



Frequently Asked Questions: COVID-19 (Coronavirus)

Table of Contents

Temporary Teleworking	2
Leave Time.....	3
School Closures	4
Families First Coronavirus Response Act (FFCRA) Questions and Answers.....	5
Additional DOL FAQs.....	6
Closed Facilities/Scaled Back Services	7
Travel.....	8
Sick Employees/Members of Employee’s Household.....	8
Notification of Employees Who May Have Been Exposed to Covid-19.....	10
Employees who have tested positive for COVID-19	11
Face Coverings/Masks	11
Additional Questions	13



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Frequently Asked Questions: COVID-19 (Coronavirus)

Temporary Teleworking

Q. Who can Telework? It's important to remember that a majority of City employees have jobs that can't be done remotely – solid waste pickup and disposal, 911 operators, police officers and firefighters, water and wastewater treatment plant operations, street repairs, and graffiti busters are some examples. We are working to do everything possible to keep those employees safe while they do their jobs. For those jobs that do have opportunities for temporary remote work, the department director has the authority to decide where remote work can be done.

Q. Why is the City recommending employees telework? The City is recommending temporary teleworking to minimize the possibility of community spread of the Coronavirus. This is a proactive move to mitigate risks to our employees and the community.

Q. How will I know if I am permitted to telework? The decision to temporarily telework is at the discretion of the department head, not the employee. Supervisors will help determine use of this option as widely as feasible, and at the discretion of the department head.

Q. How will I know if my job duties are eligible for telework? Because of this health emergency, we are relaxing telework thresholds. In this current situation, if employees can perform most of their work (at least 50%) from home, they may be eligible to telework. Again, this will be determined by the supervisor and department head. If employees have not heard from their supervisor, they should plan on reporting to work according to their normal schedule.

Please note: *The majority of employees in the Police, Fire, Water, Public Works (Solid Waste and Fleet), and Aviation departments have very specific responsibilities in critical situations and will not participate in temporary teleworking. (Updated 3-17-2020)*

Q. How long will I be able to telework? The telework protocols implemented by the City are temporary, however they are in place until further notice. *(Updated 3-30-2020)*

Q. How often can I telework? While these protocols are in place, employees can telework up to 5 days each week. Again, this is at the discretion of each department head during this temporary situation.

Q. Can I telework while caring for family members? Because of the current circumstances, employees are permitted to telework while caring for family members and dependents within the home. Please keep the following in mind:

- Employees are expected to be working during all telework hours, with the exception of regular breaks
- Supervisors and employees should make extra effort to clearly communicate during telework regarding work assignments. Expectations of the work to be performed while teleworking and the results of the work must be understood between the employee and supervisor and communicated clearly.
- Any time not worked during a telework assignment should be processed appropriately (i.e., a dentist appointment or a vacation day).



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Q. If my entire division teleworks there will be no one in the office, do we need to rotate teleworking? That is a discretion left up to the supervisor and department head depending on the services provided, resources available to provide that service, and the group's interaction with the public.

Q. My job duties don't allow me to telework. What's required of me by my department? Employees in positions that are not conducive for telework are expected to report to work as normal. Being in a less populated work environment will hopefully minimize potential exposure.

Q. I just got hired at the City. Will I be able to work? The City will delay the report to work day for new hire employees. Exceptions will be made for new employees providing essential functions as determined by the department head. New Employee Orientation will be scheduled for a later date. New hires who are not immediately needed but have been given a final job offer and established a start date will be entered into the City's Human Resources Information System with the agreed upon start day and will be paid. However, they will not be permitted to report to their new work assignment until further notice. Only those recruitments deemed essential will be conducted until further notice. *(Updated: 3-30-2020)*

Q. Can employees have meetings? The City encourages limiting in-person meetings as much as possible. Please utilize teleconferencing or SKYPE options, as well as other alternatives. Departments should also work with Information Technology to request VPN or other remote work capabilities, as necessary for staff due to teleworking schedules. If an in-person meeting is required, attendees must be distanced at least 6 feet apart and wear a face covering (mask) at all times, per the City's new [mandatory face covering policy](#). *(Updated: 6-15-2020)*

Q. Will the City classes/events I signed up for still take place? City HR and related training classes will be postponed until further notice.

