



GENESEE AND ORLEANS COUNTY HEALTH DEPARTMENTS



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RE-OPENING GUIDANCE AND FACT SHEET IN RESPONSE TO COVID-19

Please be advised: this document is for guidance purposes only. Specific plans will not be reviewed or approved by local health departments.

As New York State prepares to “un-PAUSE” on a regional basis and in a phased way, Governor Cuomo has outlined a 12-step plan to guide this process. Given these plans, temporarily closed or remote businesses and organizations should begin to consider the conditions that may allow them to individually reopen, and support our region to stay open. The success of Genesee and Orleans counties to open and stay open will depend on how well we can collectively respond to the challenges addressed by the 12-step plan. The Genesee & Orleans County Health Departments (GO Health) wish to support this process by providing information, interpretation of State guidance, and recommendations to help local businesses and organizations develop their own safety and infection-reduction plans. **Please be aware that this situation is quickly changing, and further guidelines should be expected.**

Full description of the NYS Regional Requirements for Phased Reopening can be found here:

<https://www.governor.ny.gov/new-york-forward/phased-plan-re-open-new-york#individual-region-plans>
<https://www.governor.ny.gov/news/amid-ongoing-covid-19-pandemic-governor-cuomo-outlines-additional-guidelines-when-regions-can>

The first 3 requirements of the 12-step plan can be summarized as follows:

1. *A 14-day decline in a regional hospitalization rate*
2. *Phased opening for business: i) construction and manufacturing with low risk, ii) additional industries based on both priority and risk level*
3. *Each business and industry must have a plan to protect employees and consumers, make the physical work space safer and implement processes that lower risk of infection in the business.*

Given the requirement of developing a plan for greater safety and lowering risk of workplace infection for both employees and consumers, similar guidelines should be implemented as those that have allowed essential services to keep functioning during this time. Point #5 of the 10-point policy of the NYS PAUSE Executive Order (found online at: <https://coronavirus.health.ny.gov/new-york-state-pause>) states:

Businesses and entities that provide other essential services must implement rules that help facilitate social distancing of at least six feet

The rules and policies made to facilitate social distancing of at least six feet could include:

- Designate **set spaces for persons in lines or queues** for services, with a clear 6ft marking system.
- Ensure that consumers **remain at least 6ft** from cashiers or other regularly stationed employees. This can be done by adding a physical spacer in cases where a normal countertop might be less than this distance.
- Provide **traffic flow guidelines** in any area that may be prone to public crowding or congestion.
- Provide clear signs requiring consumers to **wear masks** upon entering business premises, and to maintain social distancing practice while inside business premises.
- Since public masks are currently required when there is high likelihood for 6ft social distancing to be not maintained, it should be assumed that requiring consumers to wear mask in order to enter business premises is a responsible thing to do. **Employees interacting with the public or interacting at a space of less than 6ft** are also be required to wear cloth or other suitable masks.

Additional rules or policies to reduce potential of COVID-19 spread in the workplace and to protect both employees and consumers could include:

- Ensure a **regular sanitation routine** of potentially shared surfaces, giving highest priority to 1) all publicly used door handles, 2) publically accessed payment screens, 3) other commonly used surface areas such as countertops, and 4) all other areas deemed to be appropriate or of concern to control the potential spread of COVID-19. CDC and NYS guidelines for disinfecting can be seen here:
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
 - https://coronavirus.health.ny.gov/system/files/documents/2020/03/cleaning_guidance_general_building.pdf
- Consider transparent **barriers** such as plexiglass to separate consumers from cashiers or other employees if 6ft separation is not easily supported by other methods. Barriers can also be used to reduce use of shared services such as countertops so as to reduce the burden of regular sanitation between customers.
- If it helps the flow of business or reduces interactions at a workplace, **greeters** can be used as needed.
- Provide **clear signs** asking consumers not to enter business premises if they are currently sick with any symptoms consist with COVID-19. A full list of symptoms supported by the CDC can be seen here:
 - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- In addition to not welcoming sick consumers, **symptoms for employees should monitored**. Employees should be encouraged to take temperatures at home before arriving to work, and to not enter the workplace in instances of a fever of 100.4 F or above. Thermometers should be made available at the workplace to help monitor any employee appearing to develop any known COVID-19 symptoms.
- Rather than returning all employees and business functions at once, a **phased return of services** based on higher priority and lower employee/customer risk is highly encouraged.
- For any businesses concerned with safety or theft associated with consumer use of facemasks, it is **possible to make requests** to not wear any hats, non-prescription sunglasses, or other non-religious head or face coverings when entering business premises, as long as these requests are non-discriminatory. Exemptions due to medical prescription or religious practice can require validation from either a medical or religious authority when deemed appropriate.
- Encourage both employees and consumers to be **courteous and vigilant in general hygiene practices** that could impact the spread of COVID-19. Spread can occur even when no symptoms exist, and an infected person is not even aware of their own infection.

A TAKE-AWAY SUMMARY:

Please work within your organization to develop *a plan to protect employees and consumers, make the physical work space safer and implement processes that lower risk of infection.*

Please use the links at the beginning of this document from the Office of the Governor to follow along with additional recommendations for the reopening of our region. Again, this document is for guidance purposes only. Specific plans will not be reviewed or approved by local health departments.

The ability of our region to open and stay open depends on this planning. We are all in this together.

Sincerely,



Paul A. Pettit,
Public Health Director
Genesee & Orleans County

05/06/20

Date

Genesee County



Restoration of Operations Plan

Overview

The COVID-19 pandemic has forced organizations to rethink how they will be transitioning from continuity of operation to reform in order to provide critical services citizens depend on every day. One of the biggest challenges moving forward is the unknown of what exactly the new normal will look like.

