face covering when others are nearby or when they are in areas that the public regularly visits. Employees that work in a one-person office or workspace do not need to wear a face covering while in their office. Face coverings must be worn in any shared office or workspace setting and while working in or walking through common areas including, but not limited to: elevators, stairs, restrooms, hallways, any room or enclosed areas where other people are present, and during any interaction or possible interaction with any member of the public.

Employees working outside in locations where members of the public may be present, even if members of the public are not present, are required to wear cloth face coverings.

If employees are working in a group that does not allow for proper social distancing, or the duties require contact with the public (i.e., walking by persons in a park within six feet, speaking with the public, etc.), face covering is required.

Employees may bring their own cloth face coverings for use while at work. Employees who do not already have their own cloth face covering will be given one during the employee screening process at City facilities. The coverings will come with instructions on proper use, limitations, and cleaning. Employees must remember to bring their City-issued covering (or their own) when reporting to work.

It is important to note that many job duties require personal protective equipment (PPE) such as an N95 mask. A cloth face covering is not a replacement for an N95 mask or other PPE, and should be worn only when other PPE is not required.


f) Events and other Team Building Activities

Events and other team building activities must occur remotely to ensure employee safety. Potlucks, pizza parties, barbeques, and other similar team-building activities that necessitate unnecessary in-person interaction must be postponed until further notice.
g) **Time Off Requests**

All employees who intend to travel while on approved leave must complete the form located [here](#).

*International Travel:*

All employees returning from international travel will be required to quarantine for 14 days. During this time, employees may work remotely, if able, or use their accrued leave balances.

*Domestic Travel:*

Quarantine requirements for employees returning from domestic travel will be evaluated on a case by case basis by the EOC Safety Branch. Employees should be prepared to provide this information when requesting time off which will then be provided to the EOC Safety Branch for quarantine requirements.

Quarantine requirements will be based on several factors, including:

- Where the employee is traveling and COVID cases in that area ([https://coronavirus.jhu.edu/data/new-cases-50-states](https://coronavirus.jhu.edu/data/new-cases-50-states));
- Mode of transportation; and
- Attendance at mass gatherings/events (such as wedding, funeral, party, concert, sporting event, etc).

If an employee is required to quarantine upon return, they may work remotely, if able, or use their accrued leave balances. Departments shall make an effort to find remote work for employees where possible.

6. **Disaster Service Workers**

California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 et seq., requires all public employees to provide disaster service activities as may be assigned to them by their superiors or by law. In addition to state law, the San Jose Municipal Code, Chapter 8.08 provides that the City Manager, while in the role of Director of Emergency Services, has the authority to require emergency services of any City officer or employee.

Employees may be required to do the following:

- a) Work in assignments based on the needs of the work unit and/or the City that may require employees to serve at locations, times, and in conditions other than their normal work assignment and/or schedule;

- b) Work in assignments outside the general scope of their typical duties and responsibilities. Employees will never be asked to perform any duty or function they are physically unable or unqualified to do; and
c) Work for a supervisor, division, or department different from their normal work assignment.

Additional information is available in the City’s Disaster Service Workers Policy. All employees are to familiarize themselves with their responsibilities as described therein.

7. **Compensation and Leave**

Effective June 28, 2020, administrative leave will only be provided to employees:

- If the program or service to which the employee is regularly assigned has not been restored and the employee is immediately available for redeployment; or
- If after an interactive process, the City determines that an employee cannot be returned to work safely; or
- Pursuant to the Emergency Paid Sick Leave Act Policy; or
- The employee has been exposed to COVID-19 in the workplace and has been placed on leave pursuant to the Administrative Leave Policy.

Employees who are unable to work for any other reason must apply for Emergency Family and Medical Leave and/or request a Leave of Absence. Employees required to quarantine because they have been exposed to someone who has tested positive for COVID-19 in a non-work related setting may use sick leave even if they are asymptomatic for COVID-19.

8. **Essential Travel**

Travel that is believed to be essential will be evaluated on a case-by-case basis by the City Manager’s Office.

9. **Maintaining a Respectful Workplace**

A person’s risk for COVID-19 depends on a variety of factors that do not relate to race, ethnicity, country of origin, or culture. City employees must adhere to the City’s Discrimination and Harassment Policy and the City’s Code of Ethics Policy, and shall treat all colleagues and members of the public with courtesy and respect. Discrimination and/or harassment of any kind will not be tolerated.

10. **Recognizing the Signs and Symptoms of COVID-19**

Like the flu and the common cold, COVID-19 is a respiratory illness. Typical symptoms include, but are not limited to: a fever, cough, difficulty breathing, muscle pain, new loss of taste or smell, and/or sore throat. Symptoms can range from very mild to severe depending on the individual and other factors.

**ADDITIONAL RESOURCES**

1. **Employee Assistance Program**

Situations such as this can cause a variety of emotions. The Employee Assistance Program was established to offer free, confidential counseling and professional assistance to benefited employees and their eligible dependents.
2. **Workers’ Compensation**

If an employee tests positive for COVID-19 and believes they have contracted the virus while at work performing their usual and customary job duties, then the employee should file a claim for Workers’ Compensation benefits. Any such employee should report the claim immediately to their departmental supervisor and Workers’ Compensation Liaison who will provide the employee with a Workers’ Compensation Claim Form DWC-1.

Please note that claims may be investigated for up to 90 days to determine work-relatedness. Any questions concerning Workers’ Compensation benefits should be directed to the Health and Safety Division within the Human Resources Department.

3. **External Resources**

a) Santa Clara County
   - Public Health Office
   - COVID-19 Information

b) Center for Disease Control
   - Centers for Disease Control and Prevention Website
   - CDC Germ Prevention Flyer (English)
   - CDC Germ Prevention Flyer (Spanish)
   - CDC Germ Prevention Flyer (Vietnamese)
   - CDC Germ Prevention Flyer (Chinese)

c) World Health Organization
   - Coping with Stress
   - Helping Children Cope with Stress

Approved:

/s/ Jennifer Schembri  
Director of Employee Relations  
September 30, 2020  
Date

/s/ Jennifer Maguire  
Assistant City Manager  
September 30, 2020  
Date