Leave Time

Q. What if I want to take leave (non-emergencies/precautionary)? We realize some employees have had scheduled leave during this time or may have a need arise to take leave. Employees will have the option (with supervisor approval) of taking any leave available in their leave banks including sick leave, earned paid sick leave, vacation leave or comp-time. If all leave has been exhausted, employees may choose to take unpaid leave or borrow against future leave accruals. For unpaid leave or to borrow against future accruals, please contact your HR payroll liaison for guidance. ***Departments providing critical services may freeze approval of vacation time if necessary, to ensure adequate staffing levels.*** *(Updated: 4-1-2020)*

Q. Will taking leave count as an unscheduled incident? Effective March 11, 2020 and until further notice, any leave taken, scheduled or unscheduled, by employees will be held harmless, meaning it will not be counted as an unscheduled incident. It will not be considered during investigations of leave policy violations. *(Added: 4-1-2020)*

Q. What if I have used all my leave time? Full-time employees who have exhausted all leave will have the option of taking unpaid leave or borrowing against future leave accruals up to a



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

maximum of 160 hours. Employees who wish to borrow against future leave should contact their supervisor and payroll liaison in order to access this leave. *(Updated: 4-11-2020)*

Q. What if I have a COVID-19 related reason to take leave (emergencies)? Beginning April 1, 2020, additional employer paid leave is available for employees who meet certain criteria defined in the *Families First Coronavirus Response Act*. **Note: Exclusions apply for emergency responders, which may include Police, Fire, Aviation, Public Works, Water and Streets employees***. This Emergency Paid Sick Leave (EPSL) provides two weeks (up to 80 hours for FT employees/up to 60 hours for PT employees) of **paid sick leave** at the employee's regular rate of pay when the employee is unable to work or telework due to one of the following reasons:

- 1) The employee is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
- 2) The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- 3) The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis;
- 4) The employee is caring for an individual who either is subject to a quarantine or isolation order related to COVID-19 or has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- 5) The employee is caring for a child (son or daughter) whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19; or
- 6) The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services.

Please note: Use of Emergency Paid Sick Leave does not reduce an employee's leave bank

Any other situation related to this emergency but not covered under one of the EPST provisions will require that the employee use the leave options stated above for non-emergencies. *(Updated: 4-1-2020)*

School Closures

Q. Is there a leave option for employees who need to stay home due to school closures? Any employee who must stay home to care for their children affected by school closures should begin by communicating their needs to a supervisor. At the discretion of the director, the employee may be allowed to participate in the temporary telework program. Beginning April 1, 2020, the FFCRA provides for an Emergency FMLA expansion which provides up to an additional 10 weeks of **paid expanded family and medical leave (not to exceed the regular 12 weeks under FMLA entitlement)** where an employee is unable to work (or telework) due to a bona fide need for leave to care for a child whose school or child care provider is closed or



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

unavailable for reasons related to COVID-19. **Note: Exclusions apply for emergency responders, which may include Police, Fire, Aviation, Public Works, Water and Streets employees***. For employees who qualify for Emergency FMLA, the first two weeks will be covered by EPSL if eligible or by available leave banks, unless an employee chooses to be unpaid for that time. *(Updated: 4-1-2020)*

Families First Coronavirus Response Act (FFCRA) Questions and Answers

(Source: Department of Labor website)

Q. What is the effective date of the Families First Coronavirus Response Act (FFCRA), which includes the Emergency Paid Sick Leave Act and the Emergency Family and Medical Leave Expansion Act? The FFCRA's paid leave provisions are effective on April 1, 2020, and apply to leave taken between April 1, 2020, and December 31, 2020. *(Added: 4-1-2020)*

Q. Can my employer deny me paid sick leave if my employer gave me paid leave for a reason identified in the Emergency Paid Sick Leave Act prior to the Act going into effect? No. The Emergency Paid Sick Leave Act imposes a new leave requirement on employers that is effective beginning on April 1, 2020. *(Added: 4-1-2020)*

