

City of Tucson

City Manager Town Hall Q and A April 3, 2020

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CMO

Question	Answer
Is the plan to telecommute through 4-30 for those of us who can?	<p>Yes, although the Mayor's Proclamation goes until 4/16, this will most likely carry to the end of the month. We will follow the direction of Governor Ducey.</p> <p>https://tucsonaz.seamlessdocs.com/f/yw2mfbu9tq2</p> <p style="text-align: right;"><u>3</u></p>
<p>Thanks for taking the time to put this together. You mentioned that the mayor and council were trying to see what sort of federal funding options are available... could you expand upon this a bit please. What does this mean? Will the city receive funding from the CARES act? How and what are we doing to receive funds, and how do you feel about the probability of us receiving federal money?</p>	<p>The Federal Government has signed into law 3 stimulus packages. We are analyzing all the requirements for these dollars and will apply for everything that we can. Details have not been released on many of the requirements so we do not currently know how much the City will receive from the stimulus packages yet. We will be keeping Mayor and Council apprised of programs available to us and the potential for grants or reimbursements. To that end, it is imperative for the City of Tucson to track this time and capture all related expenses due to this COVID-19 Pandemic as there may be a possibility of reimbursement from the government in the future. Please be sure to enter your daily time sheet if you are working on COVID-19 items and save the PDF for your files once submitted.</p> <p>For example: Attending meetings, creating/developing FAQs, updating policies, creating/testing codes, developing training, etc.</p> <p>Link to enter time provided.</p>
I meant BBC meetings move forward VIRTUALLY.	Mayor and Council suspended BBC meetings for now.
When is the next town hall meeting that is to be scheduled?	The next town hall meeting will be on Wednesday, April 8 at 9:00 AM
Is the city going to defer their portion of the payroll tax	The City does not have a payroll taxes. Employees pay federal and state taxes and Employees and employers pay into Medicare and social security.
What are your biggest concerns regarding the current crisis? Are there any estimates on the possible long-term economic impacts?	We do not have any good estimates on the possible long-term economic impacts yet. We have looked at different scenarios but there are many factors we do not know. As we receive information, we will update Mayor and Council and all of you.

<p>Where can we find out about city services that have changed, tents, what buildings etc. and what can we do to help you?</p>	<p>All City of Tucson updates related to COVID-19, including changes in city services are updated daily on our website https://www.tucsonaz.gov/covid-19/covid-19-updates</p>
<p>How often will you be doing these Virtual Town Halls? Thank you for keeping us employees updated</p>	<p>The plan is to do Virtual Town Halls weekly.</p>
<p>Are any additional considerations being made for the residents and staff of large Public Housing communities, such as MLK and Tucson House, in case of an COVID-19 outbreak within those communities?</p>	<p>Housing and Community Development has provided protocols and cleaning procedures on our COVID-19 website https://www.tucsonaz.gov/hcd/housing-and-community-development-covid-19-preparedness</p>
<p>For those still working who use Sun Tran services - do you know if there be schedule changes, including express routes?</p>	<p>Transportation and Mobility has provided COVID-19 related updates on our website https://www.tucsonaz.gov/tdot/transportation-and-mobility-covid-19</p>
<p>Will Park Wise suspend charges at meters and garages?</p>	<p>Park Tucson has provided Take-Out parking zones and additional information on their website https://www.tucsonaz.gov/park-tucson</p>
<p>Is the city doing anything to help the small, locally owned businesses who are struggling now?</p>	<p>The City is working with its partners to help the small, locally owned businesses. Our Economic Initiatives team has held virtual town halls and is providing information to the business community on where to obtain help.</p>
<p>I know Tucson Water and City of Tucson leadership has agreed to not shut off water and not charge late fees during this pandemic, but is TW and CoT turning on water for those whose water was turned off before the pandemic?</p>	<p>Tucson Water will not disconnect potable water service for non-payment. Those currently disconnected will be re-connected. Customers will be responsible to pay for all water service received during this time and should continue to make payments of their Utility Services Bill to avoid higher bill at a later date. This policy will be in effect through April 17, at which point we will reexamine our policies. https://www.tucsonaz.gov/water/tucson-water-covid-19-preparedness</p>
<p>Will you personally be taking a financial cut like other big companies to help prevent the possibility of layoffs?</p>	<p>We will work very hard to prevent layoffs. We are all in this together.</p>
<p>When everything is over, what are we putting in place to assist customers get back on track.</p>	<p>It will take all of us working together to help our customers to get back on track. We currently don't have a plan but will work with our many partners to revitalize the community.</p>

<p>If we are non-essential, and can't work from home, can we volunteer for a non-profit or other "helping" organization in lieu of using leave or going into a LWOP situation?</p>	<p>Please visit our City of Tucson Jobs website for re-deployment opportunities within the City.</p> <p style="text-align: right;">www.tucsonaz.gov/jobs</p>
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Compensation

