



**REOPENING
TO THE PUBLIC
GUIDELINES
FOR
BOULDER CITY**

EMPLOYEE GUIDELINES

Not Feeling Well. For the safety of your fellow employees, stay at home if you feel sick.

Daily Health Checks. Employees will conduct daily temperature checks and if out of the office for more than four days complete the COVID-19 Self-Check Screening Questions (see attached). Your presence at work indicates you are certifying you are healthy enough to perform your duties.

Social Distancing Measures. Social distancing measures have been implemented to increase physical space between employees at the worksites, with a minimum six-foot separation. Employees should physically distance when taking breaks together, stagger breaks, and not congregate in the breakroom. Employees should avoid handshaking and other greetings with fellow employees and customers that involve physical human contact.

Face Covering Requirements. The governor's latest directive says employees who interact with the publicⁱ are required to wear face coverings. For those employees not coming in contact with the public, face coverings are strongly encouraged when six foot distancing cannot be maintained. Employees are able to wear their own face coverings provided that they do not bear logos, insignias, trademark language, artwork, or other messages which may be offensive, controversial, or contrary to the mission/professional image of the city of Boulder City. The city will also provide face coverings at the employee's request.ⁱⁱ

Health and Safety. Employees should not share headsets or other objects that are near the mouth or nose, including food or utensils. Employees should wash their hands often to reduce the spread of germs.

Increased Sanitation. Surfaces frequently touched by multiple people, such as doors, door handles, desks, phones, light switches, tables, chairs, etc. should be cleaned and disinfected daily at the beginning and end of the shift. Antimicrobial products will be provided to each department for cleaning throughout the day.

Personal Protective Equipment and Distribution. The city of Boulder City will provide appropriate personal protective equipment, including face coverings, based on job requirements.

CUSTOMER GUIDELINES

Customer Interaction. Whenever possible, customers will be encouraged to conduct business with the city electronically or by phone to protect both customers and employees.

In Person Customer Interaction. When electronic or telephone business transactions are not possible, customer interactions should be conducted at an EOC approved window or with plexiglass as protection.

In Person Meetings. All customers must have an appointment to enter city facilities. They are to check-in with the front desk, take the COVID-19 Self-Check Screening Questions (see attached) and have their temperature taken. If approved to enter they will be directed to a conference room to meet with the employee.

Face Covering Requirements. Customers will be strongly encouraged to wear face coverings. The city of Boulder City will offer a face covering to customers who don't have one.

Physical Distancing Measures. Customers will be reminded to practice social distancing by standing at least six feet away from other groups of people not traveling with them.

Health and Safety. Hand-sanitizer dispensers will be located at select entrances and contact areas such as reception areas, lobbies, and meeting spaces. Customers are encouraged to use hand sanitizer whenever hand washing is not possible.

FACILITY REQUIREMENTS

Physical Distancing Measures. To ensure the protection of both employees and customers, only designated areas will be provided for customer meetings with employees. Customers will not be allowed into common office areas for employees.

Glass and Plexiglass Installation. To ensure employee and customer safety, transaction windows will be installed for each department. In areas designated for meetings with customers, plexiglass shall be installed to provide a barrier between customer and employee whenever possible.

City Hall Meeting Room. To conduct in person meetings in City Hall, the Small Conference Room on the Second Floor will be reserved for customer appointments only.

ⁱ This includes public works/utilities employees working outside who interact with the public.

ⁱⁱ Fire and Police Department personnel that are first responders will follow alternative Public Safety Guidelines.