Q. Are the paid sick leave and expanded family and medical leave requirements retroactive? No. *(Added: 4-1-2020)*

Q. May I take 80 hours of paid sick leave for my self-quarantine and then another amount of paid sick leave for another reason provided under the Emergency Paid Sick Leave Act? No. You may take up to two weeks—or days— (80 hours for a full-time employee, 60 hours for a part-time employee) of paid sick leave for any combination of qualifying reasons. However, the total number of hours for which you receive paid sick leave is capped at 80 hours under the Emergency Paid Sick Leave Act (60 hours for part-time employees). *(Added: 4-1-2020)*

Q. Who is a son or daughter (under the Emergency FLMA provision)? Under the FFCRA, a “son or daughter” is your own child, which includes your biological, adopted, or foster child, your stepchild, a legal ward, or a child for whom you are standing in loco parentis—someone with day-to-day responsibilities to care for or financially support a child.

Under the FFCRA a “son or daughter” is also an adult son or daughter (i.e., one who is 18 years of age or older), who (1) has a mental or physical disability, and (2) is incapable of self-care because of that disability. *(Added: 4-1-2020)*

Q. Do I qualify for leave for a COVID-19 related reason even if I have already used some or all of my leave under the Family and Medical Leave Act (FMLA)? If you are an eligible employee, you are entitled to paid sick leave under the Emergency Paid Sick Leave Act regardless of how much leave you have taken under the FMLA.



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

However, if your employer was covered by the FMLA prior to April 1, 2020, your eligibility for expanded family and medical leave depends on how much leave you have already taken during the 12-month period that your employer uses for FMLA leave. You may take a total of 12 workweeks for FMLA or expanded family and medical leave reasons during a 12-month period. If you have taken some, but not all, 12 workweeks of your leave under FMLA during the current 12-month period determined by your employer, you may take the remaining portion of leave available. If you have already taken 12 workweeks of FMLA leave during this 12-month period, you may not take additional expanded family and medical leave. *(Added: 4-1-2020)*

Q. If I take paid sick leave (EPSL) under the Emergency Paid Sick Leave Act, does that count against other types of paid sick leave to which I am entitled under State or local law, or my employer's policy? No. Paid sick leave under the Emergency Paid Sick Leave Act is in addition to other leave provided under Federal, State, or local law; an applicable collective bargaining agreement; or your employer's existing company policy. *(Added: 4-1-2020)*

Q. May I use paid sick leave and expanded family and medical leave together for any COVID-19 related reasons? No. The Emergency Family and Medical Leave Expansion Act applies only when you are on leave to care for your child whose school or place of care is closed, or whose childcare provider is unavailable, due to COVID-19 related reasons. However, you can take paid sick leave under the Emergency Paid Sick Leave Act for numerous other reasons. *(Added: 4-1-2020)*

Q. Who is an emergency responder? For the purposes of employees who may be excluded from paid sick leave or expanded family and medical leave by their employer under the FFCRA, an emergency responder is an employee who is necessary for the provision of transport, care, health care, comfort, and nutrition of such patients, or whose services are otherwise needed to limit the spread of COVID-19. This includes but is not limited to military or national guard, law enforcement officers, correctional institution personnel, fire fighters, emergency medical services personnel, physicians, nurses, public health personnel, emergency medical technicians, paramedics, emergency management personnel, 911 operators, public works personnel, and persons with skills or training in operating specialized equipment or other skills needed to provide aid in a declared emergency as well as individuals who work for such facilities employing these individuals and whose work is necessary to maintain the operation of the facility. This also includes any individual that the highest official of a state or territory, including the District of Columbia, determines is an emergency responder necessary for that state's or territory's or the District of Columbia's response to COVID-19. *(Added: 4-1-2020)*

Additional DOL FAQs

(can be found at <https://www.dol.gov/agencies/whd/pandemic/ffcra-questions>)

Q. How will the City apply the exclusions allowed by the FFCRA? Federal Act permits the City to exclude health care providers and emergency responders from these provisions. Based on guidance from the Department of Labor and to ensure adequate staffing levels for critical services, the City has decided to implement the following exclusions:



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Emergency Paid Sick Leave

- Emergency responders are only eligible to take Emergency Paid Sick Leave for reasons #1, 2, 3, and 4 above.
- Emergency responders are not eligible to take EPSL for reasons #5 and 6 above. Any request made by emergency responders to take Emergency Paid Sick Leave for reason #5 will be determined on a case-by-case basis.

