



## Reconstitution Of Operations Plan - 2020

### Overview

The covid-19 pandemic has given us the opportunity to rethink how we as a county government will be able to best provide services to our clients. We do not know what a “new normal” will look like but we need to start creating our vision for that new normal and planning for the eventual reopening of County government operations.

As individual departments, we need to start thinking about what that transition to reopening looks like and how we can achieve it with the utmost safety and care for our staff and clients. We need to look at our staffing levels, how our work areas are configured, how physical workflows are designed, and what new processes need to be developed for the safety of our employees and clients.

As we did with the COOP planning prior to the pandemic, each department will be developing Reconstitution of Operations Plans (ROOP) in order to provide for a structured means of bringing back full office function in the new normal. This ROOP would provide for both short-term and long-term considerations that would assist in keeping our employees and clients safe.

This plan is due by Sunday May 10<sup>th</sup> and is subject to approval by the Tompkins County Emergency Operation Center. Please note, however, that no changes to the current staffing levels or office reopening will take place before the County Administrator, in consultation with the Public Health Director, Chair of the Legislature, and the Public Health Medical Director, allows that to occur (see Policy 01-42).

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### General Directives

- All offices will be open to the general public when allowed by the County Administrator, in consultation with the Public Health Director, Chair of the Legislature, and the Public Health Medical Director, consistent with the ROOP (unless approval is granted by the County Administrator to limit general public entrance). It is unknown when that will happen, but please assume that offices are open so that you can prepare your ROOP with that in mind.
- Whenever an employee is uncertain that they will be able to maintain a 6-foot separation from other employees or the general public, they must wear masks. Generally, when an employee is at their workstations, they probably do not need to wear a mask. However, if they go to the printer, bathroom, counter, etc., and are not able to guarantee a 6-foot separation, they will be required to wear a mask.
- Phase 1 Specific Directives –
  - Offices still are not fully functioning, but they are partially functioning, and office doors are open to the public
  - Partially functioning is defined as serving the needs of your clients, community, and government in a manner that can be safely done with the amount of staff that is present in the office. Some services might not be able to be provided with a reduced staffing level or due to financial reasons as a result of covid-19.

- Frequently touched common surfaces will be wiped down at least hourly. It will be up to each department to determine how they will do that and to ensure that they have enough disinfecting cleaning supplies to achieve that requirement.
- Waiting/Conference room capacity will be reduced by at least 50% to facilitate social distancing. For example, if a conference room had 10 seats, 5 of the seats would be removed from the room.
- Phase 2 Specific Directives –
  - Offices are fully functioning and operating in the “new normal”
  - Fully functioning is defined as fully serving the needs of your clients, community and government. It does not necessarily mean all staff are physically present in the office and some services may look different than what they were pre-covid (telemedicine, remote work, etc).
  - Frequently touched common surfaces will be wiped down by departmental staff around noon each day. It will be up to each department to determine how they will do that and to ensure that they have enough disinfecting cleaning supplies to achieve that requirement.
  - Waiting/Conference capacity will be reduced by 0-25% to facilitate social distancing. As in the above example, if a conference room had 10 seats, 3 of the seats would be removed from the room, though all 10 could remain if the appropriate 6-foot separation could be maintained.

#### Additional Resources

- Cushman & Wakefield - [The 6-Foot Office](#)
- How to Clean your Office - [TCHD Guidance](#)
- How to Wear a Face Mask – [TCHD Guidance](#)

## Reconstitution Of Operations Plan - 2020

Department Name: \_\_\_\_\_

1. Describe your vision of what Phase 1 looks like for your department – this means that your department is still not fully functioning, but it is partially functioning, and office doors are open to the public.

**ANSWER:**

2. Describe your vision of what Phase 2 looks like for your department – this means that your department is fully functioning and operating in the “new normal”. Describe as best you can at this time what you envision that new normal to look like. It may be helpful to consider what operations might look like a year from now when there may still be no vaccine, but department services and operations continue.

**ANSWER:**

### Staffing Considerations

**Questions to Consider:**

- a) Consider coordinating staff returns. How do you plan on bringing staff back to the office?
- b) Consider necessary in-office staff levels. Do you think you will need to bring all staff back in the new normal to be fully functioning?

*Requirements for Departments to Incorporate:*

- *Phasing the return of employees to the office based on roles and priorities*

*Other best practices to consider Implementing:*

- *Authorizing continued telework for some employees for some days of the week*
- *Alternating or staggered staffing patterns based on days of the week, morning/afternoon or extended work hours*

### **Phase 1 – Partial Reopening and Doors Open**

ANSWER:

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### **Phase 2 – Fully functioning and Operating in the New Normal**

ANSWER:

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**Please identify any materials, equipment or expertise you need to achieve these plans**

ANSWER:

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## **Employee Engagement**

**Questions to Consider:**

- a) Consider building employee trust. For those employees that have been working offsite, how will you convey the expectations of returning to work?
- b) Consider building employee confidence. For those employees that have been at the office, how will you mitigate any concerns about now having to work with more co-workers?
- c) Consider communication needs. What procedure will you have in place to address employee concerns with returning to work?

We must realize that for many employees that they have been social distancing this might be the first time that they will be around other people and we need to recognize that there is anxiety that comes with that.