Question	Answer
<p>Will we be reimbursed for personally purchased office supplies used as we work from home (i.e. printer ink, paper, etc.)?</p>	<p>Please keep receipts of office supplies you purchase if you work from home and this will be reviewed once we are back to our offices.</p>
<p>For downtown employees working from home, will we still have parking fees deducted? I expect we will lose the parking allowance for the time working at home.</p>	<p>There will be no changes to the parking allowance employees receive or to the parking fees for the month of April. We will revisit this if the crisis continues into May.</p>
<p>Will employees who are considered "essential" and unable to work from home receive hazard pay?</p>	<p>City Manager's Office is reviewing all options.</p>
<p>If there will be hazard pay given, will it be retro active? Which divisions of the city would be in this hazard pay bracket</p>	<p>City Manager's Office is reviewing all options.</p>
<p>Is there a possibility of early retirement package being offered like in 2013 instead of layoffs or furloughs?</p>	<p>All options are under review.</p>
<p>Maintenance technician should be considered for hazard pay are part of this conversation for this pay?</p>	<p>All options are under review.</p>
<p>Is the City considering offering incentives for retirement for employees who are eligible?</p>	<p>All options are under review.</p>
<p>Is there a possibility of an early retirement package being offered rather than having furloughs?</p>	<p>All options are under review.</p>

Human Resources

Alternative Work Schedules

Question	Answer
Do you foresee a possibility of going into work 1 day a week for even a half day to print, collect more work etc. Possibly on a rotating schedule so not many people are there at the same time.	Employees can coordinate with their supervisor to come as needed. We encourage folks not to but understand that some may need to from time to time.
What alternative work schedules are you considering to proactive social distancing and keep employees safe?	Those will be determined by Department Directors based on business needs and keeping our employees safe.

Contact Info

Question	Answer
If my HR department is giving me answers who can I contact?	Contact information for Human Resources is available on the COT website. For info and answers related to COVID-19 please visit the COT Employee COVID-19 web page. COT COVID-19 Webpage (updated daily) https://www.tucsonaz.gov/covid-19/city-employee-information-covid-19 City of Tucson HR: https://www.tucsonaz.gov/hr/hr-staff-directory

Curfew

Question	Answer
In speaking with Police Chief Magnus, do you anticipate a city-wide curfew being adopted?	The City of Tucson will continue to comply with state and local orders as issued. Any changes from our state or local government will be addressed as received.

Debriefing

Question	Answer
Will debriefing after pandemic be conducted publicly? There are many lessons learned; it would be good for employees to know what worked and opportunities for improvement	Yes, we intend to do an After Action Review.

Documentation

Question	Answer
How we respond to COVID-19 is important. How shall we document and share ways we are dealing with resiliency?	Documentation is important. Please work with your department leadership as they will follow consistent direction from the CMO and EOC teams.

Donated Leave

Question	Answer
If employees exhaust all leave possible before end of April, can they get donated leave?	At this time we have not determined that donated leave can be used.

Employee Redeployment

Question	Answer
If we have worked in other departments and if those depts. have a personnel need who would we inform that we are available to help?	Submit your Letter of Interest for redeployment on the City of Tucson jobs website. Contact HR Manager to and notify them that you are available to assist if needed. https://jobapscloud.com/tucson/
There is a possibility my unit may be deemed unessential for the purposes of the pandemic, although our department is currently deemed essential. I have a medical background and maintain those credentials. I am willing to be deployed or volunteer in that capacity if needed. Could I still be paid by the City?	City Employees who have skills beneficial to other departments and who have availability through a non-essential position, or no telecommuting work available hours may apply to assist other departments via the COT JobAps website, in the City-Wide Employees only section for recruitments https://www.jobapscloud.com/Tucson/sup/bulpreview.asp?R1=2003&R2=0231&R3=002
Can you touch on Re-Deployment Opportunities? Can part time employees apply for the Re-Deployment opportunities?	Yes, part time employees may apply for redeployment. Employees may apply on the City of Tucson Jobs website, under Employee Only opportunities https://jobapscloud.com/tucson/
Will you pulling more staff to answer incoming community calls?	If the demand continues that requires us to provide responses, then yes, we will continue to add to staff.

Equipment/Supplies

Question	Answer
Can we take city property home to perform our job?	Supervisor approval is required to take city property home for telecommuting purposes. Employees who have city laptops, keyboards, mouse, etc. are able to take those items home to use. Taking pens, staplers, and other small items is also permissible. All items do need to be returned. Employees are not permitted to transport large furniture, desks, or electronics intended for group or department use.
Is it possible for office equipment such as scanners to be taken home from the office to use to make it possible to work at home? Some employees job duties require scanners, phones, etc. and they are not able to work remotely due to this.	Keep your supervisor informed of equipment needed. These may be acquired as a priority depending on areas needed.
Can we setup a City Location for City workers to get office supplies from if they need it instead of having them go to a local store?	Good idea, we will give this some thought.

