



City of Moline
Continuity of Operations Plan
COVID-19 Pandemic

*This Plan may change and will be updated as the COVID-19 situation evolves.
Visit the City's COVID-19 website for the most up-to-date information: www.moline.il.us*

Updated April 9, 2020

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1. Introduction

Objective: Adopt a City of Moline Plan to address the Coronavirus disease 2019 (COVID-19) in order to ensure the safety of Moline residents and continuity of City operations. Within this plan, threat levels will be established through the use of pre-determined triggers which will be used in order to take Action Level steps both internally within the organizational structure of the City and externally within the community.

Purpose: Maintain a healthy, safe community and work environment so community events and businesses can continue and City services to the residents of Moline can continue with the least amount of interruption while also reducing the overall exposure to all citizens.

Informational Authority: The established informational and factual authority on COVID-19 is the US Centers for Disease Control and Prevention (CDC). The CDC will be the source of guidance in reference to assumptions, and information regarding the spread, treatment and preventive actions taken with COVID-19.

Local Authority: The local authority in regard to the medical response to COVID-19 in the City of Moline and in the County of Rock Island is the Rock Island County Department of Health, under guidance of the Illinois Department of Public Health (IDPH) and the CDC.

Plan Authority: The authority to enact this plan is given to the City Administrator and/or Police and Fire Chiefs based on the advice and consent of the City Council.

Assumptions:

1. COVID-19 will continue to spread throughout the State of Illinois and into the County of Rock Island and the City of Moline.
2. Subjects can be contagious for up to 14 days without exhibiting any symptoms. On average, subjects are symptomatic for 2-14 days.
3. The Rate of Spread is currently unknown.
4. The exact amount of time the virus can live on a surface is unknown. Expert estimates range from a few hours to up to nine days, depending on the type of surface, surrounding temperature and environment. (Mayo Clinic)
5. The response to the spread of COVID-19 will be a financial burden to the City of Moline.
6. The federal government and the Governor's office have ongoing programs and will have new programs to provide physical and financial assistance with COVID-19.

Risk Factors: The risk factors associated with COVID-19 that result in serious illness or death are identified by the CDC as:

- Older adults; and
- People who have serious chronic medical conditions like heart disease, diabetes and lung disease.

2. Plan for Exposures

This section may change and will be updated as the COVID-19 situation evolves.

What is an exposure to COVID-19?

An employee is considered to be exposed when he/she is in contact with a suspected infectious individual and he/she did not practice CDC best practices, including social distancing of 6 feet or more, or was not wearing proper personal protective equipment (PPE). An employee is also considered to be exposed if he/she traveled to a Level 3 risk area. If an employee is exhibiting symptoms consistent with COVID-19 (i.e. fever, cough or shortness of breath), but has not been or cannot be tested, he/she will assume to be infected.

Refer to the COVID-19 Exposure/Quarantine Decision Tool at the end of this section.

How will the City handle infections?

Employees have been advised on how to avoid and minimize exposures, in accordance with CDC guidelines.

Employees who appear to have symptoms (i.e. fever, cough or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees and visitors and sent home.

If an employee is confirmed to be infected with COVID-19, the City will speak to the employee by phone and will provide him/her with information on the Employee Assistance Program (EAP) and ensure that he/she has the appropriate medical care and resources. The City will then ask the employee or employee's representative (i.e. family member or friend) about their interactions with other employees, residents, visitors or anyone else over the previous 14 days. Said employee will also be told that the City has a responsibility to tell his/her coworkers and will be given the option of anonymity. City will notify the Rock Island County Health Department.