Emergency FMLA

- Emergency responders are not eligible for Emergency FMLA. Any request made by emergency responders to take Emergency FMLA will be determined on a case-by-case basis.

Emergency Responders are defined as the following: all sworn Police, all sworn Fire, all 911 operations, certain non-sworn employees in the Police, Fire, Public Works, Water Services, Streets and Aviation Departments. Employees in Police, Fire, Public Works, Water Services, Streets, and Aviation will need to contact their HR Liaison/payroll liaison to determine eligibility.

(Added: 4-1-2020)

Closed Facilities/Scaled Back Services

Q. How will staff be compensated if the City closes services and/or facilities? If certain city services or facilities are closed and there is an impact on the work performed by employees in those areas, employees should wait for direction from their supervisors. At this time, most employees will be able to continue working, although they may be temporarily assigned other duties. If an employee is not assigned to work but asked to remain on call at home, they will be paid at their regular rate. In a case like this, an abundance of flexibility and adaptability to this temporary situation is appreciated. Please know, the City is making every effort to ensure that employees will not be negatively impacted by closures. *(Updated: 3-17-2020)*

Q. If the City keeps scaled back services open, how will employees be selected and assigned to work? Due to the nature of this unusual situation for the City and our customers, the City is taking an 'all hands-on deck' approach to continue providing city services. That means, currently the direction is for all staff (full time and part time) assigned to departments where programs are being scaled back will be reassigned duties if they are not serving in their regular capacity. If the scaled back service provision continues for an extended period, and there isn't work for the employee(s), they will be paid. *(Updated: 3-17-2020)*



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Travel

Q. How does travel outside of Arizona affect me? The decision to travel out of state is ultimately up to the employee. The City recommends that employees stay up to date on federal and state health guidance, because this health emergency situation is fluid—there are new developments every day.

- The CDC still recommends that travelers avoid all nonessential travel out of the country, however they recently removed the 14-day quarantine requirement for travelers returning from international travel. Any cruise ship or river cruise travel will still require that an employee stay home for 14 days before returning to work. *(Updated 8-24-2020)*

Q. Are there any other travel restrictions I should be aware of. Aside from the travel precautions stated above, employees may return to work after traveling, if they are not sick.

*We recognize people want and need to travel and often it is for leisure. Please be cognizant before traveling anywhere by staying up to date with news and information on your travel destination related to the health emergency. Pay close attention to travel restrictions, as well as any restrictions that may be in place at your destination. If you can delay travel and are able to work, we could use your help to get through this health crisis. We need as many people as possible working their normal schedules (even teleworking if approved) to ensure we are providing the very best service to our community. **Departments providing critical services may freeze approval of vacation time if necessary, to ensure adequate staffing levels.***

(Added 3-17-2020)

Sick Employees/Members of Employee's Household

Q. What if I am sick? Any employees who are sick should stay home and follow the [Maricopa County Guidance](#) for home isolation. Please see leave options above. *(Updated 8-6-20)*

Q. What if a member of my household is sick? All employees currently working onsite/in the field are considered **essential** and should follow [Maricopa County Department of Health guidelines](#) if they believe they have been in close contact with someone who has tested positive or has symptoms of COVID-19. According to county guidance, **if you work in an essential service AND do not have any symptoms associated with COVID-19**, you may go to work during the 14 days after your last contact with the person with COVID-19, however, **you must wear a cloth face mask** when you are within 6 feet of other people. *(Updated: 6-25-20)*

Q. What if someone comes into work sick? If an employee reports to work showing symptoms of COVID-19 such as fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, nausea or vomiting, or diarrhea, they will be sent home. If sent home, employees will have the leave options referenced above. *(Updated 8-6-20)*

Q. What if I need to see a doctor? According to CDC guidance, if you think you may have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, you should call your healthcare provider for medical advice. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed. If you do need to seek care, the new City of Phoenix Employee Healthcare Clinic is now open and is a great option. This is a dedicated healthcare clinic for City of Phoenix benefit eligible



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

employees and their dependents. The clinic has a Physician's Assistant and Part-time Medical Director. It's located at 1 N. Central Ave. (the N.W. corner of 1st Street and Washington St.) and is open 7 am to 6 pm Monday through Friday. [Schedule a Healthcare Clinic Appointment](#) through Banner Health's Clockwise.MD online appointment portal. If you need to call ahead to advise the clinic of your symptoms, please call 602-255-7651. The Employee Healthcare Clinic is available to all City of Phoenix employees and their dependents currently enrolled in a city medical plan.

