



THE CITY OF
OXFORD

Infectious Disease Operations Manual

City of Oxford Departments

Developed March 2020

107 Courthouse Square
Oxford, Mississippi 38655

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General

This manual is a general framework for departmental policy for the safety of employees and the continuity of operations during an infectious disease outbreak.

The manual is based on a series of responses collected by individual departments on March 4th-6th, 2020.

One of the goals of this template is to make all City staff aware of department-specific policies **prior** to an infectious disease outbreak. The more knowledge the staff has prior to an event, the more likely operations can continue without interruptions. Additionally, the City's aim is to protect its staff from unnecessary exposure during severe outbreak situations. Please make planning and training of infectious disease protocol a priority during staff meetings. This manual does not address all situations for all departments. Please utilize staff as a resource to determine protocol that is specific to the department.

This manual is applicable to all City Departments. Each department operates differently, as such; each Department will be required to develop a unique set of procedures that will allow for a sustainable level of operations before, during, and after an infectious disease outbreak. Each department should have this infectious disease operations manual publicly available in their main office.

This manual identifies three "levels" of severity—low, medium, and high. **Departmental operations and personnel must have a plan and be able to adapt quickly and efficiently based on the severity level.** The Mayor will use regional, state, and local guidelines, in consultation with staff and Board of Aldermen, to determine how the City of Oxford should classify an infectious disease outbreak. For the purposes of this manual, classifications are listed below:

Low severity-No reported cases within the State of Mississippi. No cases identified in the City of Oxford.

Medium severity-At least one (1) case is reported in Oxford and/or Lafayette County. Regional outbreak is expanding rapidly. The State of Mississippi has more than ten (10) confirmed cases. **Please note that medium severity classification and the operational guidelines that go in effect during medium severity vary by department.** Specifically, some departments base medium severity on local school district guidelines.

High severity-More than one (1) case in Oxford and/or Lafayette County. Multiple adjacent counties have confirmed cases. Imminent local outbreak is highly likely.

During severe outbreaks, the Mayor and Board of Aldermen shall continue open meetings as required by Mississippi State law, but may opt to do so telephonically. Meeting attendance, though open to the public, will be highly discouraged. The Mayor and Board will be transparent in their communication with public, and will rely heavily on social media and web sites. Department-specific policy (i.e. OPC, mTrade, Visit Oxford, Conference Center) should be posted on individual web sites.

Flexible (Flex) Operations

During infectious disease outbreaks, the City of Oxford must operate critical operations to an acceptable level of service (LOS) in order to instill calm and order. City employees must be willing to serve in capacities outside of what we were hired to do in emergencies. An infectious disease outbreak may require personnel to shift responsibilities in order to assist the health, safety, and welfare of the public. Each department head should inform staff that, as a city employee, he or she might have to perform tasks for other departments at times. Departments should understand any specific health risks of their employees. Employees are the greatest resource of the City of Oxford. This resource may need to be shared at times to fulfill an acceptable level of service.

All city departments perform critical services for the public, however, for the purposes of this manual, critical services is defined as services that prevent immediate threat to health and safety of citizens during emergency situations.

Department Operation

The following list of services provided by each department. The level of services (LOS) provided during an infectious disease outbreak is dependent on the severity. For example, in a low severity outbreak, most of the departments will operate as normal, however during a severe outbreak only services that are critical to the health, safety, and welfare of the public should be executed. Departments are responsible for administration of the tasks listed below during outbreaks.

Building

The Building Department is responsible for reviewing commercial and residential building plans, issuing building permits, and performing building inspections.

Low severity - The Building Department will carry on all operations normally. All healthy staff will remain at work. Any staff showing signs of symptoms should not come to the office.

Medium severity - The Building Department office at City Hall will be closed to the public. Contact information should be posted on the front door of City Hall. Basic services may be completed remotely with limited staff. On-site inspections can be performed by one or two inspectors as directed by the CBO. Inspectors can review plans remotely using email or filedrop. At least two staff can perform vital operations like issue permit, schedule inspections, perform inspections, and review plans. To prevent in-person interaction, the Building Department shall require submissions to be uploaded to the city's FileDrop site.

High severity - Building Department will operate 100% remotely. Plan reviews and inspections will be performed remotely. If approved by the CBO, inspections may be done via face time and photograph. Permits will not be issued because Permit MD software cannot be accessed remotely.

