



Town of
SNOWMASS Village

Coronavirus (COVID-19) Response Plan

March 6, 2020

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Contents

INTRODUCTION:.....**Error! Bookmark not defined.**

 Main Objectives and Priorities: - 2 -

CONTINUITY OF TOWN OPERATIONS:..... - 3 -

 Critical and Essential Operations (Specific details contained in Department Plan appendices) - 3 -

 Non-Critical and Support functions - 3 -

PHASING OF RESPONSE - 4 -

 Tier I - 4 -

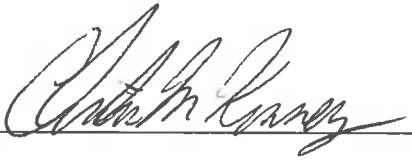
 Tier II - 4 -

 Tier III - 5 -

 Tier IV - 5 -

Communications Plan - 6 -

Quarantine Plan - 6 -

Approved:  3/12/20

Clinton M. Kinney, Town Manager

RESPONSE PLAN OVERVIEW

This plan is primarily intended to offer guidelines, strategies, frameworks and thought processes on how to deal with Coronavirus (COVID-19). There is nothing in this plan that is absolute. This is a unique situation that we are dealing with, and it is too fluid to have absolute answers. We need to remain flexible as we work through the challenges before us.

When in doubt, please ASK QUESTIONS. No one has to work through this alone. We have a lot of talent and expertise on our team, lets be sure to use it all.

Main Objectives and Priorities:

When working through this plan, please remember that our main priorities and objectives will remain the same:

1. **Safety, Health and Welfare:** Our number one priority is to protect the safety, health and welfare of TOSV employees, our family members, and the community. Please continue to use your best judgment to do so.
2. **Reliable and High-Quality Service:** Delivering exceptional services to the community is our second priority, but it is only possible if we accomplish priority #1. The community is relying on us for a number of essential services, and this plan attempts to address how we can continue to make that happen.
3. **Be Flexible:** There is a lot of mis-information swirling about this situation. The only thing anyone really knows is that we can't be 100% sure what to expect. However, if we can be flexible and stick together, we will be prepared for any challenge that presents itself. Therefore, anything in this document is subject to change, and we will do our best to keep everyone informed when that happens.

This plan will not be perfect, but it will help make high quality decisions. We do not want this plan to cause concern or alarm- we all know that unfounded panic and angst will only exacerbate any situation. If you have any questions or concerns, please ask!

Thank you for all you do. Let's continue to do high quality work together.



Clinton M. Kinney
Town Manager

CONTINUITY OF TOWN OPERATIONS:

Critical and Essential Operations (Specific details contained in Department Plan appendices)

The following services are critical to the ongoing health, safety, and general welfare of the Snowmass Village community. Department Response Plans will specifically address continuity of operations for these departments as they modify operations to support critical/essential operations only.

- Police
 - Continued policing and emergency response
 - Following first responder protocols
 - Assistance with quarantine operations
- Road Division
 - Snowplowing
 - Assistance with quarantine operations, if necessary
- Fleet Division
 - Continued Fleet maintenance
- Tech Services
 - Ongoing tech., communications, and network infrastructure
- Administration (Finance, Communications, HR)
 - Information dissemination internally, externally
 - Payment of bills, payroll
- Solid Waste
 - Continuation of solid waste hauling
- Transit
 - Village shuttle transportation services
- Facilities Maintenance
 - Will respond for emergency repairs.
- Town Council
 - Essential Policy decision-making

Non-Critical and Support functions

- Planning
 - Will continue operations, as feasible, or support primary essential operations.
- Tourism
 - Will continue operations, as feasible, or support primary essential operations.
- Housing
 - Continue operations, as feasible, or support primary essential operations.
- Parks, Recreation, and Trails

- Will support primary essential operations
- Municipal Court
 - Will continue operations, as feasible, or support primary essential operations.
- Customer Service / Town Hall Reception
 - Customer phone calls and mail distribution will be absorbed by staff, or halted, as necessary

PHASING OF RESPONSE

All response will be closely coordinated with other local agencies and the Pitkin County Incident Management Team (IMT). The following is a rough outline and is intended to only provide a general overview of Town procedures for TOSV services only. All tiers of response may be modified as deemed necessary.

Tier I – Heightened awareness. The CDC and local health authorities have indicated that COVID-19 is in the U.S. and are encouraging citizens to be aware and to focus on sanitization and hygiene.