Following a discussion with the affected employee, the City will inform coworkers in the same building and any other personnel who may have interacted with the affected employee of a possible exposure. If Rock Island County Emergency Management Agency (EMA) is not handling contact tracing responsibilities, the City will assign it accordingly. If affected personnel are in an office setting, they should immediately wash their hands and use the provided sanitation supplies to clean common touchpoints they will have to use in exiting the space. Depending on the area of potential exposure, other common areas, office space and vehicles may have to be vacated. Services from Blaze Restoration and AirwayzInc have been retained to respond in the event of a positive case of COVID-19 in our workplace. Both have agreed to respond within 24 hours. Once the work has

been completed, employees will be able to return to the workspace or vehicle 4 hours after the area has been sanitized.

Impacted personnel will be asked about their interactions with the affected employee and will either be advised to self-monitor for symptoms (i.e. fever, cough or shortness of breath) or be sent home to self-isolate if CDC guidelines were not followed or if they are exhibiting symptoms.

The City's Occupational Health Nurse and the Risk Management Specialist will take the lead on working with the affected employee and his/her coworkers. The Human Resources Manager will serve as the back-up.

The Interim Fleet Manager/Fleet and Facilities Coordinator will manage the cleaning/sanitizing processes with external vendors and City staff as necessary.

Communication to the Public

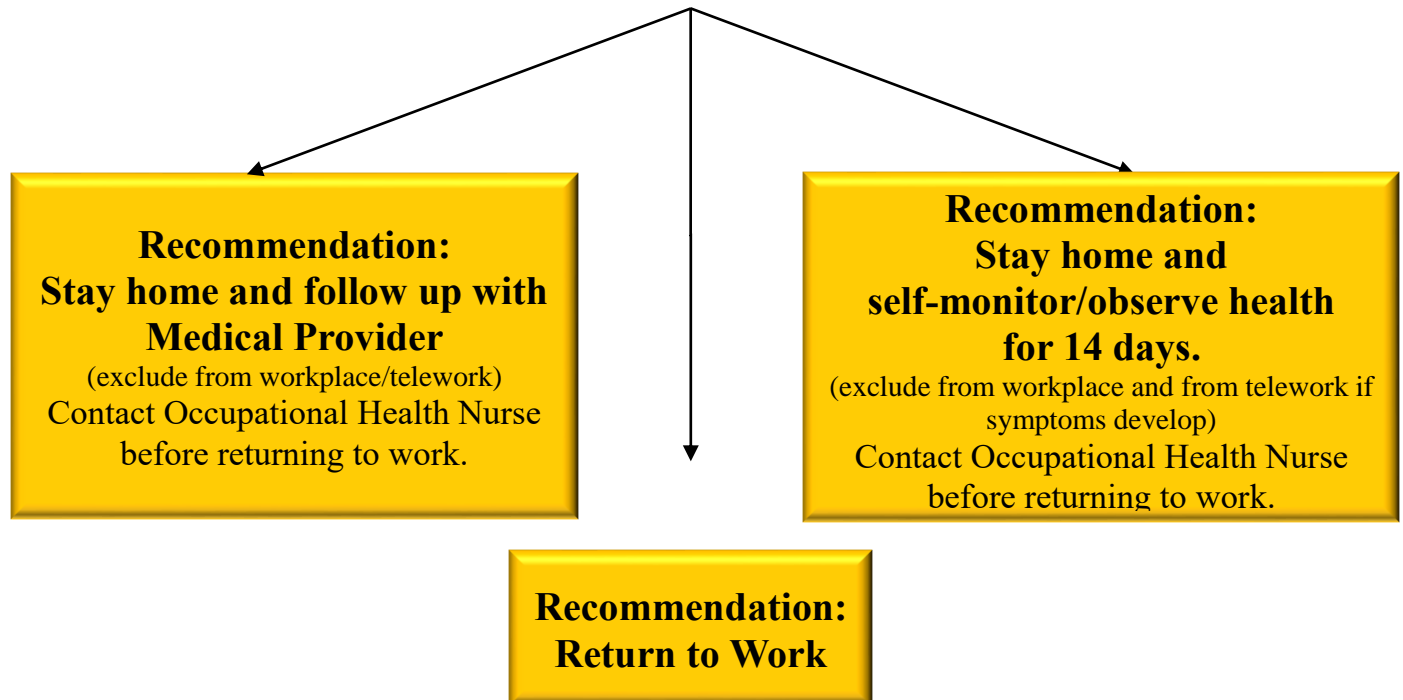
The Deputy Fire Chief-EMS will serve as the City's designated Public Information Officer and will handle the message to the public if an employee is infected with COVID-19.

