

Staying (Cyber) Safe

The COVID-19 health emergency has changed the way many of us work, some with a greater focus on digital communication and teleworking. Cyber criminals are using this as an opportunity to try and take advantage of these changes to commit cyberattacks against governments, hospitals, businesses and the public.

Many of these attacks impersonate trusted brands, like the city of Phoenix, in deceptive spam, phishing, and more advanced attacks for financial gain. Please remain vigilant by questioning requests or procedures that sound wrong. Here are ways to promote cyber safety:

Connect with residents & customers:

Remind them about temporary service delivery changes and ways to contact your department during this crisis.

Emphasize the city does not request wire transfer payments:

Tell residents and business customers to contact you immediately if they receive requests for wire transfer payments from someone claiming to be with the city. Contact soc@phoenix.gov if you learn of any suspicious activity.

Encourage residents and customers to be suspicious of links in emails, even from known contacts.

There are many websites claiming to have the latest COVID-19 data or live COVID-19 maps, etc. Please encourage them to only browse known websites and resist clicking on unfamiliar links, even if those links were sent by someone they may know.

Weekly Update

STAY UPDATED - STAY INFORMED - STAY SAFE



CORONAVIRUS CITY SERVICES UPDATE

PHOENIX.GOV/NEWSROOM

Each week, we want to keep you updated on the latest information and news regarding the Coronavirus, and related city impacts. Below is the latest communication to employees about what is happening:

- ◆ **NEW:** [City Manager Podcast #13](#) (Premiered 5/5)
- ◆ **NEW:** [City Manager Podcast #12](#) (Premiered 5/1)
- ◆ [Employee Updates Webpage](#)
- ◆ [FAQs on Teleworking](#)
- ◆ [Latest Stories in the PHXNewsroom](#)

With the Governor's announcement last week extending the "Stay Home, Stay Healthy, Stay Connected" executive order until May 15, the city will continue its operations in their current form, to limit the spread of COVID-19, and to help ensure both our employees and residents stay safe and healthy.

According to a recent enterprise email, city departments are currently working on plans for a phased return to full operation of city services. A date will be set when it is determined it is safe to bring employees back. Additional information will be shared from city leadership about those plans in the coming weeks.

CED Staff Link Phoenix Businesses to Resources

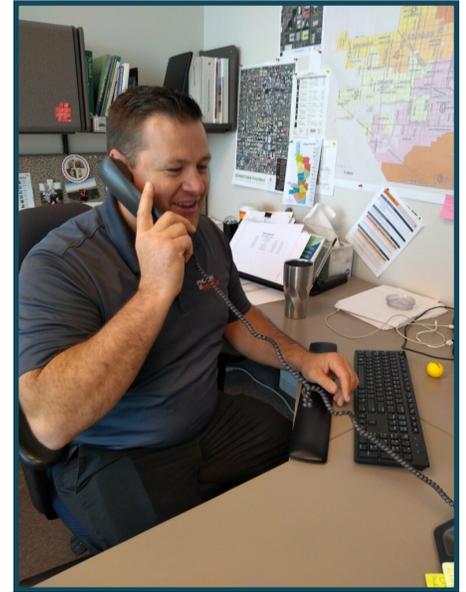
Hard hit by the COVID-19 social distancing orders, businesses in Phoenix faced change so rapidly some didn't even know where to start.

Phoenix Community and Economic Development has stepped up to help point them in the right direction. Department employees were re-tasked to make calls to the 18,000 businesses in the city. Almost the entire department, including administrative staff, made the first set of calls, more than 6,700 as of May 4. During the calls, CED staff help direct Phoenix business owners to financial resources, and when needed, with workforce development resources for furloughed staff. These resources are posted at phoenix.gov/resources.

Before March 30, Anita Ponce was a dedicated member of the CED administrative team. As a secretary, she was on the frontline when visitors stepped onto the 20th floor. Now, as a part of our COVID-19 response, she is making calls alongside other economic development specialists.

"I have learned that most businesses I talk to really care for their employees," said Anita. "One memorable business owner was very concerned about paying her employees and was using money from her savings to do so. This has been a very humbling experience to say the least. My hope is that these businesses truly are able to recover and come out stronger than before."

Anita said she has learned a lot from the experience. "It is an honor to be part of this team where we are all working very hard to make a difference in our community."



Leave Donations

The following employees are accepting leave donations. If you'd like to help, use eCHRIS to make your donation:

- ◆ Cynthia Pizano, Human Services
- ◆ Alexis Smith, Human Services
- ◆ Fernando Bustos, Human Services

To see a complete list of all employees currently accepting leave donations, [visit this web page](#).

Join the **Conversation**



Census Completed?



Have you been counted yet? Completing the Census takes only a few minutes and will greatly help our community receive federal funding to pay for essential services.

Visit my2020census.gov to fill out the Census questionnaire.