Essential vs. Nonessential

Question	Answer
If someone is working from home, can they be reclassified as non-essential?	Yes, they may be, this is a Department Director decision based on how things change.
In the memo on Wednesday there was a mention of Directors determining Essential vs. Non-essential employees. Is this about who's expected to come in to the office, or just expected to continuing working regardless	This is to determine the continuation of business operations as of right now.
Will positions be changing from Essential to Non Essential? If so how can I let City of Tucson know that if my position is changed to Non-Essential, I have skills that can help other depts and I available.	All employees are important to the City, however your Department Director will be communicating through your supervisors as to those that need to continue to the operation of the City. City Employees who have skills beneficial to other departments and/or who have availability through a non-essential position or lack of work in their department may apply to assist other departments via the COT JobAps website, in the City-Wide Employees only section for recruitments https://www.jobapscloud.com/Tucson/sup/bulpreview.asp?R1=2003&R2=0231&R3=002
How long are employees supposed to wait to know whether they are essential or not? My director has not provided that	Directors are working diligently to identify positions, however changes may be made depending upon business needs.

information to me, so I come in to work everyday not knowing.	
Who makes the decision on "Essentials"? City Manager? Dept. Director?	Based on the memo issued by City Manager, Department Directors will be making determinations to ensure the City essential services continue.
Do we need an essential card just in case we get pull over after five?	No, not at this time.
Is my director allowed to change essential status to avoid staff to qualify for the families first act in an effort to keep employees in the office working vs what is best for staff's health families and helping stop the spread of COVID-19?	FFCRA/Pandemic Leave is available for all employees based on the qualifying reasons listed, and the expanded FML is available for employees that have been employed for at least 30 days. The guidance from the Department of Labor lists exclusions for Health Care Providers and Emergency Responders
Would Code Enforcement be an "essential" since they are assisting in keeping the community clean with regards to sanitation and trash?	That will be determined by Department Director.

FFCRA/Pandemic Leave

Question	Answer
City court employees are being furloughed and hours being reduced. They are also being forced to use their own leave to make up for lost hours. Why is in place for them?+B24:C64	If employees do not have the option to do meaningful work while Telecommuting, they may use the Pandemic Paid Emergency Leave to supplement the hours needed to complete the week.
Can leave already taken be changed to the FFCRA/Pandemic Leave?	Yes, as it relates to COVID and with any negative leave used.
Can the 80 hours be used sporadically? And not all at one time?	Yes, the Pandemic Paid Emergency Leave can be used in 10 minute increments. The FFCRA/Pandemic Leave to care for Other and the Extended Medical Leave can be used in full day increments only.
If the pandemic is considered "over" and we have only used part of the city given FFCRA/Pandemic Leave is it done?	The Paid FFCRA/Pandemic Leave provided by the City of Tucson is available for employees who have a need for leave, based on the guidelines and qualified reasons outlined.
If I don't use it do I lose it?	Unknown at this time, however it is there for you to use a prescribed by the Pandemic Paid Leave guidelines. The FFCRA/Pandemic Leave is set to expire 12/31/2020.
What are the stipulations under each act as far as what qualifies?	Pandemic Paid Emergency Leave is leave available to those that do not have Telecommuting options or work available. FFCRA/Pandemic Leave has specific criteria outlined on the Dept. of Labor poster announcement https://www.tucsonaz.gov/files/hr/FFCRA/Pandemic_Leave_Poster_WH1422_Non-Federal.pdf

Is the "city FFCRA/Pandemic Leave" the borrowed hours from the city?	Originally it was the Negative Sick Leave, it is now the Pandemic Paid Emergency Leave that allows for 80 hours that do not have to be paid and negative 24 hours that will need to be paid back with future accruals.
If we don't/can't use the extra hrs. of leave (80+80+24), it would be nice to either get paid out or granted the leave hrs. for later use (maybe before a certain deadline).	Since this leave is provided based on need and not an accrued leave, it is available for employees as a need arises, and will not be paid out or granted to employees who did not have a need to use it.
80 city hours and 80 federal hours - do either or both need to be "paid back" at a later date? Thank you!	Not the 80 Pandemic Emergency Paid Leave, however, it does have a -24 component that if you use you do have to pay those back with future accruals. No pay back with FFCRA/Pandemic Leave.
Do employees accrue leave when they use the 80 hr. pandemic paid emergency leave?	Yes, accruals will continue.
How do you we go about requesting to use the 80 hours of pandemic leave before we use our own earn leave.	FFCRA/Pandemic Leave will need to be approved by supervisor. Once approved, proper coding will be used in Kronos.
If I am the primary care provider for my elderly parent, do I qualify for the city and federal pandemic assistance?	Yes under the Pandemic Paid Emergency Leave for 80 hours and under FFCRA/Pandemic Leave you may qualify for 2/3 regular pay based on qualifying reason #1 or #2.
Where can we find more into the details of each leave bank. Have not seen any information from the fire department.	You may visit the COT Employee Resource site for COVID-19 info https://www.tucsonaz.gov/covid-19/city-employee-information-covid-19
I have no other qualifier to use the city/fed leave except I decided to self-quarantine because of a lower immune system. Am I eligible to use these leaves?	FFCRA/Pandemic Leave is available to all employees. Work with your leadership for the best option for you.
Can city FFCRA/Pandemic Leave be used plus the federal COVID-19 leave for a total of 160 hours?	Yes, under the qualifying reasons as it pertains to both leaves.
People seem to not be hearing that 80hrs of city FFCRA/Pandemic Leave is available to them prior to using their own leave. Does this require supervisor approval, if they are deemed essential, can they still use it?	Yes, this needs to be approved by Supervisor/Director.
Will Superiors held accountable for employees who use City/Federal FFCRA/Pandemic Leave so it is not being abused, example employee just not wanting to go to work?	We expect employees to use the leaves as they are afforded, Supervisors may monitor for abuse.
If I am a new employee do I qualify for the FFCRA?	Eligible Employees: All employees of covered employers are eligible for two weeks of paid sick time for specified

