

**From:** [Mayor](#)  
**To:** [Mayor](#)  
**Subject:** COVID-19 Update: Thanks from the Community!  
**Date:** Thursday, April 9, 2020 5:06:16 PM



A handwritten signature in purple ink that reads "Valerie Howard".

## The City of Spokane COVID-19 News Update for April 9

*Information about Coronavirus Disease 19 (COVID-19) is evolving rapidly. We want to make sure our City employees have up-to-date information. We will provide this update, as needed, to communicate what you need to know, while we work to reduce the spread of this disease in our community and continue to provide critical public services.*

### Thanks from the Community!

Our employees have continued to step up and do good work on behalf of our citizens and our community—and our citizens are taking notice. Here are a few examples:

- *“Thank you to the kind person in the City of Spokane’s utilities department. She called me on Friday and informed me that I had written my check for the wrong amount. I put \$1,000 instead of \$100. Things are crazy and my brain was little fried. She was so nice and resent the bill and returned my check. I appreciated so much the grace she showed me. It might seem like a little thing, but my job is really stressful right now and this was one last thing I had to worry about.”*  
**--Citizen on Facebook**
- *“Didn’t know who to message on this. But you guys had your garbage workers out today and they were amazing. I had some extra garbage behind my house and your guys came out and helped me get rid of it all. The most friendly people I’ve ever seen and that’s just amazing. Through everything going on with this covid19, what they did shows so much good in the world and just wanted to let you guys know you are amazing.”*  
**--Citizen on Facebook**
- And a few comments shared through 3-1-1’s Feedback form:
  - *“I worked with a man whose name is Thomas he was great!”*
  - *“The agent I spoke to was great! No improvement needed!”*
  - *“Melanie was fantastic! Great customer service!”*
  - *“Fast and correct information, Amanda rocks!”*
  - *“No suggestions. Interactions w/ MySpokane personnel are always pleasant & productive.”*

The work you are providing and the care you are showing to our citizens is making a difference during a time of incredible uncertainty!

### Survey on Extended School Closure – Deadline Friday, April 10, at 10 a.m.

We’ve already heard several dozen employees with school-aged children so far. There’s still time to fill [out this survey](#) to help our Human Resources professionals understand how the school closure extension ordered earlier this week will impact our employees. They are exploring options to assist employees with school-aged children. Responses to the survey are due by Friday, April 10, at 10 a.m.

On Monday, state officials announced that they are extending the [closure of on-site instruction at K-12 public & private schools](#) through the end the **school year in June**. Schools will include distance learning throughout the end of the school year. Schools will continue to provide meals to students who need them throughout the spring.

### **A little video on Telecommuting**

Alliant, the City's insurance broker for medical benefits, has put together a little series of videos for the organizations they work with. The goal of their program was to create very simple-to-understand videos to help promote taking smart and simple actions to get through this time. We'll be sharing those videos with you over the next couple of days. Today's video is on telecommuting: [Top Five Tips For Working From Home](#)

### **Employee Information Portal (<https://covid19.spokanecity.org/>)**

Remember, this Employee Information Portal is a great resource for employees to stay current on what's happening with the COVID-19 response. The [Employee Information Portal](#) can be accessed from work or home, using a computer or mobile device. All of the emailed information we have sent to employees is archived here.