Q. How can I manage the stress and anxiety I am experiencing due to the Coronavirus?

The City recognizes that these are stressful times for employees and their loved ones. We want to remind you that it is important to take care of yourself. A good place to start is by reviewing your City medical benefits, where mental health resources may be available to you and your dependents. Online assistance is available through the [Employee Assistance Program \(EAP\) by ComPsych](#), or EAP can be contacted by phone at (602) 534-5433. Also, here are some recommendations on managing stress from the [Centers for Disease Control and Prevention](#).

Things you can do to support yourself

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the health crisis repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

Q. What precautions can I take to reduce the risks for exposure to the coronavirus? The Maricopa County Department of Public Health recommends you follow these precautions to protect yourself from viruses, including COVID-19.

- Keep your hands clean. They should be washed often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer when soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Use a tissue to cover your cough or sneeze, then toss it in the trash.
- Frequently touched objects and surfaces should be cleaned on regular basis.

Q. Should I be self-monitoring for symptoms? New guidance issued from the Maricopa County Department of Public Health indicates that all employees should self-monitor for symptoms daily, including the following:

- Monitoring body temperature and other symptoms daily, before reporting to work



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

- A temperature greater than 100.4 or any respiratory symptoms that are not known to be a part of a chronic condition (asthma, allergies etc.), requires that the employee stay home.
 - Symptoms may include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, nausea or vomiting, and diarrhea *(Added 8-6-20)*

Notification of Employees Who May Have Been Exposed to Covid-19

Q. Will I be notified if a City employee tests positive for COVID-19? Employees who are reasonably determined to be in *close contact* (face to face contact within 6 feet for a prolonged period, usually defined as at least 10 minutes) with an employee who has tested positive for COVID-19 will be informed when the City is informed of a positive result. This could be other employees in the same workgroup as the employee who tests positive, employees who attended meetings with them or others they interacted with closely. Employees notified will be asked to follow [Maricopa County Department of Public Health](#) guidelines for those in contact with someone who tests positive for COVID-19. By law, we are not allowed to disclose the name of the person who tests positive or any other identifying information about them. **Please be aware that the City may not be informed of all employees who test positive for COVID-19.** *(Added 3-23-2020)*

Q. Will I be informed of *potential* exposure to COVID-19? There is no efficient or effective way for the City to effectively communicate to employees every potential exposure to COVID-19, only those that are confirmed by a positive test and brought to the City's attention. All employees should reasonably understand that **due to the widespread community transmission of COVID-19, they may have been in contact with people that are infected with and/or being tested for COVID-19.** Employees should **continuously monitor their health for symptoms of respiratory illness and take precautions** such as frequent hand washing, minimizing contact with anyone who is sick, regularly disinfecting frequently touched objects. *(Added 3-23-2020)*

Q: What if I believe I have been in close contact with someone who has tested positive or has symptoms of COVID-19? All employees currently working onsite/in the field are considered **essential** and should follow [Maricopa County Department of Health guidelines](#) if they believe they have been in close contact with someone who has tested positive or has symptoms of COVID-19. According to county guidance, **if you work in an essential service AND do not have any symptoms associated with COVID-19**, you may go to work during the 14 days after your last contact with the person with COVID-19, however, **you must wear a cloth face mask** when you are within 6 feet of other people. *(Updated 6-25-2020)*

Q. What if I test positive for COVID-19? We ask any City employee who tests positive for COVID-19 to inform their supervisor and/or HR liaison immediately and to follow medical direction and public health guidelines regarding their recovery and return to work. *(Added 3-23-2020)*



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Employees who have tested positive for COVID-19

Q. What if I am symptomatic and test positive with an active infection of COVID-19? We ask any City employee who tests positive for COVID-19 to inform their supervisor and/or HR liaison immediately. Employees who test positive will need to follow local health department guidance on ending home isolation. *(Updated 8-6-2020)*