	reasons related to COVID-19. Employees employed for at least 30 days are eligible for up to an additional 10 weeks of paid family leave to care for a child under certain circumstances related to COVID-19.
Are City employees required to exhaust all vacation & or sick leave first before they qualify for other leaves example Federal.	No. The Pandemic 80 hours leave and FFCRA/Pandemic Leave are available to use without having to exhaust your own leave.
What is the time frame for this leave? is it through the end of the year or within a few months?	Both leaves are set to expire by 12/31/2020 as of now. The FFCRA/Pandemic Leave Extended Medical Leave allows for 12 weeks of FMLA based on qualifying reasons. (This is not an additional 12 weeks of FML, it is only an extension to the leave act)
What are the stipulations under each act as far as who qualifies? is child care related due to loss of babysitter covered? schools being closed and now having to take more days off, is that covered?	Yes, as it applies for FFCRA/Pandemic Leave. It allows up to 12 weeks of expanded FMLA for care of child due to closure at 2/3 pay. https://www.tucsonaz.gov/files/hr/FFCRA/PandemicLeavePoster_WH1422_Non-Federal.pdf
Does a single person qualify for the second 80 hours? Thank you!	Each leave is for eligible employees regardless of marital status, based on the need for leave and for FFCRA/Pandemic Leave, determined by the qualifying reasons outlined on the Dept. Of Labor website. For the Expanded FML, an employee may be eligible for Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19. https://www.dol.gov/agencies/whd/pandemic/FFCRA/PandemicLeave-employer-paid-leave
Because the 104 hours was the original amount - what if employee's have already gone past the 24 negative leave amounts for this most recent last pay period?	A historical correction will be made and will be replaced with FFCRA/Pandemic Leave (up to 80 hours).
Most employees with Children are now homeschooling... would using the Federal leave put less of a burden on our budget? And is the City's suggestion that we use that.	The FFCRA/Pandemic Leave is available to all employees that are eligible and meet the qualifying reasons. We suggest you use any resource as it is designated for.
If we go back to work as usual after April 30 what is the plan for all the parents who have children still doing at home schooling until the middle of the month?	FFCRA/Pandemic Leave is available until the end of the year, and provides up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.

<p>Does the emergency 80 hrs. kick in before we use our personal time?</p>	<p>Yes, employees are entitled to use the 80 hours of Paid FFCRA/Pandemic Leave for COVID-19 related qualifying reasons, before using their accrued personal time. Personal accrued time must be used before the 24 hours of Negative Sick Leave can be used.</p>
<p>Good morning, my question is regarding the pandemic pay. Can we use this before using our own accumulated time? And can we use pandemic pay for days off due to being furloughed?</p>	<p>Yes, employees are entitled to use the 80 hours of Paid FFCRA/Pandemic Leave for COVID-19 related qualifying reasons, before using their accrued personal time. Employees may also use the Paid Pandemic leave to supplement the work week, for hours reduced if telecommuting is not available or lack of work available.</p>
<p>What are the stipulations under each act as far as who qualifies?</p>	<p>FFCRA/Pandemic Leave is City leave and is more flexible. The FFCRA/Pandemic Leave has specific qualifying reasons listed on the Employee poster-reasons 1-6, on attached link. https://www.tucsonaz.gov/files/hr/FFCRA/Pandemic_Leave_Poster_WH1422_Non-Federal.pdf</p>
<p>What is the order in which the various types of leave will be used, i.e. personal, City, Federal?</p>	<p>There is no order, as an employee may have different variables that might make them eligible for them.</p>
<p>What types of leave are available to us (Federal vs City)?</p>	<p>Listed in no specific order: Pandemic Paid Emergency Leave- 80 hours of pay, FFCRA/Pandemic Leave-80 hours for specific reasons as well as expanded FMLA for up to 12 weeks with 2/3 pay for reasons 4-6, Employee Accrued time, that can include Sick, Vacation, Floating Holiday, Administrative Leave, Compensatory Time and Negative Leave-this is 24 hours negative sick leave that will be require to be paid through future sick leave accruals.</p>
<p>The FFCRA/Pandemic Leave doesn't specify who is eligible</p>	<p>Per DOL Website - Eligible Employees: All employees of covered employers are eligible for two weeks of paid sick time for specified reasons related to COVID-19. The qualifying reasons for leave are as follows: Under the FFCRA/Pandemic Leave, an employee qualifies for paid sick time if the employee is unable to work (or unable to telework) due to a need for leave because the employee: https://www.dol.gov/agencies/whd/pandemic/FFCRA/Pandemic_Leave-employee-paid-leave</p>
<p>How do you determine who qualifies for the 80 hours? For example...If you are caring for a family member in quarantine do we need to provide a doctors note?</p>	<p>There is criteria on who qualified for both the Pandemic Paid Emergency Leave as well as FFCRA/Pandemic Leave. Flexibility with Doctor requirements will be afforded.</p>
<p>Where exactly can we find more into the details of each leave bank. Have not seen any information from the fire department.</p>	<p>Please review the info listed in the April 1 Memo from the City Manager's Office https://www.tucsonaz.gov/files/hr/Memo_re_Leave_Policy.pdf</p>