The Building Department operates with 6 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Chris Carter	Building Official	662-816-0293	ccarter@oxfordms.net
Mary Hannah Meek	Building Administrator	662-816-8911	mhmeek@oxfordms.net
Scott Allen	Building Inspector	662-832-5250	scott@oxfordms.net
Bill Houston	Building Inspector	662-816-4413	bhouston@oxfordms.net
Michael Brown	Zoning Inspector	662-816-3966	mbrown@oxfordms.net
Judy Petit	ADA Officer	662-816-8827	jpettit@oxfordms.net

The Building Department can operate efficiently with no direct interaction with the public. The Building Department should have policies in place to operate remotely, including call forwarding. Instructional guides to upload plans to the FileDrop web site should be available to contractors before an outbreak. The policies should be sent to contractors prior to a severe outbreak. The public should be informed when the staff is not in their office and how to reach them. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks. City vehicles may be taken home if approved by the Building Official.

Building Department does not perform critical services. Building Department employees may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Building and Grounds

Building and Grounds Department employees perform general maintenance operations, and are responsible for maintaining the cleanliness, beautification and landscaping of all City facilities and properties.

Low severity - All operations will carry on normally with particular emphasis on disinfection. Staff who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - Internal operations will carry on normally with healthy staff. Staff should keep safe distance from the public. Cleaning/disinfecting operations will need to increase. Supervisors will insist all employees wear gloves during cleaning operations.

High severity - Internal operations will be limited to essential staff. Superintended may periodically inspect buildings that are not occupied.

Building and Grounds operates with 24 full-time employees and 2 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Greg Pinion	B & G Superintendent	662-816-5644	gpinion@oxfordms.net
Mike Grant	B & G Assistant Superintendent	662-310-3294	mgrant@oxfordms.net

Building and Grounds has high public interaction; however, social distancing can be exercised during a medium outbreak. Building and Grounds shall lock facilities during severe outbreaks to reduce contagion transmission-including parks and bathrooms. During severe outbreaks, if public buildings are shut down, Building and Grounds will still be responsible for maintenance so that other departments can operate emergency operations. Some Building and Grounds employees may be asked to participate in flex operations (see page 1 for description). During a severe outbreak, 2-3 staff should be able to carry on general maintenance operations. Prior to an event, staff should determine how to shift personnel internally should operators become ill.

The Superintendent is responsible for keeping staff informed about limited or cancelled operations.

Building and Grounds performs critical services. Building and Grounds staff may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

City Clerk

The City Clerk's office collects city revenues, prepares and executes budgets, performs bookkeeping and accounting as required per State law, and records public meetings.

Low severity - All operations will carry on normally with particular emphasis on disinfection. Staff who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - The City Clerk's office in City Hall will be closed to the public. Contact information and instructions on paying taxes online, via dropbox, or USPS will be posted on the front door of City Hall. Office operations will carry on with limited staff.

High severity - The City Clerk's office in City Hall will be closed to the public. Citizens will be encouraged to pay taxes via US Mail. Drop box will be setup outside of front doors for tax payments. Non-essential staff will work remotely.

The City Clerk's office operates with 5 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Ashley Atkinson	City Clerk	662-832-2087	aatkinson@oxfordms.net
Jessi Tolleson	Accountant/Auditor	601-917-1277	jtolleson@oxfordms.net

The City Clerk's office typically has high public interaction; however, the Clerk's office has the ability to operate efficiently with no direct interaction with the public. Department should have policies in place to operate remotely, including call forwarding. The public should be informed when the staff is not in their office and how to reach them. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks.

The City Clerk is responsible for keeping staff informed about limited or cancelled operations.

The City Clerk performs critical services. The City Clerk's staff may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Conference Center

The Conference Center provides meeting space and services for national and international events.

Low severity - The Conference Center will carry on all operations normally with special attention to cleanliness/disinfection. All healthy staff will remain at work.

Medium severity - The Conference Center office will be closed to the public, The Office Manager and Sales Manager will work remotely. The Director and Event Manger will work limited hours on-site with abbreviated Event staff. Remaining events will continue as scheduled, but will be encouraged to be rescheduled. Events hosting more than 250 participants will be cancelled.

High severity - All events will be cancelled. Sales and office staff will communicate with clients remotely. Event staff may be utilized in flex operations during emergencies. The Director will be on-call/on-site as needed and will communicate any updates with the staff.

The Conference Center operates with 7 full-time employees and 9 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Hayden Guest	Director	662-816-7999	hayden@oxfordconferencecenter.com
Micah Quinn	Events Manager	662-8015853	micah@oxfordconferencecenter.com

The Conference Center has a high level of public interaction during events. The Conference Center hosts events that bring large quantities of people in close quarters from many locations. Staff will monitor regional and state news feeds to determine if an event should be cancelled. A communications strategy should be in place to inform future event attendees prior to an outbreak. Event organizers and public should be informed when the staff is not in their office and how to reach them. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks.

