



COVID-19 CONTINUITY PLAN

citizen engagement

1. **Promote community solidarity.**
 - a. Issue regular community messages from the Mayor
 - b. Provide visual messages of hope, respect and empathy
 - c. Encourage resident-driven initiatives
 - d. Initiate targeted campaigns
2. **Go virtual.**
 - a. Amend current video production contract to support future virtual initiatives
 1. *Enhance social media functionalities, as needed*
 - b. Move suitable events and recreational programming onto a virtual platform
 - c. Broadcast interactive town hall meetings and other informational events
3. **Create “get-out-of-the-house” opportunities.**
 - a. Provide socially-distanced outdoor exercise classes and similar activities
 - b. Create community events or programs that adhere to public health guidelines
4. **Support the vulnerable senior population.**
 - a. Solicit and implement recommendations from the Committee on Aging
 - b. Leverage and create programs that boost wellness and eliminate isolation
 - c. Modify existing contracts to expand necessary services

financial solvency

5. **Evaluate reserves and revenue losses.**
 - a. Identify budget gaps on a continual basis
 - b. Review development proposals that are delayed or no longer moving forward
 1. *Determine impact on projected tax base*
 - c. Participate in informational seminars regarding COVID-19 revenue trends
 1. *Incorporate assumptions into financial forecasts*
 - d. Recommend quarterly financial adjustments via Council action
 1. *Communicate financial changes, challenges and opportunities*
 2. *Propose modifications to City operations and programs*
 3. *Evaluate non-essential government services*
6. **Document reimbursable COVID-19 expenses.**
 - a. Categorize invoices and payroll (as required to mitigate health impact)
 - b. Maintain separate COVID-19 expense records
 - c. Retain records for five years after final reimbursement payment
 1. *General ledger*
 2. *Budget records (FYs 2019-2020)*
 3. *Payroll and timesheets*
 4. *Receipts and invoices*
 5. *Agreements*
 6. *Correspondence*



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financial solvency (cont.)

7. Monitor legislative funding proposals.
 - a. Advocate for local needs
 - b. Leverage partnerships with elected officials and professional organizations

public information

8. Maintain a resource-based COVID-19 website.
 - a. Update subsections regularly
 - b. Build brand awareness: templecity.us/coronavirus
9. Use social media and mass notification platforms as key information tools.
 - a. Create ongoing content that reflects popular content and community concerns
 1. *Ensure that messaging is original; include a balance of information*
 2. *Monitor engagement levels, trending posts and "bitly" statistics*
 - b. Provide responses to direct messages within one business day
10. Disseminate information to those without online access.
 - a. Leverage local print media by issuing news releases
 - b. Craft and strategically disseminate regularly-issued reports of noteworthy items
 - c. Establish and man a community hotline for coronavirus and related inquiries
 - d. Leverage reach of the City's cable channel, Rosemead Blvd. billboard and traffic message boards
11. Message proactively.
 - a. Develop FAQs, address rumor control and provide adequate public notice on modified services
 - b. Publicize public discussion of newsworthy Council items
 - c. Continue cross-information gathering from other departments and external stakeholders
 - d. Translate critical messaging collateral into Chinese, as needed

response & recovery planning

12. Formalize City's response to COVID-19.
 - a. Initiate preliminary emergency response
 1. *Proclaim local emergency*
 2. *Activate emergency operations center*
 3. *Develop city facility and response protocols*
 4. *Establish crisis action team*
 5. *Issue situational reports*
 6. *Adjust responses, as needed*
 - b. Adopt a COVID-19 service continuity plan
 1. *Modify initiatives and schedule, as needed*
 - c. Continue regional response efforts
 1. *Maintain coordination with Disaster Management Area D*
 2. *Attend and participate in LA County Public Health teleconferences*
 3. *Issue ongoing status reports to the County Office of Emergency Management*



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response & recovery planning (cont.)

13. Ensure that City emergency operations plans address COVID-19.
 - a. Update the City's emergency operations plan
 - b. Develop a phased reconstitution strategy

14. Assist with local economic recovery.*
 - a. Finalize plan for Council approval
 - b. Implement key components
 1. *Financial assistance*
 2. *Technical assistance*
 3. *Business-friendly policies*
 4. *Marketing/promotion*
 - c. Issue status reports

* Incorporates by reference the adopted Economic Recovery Plan (July 7, 2020).

service delivery

15. Finalize a continuity-of-government plan.
 - a. Define various stages with identified closures, precautions and service modifications
 - b. Articulate essential and non-essential city services
 - c. Use as a guiding document moving forward; amend as needed

16. Position governance to remote meetings.
 - a. Train local officials and staff on videoconferencing technology
 - b. Recommend ongoing technological or procedural improvements
 - c. Include a telephonic option for the community

17. Shift to remote working arrangements (where applicable).
 - a. Employ web-based telephonic and document sharing tools
 - b. Establish and maintain a protocol for daily staff check-ins
 - c. Provide adequate IT support

18. Enhance internal communications.
 - a. Hold regular conference calls between management and front-line staff
 - b. Create and maintain an agenda of critical issues for ongoing focus and assessment
 - c. Encourage staff to recommend service improvements
 1. *Identify best practices or lessons learned*
 - d. Communicate COVID-19 precautions and related personnel actions
 - e. Use internal input as basis for external communications

19. Grow online services.
 - a. Add new online service capabilities
 - b. Enhance document archiving systems
 - c. Post signage at City facility entrances advertising online services
 - d. Assign and train staff to administer online service requests



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service delivery (cont.)

20. Further employee support.

- a. Reinforce and modify practices for safe work environments
- b. Offer flexible scheduling and employee childcare services
- c. Promote available employee assistance resources
- d. Create temporary job duties for continued employment
- e. Provide administrative leave

21. Continue critical projects.

- a. City Yard
- b. Deferred Compensation
- c. Design Standards
- d. Election Outreach
- e. Financial Policies
 1. *Debt Management*
 2. *General Fund Reserve*
 3. *Purchasing*
- f. Grant Funding Opportunities
- g. Homeless Plan
- h. Housing Element
- i. Las Tunas Repaving
- j. LED Retrofits
- k. Legislative Analysis
- l. Measure A Fund Programming
- m. Primrose Park
- n. Records Management
- o. Temple City Library