Can we donate our Fed and Pan leave if we don't use it?	We do not have an option at this time to donate the unused leave.
Can you talk a little bit about the new leave from the federal government as compared to our leave?	<p>City of Tucson Leave: Pandemic Paid Emergency Leave, 80 hours of paid leave. Employee Accrued time, that can include Sick, Vacation, Floating Holiday, Administrative Leave, Compensatory Time, and Negative Leave: 24 hours negative sick leave that will be required to be paid through future sick leave accruals. FFCRA/Pandemic Leave (From Federal Government): 80 hours of paid leave for specific reasons as well as expanded FMLA for up to 12 weeks with 2/3 pay for reasons 4-6.</p> <p>https://www.tucsonaz.gov/files/hr/FFCRA/Pandemic_Leave_Poster_WH1422_Non-Federal.pdf</p>

Furlough

Question	Answer
Why is it that I have to use my own leave time, if you are going to be sending us home or putting us on furlough? I am not asking for time off nor am I sick. So, if you are furloughing us should we still be getting paid and not have to use out own leave time??	<p>Employees have the ability to use 80 hours of FFCRA/Pandemic Leave if work is not available. Employees may also use the FFCRA/Pandemic Leave under the guidelines and qualifying reasons. Accrued leave may be used if these options are exhausted, as well as Negative 24 hours of Sick Leave.</p> <p>https://www.tucsonaz.gov/files/hr/FFCRA/Pandemic_Leave_Poster_WH1422_Non-Federal.pdf</p>
How does a supervisor decide between pandemic and regular leave if the employee is furloughed?	<p>Supervisors will utilize Pandemic when Telecommuting or other work is not available, or to supplement partial hours you may be working now because of a lack of work.</p> <p>https://www.tucsonaz.gov/files/hr/Memo_re_Leave_Policy.pdf</p>
Do you foresee furloughs at all?	This would be one of the last resorts, but no decision has been made.

Hiring

Question	Answer
Will internal hires/promotions be frozen?	These are being scrutinized closely and will be determined based on needs of City to continue operations.
Regarding the hiring freeze: if we're slated to pass our year probation this month, will we still be able to?	That is the intent as of right now, but things may change and we cannot commit to what that will look like.

In-Office Protocol

Question	Answer
Do you foresee a possibility of going into work 1 day a week for even a half day to print, collect more work etc. Possibly on a rotating schedule so not many ppl are there at the same time,	You can speak to your supervisor about needing to sporadically go into the office, although we don't encourage it, we understand the need to do so every now and then.
I'm working from home, but, need to come into City Hall at least twice a week to return calls, post payments, and a few other tasks that can only be done in the office, is it okay to come in?	Yes, but please make sure you coordinate and keep you Supervisor in the loop.

Kidco

Question	Answer
Will Parks and Rec continue forward with Summer Kidco sign up day?	This has not been determined to date.

Kronos

Question	Answer
Will the emergency leave be added as a leave option in Kronos? For the FFCRA/Pandemic Leave 80 hours	Yes
Is there any way we can do away with Kronos time keeping and use WAM for our field workers? It is adding extra work to our already additional work that has been added.	Unfortunately, no, Kronos is the method we track hours for purposes of compliance. We will continue to seek efficiencies wherever possible.
Where can we check our leave balances if not connected to city intranet?	Leave balances can be viewed when an employee logs into Kronos, as well as checking COT Pay Stubs which can be found on ESS. Both links will be listed https://azcot-ess.hostams.com/PRDESS2X1/ESS
Can someone post the link to Kronos?	https://kronos.tucsonaz.gov/wfc/navigator/logon

Layoffs

Question	Answer
Can you speak to the contracted employees let go?	Hiring Authorities are making decisions based on their own needs, i.e., available work, funding constraints and business needs.

Leave Abuse

Question	Answer
How can we ensure that vital employees are going to work, and not abusing the 160 hours?	We trust employees will not take advantage of what is being afforded to them, but Supervisors will have oversight.

Leave Approval

Question	Answer
Can I be denied leave If I qualify?	There are qualifications for all leave types. Pre-approval is necessary based on qualifications.

