



Summary of Tompkins County Government Operations Reconstitution Of Operations Plans June 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 have implemented strong steps to safely reopen. County government operations will be based on the best available public health guidance. This includes individual departments considering staffing levels, how work areas are configured, how physical workflows are designed, and what new processes need to be developed to ensure the safety of our employees and clients.

Uniform Requirements

There are several aspects of departmental ROOPs that will be enacted consistently throughout the workforce. These requirements center around these four pillars:

- Density – Reducing the amount of staff and clients in the office.
- Distance – Maintaining at least a 6-foot separation when possible.
- Face Coverings – Face masks will be required by employees when social distancing cannot be maintained.
- Personal Hygiene – Hand washing and contact surface cleanings will be encouraged on a regular basis.

The following are based on clear directives from County Administration and Public Health and include:

Staffing Considerations and Employee Engagement

- Departments will utilize flexible work schedules and telework as needed to ensure social distancing.
- Departments will use group email, calls, and video to foster communication on return to work and will send a group email out explicitly addressing concerns and outlining all the safety precautions that are being taken, and call any particular employees with underlying health concerns or other fears to talk one-on-one with them.

Facility Considerations

- For waiting rooms and conference rooms, departments will remove chairs and/or tables to facilitate social distancing and reducing the number of surfaces to clean. In the early stages of reopening our operations, capacity will be reduced by at least 50%.
- For areas where waiting lines or other density develops, departments will put “Stand Here” signs 6 feet apart, or social distancing markings and/or directional arrows on the floor, or install barriers or reconfiguration of the office spaces or facility in some other method to reduce density and ensure 6’ separation.
- For high-traffic areas and high-touch surfaces, and in addition to the cleaning done by Facilities, in the early stages of reopening our operations staff will be cleaning those spaces and surfaces after each transaction or at least hourly.

- Departments will be responsible for inventorying cleaning supplies and asking for additional supplies if necessary.
- There will be an increase in fresh air circulation through our HVAC systems in accordance with the latest industry and safety guidelines.

Office Operations

- Staff will wear masks whenever they are uncertain that they will be able to maintain a 6-foot separation from other employees or the general public. 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.
- All visitors to county buildings will be required to wear face masks. (For those who cannot wear a mask, due to health reasons, alternative arrangements will be made).
- The County will be asking all employees, to answer and attest to the following health screening questions:
 - 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?
- Departments will frequently share with employees the expectation that hand sanitizer will be used between visitors, and, at least hourly, employees should wash their hands for 20 seconds with soap and hot water.
- Departments will utilize appropriate technology and tools to reduce the number of in-person meetings.

Field Operations

- When possible if staff need to travel, they will limit travel to one person in a vehicle. If multiple people need to be in one vehicle together, all will wear masks. After use, staff will disinfect all contact surfaces prior to leaving the vehicle and wash hands for 20 seconds with soap and hot water. In the interim, staff will utilize hand sanitizer, as needed.
- All employees will prominently display County IDs when working in the field.
- When possible, staff will contact clients before site visits so they know to expect someone, and that the employee will be wearing a face mask per county protocol.