COVID-19 Exposure/Quarantine Decision Tool

Employee believes they have 1) a pertinent travel history and/or 2) a contact of a presumed/confirmed COVID-19 patient *without* the use of proper PPE or CDC recommendations and/or 3) have symptoms consistent with COVID-19, such as fever, cough or shortness of breath.



Do not enter the workplace. Contact supervisor.
Call the Occupational Health Nurse: 309-524-2064
Call the Health Department where you reside:
Scott County, IA Health Department: 563-326-8618
Rock Island County, IL Health Department: 1-800-899-3931
Follow recommendations and update supervisor.



****Keep supervisor informed at all times****

At all times, all employees must be aware of symptoms, practice social distancing and implement personal hygiene practices such as: sanitizing common surfaces, washing hands properly, coughing/sneezing into elbows, etc.

All restriction of movements for COVID-19 are for a minimum of 14 days (exceptions are rare).

3. Succession Plan

In the event that an employee of the City becomes ill with COVID-19 and is unable to perform his/her duties as required, the City will rely on its established Organizational Structure and roles and responsibilities will be assumed by the next employee within the organizational chart. In the event that the following critical positions must be filled, the following subjects will assume the overall authority and responsibility for the position. In the event that the primary selection is not available, the City Administrator shall appoint an employee to temporarily fill the position.

Position	Primary Backup
Mayor	Mayor Pro-Tem
City Administrator	Fire Chief
Chief of Police	Police Captain
Fire Chief	Deputy Fire Chief
Finance Director	Finance Manager
Human Resources Manager	Human Resources Specialist
Information Technology Manager	Network Administrator
Community & Economic Dev. Director	Land Development Manager
Director of Public Works	Municipal Services General Manager
City Engineer	Civil Engineer
Parks Recreation Director	Parks Operations Manager
Fleet Manager	Parts and Services Specialist
Utilities General Manager	Water Laboratory Chemist
Municipal Services General Manager	Building Official
Library Director	Adult/Young Adult Services Coordinator

4. Critical Operations

The City of Moline depends upon all of its employees for the continuity of its operations. Certain positions and job duties are instrumental to our community in protecting the public health and safety. Other support functions will ensure seamless customer service to those we serve. Below are the proactive steps the City has taken to prevent exposures to employees, as well as a summary of critical functions and contingency plans by department.

Proactive Exposure Prevention

1. Shift changes to avoid large congregations of employees at the beginning and end of the workday and during lunch and break periods.
2. Implementation of Telework Policy and Procedure.
3. Encourage online services for bill pay, permits, license renewals, recreation programs and library services.
4. Enhanced cleaning of City buildings and providing additional cleaning supplies in high traffic areas.
5. Promotion of CDC recommendations to employees and visitors, including the enforcement of social distancing and hand washing.

Critical Functions and Contingency Plans by Department

City Clerk/Legal

Critical Function	Contingency Plans
Council Support	<ul style="list-style-type: none"> • Back-up employees identified. • Teleworking by certain employees. • Council meetings at City Hall or remote hosting and remote attendance by participants.
Legal Services	<ul style="list-style-type: none"> • Back-up employees and counsel identified. • For resident and employee safety, electronic communication and response implemented. • Teleworking by certain employees. • Court delays managed by staff and counsel.
Neighborhood Improvement	<ul style="list-style-type: none"> • Back-up employees identified. • Inspections delayed, with the exception of life/safety issues. • For resident and employee safety, electronic communication and response implemented. • Court delays managed by staff and counsel.
FOIA Services	<ul style="list-style-type: none"> • Back-up employees identified. • For resident and employee safety, electronic communication and response implemented. • Teleworking by certain employees.