The Conference Center does not perform critical services. Conference Center staff may asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Engineering

The Engineering Department is responsible for operations of the Street Department and the Office of Engineering. The Street Department maintains streets, ditches, storm drains, and area within the public right-of-way. The Office of Engineering is responsible for the design, construction, and oversight of public infrastructure projects.

Low severity - Street Department and Engineering Office will carry on all operations normally. All healthy staff will remain at work.

Medium severity - The Engineering Office at City Hall will be closed to the public. Contact information with detailed instructions on critical services shall be posted to the front door of City Hall. The Street Department will prioritize operations based on immediate safety concerns. Examples include, repair failed pavement, replace critical signs, and maintain drainage ways and ditches. The Engineering Office will coordinate street activities, but will be closed to the public. Critical office operations (i.e. Cemetery plots, securing construction projects for shutdown, and monitor flooding, etc.) must continue and shall be completed remotely with minimal public interaction.

High severity - Street Department would operate on an emergency basis with limited staff. Road repairs, blocked streets, flooding, and emergency assistance are the type of events that would warrant staff. The Engineering Office will suspend all construction projects, water and sewer tap sales, site plan reviews, etc. that can not be

done remotely. Cemetery plots will be sold remotely as needed. Key personnel will monitor activities and inform emergency crews if they are needed.

The Street Department operates with 17 full-time employees and Engineering with 5 employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Reanna Mayoral	City Engineer	662-816-2107	reanna@oxfordms.net
John Crawley	Assistant City Engineer	662-816-4653	john@oxfordms.net
Ken Knight	Street Superintendent	662-816-5554	oxstreet@oxfordms.net
Kelli Briscoe	Office Manager	662-816-9560	kbriscoe@oxfordms.net
Russ Heard	Engineering Technician	662-832-4980	rheard@oxfordms.net

The Street Department can operate with limited or no interaction with the public. The Engineering Office has more interaction with the public. The Engineering Office should have policies in place to operate remotely including call forwarding. The public should be informed of emergency contact information of staff when they are not in the office. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks. City vehicles, including the Street Department, may be taken home as directed by the City Engineer.

Engineering performs critical services. Engineering employees may operate *flex operations* (description page 1). [.Link to Flexible \(Flex\) Operations Section](#)

Environmental Services

Environmental Services collect garbage, recycling, rubbish, street cleaning, right-of-way and cemetery maintenance, and operate the rubbish and transfer station. **The ongoing operations of Environmental Services, specifically garbage pickup, is vital for the public even during a high risk outbreak.**

It is imperative that Environmental Services employees who exhibit symptoms do not come to work. Continued operations during emergencies is paramount.

Low severity - All operations will carry on normally with the addition of basic PPE for employees. Employees who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - Non-essential employees will stay home. Recycling and rubbish pickup schedule may be limited based on disease severity. Scheduled garbage pickup is critical, so staff may be moved around to provide this service. Landfill operations will be closed to the public.

High severity - Residential collection may be reduced to one day per week based on number of staff available. All other operations would cease. Commercial dumpster pickup would be limited based on drivers. High-need, high-risk commercial and residential entities would receive priority. Staff would be responsible for communicating any changes of scheduled services to the public.

Environmental Services operates with 50 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Amberlyn Liles	Superintendent	662-816-4387	amberlyn@oxfordms.net
Jamie Shaw	Assistant Director	662-816-0333	jshaw@oxfordms.net
Delaine Rockette	Foreman	662-801-3425	rockette@oxfordms.net
Michelle Robinson	Recycling Coordinator	662-816-4069	mrobinson@oxfordms.net

Environmental Services has high, albeit indirect, public interaction. Collection of household garbage during an outbreak is critical, because many in the community will be quarantined. Commercial collection may decrease and residential collection increase as the community enacts social distancing. Because contagions may spread through household garbage, operators should wear proper PPE. Environmental Services should have a written

chain-of-command, should the infectious disease occur internally. Critical operational tasks should be outlined in written form before such events occur. More than two employees should be able to operate critical services (drivers, operators, etc.). During a low severity outbreak, all employees are expected to work if healthy, during medium outbreak, up to 30 employees, and during severe outbreaks, 20 employees must be available to work. Prior to an event, staff should determine how to shift personnel internally should operators become ill.

During severe outbreaks, an increase in customer calls is expected. If additional office staff is needed, the Superintendent may be able to use office personnel from other departments. In order to limit exposure in limited outbreaks, the main office may be open limited hours—8 am to 12 pm, Monday, Wednesday, and Friday.

