

## **Operations**

With the confirmation of Coronavirus cases in Tyler from the Northeast Texas Public Health District (NET Health), the City will immediately implement modified operations for facilities to protect the wellness of our staff and community. **These modified operations will be in place officially from Monday, March 16, 2020 until Wednesday, April 1, 2020. Additionally, it is the recommendation by NET Health that all events at City facilities, including private events, be suspended immediately.** The City and NET Health will continually monitor the situation to best decide if closures will be lifted or continued.

## **Travel**

The City prohibits all upcoming, non-essential, City-sponsored travel outside of the City limits.

The City of Tyler strongly discourages all other domestic travel.

## **Facilities**

**Water Business Office**, (903) 531-1230

<https://www.cityoftyler.org/government/departments/tyler-water-utilities/water-business-office>

The Water Business Office (WBO) is prepared to accept all transactions (disconnect, reconnect, new services, payments and complaints) via online and telephone. Currently the Kiosk located on the west side of the WBO and is equipped to take cash, checks and debit/credit cards.

In addition, the WBO has two drop boxes: one located at Brookshire's on Rice Road and the second located on the south side of the building (front) of the Water Business Office. Doors will be locked but customer service representatives will remain available by phone.

**Municipal Court**, (903) 531-1266

<https://www.cityoftyler.org/government/departments/municipal-court>

The Municipal Court will suspend all court dockets and scheduled jury duty. Staff is prepared to take payments over the phone and online. The Court will attempt to contact all affected parties regarding the postponement of court and reset dates. All Court training events and/or required classes will be reset. Doors will be locked but customer service representatives will remain available by phone.

**Tyler Development Center (Permitting/Building Services/Planning/MPO/GIS)**, (903) 531-1151

<https://www.cityoftyler.org/government/departments/development-services>

TDC strongly encourages customers to use their digital tools and other resources for development-related activities. Applicants can conduct development-related transactions via <https://trakit.cityoftyler.net/eTRAKiT/> AND <https://eplans.cityoftyler.org/> or by phone (903) 531-1151 at their convenience. Staff will contact customers concerning scheduled development meetings as they will now be held by conference call. Doors to the Tyler Development Center will be locked; however, staff will remain available by phone.

**Neighborhood Services**, (903) 531-1303

<https://www.cityoftyler.org/government/departments/neighborhood-services>

Neighborhood Services will see clients by appointment only. Doors will be locked but customer service representatives will remain available by phone. Payments may be placed in the Water Business Office drop boxes located at the Brookshire's on Rice Road and at the Water Department 711 W. Locust on the south side of the building (front) of the Water Business Office.

**Finance**, (903) 531-1137

<https://www.cityoftyler.org/government/departments/finance-department>

Finance offices will be closed to the public. All accounts payable checks will be sent by mail.

## **Employee Workplace FAQs**

This guidance is subject to change or updated guidance provided by the City.

**Jump to a FAQ section:** [Employee Health](#) • [Time and Leave](#)

[Policies](#) • [Telework](#) • [Additional Guidance](#)

## **Employee Health**

### **If I am sick, what should I do?**

If you are sick for any reason, the best prevention is to stay home until you are symptom-free for 24 hours.

The most common symptoms for COVID-19 are:

- Fever
- Cough
- Shortness of breath

Call your doctor if you:

Develop symptoms, and have been in close contact with a person known to have COVID-19

**OR**

Have recently traveled from an area with [widespread or ongoing community spread of COVID-19](#).

**I am experiencing stress and anxiety. Does the City provide any resources?** The City of Tyler has an employee assistance program through Total Care EAP – a division of ESI and it is available for employees and their families. (Please call 1-800-225-2527 or 1-800-252-4555 or visit [www.theEAP.com](http://www.theEAP.com))

**What measures can higher-risk employees take?**

The CDC has issued guidance indicating that certain populations are at higher risk of experiencing complications with COVID-19. If you are in a higher-risk group, you can seek temporary modifications (such as a change in schedule, telecommuting, duties, or other accommodation). Please direct your request to your Department Leader and the Human Resources Department.

**Is there a requirement to present a doctor’s note when returning after quarantine, self-isolation, or if I’ve been sick for less than two weeks?**

Generally, there will be no requirement to present a doctor’s note. Exceptions may be necessary and, in such case, the employee will be contacted if a doctor’s note is needed.

**Time and Leave Policies**

**What happens if I have to take sick leave?**

Individuals who take leave due to being diagnosed with COVID- 19 will qualify for crisis pay as defined by the City Manager through the crisis pay criteria declaration. Supervisors should update the employee’s time sheet with the “Excused Crisis Absence” pay code as established by payroll, which will not draw from the vacation, sick leave, paid time off, compensatory time balances.

If an employee is caring for a sick family member (including with COVID-19), they may take time off under the applicable leave policy or provision (paid time off, sick leave).

**What if I am placed under self-isolation or quarantine?**

If an employee is placed under quarantine or self-isolation and the employee is not ill, the

employee can submit a request to their supervisor or the Human Resource department for telework. If telework is not feasible, the employee would be paid through the crisis pay established by the City Manager and the time will not be deducted from any applicable paid time off, compensatory time, vacation or sick leave balance until after any crisis pay allocation is exhausted. Supervisors will work with the Payroll department to code the employee appropriately.

**What if I have a child in primary or secondary school and it is closed due to coronavirus?**

In cases where their child(ren)'s schools or childcare programs close, or dismiss as a result of the emergency. – Qualify to use Paid-Time-Off, Vacation Leave

**Telework**

Beginning Thursday, March 19, The City of Tyler will offer a telework as an accommodation on a case by case basis. Please consult your Department Leader and Key Leader for guidance.

**Will the City provide reimbursement for the cost of equipment or wi-fi connectivity?**

We are expecting all employees to be equipped to telework either through City-provided equipment or personal equipment as well as personal wi-fi connectivity. If individuals do not have wi-fi who are paid on an hourly basis and are asked to telecommute, please be in touch with your supervisor, who will consult with the IT department.

**Will temps and contractors be able to participate in telework?**

Please contact HR to discuss the need to use temporary employees during this time. Regarding contractors, please refer to the applicable contract.

**Will my work hours be the same?**

Generally, yes. Employees should not work outside of their approved working hours unless expressly approved and communicated by their supervisor.

**What if I need to work overtime?**

As is usually the case, overtime must be approved in advance by your supervisor.

**Who should I contact if I have questions about telework?**

If you have questions related to equipment or City software, please speak to your supervisor or department head. If you have HR-specific questions, please reach out to the HR Department.

**Additional Guidance**

**Can I continue to receive IT support during this period?**

Yes:

- Off and on campus: Contact the IT Service Desk 24/7 at 903-531-1128.
- For those on campus, every effort will be made to respond to issues with employees' computers, but we should be flexible with the response time during this period