Community and Economic Development

Critical Function	Contingency Plans
Community Development (Housing and Neighborhood Services)	<ul style="list-style-type: none"> • Work with area housing agencies to support efforts for emergency shelter provision. • Coordinate with HUD and administer CDBG supplemental disaster funds. • Work with the Building Division to conduct emergency inspections. • Maintain reporting and administrative grant responsibilities to avoid liability or non-compliance issues.
Economic Development	<ul style="list-style-type: none"> • Special Projects Director to work remotely and not report to City Hall, if possible. • Staff will work with state and federal agencies to coordinate and administer disaster related resources for economic and business support purposes (i.e., EDA, DCEO). • Collect and disseminate critical information related to downtown and City-wide businesses.

Finance

Critical Function	Contingency Plans
Accounts Payable and Payroll	<ul style="list-style-type: none"> • Back-up employees identified. • Consider teleworking rotation for certain employees. • If no employees are able to perform work, payroll may be completed with a “Duplicate Last Payroll” function. • Accounts payable could be switched to biweekly or monthly or paid with a purchasing card.
Accounts Receivable	<ul style="list-style-type: none"> • Back-up employees identified. • Consider teleworking rotation for certain employees. • Temporary elimination of parking enforcement due to reduced ticket volume (Per Mar). • Close Finance lobby window to the public and require payments by mail, online, drop box or phone. • Develop a plan for deferred payment to assist customers without a cash-alternate payment method.
Audit	<ul style="list-style-type: none"> • Consider teleworking rotation for certain employees. • Provide secure, remote access to auditors. • Staffing resources required to complete audit. Filing deadline for 2019 Annual Audit has not yet been extended past 6/30/20, per State of Illinois.
General Ledger Accounting, Cash & Debt Management, Financial Reporting	<ul style="list-style-type: none"> • Enhanced revenue monitoring due to COVID-19 impacts. • Daily and weekly balancing of all general ledger and cash activities: must continue to monitor, record and balance.

Fire

Critical Function	Contingency Plans
Command Structure	<ul style="list-style-type: none">• Succession plan has been identified for leadership roles in the department and for each shift.
Emergency Medical Services (EMS) and Fire Suppression	<ul style="list-style-type: none">• Personnel have been provided with CDC recommendations to limit exposures. Air circulation encouraged for patients and paramedics. Family members not allowed in ambulance.• Additional documentation required on use of PPE on each call.• Dispatchers will provide additional patient information while staff is en route to calls.• Third ambulance may be placed in service if high call volume.• Alternative staffing strategies have been formulated in the event of up to a 30% reduction in force.• Vacation leave may be canceled for emergency situations.• Mutual aid and regional partners may be utilized.• Consider inclusion of administrative staff in front line operations.

Human Resources

Critical Function	Contingency Plans
Benefits and Payroll Administration	<ul style="list-style-type: none">• Back-up employees identified.• As a last resort, changes to master payroll files and benefits could be delayed and processed at a later date.
Employee and Labor Relations	<ul style="list-style-type: none">• Monitor collective bargaining dates; reschedule as necessary.• Communicate with union leadership to address problems and questions.
Occupational Health	<ul style="list-style-type: none">• Work with Genesis Occupational Health as a back-up.
Recruitments	<ul style="list-style-type: none">• Conduct interviews by phone or video conference.• Delay and reevaluate once situation has improved.
Risk Management	<ul style="list-style-type: none">• Back-up employees identified.• Enhanced communication with Safety Committees.• Work with third party administrator and insurance company for direct processing of claims should primary and back-up employees not be available.