Environmental Services performs critical services. Environmental Services staff may be asked to assist *flex operations* and may require assistance from other departments (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Fire

The Fire Department performs fire suppression, rescue, and basic life support. **The ongoing operations of the Fire Department even during a high-risk outbreak is vital for the public.**

It is imperative that Fire Department employees who exhibit symptoms do not come to work. Continued operations during emergencies is paramount.

Low severity - All operations will carry on normally with the addition of basic PPE for employees. Employees who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - All operations will carry on normally. Non-essential office staff may operate remotely with Chief's approval. The stations will be closed to the public and visitors.

High severity - All operations will carry on with limited personnel. Non-essential office staff may operate remotely with Chief's approval. The stations will be closed to the public and visitors.

The Fire Department operates with 67 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Joey Gardner	Fire Chief	662-816-0986	jgardner@oxfordms.net
Adam Patton	Deputy Chief	662-419-2668	apatton@oxfordms.net

The Fire Department operates with a high level of public interaction. Crews that provide medical support, however, may come in contact with a contagion. PPE should be worn on medical calls during an outbreak.

During a severe outbreak the Fire Department can operate with a limited crew if necessary, however at least a 15 member-team must be working at all times during. If minimum manning cannot be maintained, additional provisions will be made.

The Fire Department performs critical services.

Human Resources (HR) and General Government (GO)

Human Resources distributes payroll, benefits, and staffing coverage. General Government provides support to department heads, oversees capital projects, prepares budgets, and acts as a liaison to the Mayor and Board of Aldermen.

Low severity - HR and GO will carry on all operations normally with special attention to cleanliness/disinfection. All healthy staff will remain at work.

Medium severity - The HR and GO offices at City Hall will be closed to the public. Contact information for both offices will be posted on the front door of City Hall. HR and GO will operate basic services with limited staff, if necessary. Non-essential staff may work remotely.

High severity - HR and GO will operate basic services with limited staff. City Hall will be closed to the public.

HR and GO operate with 5 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Bart Robinson	Chief Operations Officer	662-819-0130	bartr@oxfordms.net
Mark Levy	Special Projects Director	662-832-0029	mlevy@oxfordms.net
Braxton Tullos	Human Resources Director	601-946-8655	braxton@oxfordms.net
Paula Morris	Payroll & Benefits Manager	662-607-0227	morrisp@oxfordms.net
Laurie Steele	Human Resources Assistant	662-832-0398	laurie@oxfordms.net

HR and GO have limited public interaction. HR and GO can operate efficiently with no direct interaction with the public. Departments should have policies in place to operate remotely, including call forwarding. The public should be informed when the staff is not in their office and how to reach them. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks. City vehicles may also be taken home.

GO and HR perform critical services by providing necessary internal support to other departments. HR and GO may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Information Technology (IT)

The IT Department is responsible for the continued operation and maintenance of all technology services for the City of Oxford.

Low severity - All operations for technology services will be performed as normal.

Medium severity - IT offices will be closed to visitors. Operations related to the continued services of technology will be prioritized based on critical activity.

High severity - Technology services related to the performance of emergency operations and communications with public will continue.

The IT Department operates with 2 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
J.C. Lawton	Information Systems Specialist	662-236-1365	jclawton@oxfordms.net
Christopher Simmons	IT Director	662-202-6447	csimmons@oxfordms.net

The IT Department has limited interaction with the public. All equipment necessary for working remotely is acceptable to take home during severe outbreaks. While most of the operations can operate remotely, physical changes to a server or hardware must be implemented at that particular site.

IT performs critical services.

mTrade Park

mTrade Park provides a place for recreational activities for the Oxford community on a daily basis and out-of-town guests on tournament weeks.

Low severity - All operations will carry on normally with particular emphasis on disinfecting drinking fountains, bathrooms, and concession areas. Staff who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - mTrade Park will follow the same guidelines as local school districts. If local schools are closed, mTrade Park will be closed, and all programming will be cancelled. Internal park operations will carry on normally with healthy staff.

High severity-mTrade Park will remain closed. All events will be cancelled. Internal operations will be limited to essential staff. Non-essential staff may operate remotely.

mTrade Park operates with 9 full-time employees and 65 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Brad Freeman	Director	662-202-8702	brad@fncpark.net
Clay Brownlee	Assistant Director	662-816-1444	clay@fncpark.net
Courtney Yost	Office Manager	770-596-8424	courtney@fncpark.net
Barry Arrington	Turf Grass Manager	662-816-1499	barry@fncpark.net

mTrade Park has high public interaction. Although not in tight setting, many visitors travel from regional locations. Several surfaces in the park (water fountains, bathrooms, concessions) are particularly susceptible for transmission. During a low severity outbreak, all employees are expected to work if healthy, during medium outbreak, up to 6 employees, and during severe outbreaks, 4 staff members must be available to work. Prior to an event, staff should determine how to shift personnel internally should operators become ill. All staff may be redirected to other operations/departments as needed to perform essential city operations.

