

Public Records Request #3451

The following materials have been gathered in partial response to public records request #3451. These materials include:

- Email

This information was provided as response to a public records request on 3/9/20 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

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From: Charlotte Communications & Marketing
Sent: Monday, March 9, 2020 12:41 PM
To: _Everyone (City & CMPD)
Subject: UPDATE ON CORONAVIRUS (COVID-19)



CHARLOTTE COMMUNICATION & MARKETING: *ALERT*



City of Charlotte employees,

While the current immediate health risk of COVID-19 (or Coronavirus) to the public in North Carolina is considered low, the City of Charlotte is taking precautions very seriously. The City of Charlotte is fully engaged with its partners including Mecklenburg County Public Health (MCPH), Charlotte-Mecklenburg Emergency Management Office (CMEMO), Mecklenburg County EMS Agency (Medic), Metrolina Healthcare Preparedness Coalition (MHPC) and public safety agencies to establish plans should COVID-19 affect Charlotte.

We are constantly monitoring this situation to identify and plan for any possible city impacts. We have ongoing proactive preparation and mitigation efforts under way to protect the health and safety of our employees and the public. Please review the following information which will provide guidance for you to protect yourself and reduce your risk.

The City of Charlotte will continue to provide updates regarding the status of COVID-19 and encourages employees to get updates from the [Centers of Disease Control and Prevention, North Carolina Department of Health and Human Services](#) and [MCPH](#). The County has also established a public health COVID-19 hotline for anyone to call with questions at 980-314-9400.

We will share additional updates as they become available.

WHAT YOU NEED TO KNOW ABOUT CORONAVIRUS

About COVID-19

- This is an emerging, rapidly evolving situation and MCPH will continue to provide updated information on its [website](#) as it becomes available.
- While COVID-19 is a serious public health threat, the current immediate health risk to the general public in North Carolina is considered low at this time.
- COVID-19 is most often spread through the air by coughing or sneezing, through close personal contact (including shaking hands) or through touching your nose, mouth or eyes before washing your hands.

How to protect yourself

- Wash your hands with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing and sneezing.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people who are sick and stay at home when you are sick.

- Get a flu shot, it's not too late. During this time of year, respiratory illnesses in North Carolina are most likely due to infection with influenza or viruses that cause the common cold.

What to do if you suspect you are ill

- If you believe you are at increased risk of COVID-19 infection due to travel or potential exposure and you are experiencing symptoms of fever, cough, or shortness of breath please call your health provider or the health department and tell them about your recent travel and your symptoms.
- Discuss with your supervisor their expectations and plans for working remotely should it become necessary. Contact your Human Resources representative as it relates to sick leave.

Make a plan

- If community spread of COVID-19 happens in Charlotte, it is important to have a plan in place for yourself and your family. Things to consider when making your plan:
 - Stay informed – know where to go to receive the most accurate updates.
 - Be aware that schools may temporarily dismiss students and have a plan in place.
 - Ensure your entire household is practicing the everyday preventative actions listed above.
 - Should a member of your household get sick, identify a separate room and bathroom for them to prevent infection to the rest of the household.
 - If surfaces in your home are dirty, use the recommended [COVID-19 Fighting Products](#).
 - Talk with your children about COVID-19, try to remain calm, and reassure them they are safe. Familiarize yourself with [guidelines for helping children cope with emergencies](#).

WHAT WE DOING TO PROTECT EMPLOYEES AND THE PUBLIC

- We are following CDC guidelines regarding environmental cleaning and are also increasing the frequency of cleaning city-operated buildings. We will also continue to check bathrooms to ensure handwashing supplies are stocked and available.
- Posters and other educational materials to help staff stay healthy will be made available at city facilities.
- We have implemented contamination protocol on all Charlotte Area Transit System (CATS) vehicles and increased our disinfecting efforts. This includes cleaning surfaces with bleach and a disinfectant fogger on light rail vehicles. CATS vehicles and facilities are thoroughly cleaned and disinfected daily. This includes handrails, poles, the operator's areas, floors, seats and interior panels. Latex gloves, anti-bacterial gel and anti-bacterial soap are made available to operators year-round.
- There are continuous daily cleanings at the Charlotte Douglas International Airport terminal and other airport facilities. Cleanings are also conducted nightly. The cleanings include thorough wipe-down of seating, handrails, elevators and other touch points. We are also implementing nightly sanitizing of Airport shuttle buses and electro-static cleanings of bathrooms.

BUSINESS TRAVEL

- Beginning today, all non-essential business travel will be suspended until further notice. Essential business travel should be limited to situations where business cannot be reasonably conducted without visits to specific locations.
- All essential business travel requests must be approved by your Department Director and the appropriate Assistant City Manager until further notice.
- Any business travel scheduled as of today may proceed unless the travel is to a location where this a sustained community transmission of COVID-19. A list of locations that have sustained community transmission will be posted [online](#). If you have travel scheduled and are reluctant to travel, discuss it with your departmental leadership to make alternate arrangement such as video conferencing.

- Any city vendor or contractor travel to Charlotte needs to be reviewed with your supervisor. If possible, replace in-person meetings with conference calls or video conferencing.

PERSONAL TRAVEL

- To reduce the overall risk of the spread of infection, employees are strongly encouraged not to engage in personal travel to a location where there is sustained community transmission. A list of locations that have sustained community transmission will be posted [online](#). Before taking any personal trips please review the [CDC travel recommendations](#) thoroughly.
- If an employee has traveled to a country that the CDC has issued a Level 3 Travel Health Notice, which may be found [here](#) then the employee should not physically return to the workplace for at least 14 days per CDC guidance.
 - If the employee who traveled to a Level 3 country begins to experience symptoms of COVID-19—fever, cough, and shortness of breath—they should immediately contact a medical provider or Public Health; and must be cleared to return to work by their medical provider or Public Health.
 - The city will follow the [CDC’s Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus 2019](#).
 - We are examining our leave policies to help ensure they are appropriate for the current situation.

WHERE TO GO FOR MORE INFORMATION

Mecklenburg County Community Resources

- The Mecklenburg County Public Health has created a page with key information and updates: <https://www.mecknc.gov/news/Pages/Update-on-Novel-Coronavirus.aspx>
- Mecklenburg County Public Health has established a call line to answer general questions - 980-314-9400.

State Resources

- The North Carolina Division of Public Health has established a call line at 1-866-462-3821 to address general questions about coronavirus from the public.
- [North Carolina Department of Health and Human Services, 2019 Novel Coronavirus](#)

General Information

- [Centers for Disease Control and Prevention, 2019 Novel Coronavirus](#)