

CHESTERFIELD COUNTY

COVID-19, TELEWORK AND INTERNAL COMMUNICATIONS

Dr. Joseph Casey | County Administrator | Chesterfield County



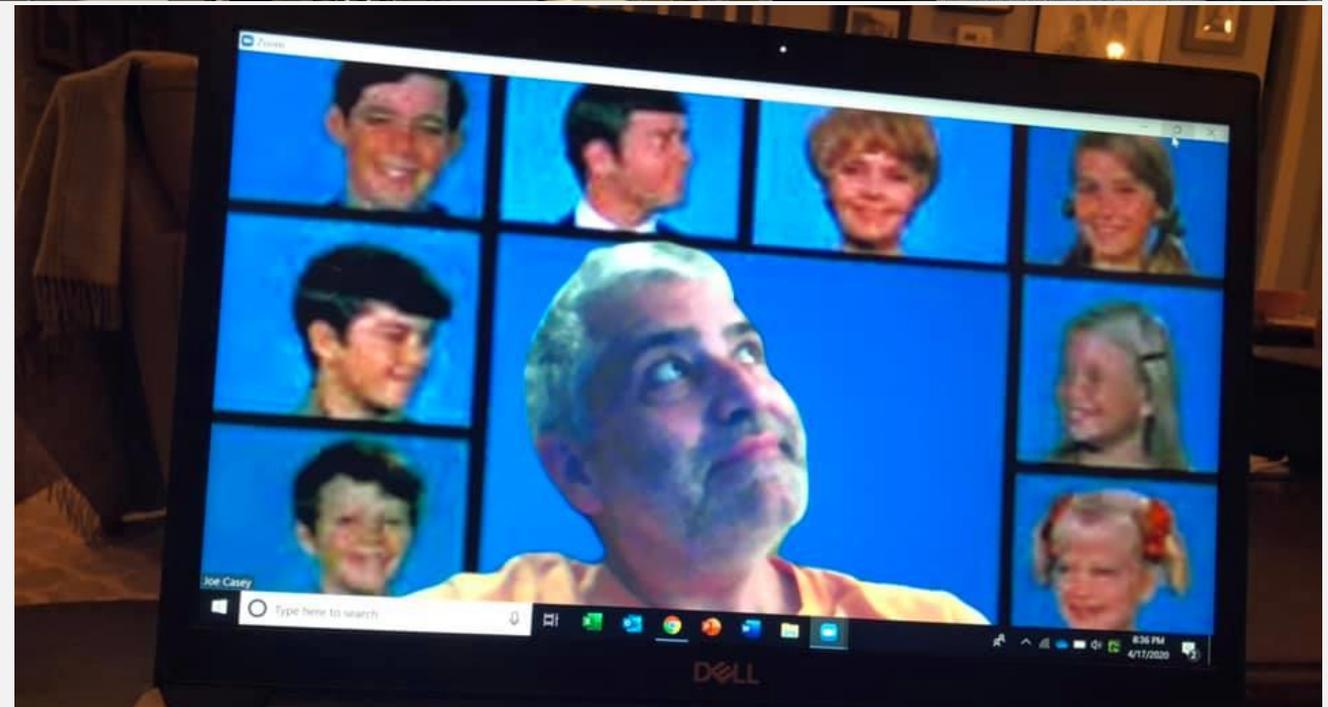
EARLY PRIORITIES

- Utilize internal lines of communication
 - Provide accurate sources of COVID-19 information
 - Ensure the health and safety of the workforce and those they serve
- Maintain lines of communication with Chesterfield Health Department
- Determine essential services-employees
- Procure technological resources for shift to large-scale teleworking
- Procure PPE and implement health and safety guidelines



TRANSITION TO TELEWORK

- Chesterfield County remained “open for business with reduced operations”
- Human Resources Pre-COVID
 - Prior policies very constrained w/ limited employees teleworking
 - Telework Program Packet
 - Information Systems Technology
 - Desktop Refresh Program
 - Distribute teleworking technology
 - Adoption of Microsoft products
 - Teams and SharePoint
 - Adapting to all invites’ products



STAFF COMMUNICATIONS

- Activation of Emergency Operations Center
 - Daily 8 a.m. meetings with local government and community leaders
 - Central Virginia All-Hazards Incident Management Team
- Afternoon meeting of executive leadership team
- Weekly meetings with legislative delegation and Chair-VC and employees relevant to topics
- Staff communications tools
 - Emails, including weekly personal messages
 - EOC call center
 - Newsletters and videos
- Furloughs and internal communications



15 MAY 2020

In the past month, our county, our nation, and our world, have encountered challenges not seen in the past 100 years. Yet, we have risen above and created new ways of delivering services to our customers. And some of your ideas have been so innovative that we cannot imagine returning to the old ways of doing business. In the weeks to come, please continue to reflect on ways we can improve. This email, the first in an ongoing series, is designed to inspire as well as showcase how Chesterfield County is redefining our service delivery. Things will never be the same, but we invite you to join us as we grow beyond our new normal.

EMPLOYEE UPDATE

A monthly newsletter brought to you by Human Resources



Quick Resources

[C-Fit Employee Wellness](#)

[Chesterfield.gov](#)

[County Calendar](#)

[CountyNET](#)

COVID-19 SPECIAL EDITION

Below is a compilation of County-All emails that have been distributed to county employees over the past month. This information, while relevant now, is subject to change. Any updates to this information will be communicated via future County-All emails. We hope this reference guide proves to be useful as we navigate this pandemic.

COMMUNICATING WITH ELECTED OFFICIALS

- Daily phone calls in the beginning transitioned to weekly
- Public briefings at Board of Supervisors meetings
 - Virtual April-May, in-person with safety standards since
 - Reopening Taskforce
 - Online public comment portal utilized (for public hearings also), will retain post-pandemic
- Daily summary e-mails to Board and others
 - COVID-19 statistics
 - Open with reduced operations innovations
 - Employee well-being, PPE and teleworking
 - Policy changes to accommodate customer-employee
 - Economic and business updates
 - Share and promote business innovation stories also
 - Business assistance program – leadership roles
 - School updates

Board of Supervisors Work Session

This meeting is being held virtually due to the COVID-19 outbreak. The agenda and presentations are available on [Chesterfield.gov](https://chesterfield.gov).



AUDIO STREAMING ONLY



TIPS

- Keeping workforce informed must be a top priority
- Take advantage of the “new normal” of teleworking
- Be mindful of your employees’ professional *and* personal lives
- Get as many people into the “Me” portion of the Venn diagram
- See the smile behind the mask, but also respect the fear as well