Q: What if I test positive for an active infection of COVID-19 but do not have symptoms? Employees who test positive but are not displaying symptoms will need to follow local health department guidance on ending home isolation. *(Updated 8-6-2020)*

Q: What if I am symptomatic and test positive to having COVID-19 antibodies? Employees who test positive will need to follow local health department guidance for ending home isolation. *(Updated 8-6-2020)*

Q: What if I test positive to having COVID-19 antibodies but do not have symptoms? Employees who are asymptomatic and test positive to having COVID-19 antibodies are encouraged to seek a nasal swab test to determine if they have an active infection of the virus. These employees may remain at work but will need to use a cloth face covering for at least 10 days after the test specimen was collected. If the employee is a first responder, they should wear a surgical face mask while working for 10 days after the specimen was collected. *(Added 5-08-2020)*

Q: What if I am symptomatic but test negative for COVID-19? Employees who have symptoms but test negative for COVID-19 remain at home until at least 24 hours have passed with the employee being fever and symptom free without the use of medication. *(Updated 8-6-2020)*

Q: Do I need to stay home if I am asymptomatic and am awaiting the results of my testing? Employees that are asymptomatic and are awaiting test results may remain in the workplace, however they must wear a face covering until results are received. *(Added 5-08-2020)*

Face Coverings/Masks

Q. Is a face mask required to access a city facility?

Yes. Effective Monday, June 29, **face coverings will be required for anyone** who enters City Hall and the Calvin C. Goode building. Employees and contractors who attempt to enter the buildings without masks will be stopped by security, even if their badge is visible, and asked to put on a mask. **Disposable masks will be available while supplies last**, but employees should plan on using their own face coverings. Should supplies run out and an employee or contractor arrives without a face covering, they will be denied access to the facility. *(Added 6-26-20)*

Q. Am I required to wear a face mask if I'm working on site or in the field? Yes. A City of Phoenix policy, as well as a declaration by Phoenix Mayor Kate Gallego and the City Council, have made face coverings (masks) mandatory for employees and anyone in public within city limits. Face coverings (masks) **are required at all times in common areas within city facilities, in public, and anytime an employee is interacting with customers in house or in the field (even when physical distancing can be achieved).** *(Updated 8-6-20)*



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

City of Phoenix Policy

All City of Phoenix employees are required to wear face coverings/masks **at all times in common areas**. A **common area** is any location where there could be more than one person present including but not limited to some of the following locations:

- **Elevators**
- **Hallways**
- **Breakrooms**
- **Conference/meeting rooms and**
- **Briefing areas (inside or outside)**

Face coverings will not be required when an employee is alone in an office, alone in a high-wall cubicle, or alone in a city vehicle, as long as physical distancing of six feet or more can be maintained. Please note, however, that a face covering is required at all times in a low-wall cubicle, (even if you are alone). If you are unable to wear a face covering due to a medical reason, please contact your HR liaison. *(Updated 8-6-20)*

Phoenix Declaration

A declaration by Phoenix Mayor Kate Gallego and the City Council requires the use of face coverings in public when it is not possible to physically distance. The declaration went into effect on Saturday, June 20, 2020 at 6 a.m. requiring every person in the city of Phoenix, ages six and over, shall cover their nose and mouth whenever they are away from their home or residence and within six feet of another person who is not a member of their family or household. The declaration also requires that businesses whose employees interact with the public must require employees to wear face coverings. Learn more about this declaration by reviewing the [MaskUp PHX FAQs](#) prepared by the Communications Office. *(Updated 6-26-20)*

Q. What kind of mask is the City providing to employees? The City is providing a disposable paper mask to employees **as long as supplies are available**. **These are not N-95 respirators**, which are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance. *(Added 4-07-20)*

Q. Where can I get a face mask? Each department will provide face masks to employees working on site or in the field, upon request and **as long as supplies are available**. Please speak to your supervisor for more information. Employees are encouraged to explore other options for face coverings as recommended on the [CDC website](#). *(Added 4-07-20)*

