Salt Lake City is modifying essential City operations to continue providing high quality services while protecting the health, safety, and general well-being of employees and community members. The **Readiness Actions Modification Plan (RAMP)** addresses the recent and highly disruptive changes of COVID-19. It creates a common framework across City operations to evaluate best health and safety practices for Salt Lake City’s workforce.

**The RAMP**
- Is a citywide guide on how SLC will modify operations to continue performing & providing essential functions.
- Categorizes City employees into 5 work environments, as City employees do not have universal work risks.
- Summarizes impacts & internal & external guidelines for each work environment based on risk level.

**Four Risk Levels**

The RAMP presents staff a high-level overview on when and how to modify departmental functions during an emergency. It uses a **four-tiered system to reflect the varying levels of risk** during an emergency response activation.

### High Risk
The situation **poses a major risk** to residents, visitors, and staff. City operations will be modified or suspended due to absenteeism or to prevent the spread of disease. Gatherings, activities, and some non-essential functions may be ceased for a period of time.

### Moderate Risk
The situation **poses a significant risk** to residents, visitors, and staff. City operations and activities may be modified or canceled due to absenteeism or to prevent the spread of disease.

### Low Risk
The situation **poses a minor risk** to residents, visitors, and staff.

### New Normal
The situation **poses a minimal immediate risk** to residents, visitors, and staff. The City continues to conduct normal business and monitor threats.

Employees should regularly check [slc.gov/ramp](http://slc.gov/ramp/) for department & division updates.
Work Environment Guide: **Customer Service**

Employees who frequently interact with the public, whether in an office or open space setting. *Examples: Office assistants, event managers, compliance officers, etc.*

** WHEN IN RED THROUGH YELLOW RISK LEVELS, EMPLOYEES SHOULD:**

- **Red**
  - Telecommuting preferred, but if not possible follow these guidelines:
    - *Modified services & non-essential services postponed*
    - Restrict public building access
    - No shared appliances
    - No in-person meetings
    - Do not share office equipment/tech
    - Electronic payments only
    - Stagger schedules
    - Signage on entrance doors
    - Virtual communication when possible
    - Employee health screenings mandatory

- **Orange**
  - Telecommuting preferred, but if not possible follow both RED & ORANGE guidelines at orange risk level:
    - *Modified services with some non-essential services provided*
    - Conduct formal health & safety risk assessments
    - Enhance cleaning operations

- **Yellow**
  - Employees back in the office with staggered shifts/modified schedules where possible:
    - *Modified services to allow for minimal public contact*
    - Employee health screenings mandatory
    - Public access by apt. only
    - Electronic payments encouraged
    - Virtual communication when possible
    - Limit sharing of office equipment/tech

- **Green**
  - Employees back in the office:
    - *Services provided as usual*
    - Disinfect high-touch areas
    - Stay home if ill

**Work accommodations should be submitted to HR. Regularly visit slc.gov/ramp/ for updates.**