Information Technology

Critical Function	Contingency Plans
Cyber Security	<ul style="list-style-type: none">• Consider teleworking rotation.• Prepare for possibility of employees teleworking by implementing web-based remote desktop option and enhancing security in conjunction with consultant.• Encourage enhanced awareness of viral emails and links. Hackers are using this pandemic as an opportunity.
City-wide IT Support	<ul style="list-style-type: none">• Consider teleworking rotation.

Library

Critical Function	Contingency Plans
Circulation Services	<ul style="list-style-type: none">• Due dates extended and fines waived if building closed.• Change handling of books and other materials due to risk of exposure.• Consider curbside service if building closed.• Contact residents with meeting room reservations or passport appointments for reschedule or cancellation.
Information Services	<ul style="list-style-type: none">• Monitor email accounts used for public communication.
Programming Services	<ul style="list-style-type: none">• Cancel programming for all ages, as appropriate.
Public Relations	<ul style="list-style-type: none">• Use established media channels to inform residents of electronic or virtual library services available to them.

Parks and Recreation

Critical Function	Contingency Plans
Aquatics	<ul style="list-style-type: none">• Delay hiring of seasonal employees.• Delay pool opening.
Cemetery	<ul style="list-style-type: none">• Succession plan has been identified for Cemetery Manager.
Recreation	<ul style="list-style-type: none">• Consider postponing tournaments.• Consider teleworking rotation for certain employees to prepare for summer months.

Police

Critical Function	Contingency Plans
Command Structure	<ul style="list-style-type: none"> • Succession plan has been identified for leadership roles in the department and for each shift.
Preservation of Peace and Protection of Life and Property	<ul style="list-style-type: none"> • Officers have been provided with CDC recommendations to limit exposures. • Officers have been supplied a limited number of PPE and more have been requested through IEMA. • Dispatchers will provide additional patient information while officers are en route to calls. • Alternative staffing strategies have been formulated in the event of up to a 30% reduction in force. • Vacation leave may be canceled for emergency situations. • Backup workspaces have been identified and secured. • Backup building has been identified in the event of evacuation. • React teams may be deployed for civil disturbance. • Additional officers can be placed in service if high call volume. • Building lobby is open to the public and additional precautions and restricted access has been implemented. • Expanded use of telephone reports for situations that on-scene presence is not essential to provide quality police service could be implemented. • Mutual aid and regional partners may be utilized.

Public Works

Critical Function	Contingency Plans
Building/Inspections	<ul style="list-style-type: none"> • On-site inspections continue for life/safety matters. • Electronic communication and response implemented for routine inspections (completed by videos and photos). • Consider teleworking rotation for certain employees. • Separate employees who perform work. • Consider hiring independent inspectors if employees become unavailable. • Use interdepartmental support if employees become unavailable. • Engage with mutual aid partners/communities.
Construction Management	<ul style="list-style-type: none"> • Preconstruction meetings postponed. • Continue Patching Program. • Reevaluate services as construction begins and/or shuts down. • Use interdepartmental support if employees become unavailable. • Consider hiring independent inspectors if employees become unavailable.