Q. How many masks will the City make available? The total number of coverings the city has **is limited**, so employees may use their own masks or other face coverings like scarves or bandanas. Employees should feel free to explore [alternatives for homemade masks](#) that are explained on the CDC website. The City is attempting to purchase additional disposable masks, however access to supplies is limited. *(Added 4-07-20)*

Q. If employees are teleworking, can they pick up a face mask? Employees who are teleworking are not in public, in a business capacity. Therefore, the city is only providing masks to staff working onsite or in the field, as supplies are limited. Employees who are teleworking are reminded that they can make cloth face coverings at home for use in public. *(Updated 6-15-20)*



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

Q. Can I wear a face shield instead of a mask? Employees who have a medical reason why they cannot wear a cloth face covering should contact their department Human Resources liaison to discuss an accommodation. Sometimes this accommodation is wearing a face shield in lieu of a cloth face covering. This alternative is only authorized when all other accommodations are exhausted and is only to be authorized after the employee discusses with the department Human Resources liaison. Wearers should clearly understand that a face shield will not provide the same level of protection to themselves and those around them, as a cloth face covering would. *(Added 8-6-20)*

Q. Can I wear a mask with a one-way valve? Face masks with a valve (regardless of filter) are not a permitted face covering. These masks do not provide effective source control and have been found to actually propel droplets further into the environment. *(Added 8-6-20)*

Q. Can I be disciplined for not wearing a mask? Masks or face coverings are required as a safety measure and must be worn for access to certain city facilities and at all times in common areas. Although it is not the City's desire to discipline employees for not wearing a mask, it is critically important for all employees to follow face mask policies. Should an employee or contractor arrive at City Hall or the Calvin C. Goode building without a face covering, and a city issued disposable mask is not available, they will be denied access to the facility. If an employee is not wearing a mask in a common area, they will be reminded to do so. **If an employee refuses to wear a mask, they may be sent home and/or subject to corrective or disciplinary action.** Employees who are unable to wear a face covering due to a medical reason, please contact your HR liaison. *(Updated 6-26-20)*

Additional Questions

Q: Who do I contact if I have questions regarding health benefits, qualified life events, Long Term Disability Benefits and/or COBRA? Submit your question(s) electronically through the following email address: benefits.questions@phoenix.gov. The Benefits Team on standby to reply to your questions or concerns. *(Added 3-23-2020)*

Q. What if my driver's license is expiring soon? To reduce customer demand and traffic in MVD offices the Governor of Arizona has issued an Executive Order allowing the Arizona Department of Transportation to extend Arizona driver licenses and driving permits that expire between March 1, 2020 and September 1, 2020. Licenses expiring in this time frame will automatically be renewed by the state for 6 months from the date of expiration. The city will honor these automatic extensions when doing drivers license verification checks. *(Added 3-30-2020)*

Q. What if I am a CDL driver and medical certification is expiring soon? The Federal Motor Carrier Safety Administration (FMCSA) has issued a waiver effective 3/20/2020 – 6/30/2020 for all drivers in response to COVID-19. To reduce customer demand and traffic in MVD offices the Governor of Arizona has issued an Executive Order allowing the Arizona Department of Transportation to extend this waiver for Medical Certificates/Cards that expire between March 1, 2020 and September 1, 2020. Certificates/cards that expire during this time frame will automatically be extended to September 1, 2020. If a driver is diagnosed with a potentially disqualifying medical condition, they are not covered under the waiver and they must obtain new



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

medical certification in order to drive a commercial vehicle. The medical waiver does not apply to medical certifications issued for less than 90 days. *(Added 3-30-2020)*

Q. Can I modify my Dependent Care Flexible Spending Account (DCFSA) elections?

Employees can adjust their DCFSA elections for a qualifying event such as a child-care provider no longer providing services. Some examples of this qualifying event could include an after-school program that isn't currently available or a summer day camp that has been canceled. Employees who are eligible may reduce or eliminate the election. Contributions already made cannot be reimbursed, but the employee has the same amount of time to utilize the funds contributed year to date. Contact [Loretta Plassmeyer](#) in Benefits for more information.

(Added 5-07-2020)

Additional Questions or concerns regarding any of this information should be directed to **HR Safety** at hr.safety@phoenix.gov or **602-495-5700**. You can also contact your department's **HR liaison**.