Communications about cancellations should be made well in advance. The Director is responsible for keeping staff and public informed about limit or cancelled operations.

mTrade Park does not perform critical services. mTrade Park staff may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Municipal Court

Municipal Court is the local justice branch of the City of Oxford, enforcing state and local law and ordinances.

Low severity - All operations will carry on normally with particular emphasis on disinfection. Staff who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity -The Municipal Court will remain open with precautions. Visitors and public shall not be allowed in work area. Staff should keep distance from the public. Weekly court may be postponed or docket limited based on severity. Staff should follow good disinfection practices.

High severity -The Municipal Court office will be closed to the public. Internal operations will be limited to essential staff. Weekly court hearings will be cancelled. Staff may interact via telephone and email if possible. Visitors and public shall not be allowed in work areas.

Municipal Court operates with 5 full-time employees and 0 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Donna Fisher	Court Clerk	662-232-2320	dfisher@oxfordms.net
Courtney Adams	Deputy Clerk	662-232-2320	deputyclerk@oxfordms.net

Municipal Court has high public interaction. During severe outbreaks, court operations may be temporarily suspended. Prior to an event, staff should determine how to shift personnel internally should staff become ill.

The Court Clerk is responsible for keeping staff informed about limited or cancelled operations.

Municipal Court performs critical services. Court staff may be asked to assist *flex operations* (description page 1). [.Link to Flexible \(Flex\) Operations Section\](#)

Oxford Park Commission

The Oxford Park Commission provides recreational programming for Oxford and Lafayette County including classes and sports for youth, adults, and seniors.

Low severity - The Oxford Park Commission will carry on all services as offered. All healthy staff will remain at work.

Medium severity - The Oxford Park Commission offices will be closed to the public. Planned programming will be based on local school guidelines. If schools are closed, all facilities—including Ulysses “Coach” Howell Activity Center—will be closed. Internal operations will be limited to full-time staff. Part-time staff will not perform operations, but may be redirected based on need. Maintenance operations will focus on disinfecting equipment and park facilities.

High severity - All OPC operations will be suspended. Correspondence to patrons will be sent via email and telephone. Social media and web site will be updated remotely. Key level personnel staff will perform communication operations-to patrons and staff-remotely. All staff may be redirected to other operations/departments as needed to perform essential City operations.

The Oxford Park Commission operates with 15 full-time employees and over 30 seasonal part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Seth Gaines	Executive Director	662-687-1720	seth@oxfordparkcommision.com
Mike Young	Deputy Director	662-816-5024	mikeyoung@oxfordparkcommision.com
Chrystal Love	Business Manager	662-607-4865	chrystal@oxfordparkcommision.com
John Davis	Community Relations Director	662-801-2362	johndavis@oxfordparkcommision.com

OPC will allow all personnel that has access to city-issued Laptops, IPad, and Cell phones to take them home during severe outbreaks. Vehicles should not be taken home.

Oxford Park Commission does not perform critical services. OPC employees may operate *flex operations*. [.Link to Flexible \(Flex\) Operations Section](#)

Oxford-University Transit (OUT)

Transit provides affordable public transportation based on fixed routes to citizens and students. OUT transports thousands of people per month. The buses are regularly cleaned and sanitized.

Low severity - All operations will carry on normally with the addition of PPE for drivers. Alcohol-based hand sanitizers are installed on buses. Each driver has a certified mask. Buses are cleaned with disinfectant spray specifically for flu and other contagions every night.

Medium severity - Operations will be limited, with possible cancellation based on the severity of the outbreak. OUT should follow guidelines established by state and regional transportation officials. If buses do operate, all drivers will be required to wear PPE. Due to the highly contagious nature of COVID-19 and the amount of exposed surfaces, public transportation is highly susceptible.

High severity - Operations will be cancelled unless emergency public transportation is necessary.

OUT operates with 67 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Donna Zampella	General Manager	662-816-1678	dzampella@outransit.com
Carol Pringle	Operations Manager	662-701-7157	cpringle@outransit.com

OUT drivers have a very high public interaction. During outbreaks, buses can provide a place for cross-contamination and should be used cautiously. PPE devices should be made available and required to be worn by all drivers at a medium severity level. The General Manager should closely monitor regional and state recommendation related to public transportation. As social distancing is a recommended technique, OUT could see a decline in use. If ridership declines, OUT should have policies that allow staff to rotate. OUT should have a written chain-of-command, should the infectious disease occur internally. Critical operational tasks should be outlined in written form before such events occur. More than two employee should be able to operate critical services (drivers, operators, etc.). During a low severity outbreak, all employees are expected to work if healthy, during medium outbreak, up to 25 employees, and during severe outbreaks, 25 staff members could be asked to work in an emergency. Prior to an outbreak, staff should determine how to shift personnel internally should operators become ill.