Engineering	<ul style="list-style-type: none"> • Consider teleworking option for projects including: cost estimates, CIP planning, paperwork for upcoming federal projects, updating our City specifications, etc. • Drop-off sites for bids, instead of in-person drop-offs. • Virtual bid openings. • Separate employees who perform work. • Engage with mutual aid partners/communities. • Engage with private companies for consulting design functions.
Facilities	<ul style="list-style-type: none"> • Continue building maintenance to ensure continuity for critical services. • Focus cleaning and sanitation on high contact/exposure areas. • Engage Blaze Restoration Services and Airwayz, Inc. to address COVID-19 contamination. • Engage Quality Construction for additional facility services. • Engage TMI for additional mechanical systems services.
Fleet	<ul style="list-style-type: none"> • Restricting access of nonessential employees. • Requiring service requests to be submitted via email/phone rather than in-person. • Fleet operations will continue normally up to a 20% reduction in staff. • Contact private dealership network for additional services and supply chain continuity.
Flood Mitigation	<ul style="list-style-type: none"> • Monitor flood forecasts. • Monitor actual river and storm system levels. • Engage with Mutual Aid partners/communities. • Engage private partner – emergency contractor list.
Park Maintenance	<ul style="list-style-type: none"> • Delay hiring of seasonal employees. • Parks facility maintenance/preparation. • Monitor playgrounds closed under Governor’s administrative order. • Serve as back-ups for Streets and Sanitation.
Sanitation	<ul style="list-style-type: none"> • Succession plan has been identified for leadership roles in the department and for each shift. • Sanitation/recycling operations will continue normally until a staff reduction of 20% occurs. • Cross training of Sanitation routes for Streets and Parks staff. • Engage with Midland Davis for potential trash collection support.
Streets	<ul style="list-style-type: none"> • Serve as back-up for Sanitation. • Serve as back-up for Facilities and Parks. • Cross training for Sanitation routes. • Respond to Emergency Services requests. • Engage mutual aid with neighboring municipalities.
Traffic Operations	<ul style="list-style-type: none"> • Separate 2 employees who perform work. • Contract work to Davenport Electric Contract Company (DECCO). • Work with neighboring municipalities.

Water	<ul style="list-style-type: none"> • Separate employees with specific knowledge on running plant during flooding. • Consider teleworking strategy. • Consider different shifts for plant maintenance. • Back-up site to run the treatment plant has been cleaned and isolated. • Viability of interconnectivity points between neighboring systems being identified.
Wastewater	<ul style="list-style-type: none"> • Back-up site to complete operate treatment plants has been identified, cleaned and isolated. • Separate employees with specific knowledge on running plants. • Consider teleworking. • Consider alternate work shifts where possible. • Implemented alternate start times, break and lunch periods.

5. Employee Guidance

This section may change and will be updated as the COVID-19 situation evolves.

The City of Moline is issuing guidance to employees to prevent further spread of COVID-19. This guidance follows recommendations from the Centers for Disease Control and Prevention (CDC) and the Office of the Governor.

The best ways to prevent spread of COVID-19 include the following:

- Stay home if you are sick. If you have been exposed to or infected by COVID-19 or have exhibited symptoms consistent with the disease, you must contact the Occupational Health Nurse before returning to work.
- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands, and cover your coughs and sneezes with a tissue or into your elbow.
- Evaluate the need for in-person meetings. Some meetings may be replaced with a conference call or an email. If a meeting is necessary, you should avoid shaking hands as a greeting and sit 6 feet apart.
- Practice social distancing by staying home as much as possible. Keep at least 6 feet between you and anyone else.
- Take your temperature daily before reporting to work.

Approximately 80 percent of patients infected with COVID-19 will experience mild to moderate illness, but they risk spreading the virus to people whose immune systems are compromised. Those who are ill must stay home and isolate themselves from others in their houses until:

- You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)
AND
- Other symptoms (cough, shortness of breath) have improved
AND
- At least 7 days have passed since your symptoms first appeared.

NOTE: These guidelines may change and will be updated as necessary.

Exposures to COVID-19

The Occupational Health Nurse will be managing exposures to COVID-19 for City employees. If you have been exposed or have concerns, please contact her at 309-524-2064 or jgay@moline.il.us.

If you think you may need to seek healthcare, **call first**. Your provider can assess whether you need to be seen in the office or whether you can recover at home. Most mildly ill patients do not need to go to their healthcare provider or be tested to confirm they have COVID-19. For up-to-date information on COVID-19, visit the Rock Island Health Department webpage at www.richd.org and the Illinois Department of Public Health's webpage at <http://www.dph.illinois.gov/>.

If an employee is exhibiting signs of COVID-19 while at work, he/she should immediately be separated from other employees and the supervisor should immediately contact the Occupational Health Nurse. She will notify the Rock Island County Health Department and send the employee home.