Leave Without Pay

Question	Answer
If I don't have hours, and I would like to take leave, would I then be under leave without pay?	Do you have telecommuting or meaningful work available? If not, then the Department Director can direct you to use Pandemic Paid Emergency Leave.

New Employees

Question	Answer
Do new/probationary employees have to worry about losing their position?	No determinations have been made to date on the impact of this pandemic to our workforce staffing needs beyond the release of contracted employees at this time.
I am a new employee am I eligible for the FFCRA leave?	Eligible Employees: All employees of covered employers are eligible for two weeks of paid sick time for specified reasons related to COVID-19. Employees employed for at least 30 days are eligible for up to an additional 10 weeks of paid family leave to care for a child under certain circumstances related to COVID-19
Will new hires have their probation hurt due to this?	That is not the intention right now, we can't predict how this will continue to affect all of us in the future.

Nonpermanent Employees

Question	Answer
Which non perms will be eligible for leave?	Certain Non-perms will be eligible for FFCRA/Pandemic Leave/ FFCRA/Pandemic Leave at pro-rated hours.

Outside Employment

Question	Answer
I also have a medical background. If we are needed elsewhere, do we have to fill out paperwork to work a "second" job?	It will depend. If you do not have telecommuting work available and you are being re-deployed to another COT area by your supervisor, then no. If you are seeking supplemental compensation or working outside of COT then yes, per AD 2.02-6: Outside Employment https://www.tucsonaz.gov/files/hr/ad/2-02-6.pdf

Overtime

Question	Answer
Will there be tighter rules regarding OT?	Yes, OT will be scrutinized closely by Department Directors.

Personal Leave

Question	Answer
Not sure if this was covered, but if we are missing work due to a child's school being closed. Is that time going to be taken from our personal leave time? Even though we are considered an essential employee?	You may qualify under FFCRA/Pandemic Leave that allows for FMLA expanded leave to care for child at 2/3 of your pay. You may supplement the remainder of time with your leave.
If we are missing work due to a child's school being closed. Is that time going to be taken from our personal leave time? Even though we are considered an essential employee.	You may qualify under the FFCRA/Pandemic Leave expanded leave that pays at 2/3 to care for a child due to school closure. FFCRA/Pandemic Leave has exclusions on Essential Employee's. City Department Directors will also identify essential positions.

Phones

Question	Answer
It would really help if we were able to forward phones to the house or cell. This would help with providing good customer service we have been told it cannot be done.	We are exploring all options available to ensure good customer service and providing employees the tools they need to do their jobs. Please check with your department about the possibility of the Avaya Equinox option available on city laptops through IT.

Redeploying Resources

Question	Answer
Currently, we are experiencing long wait times for essential supplies from COT stores. Perhaps they need additional help to fill orders?	Thank you for bringing this to our attention. We should be re-deploying resources to these areas.

Reporting to Work

Question	Answer
With Parks amenities being closed down, are groundskeepers still reporting to work?	For the most part they have all been working, cleaning areas and also being re-deployed.

Retroactive Leave

Question	Answer
Will these hours from the Acts be retro active for people who have called out already due to child care, if they lost their regular babysitter due to the virus?.....	The FFCRA/Pandemic Leave is a City Leave, this leave may be retro back to 3/16 for any reversal of negative leave that may have applied. FFCRA/Pandemic Leave became effective 4/1 and will not be retro back.
Will these hours be retro active for people who have called out already due to child care reasons? What is the time frame for this leave? Is it through the end of the year or within a few months?	The Pandemic 80 hours can be reversed to replace any negative leave that may have been used. The Pandemic Paid Emergency Leave is a City leave and may run until 12/31/2020. The FFCRA/Pandemic Leave runs until 12/31/2020 and is effective 4/1 (not retroactive).

Safety

Question	Answer
Thank you so much for coordinating this effort - it is so appreciated. I am curious if the executive leadership team is taking into consideration new reports that the CDC is expected to reverse its stance on masks because they're learning that the virus is, in fact, airborne. They are expected to encourage people to wear masks whether or not they are symptomatic when they are in public, like other countries have begun doing. Will there be sanitizing protocol in place for those of us that are required to report to City Hall or masks provided for those of us that have to work in proximity with others? (Understanding these are in short supply - just curious)	We encourage employees to protect themselves using all the guidelines provided by the Pima County Health Department & CDC, understanding that PPE is in demand and in short supply throughout the US.

