To:  All Town Employees

From:  Julia Griffin, Town Manager /s/
        David Stewart, Human Resources Director

Date:  March 20, 2020

Re:  COVID-19 Update and Frequently Asked Questions

Colleagues: Events are moving rapidly with respect to the COVID-19 (novel coronavirus) outbreak. Town employees, like employees everywhere, are asking questions about their employment status, leave options, and compensation during this uncertain time. For this reason, we are developing an FAQ (which follows this memo). This is a “live” document which we will add to, edit and update via e-mail and on the Human Resources webpage as needed at https://www.hanovernh.org/human-resources

First and foremost, we want each of you and your families to know that the Town of Hanover is committed to your health, safety and financial well-being. That’s true in normal circumstances, and it’s especially true now. Because of how fast events are moving and guidelines changing, how we help ensure employees remain safe on the job and remain whole financially will continue to be a work in progress, one that requires patience on all our parts. There is no ready-made, “off the shelf” guide for us to follow in this unprecedented and extraordinary situation. As we make decisions, we will be transparent, collaborative, and do our utmost to be as fair as possible, while also being mindful of our employment policies and union contracts.

It may not always be smooth sailing when it comes to anticipating in “real time” every COVID-19 related scenario that arises for us as individuals or that impacts how Town departments operate from day to day. In fact, we can guarantee there will be some hiccups and shared frustrations as together we work our way through this situation. What seems feasible and sensible now may not be two days or two weeks from now. We will do our best to navigate this new reality.

These are difficult and uncertain times for every one of us, whether we are front line employees, supervisors or department leaders. We are in a defining moment. As Town employees, now is when we set aside the usual workplace irritations, conflicts and personality differences and stand united, recognizing that no matter what jobs we do, or what challenges we face in the coming weeks, we are all in this together. Now is when we resolve to stay calm and patient and say to each other, “Yes, this is tough and not what any of us want, but I have your back and you have mine. Together, we’re going to get through this.”

If you have questions, please feel free to call HR (Dave: x3208; Kitty; x3209). For the very latest information on the local, regional, state and federal response to the COVID-19 pandemic, please visit the Town website at www.hanovernh.org and click on “COVID-19 Information.”