Wyoming COVID-19 Pandemic Response

City of **Wyoming** Michigan

Innovation in Pandemic Response and Recovery

What Wyoming Did

- Culture: Build it before disaster strikes

- Communication: Clear, frequent, timely

- Safety measures: Consistently applied and enforced

You can do it, too!

City of **Wyoming** Michigan

Innovation in Pandemic Response and Recovery
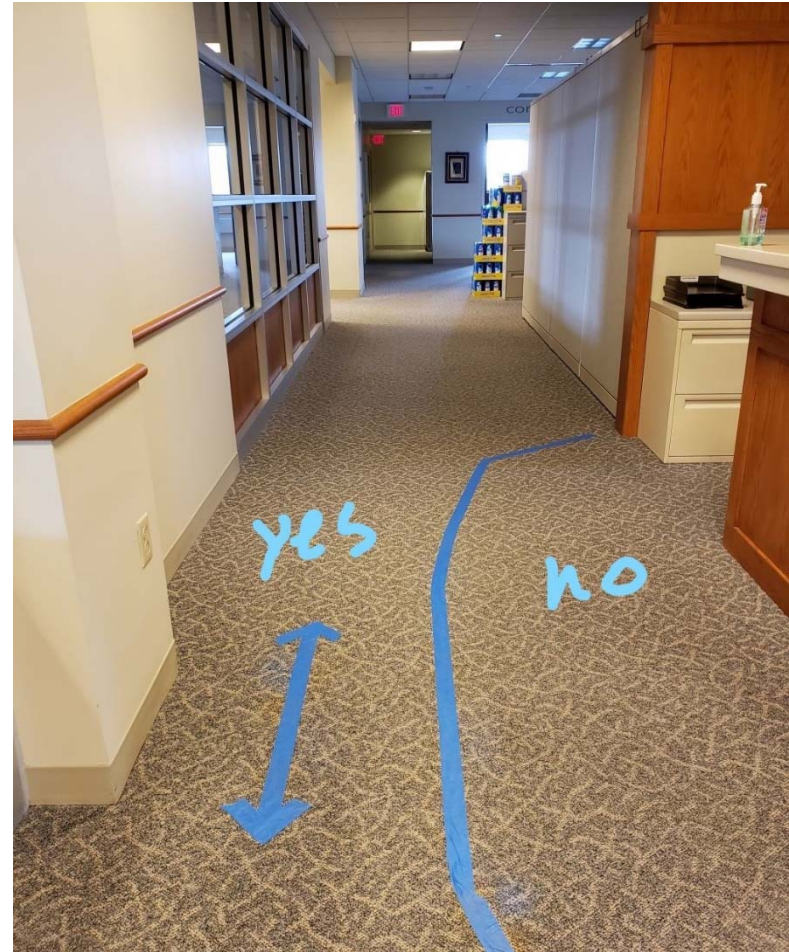
Wyoming's Experience

- Staff flexibility - no boundaries between departments
- Five labor unions
  - No issues with changing work assignments!
- Excellent work ethic

Successes flow from strong organizational culture

City of **Wyoming** Michigan

Staff Flexibility and Engagement

Wastewater Plant staff assisted the Risk Control Supervisor

- Marking floors – traffic flow and distancing around workspaces

- Hanging and assembling partitions between cubicles

Staff Flexibility and Engagement

- Staff who could not perform their regular duties at home:
  - Sewed fabric masks
  - Made phone calls to seniors in the community to ensure their safety and wellbeing early in the pandemic
  - Assembled "back to work" kits with sanitizer, masks, and thermometers

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Staff Flexibility and Engagement

- An employee who is a resident of Wyoming started a food pantry – the "Giving Table"

Clear, Engaging Communication

- City Manager
  - "Dad Joke of the Day"
  - Weekly feature highlighting employee who demonstrates the City's mission.

  - Early in pandemic: Daily email updates
  - Since Nov. 2020: Weekly email updates on City-related business and changes due to the pandemic
  - Weekly all-staff Zoom calls

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Excellent Safety Measures

- PPE
  - Many employees in all departments sourced from a variety of contacts throughout region and country
  - Implemented inventory monitoring system; sharing PPE among departments

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Excellent Safety Measures

- Screening Station Upon Entry to City Hall
  - Health questionnaire
  - Masks
  - Sanitizer
  - Friendly employee!

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Excellent Safety Measures

- New floor-to-ceiling Plexiglass partitions
  - Installed in May 2020
  - Staff worked quickly to find an attractive, sustainable solution

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