<p>PPE/disinfecting wipes/hand sanitizer are being put under lock and key. How can the City assure there is enough to go around while I still have to report to work?</p>	<p>The City is triaging all supplies to ensure those that need it have the proper PPE, cleaning supplies.</p>
<p>TEP has a policy that field personnel must wear masks, do we have something similar coming?</p>	<p>We don't have a policy, we are following Pima County Health Department & CDC guidelines, also considering the supplies we have at hand.</p>
<p>Are the first responders getting the supplies they need?</p>	<p>As best as possible, the City is making every effort to continue to procure PPE gear.</p>
<p>Work in my area has been cancelled/postponed, significantly decreasing the amount of work - should the number of staff be reduced as well? Having the full number of staff show up without work is unnecessary and could increase exposure to COVID-19.</p>	<p>Without knowing the details or area you work, reduction of staff at each work location is recommended, with as much telecommuting as possible.</p>
<p>How is City mail being handled in departments where admin is at home?</p>	<p>City Mail is on a 24 hour quarantine. It will be checked in as each Department Director deems necessary.</p>
<p>In the event that city owned facilities are utilized to treat infected citizens what types of training and health safety measures will be deployed to protect our tradesman who service these buildings?</p>	<p>Appropriate protocols will be set up, should this be a consideration in the future.</p>
<p>Should admin be reporting to work every day to check the mail?</p>	<p>Mail is being held on a 24 hour quarantine, check with your supervisors for additional guidance.</p>
<p>Our director advised us to stay 6ft apart or we may be sent home. Yet we are using same door, same bathrooms, same microwave, exchanging paperwork all day etc. Doesn't this contradict itself?</p>	<p>Anyway that we can minimize contact needs to be utilized and ensuring we follow the Pima County Health Department & CDC guidelines.</p>
<p>How is social distancing being enforced as well as sanitation for the public transit system?</p>	<p>Riders are asked to come in through the rear entrance, and drivers are cordoned off by rope with 6 feet distance from riders.</p> <p>https://www.tucsonaz.gov/transit/sun-tran-and-sun-link-covid-19-city-services</p>
<p>How many days do we need to be away from work if a family member tests +</p>	<p>There may be different variables, depending on the exposure. Please be sure to speak with you supervisor. They should be in contact with The Safety Group. A Decision tree for departments to follow can be found on the COT COVID-19 Employee Resources website</p> <p>https://www.tucsonaz.gov/covid-19/city-employee-information-covid-19</p>

Sanitizing Protocol

Question	Answer
I know that we are setting policies and protocols for our staff but how are we approaching our consultants and contractors, especially when our staff is working with these outside entities.	Same protocols as Pima County Health Department, CDC. Proper Hygiene, social distancing, PPE if required.
For those of us that need to report to work, there should be a common sanitizer at the inside of the door. Everyone has to enter and exit and touch the surfaces. This should be in place for all COT building entrances that are not "automatic doors".	We recommend all employees use proper hygiene protocols as established by Pima County Health Department and CDC. The City is providing as much as our supplies allow for.

Sensitivity

Question	Answer
I would like to suggest sensitivity training for management. It is very stressful to expose oneself to the outside world in this pandemic, to acknowledge those that come in to work increasing chances of exposure.	Thank you for the suggestion, we are open to any training opportunities.
What is being done to help employees deal with the stresses of these changes?	We understand the difficulty and stress of these times, and the City provides EAP services through our insurance provider. Cigna is providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety during this time. Call Cigna's 24-hour toll-free help line 1.866.912.1687

Stay at Home

Question	Answer
If President issues a National Shelter at Home. Will employees who currently are working from City offices be instructed to stay home?	We are already following the Governor's order to stay at home and only approved exceptions can be made by your Department Director, based on business need.
Do you anticipate a shelter in place order? Will essential employees be provided documentation to travel to and from work?	We are currently abiding by the State/local stay at home order. No documentation will be required at this time.

Testing

Question	Answer
Has anyone tested positive here at the city of Tucson?	Unknown at this time
Is any employee reporting in that they have COVID-19? How about the County?	As of the Friday April 3rd Town Hall online Meeting, there are no confirmed cases for City employees. Unknown for County Employees.

Time Sheets

Question	Answer
As a salaried professional, we are paid for a job and not by the hour. Is it appropriate that I am required to turn in a time sheet of all tasks I've completed and how much time I spent on those tasks?	<p>This is not a time sheet and is not for payroll recordkeeping purposes. Due to this crisis there are different reasons as to why we are requesting the logging of work completion. One reason for the tracking is to supply FEMA and/or other federal agencies with appropriate data so the City can seek reimbursement of costs related to the crisis.</p> <p>https://tucsonaz.seamlessdocs.com/f/yw2mfbu9tq23</p>

Tuition Reimbursement

Question	Answer
I saw that tuition reimbursement was ended temporarily. Do you see this restarting in the future?	Yes, that is the intent. Those that are currently receiving reimbursement will continue. Suspension is for any new requests.
What about those of us that already submitted for tuition reimbursement for this semester? Will that not be paid now?	Yes, the suspension of the program is for new requests.

Unused Leave

Question	Answer
We encourage staff to use FFCRA/Pandemic Leave as necessary, but what happens to unused FFCRA/Pandemic Leave hours once things settle?	Since this leave is not an accrued leave, it is provided based on need and is available for employees as a need arises. Unused Paid FFCRA/Pandemic Leave will not be paid out after the pandemic or granted to employees who did not have a need to use it once things settle.