During severe outbreaks, an increase in customer calls is expected. If additional office staff is needed, the Superintendent may be able to use office personnel from other departments. In order to limit exposure in limited outbreaks, the main office may be open limited hours—8 am to 12 pm, Monday, Wednesday, and Friday.

OUT does performs critical services.

Parking Division

The Parking Division is responsible for managing all City-owned parking assets in the downtown area.

Low severity - All operations will carry on normally with the addition of basic PPE for employees. Employees who exhibit symptoms should stay home and immediately notify his/her supervisor. Meters and kiosks shall be disinfected periodically. Parking should order disinfectant supplies.

Medium severity - Parking Division office in City Hall will be closed to the public. Contact information and detailed information on paying fines should be posted to the door at City Hall. Non-essential employees should stay home, but should be allowed to work remotely. Parking will be enforced with emphases on disinfecting meters and kiosks.

High severity - Parking Division office in City Hall will be closed to the public. Contact information and detailed information on paying fines should be posted to the door at City Hall. Non-essential employees should stay home, but should be allowed to work remotely. Parking will be enforced, unless the Police needs parking resources in other capacities.

Parking operates with 5 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Matt Davis	Director of Parking	662-816-5501	mdavis@oxfordpolice.net
Megan Baker	Executive Assistant	662-832-1310	mbaker@oxfordpolice.net
Michael Temple	PEO	662-310-5228	mtemple@oxfordpolice.net

The Parking Division has high public interaction. During outbreaks, the parking office at City Hall shall be closed. The parking staff should forward calls to a remote location and be able to explain how to pay tickets online. Patrol officers should disinfect meters and kiosks daily at a minimum.

The Parking Division does not perform critical services. Parking staff may be asked to assist *flex operations*, as determined by the Chief of Police. [Link to Flexible \(Flex\) Operations Section](#)

Planning

The Planning Department is responsible for facilitating the development of land in the City of Oxford using the following tools: the Comprehensive Plan, the Land Development Code, and Oxford Design Guidelines. Several Commissions are supported by the Planning Department.

Low severity - The Planning Department will carry on all operations normally. All healthy staff will remain at work. Interns may be temporarily dismissed.

Medium severity - The Planning Department office at City Hall will be closed to the public. Contact information and detailed instructions and schedules should be posted on the front door of City Hall. Planning will operate basic services with limited staff. Design professionals will be required to submit documents electronically. In-person correspondence and public meetings will be limited. The Planning Commission will continue to meet telephonically, but other commissions will be rescheduled.

High severity - The Planning Department office at City Hall will be closed to the public. The Planning Department will continue operate 100% remotely. Site plan review processes will be done remotely. Commissions will be postponed. The Planning Department will communicate with design professionals remotely via email.

The Planning Department operates with 5 full-time employees and occasional Interns. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Benjamin Requet	Director of Planning	309-721-3944	bjrequet@oxfordms.net
Judy Daniel	Senior Associate Director	301-906-7833	jdaniel@oxfordms.net
Gray Parker	Planner II – Urban Designer	205-413-7500	gparker@oxfordms.net
Kate Kenwright	Historic Preservationist	678-907-4891	kkenwright@oxfordms.net
Mollie Woodhouse	Planning Administrator	601-720-3767	mollie@oxfordms.net

The Planning Department can operate efficiently with no direct interaction with the public. The Planning Department should have policies in place to operate remotely including call forwarding. These policies may be sent to design professionals prior to a severe outbreak. The public should be informed when the staff is not in their office and how to reach them. City issued cell phones, laptops, iPad etc., can be taken home during severe outbreaks.

Planning does not perform critical services. Planning employees may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Police

The Oxford Police Department protects the safety of the community. Due to the nature of their service, many policies are handled internally. **The ongoing operations of Oxford Police even during a high-risk outbreak is vital for the public.**

It is imperative that Oxford Police Officers who exhibit symptoms inform their immediate supervisors. Supervisors shall isolate or send symptomatic individuals home to protect remainder of staff and citizens. Continued operations during emergencies is paramount.

Low severity - All operations will carry on normally with the addition of basic PPE for staff.

Medium severity - Police Department has internal procedures for emergency events. Staff must continue to perform necessary duties. Any staff available shall be redirected to assist where needed. Visitors, other than the lobby, shall be restricted.

