



PATHFINDER

"Commitment is what transforms a promise into reality"-Abraham Lincoln

Teamwork Matters

A message from
the City Manager

Jason Stilwell



Supporting employees' physical, mental, and emotional wellbeing is a priority. To help our employees during the COVID-19 pandemic, the City is providing as much information as possible. Because we are in a rapidly changing situation with an abundance of new information, this column focuses on "how to."

How do I get information? As a reminder, many of the City's resources and answers are in one place so it's easy to find and use. For answers about what you need to know, what to do if you think you might be sick, how to keep you and your family safe, and other tips, please go to the City's Intranet, and/or contact Human Resources/Risk.

Why should I refer to the City's policies posted on the Intranet rather than searching the internet? The reason: When the CDC and State issue new rules and guidelines, those are first reviewed by the Santa Barbara County Public Health Department (SBCPHD) - which adds its own knowledge of local conditions - and then distributes new orders and policies at the local level.

Based on SBCPHD updates, the City revises its policies to provide evolving, interim guidance. The City's health guidelines and protocols have been effective in avoiding a spread through our work areas. We continue to update them as health science information about the virus evolves.

How to deal with a customer who shows up without a mask?

Answer: The City's obligation is to require masks if the public is interacting at counters with employees. Directors are required to tell their employees to require a mask or refuse service, and advise the public to use the online options for City transactions. If the customer claims he/she is medically allowed to not wear a mask, then politely advise them that the City's policy is to have such interactions electronically (remotely) for the protection of its employees.

How do I get tested? If you are a City employee, and suspect you may have been exposed, immediately tell your supervisor. Department Directors are instructed to contact Human Resources and/or Risk immediately if they have a possible employee exposure to COVID-19 or other related questions. If you are a community member, there are testing locations in Santa Maria, both at the Santa Maria Fairpark, and at RiteAid.

How to know if a business is taking safety measures? They self-certify. They must sign a letter attesting they are in compliance with County, State, and CDC guidelines. You can check this map depicting those businesses that reopened after self-certifying.

How do I get child care? We recognize the extra challenges created for families because the State is mandating that schools do distance learning. The City is drafting a detailed plan to provide child care and I expect it will soon be approved. Stay tuned for details, which also will be posted to our Intranet and shared with Department Secretaries.

How can I be famous? There's a saying that the eyes are a "window to the soul" - that they can tell us much about a person. Given that we are all to wear masks when leaving our work station, I invite employees to share photos of themselves smiling while wearing their favorite mask. Send photos to Mark van de Kamp, for consideration in the next Pathfinder.

Jason