*Requirements for Departments to Incorporate:*

- *Sending a group email out explicitly addressing concerns and outlining all the safety precautions that are being taken*
- *Calling particular employees with underlying health concerns or other fears to talk one-on-one with them*

*Other best practices to consider Implementing:*

- *Committing to holding weekly zoom calls to allow all employees to share their concerns and successes about the phase-in to working*

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## Facility Considerations

Questions to Consider:

- a) Consider each employee's workspace. Are there needed physical improvements to facilitate safe interactions between staff and other people who enter their workspace?
- b) Consider the public congregation areas. Are there needed physical improvements to facilitate safe interaction between members of the public and between the public and staff?
- c) Consider publicly accessible conference rooms. How will you ensure that staff abides by the [link](#) provided for cleaning conference rooms?
- d) Consider office flow. Can you create a one-way flow of personnel within your department that minimizes instances of close contact?
- a) Consider cleaning needs. How will you achieve the required cleaning protocols or hourly or daily cleaning that are outside of the normal cleaning done by Facilities staff? Will you need additional supplies to achieve that requirement? Do you have a special protocol that you will follow after each interaction with the public? Is there sanitizer at the counter to clean in between visits when hand washing is not practical?
- e) Consider messaging. Where will you put provided signage on your entrances to inform the public of social distancing standards? Do you need signs in other locations? Do you need a message on your website or other communication avenue?
- f) Consider public equipment. Do you have any public computers/touchscreens/phones that need to be either deactivated or cleaned between uses?

Requirements for Departments to Incorporate:

- For areas where public interaction happens at a counter, contacting Facilities to design and install a temporary plexi-glass barrier
- For waiting rooms, removing chairs and/or tables to facilitate social distancing and reducing the number of surfaces to clean. For areas where waiting lines develop, putting "Stand Here" signs 6 feet apart
- For high traffic areas, cleaning those spaces after each transaction or hourly, even in the new normal

*Other best practices to consider Implementing:*

- *Inventorizing your cleaning supplies and asking Facilities for additional supplies if necessary*
- *For public access to workspaces or queue lines, putting social distancing markings and/or directional arrows on the floor, installing barriers or reconfiguring office spaces*

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## **Office Operations**

**Questions to Consider:**

- a. Consider PPE. Do you have enough face masks for all staff? For the general public if they want to enter and do not have their own? Are you encouraging staff to wear them at all times? Do you have a need for other PPE? How many disposable and cloth masks will you need? For all PPE requests, please contact Jessica Verfuss at Department of Emergency Response.
- b. Consider Visitor Registry. Do you keep a daily log of all visitors to facilitate contact tracing in the event of a positive Covid-19 case among your staff or clients?
- c. Consider Health Screening. How are you going to screen employees and clients to ensure they are not symptomatic? What is your plan to communicate with staff and supervisors on next steps if someone is symptomatic or refuses to answer screening questions or does not have enough fringe time to stay home if can't work from home?
- d. Consider Common Areas. How are you going to set up your common areas (i.e., kitchens, breakrooms, restrooms, waiting rooms) to support 6-foot distancing?
- e. Consider Teleconferencing. When would you require meetings to be done via Zoom, Microsoft Teams, or similar method? Will you require it for in-office meetings instead of in conference rooms, for example.

*Requirements for Departments to Incorporate:*

- *Asking all employees, at the beginning of their shift to attest the following, if they:*
  - *Have you had a recent onset of fever, cough, shortness of breath, or body aches?*
  - *Have you been in the same room with a patient with COVID-19 in the last 14 days?*
  - *According to a health department advisory or recommendation, have you come into contact with a COVID-positive patient?*

*Other best practices to consider Implementing:*

- *Creating a log of visitors in case they must be contacted as part of a contact investigation*
- *Developing guidelines for employees to understand expectations that hand sanitizer will be used between client interactions, and, at least hourly, employees should wash their hands for 20 seconds with soap and hot water*
- *Utilizing Microsoft Teams to limit the number of trips to the “next office” and substituting a visit with a quick chat message or video call to reduce face-to-face interactions*

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## **Field Operations**

**Questions to Consider:**

- a) Consider vehicles. What cleaning schedule will you have for shared vehicles? Is there sanitizer in the car for employees to disinfect their hands between visits when hand washing is not practical?
- b) Consider Field PPE. Do your employees have the appropriate face coverings? Do they have face masks that they give the person(s) they are visiting? How many disposable and cloth masks will you need? For all PPE requests, please contact Jessica Verfuss at Department of Emergency Response.
- c) Consider Field Safety. If more than one employee is needed off-site, how will you ensure they are appropriately social distanced? In vehicles and on-site? How will they maintain social distancing and safety when visiting clients?

*Requirements for Departments to Incorporate:*

- *If multiple people need to be in one vehicle together, all must wear masks*
- *Disinfecting all contact surfaces prior to leaving a vehicle*
- *Requiring all employees to display County IDs prominently*

*Other best practices to consider Implementing:*

- *When possible, contacting clients before site visits so they know to expect someone and that the employee will be wearing a face mask per county protocol. Masks are required for all field visits, which may result in apprehension and fear*

- *Assigning cars to a limited group of individuals to reduce the contact potential*
- *When possible, limiting travel to one person in a vehicle*
- *Wearing masks when in the field and having a supply available of disposable masks for clients*
- *When possible, after a site visit occurs, washing hands for 20 seconds with soap and water. In the interim, utilizing hand sanitizer*

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**Phase 2 – Fully functioning and Operating in the New Normal**

ANSWER:

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ANSWER:

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