High severity - Police Department has internal procedures for emergency events. Staff must continue to perform necessary duties, even with limited staff, if necessary. Self-quarantining of patrol from other personnel is encouraged. Limit interaction between various divisions as appropriate. No visitors or guests allowed at the station.

Oxford Police Department operates with 99 full-time employees and 8 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Jeff McCutchen	Chief of Police	662-816-1375	jmccutchen@oxfordpolice.net
Hildon Sessums	Captain of Technical Services	662-801-5787	hsessums@oxfordpolice.net
Tony Carleton	Captain Of Patrol	662-231-3201	tcarleton@oxfordpolice.net
Alan Ivy	Captain of Support Services	662-801-8940	aivy@oxfordpolice.net
Donovan Lyons	Captain of Special Operations	662-816-5301	dlyons@oxfordpolice.net

The Oxford Police Department has a high level of public interaction. Police respond to all calls of services, and are open 24 hours a day, 7 days a week, 365 days a year. The Police Department should have a written chain-of-command, should the infectious disease occur internally. Critical operational tasks should be outlined in written form before such events occur. More than two employee should be able to operate critical services. A majority of Officers must be available during emergency events to protect health, safety, and welfare.

During severe outbreaks, an increase in customer calls is expected. If additional office staff is needed, the Supervisor may be able to use office personnel from other departments. In order to limit exposure in limited outbreaks, the main office may be open limited hours based on the internal plan.

The Oxford Police Department performs critical services.

RSVP

RSVP links the skill of volunteers with identified needs within the community. Because RSVP highly relies on volunteer services, operations may be limited during infectious disease outbreaks. RSVP staff can communicate and coordinate operations remotely during an infectious disease outbreak.

Low severity - All operations will carry on normally. Volunteers and RSVP staff who exhibit symptoms should stay home. City/County transit will continue scheduled drop-offs with increased disinfection.

Medium severity - Non-essential employees will stay home. City/County transit would focus driving services to highest need clients (i.e. dialysis, doctor apt. etc.). Drivers should wear PPE and sanitize vehicle after each drop off.

High severity - RSVP office would be closed. All staff will work remotely. City/County transit limited operations to only those of the highest need. Drivers shall wear PPE and increase sanitation after each rider.

RSVP operates with 3 full-time employees and City/County Transit operates with 3 employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Arledia Bennett	Director	662-232-2773	rasvp@oxfordms.met
Jamie Briscoe	Bookkeeper/Coordinator	662-232-2377	rsvp@oxfordms.met
Marlee Carpenter	Volunteer Recruiter/Representative	662-232-2377	rsvprep@oxfordms.met

RSVP has high interaction with the public. Citizens rely on City/County transit for everyday needs. A plan should be in place to continue operations or provide limited services during outbreaks. Because City/County transit communicate regularly with high risk/high needs clients, emergency personnel should be informed of any critical conditions. Prior to an event, staff should determine how to shift personnel internally should operators become ill.

RSVP does not performs critical services.

Shop

The City Shop is responsible for maintenance and repair for all City equipment and vehicles.

Low severity - All operations will carry on normally. Employees who exhibit symptoms should stay home and immediately notify his/her supervisor.

Medium severity - Shop office will be closed to the public; all other operations will carry on normally. Employees who exhibit symptoms should stay home and immediately notify his/her supervisor.

High severity - Mechanic operations will continue normally. Non-essential employees will stay home. Shop office will be closed to the public.

Parking operates with 8 full-time employees and no part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Bo Ragon	Superintended	662-816-5869	bragon@oxfordms.net
Evelyn Willingham	Executive Assistant	662-232-2358	ewillingham@oxfordms.net

The City Shop has low public interaction. During outbreaks, the Shop office shall be closed to the public. The mechanics shop shall operate normally. City vehicles and equipment, particularly police, fire, and environmental services vehicles, must operate at peak performance during outbreaks. It is imperative that staff stay home if he or she feels ill. There should be at least two mechanics available during all levels of outbreak.

The City Shop performs critical services.

Utilities

Oxford Utilities provides electric, water, and sewer service to citizens of Oxford and customer service and billing for sanitation customers. Utility services are provided through a network distributions system for water and electricity, a water treatment plant, and wastewater (sewer) processing plant. **The ongoing operations of Oxford Utilities even during a high-risk outbreak is vital for the public. Quarantined individuals will rely heavily on basic utility services for their health and welfare.**

It is imperative that Oxford Utilities employees who exhibit symptoms do not come to work. Continued operations during emergencies is paramount.

