

From: Maurice Jones
Sent: Friday, March 27, 2020 5:27 PM
To: Town Email Users
Subject: COVID-19 Update
Attachments: [Working from Home Resources 3-27.pdf](#); [Self Care during COVID19.pdf](#); [Supporting Children during COVID19.pdf](#); [HR Toolkit.pdf](#)

Dear Town Staff,

I want to take a moment to say how grateful I am for each of you and the hard work you're putting into our response efforts to the COVID-19 (coronavirus) pandemic. We have not experienced an event like this in our lifetime, and I hope we never will again. The service you are providing our community is critical, and our residents are grateful for it. Please know you are a valuable part of our Town and our community. During our special meeting with the Town Council on Wednesday night, the Mayor, Mayor Pro Tem and the Council Members asked me to send along their deepest appreciation for all that you are doing during this crisis!

I also wanted to highlight a few important notes from this past week:

NC Stay At Home Order

Governor Roy Cooper issued Executive Order No. 121 today which will put a Stay at Home Order in effect for the entire state of North Carolina. The Order will go into effect at 5 p.m. Monday, March 30. The Order prohibits gatherings of 10 or more people. This Order does not change the Orange County Order but may have additional limitations. If there is a conflict between the orders, whatever is more stringent will be followed.

I want to reiterate a message I sent yesterday: this order—like the Orange County and Town of Chapel Hill orders issued yesterday—exempts local government services. We will continue to operate under Condition 1.5. We will continue to work in our current capacity for the foreseeable future. Please speak with your supervisor if you have any questions.

Working From Home

A comprehensive guide has been created to navigate you through working remotely. It is full of helpful tips, including "6 tips to be comfortable and productive" and "Managing remote teams". You can access the guide at the link below or the attached document.

<https://thehive.townofchapelhill.org/buzz/covid19/>

Managing Stress, Anxiety, and Fear

Although I know we all are doing our best to remain calm and to reassure the public, I am also very aware of the anxiety this pandemic can cause. It is human to have moments of deep concern – for our community, our friends, our loved ones and our own personal safety. If you are struggling emotionally with this crisis please take the steps necessary to get the support and help you may need. The support could be placing a call to someone you trust just to talk or seeking professional assistance.

We have already shared some resources throughout this event to help with a variety of needs. I'd also like to draw your attention to our Crisis Unit in the Police Department. They have prepared a couple documents (Attached - "Self Care during COVID19" and "Supporting Children during COVID19") that I hope you will find helpful. HRD Director Cliff Turner also sent a helpful guide about the Employee Assistance Program provided by BHS. I've attached it, entitled "HR Toolkit."

The Town Emergency Operations Center (EOC) has officially activated the Employee Wellness Unit. We realize it can be challenging to navigate the wide variety of tools that are available to you and your family. The Employee Wellness representative will be available 24/7 to talk through issues and provide guidance on where employees can find

additional resources. Please call 919-538-5483 to speak with the representative. You and your well being are important to us.

Questions?

Please take time to speak with your supervisor if you have questions about our response to COVID-19, and I'm asking all supervisors to reach out to your direct reports. Have a conversation with them. Check in on them. We're all in this together.

You can also utilize the Town's Call Center at 919-969-5005 from 8:30 a.m. to 5 p.m. Monday through Friday. For health-related questions and questions about Orange County services (including recycling call the Orange County Call Center at 919-245-6111, 8:30 a.m. to 5 p.m. Monday through Friday. For other health-related questions, call the NC Department of Health and Human Services (24/7) at 1-866-462-3821.

Once again, thank you for all that you're doing and the wonderful way you represent the Town of Chapel Hill. Be safe!

All the Best,
Maurice

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