Travel

All non-essential business travel and training scheduled until May 1, 2020, should be canceled or postponed. Employees traveling on their personal time should use caution and care, especially when traveling to areas where COVID-19 has been more prevalent. All employees are required to report any recent personal travel to the Occupational Health Nurse. She will check CDC recommendations for the area, evaluate them for any symptoms and provide best practices to either self-monitor or self-isolate.

Meetings and Visitors

Visitors to our buildings should be limited as much as possible. If employees have a scheduled meeting, they should instead interact by phone or email or through the use of technology, i.e. RingCentral. If employees need to talk to coworkers in their building, they should call or email them. The RingCentral messaging feature is also an option. Employees should not be in someone else's office during this time if it is at all avoidable. They should not be lingering near the front desks of the buildings. If they need to send interoffice mail, scan and email it, if possible.

Deliveries, mail and interoffice mail should be left at the front desk of each building. Visitors and coworkers from other buildings should have limited access to office space. Front desk personnel will be keeping a log of visitors and will be asking the following 3 questions:

1. Have you recently traveled to an area with known local spread of COVID-19?
2. Have you come into close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnoses in the past 14 days?
3. Do you have a fever (greater than 100.4 F or 38.0 C) OR symptoms of lower respiratory illness such as cough, shortness of breath, difficulty breathing or sore throat?

Cleaning and Disinfecting

Employees should disinfect frequently touched objects and surfaces. The Facilities team in Public Works is providing disinfecting supplies and cleaners so employees can take responsibility for frequent cleaning. They have also enhanced their cleaning of high traffic areas. Areas of concern should be submitted as an online GoRequest.



Working Remotely

The City Council has approved a Telework Policy and Procedure for employees identified as suitable to work remotely during this time. The Policy will be implemented for employees who could productively work remotely. Your supervisor will discuss this option with you.

Compensation

Employees who are not at work due to illness or quarantine will use their paid leave benefits. If permitted by City Council, employees who are approved to work remotely will be paid regular hours for all time spent working and will use their paid leave benefits if they are not working or do not have enough work for a regular work day. If employees are not comfortable coming to work and are not approved to work remotely, they will use their paid leave benefits. Employees in certain departments such as Police, Fire and Public Works-Utilities may be ordered in to work, unless they are sick or quarantined, as they perform duties that are fundamentally important to the safety, health and welfare of our community.

The City is closely monitoring this evolving situation and is continuing to look for way to decrease risks to our employee population. Although COVID-19 might have a lesser impact on the healthy population, we all have a responsibility to minimize the impact on those who will be more significantly affected. We must work together to keep our coworkers, community members, visitors and families safe.

6. City Buildings

All City buildings are open to the public, with the exception of the Moline Public Library. Tours have been temporarily suspended until further notice.

Public Building	Status
City Hall, 619 16th Street	Open to the public*
Finance/Utility Billing, 1630 8th Avenue	Closed to the public
Library, 3210 41st Street	Closed to the public
Police Department, 1640 6th Avenue	Open to the public*
Public Works, 3635 4th Avenue	Open to the public*

*For the safety of our employees and residents, if you are sick (defined sick to mean a fever, or flu like symptoms of aches and energy loss), we ask that you please stay home. The City encourages residents to use online services and communicate via email and phone when able.

Online resources

City Council:

Watch City Council meetings: <https://moline.il.us/CivicMedia?CID=9>

Finance:

Business license renewal, parking tickets and utility bills: <http://moline.il.us/1285/Pay>

Human Resources:

Search current job openings: <https://moline.il.us/109/Employment>

Sign up for notifications of future vacancies:

<https://www.governmentjobs.com/careers/molineil/jobInterestCards/categories>

Library:

Online materials and room reservations: <https://www.molinelibrary.com/>

Parks and Recreation:

Program registration and facility reservations: <http://www.molineparks.com>

Resident Request:

Search frequently asked questions and submit a request for service:

<https://moline.il.us/484/Resident-Request>