Utility Shutoffs

Question	Answer
Can you address utilities and shut offs for anyone who can't pay	<p>Tucson Water will not disconnect potable water service for non-payment. Those currently disconnected will be re-connected. Customers will be responsible to pay for all water service received during this time and should continue to make payments of their Utility Services Bill to avoid higher bill at a later date. This policy is in effect until further notice.</p> <p>https://www.tucsonaz.gov/newsnet/tucson-electric-power-suspending-disconnects-during-covid-19-crisis</p>

Wellness

Question	Answer
What can I/we do to help you?	Stay safe, stay positive and continue to support your department.

Work from Home

Question	Answer
How long do you expect the working from home situation to last?	For now mid-month to end of month, but will be evaluated on a weekly basis.
Instead of taking time and need to take care of kids should they be providing laptops to work from home?	IT is issuing laptops as best as possible, work with your supervisor to verify that you have telecommuting work available.
Since I do not have internet access and if I am the only one on the floor why would I not be able to work from my office?	The City of Tucson is following the Governor's order to stay at home, and only approved exceptions can be made by your Department Director, based on business need.
If laptops are available and you need to be at for kids reason can they denied a laptop?	If you are home due to school or day care closure you have options available to you. Telecommuting can be one option. Work with your leadership. Leadership has the authority to determine essential and non-essential work.
Why are there employees at Tucson water that are able to work from not being sent home? when they could take care of a child while another employee goes into work?	Tucson Water is coordinating Telecommuting as best as operations and equipment allow.
If someone has the ability to work from home and qualifies for the leave can they still use leave?	Both Leaves have qualifying reasons to be able to use it, it is available if the employee needs it and doesn't have meaningful work or does not have Telecommuting.

InfoTech

Question	Answer
<p>Struggling a little with Office 365 and onedrive. Would greatly appreciate web trainings.</p>	<p>We are currently working with Microsoft to do Microsoft led training. These training will be entry level and advance level classes. We have tentative dates and will communicate them when they have been finalized. Also, IT will continue to send weekly emails for new training opportunities, as well as posting this information on the COT Employee Engagement Workforce Development page, and the IT intranet webpage.</p> <p>https://www.tucsonaz.gov/hr/employee-engagement-workforce-development</p>
<p>How are you ensuring that all employees are given the consideration of telecommunicating if IT has not been able to complete the setup on my city computer to-date?</p>	<p>Departments provided the requirements for the people that will be working from home. Please work with your administrator and or Deputy director be added to the list. IT will continue to deploy computers as the need arises and product is available.</p>
<p>How are Outlook and MS Teams working for you and the City so far?</p>	<p>We have heard positive reviews on the change. Over the past week we have seen 42,000 chat messages from 1,439 employees. On the outlook side 802,000 emails have been sent or delivered. We continue to offer instructor led and video training to help with the adoption of these new tools.</p>
<p>Thanks to you and Colin and his team at IT. Is there a plan to expand on our videoconferencing capabilities for virtual meetings?</p>	<p>We are open to suggestions on how to expand this technology further. The plan is to continue to expand the use of this technology. We are purchasing webcams for desktops as the need arises and will be working with departments to enhance the technology in their conference rooms to support this video and desktop sharing.</p>
<p>If power, internet, cell service goes down, how/where do we get information/direction?</p>	<p>Today the city has a radio network (slightly antiquated) but we can deploy radios as a backup. There is also the PCWin radio network that is being used for public safety services. We are assuming something that large that it would be only public safety and water services running.</p>

Safety

Question	Answer
1. For those of us who are working face to face with First Responders and unable to telecommute, what can the City do to help protect us from COVID-19.	The City continues to follow the CDC Guidelines and Pima County Health Department Guidelines for employee protection. If your job tasks indicate you are required to wear certain Personal Protective Equipment (PPE), you will be provided with it. Please continue to practice good hygiene, washing your hands frequently/using hand sanitizer and social distancing.
2. What PPE is available to me to protect me from COVID-19?	If your job tasks require PPE, you will be issued the required PPE. As a reminder for day to day operations, please continue to practice good hygiene, washing your hands frequently/using hand sanitizer and social distancing to best protect yourself from COVID-19.
3. What type of training are our first responders receiving to protect themselves and also, do they have enough information to help guide the public in the right direction as far as testing and what the testing process is?	<p>First Responders are receiving daily messaging, to include videos, on how to best protect themselves while responding to emergencies in the public. First Responders also receive guidance from their Chain of Command and the Pima County Health Department and/or the applicable CDC Guideline.</p> <p>Our first responders are not responsible for providing direction or guidance to the public on getting tested. The individual's healthcare provider is responsible for guiding their patient through the process for screening and testing of COVID-19.</p>
4. There are about 20 of us in a building shared space (cubicles). We are practicing the 6' distancing rule, but is being in a shared space considered safe?	The City continues to follow the recommended guidelines of CDC and the Pima County Health Department for disinfection protocols. Shared spaces should be disinfected by the individual leaving the area, and/or disinfected by the next person if they are unsure as to whether or not this occurred.
5. What happens if someone tests positive in my workspace?	If you are considered to have contact exposure under the CDC guidelines, you will be notified that you have had a potential exposure