- Encourage employees to stay home if sick or to go home if exhibiting symptoms while at work. Employees will continue to use sick leave.
- Identify work spaces where employees can temporarily isolate if they are awaiting transportation to their home or medical care.
- Wash hands often, also use hand sanitizer often.
- Cover mouth with arm/elbow if coughing.
- Heightened amount of environmental sanitation – Lysol, wipes, etc. on commonly touched surfaces and areas. (e.g. regularly sanitizing office equipment, increased cleaning of rec center equipment, village shuttles, etc.)
- Employees should refrain from traveling to conferences and/or meetings in other parts of the Country where cases of COVID-19 are expanding.
- Acquire/Inspect/Issue Personal Protective Equipment (PPE) to selected Town Staff (gloves, masks, etc.).
- Increased communication with staff, as needed

Tier II – Statewide Concern. The Colorado Department of Health and Environment (CDPHE) have indicated cases of COVID-19 within the area. When directed by the Town Manager, or his delegate, the Town will move its response to Tier II which, in addition to Phase I steps, include:

- Trial Teleworking and staggered shifts authorized. Departments should, on a very limited basis, begin to set up telework sites for a limited number of employees to lessen the impact on Tech Services.
- IT coordination to deploy remote workstations with VPN, call forwarding, etc., as needed.
- Employees should refrain of physical contact with each other and with members of the public (i.e. handshakes, hugging, etc.). CDC recommends a 6’ distance of separation.
- Employees should limit or eliminate any outside agency meeting attendance, unless able to be done remotely.
- Town Departments should begin to limit non-essential large gatherings and meetings with the public.
 - Staff should utilize conference calls and virtual meeting tools as possible to limit direct contact.
- Employees who self-identify as high risk (having compromised immune systems, for example) should work from home.
- Staff should postpone, if possible, or cancel any work-related travel plans.
- Emergency supplies (food & water) will be stocked for essential personnel to have on site, should staff be required to stay in place.

- The Town will work with State and Local Health authorities.

Tier III – Pitkin County Concern. Pitkin County Health has indicated widespread cases of COVID-19 within the Region. When directed by the Town Manager, or his delegate, the Town will move its response to Tier III which, in addition to Phase II steps, include:

- Employees will be directed to stay home (or go home) if they or any family member they live with is exhibiting any symptoms.
- Elimination of most Town meetings or events (unless able to be done remotely). E.g. board and commission meetings, TOSV special events, and recreation programs, will otherwise be cancelled.
- Teleworking and staggered shifts authorized. Departments will continue to roll out additional measures or plans to allow employees to work remotely, when feasible.
- Departments must take additional steps they have identified to limit exposure between employees and between employees and members of the public.
- Town buildings reduced staffing authorized.
 - Exceptions to personnel policies and flexible leave policies will be authorized, as needed, by the Town Manager to protect the welfare and health of employees and to offer maximum flexibility in achieving broad safety objectives
- Public access to Town offices will be restricted to essential business only.
- Heightened level of sanitization of spaces, and select staff begin using PPE, as appropriate.
- Other steps as directed by State and Local Health authorities.
- Use of common areas (e.g. break rooms, conference rooms, lounges, etc.) should be extremely limited.
- Implement process and procedures to minimize impact on employees affected by a loss of work due to shut downs and restrictions. Employees that are not eligible for sick leave benefits and were otherwise scheduled to work will be compensated at the normal rate of pay.
- Maintain communication lines with employees to provide ongoing updates regarding the pandemic and identifying and assisting in providing assistance when possible.

Tier IV – Full implementation of Response Plan. Tier IV may occur at such time as Pitkin County Public Health recommends or at such other time as Snowmass Village deems it to be in the best interest of the organization and/or community. When directed by the Town Manager, or his delegate, the Town will move its response to Tier IV which, in addition to Phase III steps, include:

- Office closures are implemented where possible
 - All TOSV admin offices closed
 - Recreation Center closed
 - Parking office closed
 - Housing office closed
 - Town park station closed
- All Town buildings minimally staffed, with no public access. Public will be directed to conduct business online, if feasible, or by phone.
- Departments will fully enact Departmental plans. Teleworking options and staggered shift work maximized. Only essential services ongoing, unless able to be provided through employees working remotely.
- Incident Command may be set up locally or in coordination with County Authorities.
- Selected Town Staff mandatory use of PPE.
- Local implementation of quarantine protocols, as directed by State and Local Health authorities
- Other steps as directed by State and Local Health authorities, including support of their efforts.

Communications Plan

The Communications plan will closely coordinate with the State and County Officials, with information disseminated locally. Communication efforts include the following:

1. Internal communications designed to keep personnel informed and safe while continuing critical government functions (calls, e-mails, texts, etc.); and,
 - a. Updates and pertinent information will be sent out via email.
 - i. Employees without TOSV email addresses should seek the latest info from their supervisor, and supervisors should post all communications in an accessible area
 - b. Updates will also be posted to the Daly Link at intranet.tosv.com
2. External communications that are first, supportive of Health Department communications to the public, and second, useful for specific local needs of the public (Website, Facebook, signs/banners, etc.).
 - a. Members of the Snowmass Village community should be directed to tosv.com/corona
 - b. For regional and all public health information, individuals should visit www.pitkincounty.com/corona
 - c. Pitkin County Text alerts: Receive updates by texting CVIRUS to 888-777.

Quarantine Plan

In the event of the need for a quarantine, the Town will follow the direction of State and County Health officials, who will provide specific information relative to cancellation of public events, quarantine processes and procedures, etc.