

COVID-19

Springfield Frequently Asked Questions (FAQ)

Date	Topic	Question	Answer
3/8/2020	Information	Where can I get more information on COVID-19?	<ul style="list-style-type: none"> • Lane County Health - www.lanecountyor.gov/coronavirus • Oregon Health Authority (OHA) – www.healthoregon.org/coronavirus • www.211info.org/corona-virus
3/8/2020	Information	What prevention tips are being advised?	<ul style="list-style-type: none"> • Oregon Health Authority (OHA) Prevention Tips
3/8/2020	Information	How do I ask coronavirus questions?	Email HR@springfield-or.gov and put COVID-19 in the message line. HR may respond directly to employees or add the question to this FAQ.
3/12/2020	Exposure	How do I protect myself?	<p>You should take primary responsibility by doing the following:</p> <ul style="list-style-type: none"> • Wash your hands frequently. • Cover your mouth when coughing and sneezing. • Maintain a 14-day supply of food and necessities, if possible, so that you have food on hand in case you become sick. The water supply is not expected to be disrupted. • Avoid direct contact with those who are sick.
3/10/2020	Exposure	What should I do if I think I'm sick?	Stay home. If you have a fever, cough, and difficulty breathing, call your healthcare provider to identify the safest way to receive care and follow the advice of their healthcare provider. The employee should not be in the workplace for at least 7 days from the onset of symptoms or 24 hours after symptoms have cleared, whichever is longer.
3/10/2020	Exposure	What should I do if I have close contact with a person with a confirmed diagnosis of COVID-19?	Contact your healthcare provider and follow their recommendations. Public Health currently says you should not be in the workplace for 14 days after the last contact with the diagnosed person.
3/8/2020	Exposure	How will the City determine whether I can be at work?	In all cases of illness, call your health care provider, discuss the symptoms, and follow their advice. If you have a fever, you will not be allowed to work. According to the City's Contagious Illness Administrative Regulation, the supervisor can send an employee home if they are too sick to remain at work.
3/10/2020	Personal Protective Equipment (PPE)	Can I wear a mask at work?	Public health currently only recommends masks for healthcare workers or those who are sick. Wearing a mask does not provide general protection for those who are healthy and may even give them a false sense of security. If you want to wear a face mask, you may do so unless it is inconsistent with your job duties. The City will not pay for personal use of face masks.

3/9/2020	Personal Protective Equipment (PPE)	What should Law Enforcement (LE) know about COVID-19?	See the CDC info sheet for Law Enforcement at: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-law-enforcement.html
3/10/2020	Personal Protective Equipment (PPE)	What should EMS know about COVID-19?	See the OHA guidance for Healthcare Providers, EMS, PSAPs and Clinical Laboratories. https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx#ba164fb7-c2fa-418f-bf9a-00da8425595c
3/10/2020	Benefits & Leave	Would a COVID 19 exposure be covered by workers' compensation?	In some narrow cases, the work comp carrier may determine that a confirmed positive COVID-19 infection is work related. However, with how quickly this is spreading, it will be difficult to positively determine how the employee was infected and may not be covered. Employees are encouraged to reach out to Human Resources or Risk Management with specific questions.
3/12/2020	Benefits & Leave	Will there be any changes to City sick leave processes?	At this time, employees should follow current sick leave procedures as set forth in the employee's collective bargaining agreement and administrative regulations.
3/8/2020	Benefits & Leave	What if I have no leave time left to take?	Employees who exhaust their leave banks due to a documented flu or COVID-19 illness will not be subject to discipline. Depending on specific circumstances, some employees may be able to utilize sick leave donations. See the Sick Leave Admin Regulations for more information.
3/10/2020	Benefits & Leave	How do I make a Wellness Center appointment?	Please don't walk-in without calling. Call to make an appointment. 541-242-2816
3/8/2020	Benefits & Leave	Does the City (or insurance) still provide flu shots?	Yes. The vaccine has been very effective and avoiding the flu will reduce the load on the health system. The Wellness Center in City Hall has a supply of vaccine on hand and can obtain more. Call to make an appointment. 541-242-2816
3/10/2020	Customer Service	What can I do to sanitize my work area?	Use sanitizing wipes or other disinfectant to wipe down counters and door handles. Consider using a "clean" and "dirty" pen holder so that pens can be wiped down between use. A 10:1 water to bleach solution is effective. The solution is only good for 24 hours and must be stored in a labeled container.
3/8/2020	Customer Service	What if customers show signs they are sick?	We normally cannot make the public, even when they are sick, stay away from a public building. We will have brochures and posters at all city locations and on our websites with information regarding the seasonal flu COVID-19. If we do experience a worst-case scenario we would follow Oregon Health Authority (OHA) guidelines concerning access to public buildings.

3/4/2020	Customer Service	What talking points should I have in mind when working with the public?	<ul style="list-style-type: none">• Lane County Public Health is your primary source of information for COVID-19 (coronavirus). Please visit their website for the latest information – www.lanecountyor.gov/coronavirus.• While the City of Springfield doesn't oversee public health, we work together with our national, state and regional partners to protect the public during health emergencies such as the COVID-19 virus, as well as epidemics and pandemics.• The City has existing emergency management and operations plans and will implement procedures as needed to ensure our ability to maintain critical and essential services, as well as support state and county health efforts.• All City facilities are open on their posted, usual schedules. We will continue to monitor conditions and follow all recommendations from Lane County Public Health to determine appropriate actions in the future.
----------	------------------	---	---

DRAFT