

Plan for Charles County Government’s New Normal

PROJECT SCOPE

This plan outlines the collateral to inform directors, employees, and eventually the public on the re-opening of Charles County Government.

Recommended Tool for Communication: A two-part manual: 1) **Directors**; 2) **Employees** presented both online and printed, that outlines the plan, steps, and resources available that will be used to reopen Charles County Government. Instructions, how to communicate, and resources should be provided to ensure transparent messaging for policies, expectations, and ways to stay engaged during this new normal. It is recommended that a printed version be provided for those with limited technology experience or lack of access to the internet.

All documents currently on the New Normal Taskforce website have been identified below using the taskforce website link.

Directors: New Normal Manual and Resources (Online + Printable)		
<p>Recommendation: Reorganize the New Normal Taskforce webpage by topic to better assist with readability, and to visually provide a faster way to find what users are seeking. Create a second page for employees. The following includes those links on the current webpage under the topic that they best fit.</p> <ul style="list-style-type: none"> Items shown in GREEN were provided to Jen Harris, and/or are listed on the New Normal Taskforce site at: www.charlescountymd.gov/government/new-normal-guidance Items shown in PINK indicate the need for a designed flier; items in PURPLE will be a produced video 		
Chapter	Headings/Subheadings/Topics	Content Submitter
Reopening Introduction	An introduction message from County Administrator <i>Recommendation: Mail a letter to all employees with URL to the Employee New Normal webpage. Plus, send an All CCG email.</i>	
	Reopening plan/outline <ul style="list-style-type: none"> County Administrators recommended steps diagramming the reopening Phase II Checklist Report 	
	Contact list for directors: who to call for additional guidance and instructions	
Planning a Safe Reopening for County Government Employees	Recall procedures: What to expect and how to develop a plan specific to your department’s needs: <ul style="list-style-type: none"> Defining phased return showing positions that return and timeline. Teleworking as part of the new normal (Policy) 	

	<ul style="list-style-type: none"> • Define Department-specific “new normal” responsibilities: Identify and define your department requirements that may be “different” than the overall CCG new normal operating procedures (restricted areas, etc.) - - - Also reference SOP policy updates • Complying with OSHA policies 	
	<p>Best practices – How to communicate with employees</p> <ul style="list-style-type: none"> • Recommended messaging • How to address concerns • Who to call for H.R. related questions 	
Human Resources Related Information	<p>COVID-19 Back to Work Checklist - SHRM Policy changes</p> <ul style="list-style-type: none"> • Hiring • Leave adjustments • Pay changes • Families First Coronavirus Response Act (FFCRA) Guidance • Requesting a Reasonable Accommodation under the ADA 	
Health Screening	<p>Contact Tracing Guide - Process for PUI and Positive COVID Employees – How directors will manage the process</p> <ul style="list-style-type: none"> • Definition and Identifying PUI (person under investigation) • Offering support • Explaining CCG policy • Assessing the risk • Taking action • Informing all employees • Form: Employee Screening 	
	<p>COVID-19 Employee Health & Travel Screening Procedures</p> <ul style="list-style-type: none"> • Screening Station Setup & Process • Additional screening requirements • Post exposure return to work guidelines • Exposure Risk Assessment and Employee Recommendations • Form: COVID – 19 Health Screening Questionnaire • Form: COVID-19 Symptomatic Employee Risk & Travel Screening Form • Form: Employee Self Attestation • Infographic flier demonstrating proper protocol and posted in all employee areas 	
Manager Resources and Forms	<ul style="list-style-type: none"> • Link to Employee New Normal webpage • COVID-19 Back-to-Work Checklist 	

	<ul style="list-style-type: none"> • CCG Safety Manual • Emergency Vendor Database • Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors • Families First Coronavirus Response Act (FFCRA) Guidance • Requesting a Reasonable Accommodation ADA • Telework Policy 	
From this point forward: Topics are <u>ALSO</u> for the Employees site		
Health and H.R. Benefits	<ul style="list-style-type: none"> • Requesting a Reasonable Accommodation under the ADA • Charles County FFCRA Guidance 	
Maintaining Personal Health and Safety at CCG	<p>Defining mandatory requirements for social distancing, masks, gloves, etc. include how, when, and where to use.</p> <ul style="list-style-type: none"> • Social Distancing • Mask and Hygiene Guidance Policy • Infographic flier demonstrating proper protocol and posted in all employee areas • Video PSA 	
	<p>Taking temperatures: How, when, why</p> <ul style="list-style-type: none"> • Infographic flier demonstrating proper protocol and posted in all employee areas • Video PSA 	
	<p>Addressing possible exposure: Process for PUI and Positive COVID Employees</p> <ul style="list-style-type: none"> • Employee reporting – what is required when an employee reports exposure (who to notify, when, etc. • Director reporting – who to notify, when, follow-up instructions • Communicating exposures to staff 	
	<p>Employee Health and Travel Screening</p> <ul style="list-style-type: none"> • Post-exposure return to work guidelines • Exposure risk assessment and employee recommendations 	
Keeping the Building Safe for All	<p>Cleaning requirements</p> <ul style="list-style-type: none"> • Employee assigned work areas and equipment • Supplies (disinfectant wipes, hand sanitizer, masks, gloves) • Building modifications - what will employees see that is different than pre-COVID • PW/Facilities crews: new normal procedures 	

	<ul style="list-style-type: none"> • Infographic flier(s) demonstrating proper protocol and posted in all employee areas • Video PSA 	
Teleworking	<p>How to: Teleworking as part of the new normal</p> <ul style="list-style-type: none"> • Who is required to work/continue working from home • Procedures and requirements • SOP Telework Policy • Form: Request for Telework 	
Technology and I.T.	<p>Technology Needs and Considerations</p> <ul style="list-style-type: none"> • Equipment • Internet • Phones • Unique Needs • Software Applications • Security 	
Appendices	<p>Updated SOPs and policies</p> <ul style="list-style-type: none"> • CCG SOP List • Charles County FFCRA Guidance • Department SOP List <ul style="list-style-type: none"> ○ dp.dpw_.02.003 building services special cleaning protocols ○ dp.dpw_.02.002 building services expectations and protocols • <i>**Should be a list of SOPs with a short description. Include QR code and URL to find online</i> 	
	<p>Helpful Resources</p> <ul style="list-style-type: none"> • CCG Safety Manual 	
	<p>List of Printable Resources (available online)</p> <ul style="list-style-type: none"> • Proper Equipment (masks, social distancing, gloves, etc.) • Taking Temperatures (instructional flier) 	

MEDIA SERVICES DIVISION: COMMUNICATING TO EMPLOYEES

- Enews and Email
- Development of new materials for posting in the building or on the Employee New Normal webpage