Low severity - All operations will carry on normally with the addition of basic PPR for employees. Employees who exhibit symptoms and do not stay home will be reprimanded (this applies to all levels of severity).

Medium severity - Oxford Utilities main office will be closed to the public, except for the drive-thru. Contact information, instructions on how to pay bills, and emergency information will be posted on the front door of the office at 300 McElroy Drive. Non-essential employees will be sent home. Limited employees in the office will wear appropriate PPE, including gloves. Electric operations will go on partial stand-by. Water and sewer operations would go on partial stand by. Crews would be asked to come in on an as-needed basis for critical events. Installation of water/sewer taps and maintenance operations would cease. The Waste Water treatment plant would go on partial standby with only critical employees working limited hours as needed for required standards. PPE would be provided to all Wastewater staff. Lastly, water plant would operate normally with rotation as needed. If operators or their family members exhibit symptoms, they are to report to the Superintendent immediately.

High severity - Oxford Utilities main office and drive-thru will be closed to the public. Contact information, instructions on how to pay bills, and emergency information will be posted on the front door of the office at 300 McElroy Drive. Calls will be forwarded to staff working remotely. Billing services will be processed online.

Communications with the public will be through email and social media. Electric operations would go on full-standby reporting only for outages and emergencies. Water and sewer would go on full-standby, reporting only for outages and emergencies. Water, Lift Station, and Waste Water treatment would go on rotations as they do on weekends. All operations shall operate normally during outbreaks.

Oxford Utilities operates with 60 full-time employees and 2 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Rob Neely	General Manager	662-816-2231	meely@oxfordms.net
Brian Hudson	Engineer	662-816-3337	bhudson@oxfordms.net
Margie Abel	Office Manager	662-816-9369	mabel@oxfordms.net
Benjie Hanks	Electric Operations Manager	662-816-1712	bhanks@oxfordms.net
Chad McLarty	Water/Sewer Superintendent	662-832-0476	oxwater@oxfordms.net
Randy McClusky	WWTP Superintendent	662-816-5566	rgmclusk@oxfordms.net
Tony Bishop	Water Plant Superintendent	662-816-5514	tbishop@oxfordms.net
Ray Ed Crawford	Lift Station Superintendent	662-816-5508	liftstation@oxfordms.net

The main office at Oxford Utilities has a high level of public interaction, but the service staff does not. Service/construction crews are expected to operate in a limited capacity during outbreaks to provide basic services. Each department should have a written chain-of-command, should the infectious disease occur internally. Critical operational tasks should be outlined in written form before such events occur. More than two employee should be able to operate critical services. During a low severity outbreak, all employees are expected to work if healthy, during medium outbreak, up to 30 employees, and during severe outbreaks, 14 staff members must be available to work.

During severe outbreaks, an increase in customer calls is expected. If additional office staff is needed, the Supervisor may be able to use office personnel from other departments. In order to limit exposure in limited outbreaks, the main office may be open limited hours—8 am to 12 pm, Monday, Wednesday, and Friday.

Oxford Utilities should communicate with CSA and MSDOH to discuss procedural changes in the event of a serious outbreak.

Oxford Utilities performs critical services. Oxford Utilities staff may be asked to assist *flex operations* (description page 1). [Link to Flexible \(Flex\) Operations Section](#)

Visit Oxford

Visit Oxford exists to market and sell the City of Oxford as a travel destination for the economic benefit of the community.

Low severity - All operations will carry on normally. Visit Oxford will be on standby to produce wellness and travel restrictions through their media outlets.

Medium severity - Visitors Center will be closed to public.. Office staff will operate on-site, but staff shall limit travel and public interaction.

High severity - Visitors Center will be closed. Non-essential office staff may operate remotely. Executive Director will be responsible for public relations and wellness restriction communications to public. Visit Oxford will work on campaign to attract visitors to Oxford after the outbreak.

Visit Oxford operates with 5 full-time employees and 8 part-time employees. Contact information for key personnel is listed below:

Name	Title	Phone	Email
Kinney Ferris	Executive Director	662-401-6264	kinney@visitoxfordms.com
Jessica Lynch	Partnerships Manager	662-832-1611	jessica@visitoxfordms.com
Nadia Thorton	Sales & Marketing Manager	662-816-1848	nadia@visitoxfordms.com

Visit Oxford operates with a high level of public interaction. However, if the Visitors Center is closed, the marketing and campaigns can continue remotely. Due to the potential economic fallout of an outbreak, it is important that Visit Oxford develops a plan during the outbreak.

During a severe outbreak Visit Oxford can operate with 1 or 2 staff. At any stage of an outbreak if a family member becomes ill, staff should not come to the office.

Visit Oxford performs critical services.