Genesee County is currently under the restrictions of NY Pause. The overall manner and rate at which government operations are going to be restored will be decided by the County Manager in coordination with County Legislature and New York State. Department Heads will have a small window of time to plan their transition on how services will be provided in the new environment. It is very important to use this time wisely to prepare employees, processes, and workspaces to restore operations, communicate with the public and continue to provide essential services.

It is not just employees going back to work, but rather the entire county returning, interacting, and engaging in a new way. Staffing levels and configurations may need be adjusted, workspaces may need to be reconfigured, physical and logical workflows altered, engineering controls established, and new processes developed for the safety of employees and those served. Departments must examine every detail to see what needs to be changed to provide the best possible programs and services in the new environment while also considering cost and revenue implications. This document provides an overarching process and is intended to convey the complexity and depth to which departments must plan.



Objective

Department Heads will analyze and determine what restoration will look like and build a flexible, yet comprehensive department plan to transition operations, services, staff, and resources from continuity of operations to a new normal state.

Outcome

Develop a written department specific plan on how priority programs and services will be provided in the new normal.

Planning Process and Schedule

1. 05.08.2020 – Management Meeting to discuss restarting / guidelines and reconstitution plan.
2. 05.08.2020 - High-level restoration plan and overview provided to Departments Heads.
3. 05.08.2020 – 05.13.2020 – Department Heads will draft comprehensive restoration plans as described in this document prioritizing programs and services while also considering cost and revenue implications. Plans should include but is not limited to the considerations specified in this document.
4. 05.13.2020 – Department restoration plans submitted to Tammi Ferringer at compliance@co.genesee.ny.us who will head up a group to review the plans and finalize with the County Manager.
5. The Plans will be implemented once the Pause is lifted by NYS.

Communications

1. How will departments communicate with constituents, colleagues, and staff regarding safety, risks, and concerns?
2. How will departments enable constituents, colleagues, and staff to communicate their concerns with you regarding safety, risks, and other issues?
3. How will departments gain public's investment and trust in the work done in a time of great uncertainty and anxiety?

Planning Assumptions

1. *Communications*: Internal & external communication will be critical to success.
2. *Flexibility*: Recognize there may not be a one size fits all approach, flexibility is key.

3. *Increased Fiscal Stress*: While the extent is not yet known, it is assumed all levels of government and the economy will be under significant fiscal stress. As a result, departments must strategize and plan for reduction of revenue streams and potential for staff reductions.
4. *Organizational Structure*: Organizational structures and positions may need to be changed to provide proper supervision and oversight in the new environment.
5. *Change*: The planning process is not a one-time process. Rather it is an ongoing process that will be continued and will change as the situation evolves and additional information becomes available.
6. *Phased Approach*: A phased/methodical approach to increasing public/county interactions will be needed.
7. *Priorities*: There may likely be a constant shift in resources and priorities, based on new information.
8. *Public Health Guidance*: Public Health guidance will be provided.
9. *Social Distancing & PPE*: Social distancing and use of PPE (i.e. masks, gloves, etc.) needs for the public and employees must be included in plans.
10. *Workflows*: Reevaluate all workflows to identify new ways of working, new online services, use of new technology to automate processes.
11. *Working Remote*: Working remote may become a part of the new normal for many employees and may be maximized to assist in social distancing.

Planning Considerations

Departments must exercise the following considerations when developing plans:

1. Protect the health, safety and wellness of the public and county employees.
2. Adhere to public health guidance and regulations on COVID-19.
3. Consider what adjacent counties are implementing. Gain insight from talking to your colleagues.
4. Coordinate with employees, clients, and constituents.
5. Address long-term limitation of certain services (e.g., inability to provide services at same level as in the past, with limited travel and minimizing large group meetings).
6. Plan for county fiscal impacts and constraints, particularly with state mandated services.
7. Consider any necessary organizational or position reclassifications that may need to occur.
8. Consider the impact of federal and state actions.

Departments will consider the following perspectives when developing their restoration plan. This list is intended to provide a starting point for departments to build on, and they should expand on this to include information specific to their department.



Programs and Services

Analyze program and service delivery to:

- Determine the priority of programs and services from more essential to less essential reassess public facing services/ social distancing requirements.
- Identify services that could be delivered in an alternative format (i.e., can the public be pushed to online services, over the phone, etc.). What resources are necessary to make those alternations?
- Identify services that will be provided virtually, including in-home services, or be provided at limited capacity using proper PPE.
- Identify programs and services that can be discontinued.
- Provide details of the revenue and cost implications of planned changes.

Personnel and Staffing

- Identify units and positions that could be restored/continued in a telework (work-at-home) capacity. Consider the following and ensure that at least one of the following applies:
 - Does this action provide budgetary savings for the County?
 - Does this increase efficiency or productivity in County operations?
 - Is this a temporary arrangement to allow for optimal social distancing as the State/Region/County come off of the NYS Pause directive?
- Identify any hiring needs to fill critical shortages and vacancies
- Identify vulnerable staff, including any anticipated mental health and/or wellness issues
- Identify training needs
- Are any organizational structure or position changes necessary?
- Outline departmental considerations for County protocols if employees test positive for the C-19 virus

Facilities

- Assess the risk and security of each facility your department occupies in terms of engagement with the public and office interaction for employees who work in the facility, county staff who do not work in the facility, and public access and waiting areas.
- Assess equipment and supplies needed such as appropriate PPE & disinfectant supplies.
- Based on anticipated social distancing restrictions, analyze each office and average transaction time to determine the number of citizens that can be served daily and the number of employees needed to determine building occupancy limits.
 - Will this require social distance markings?
 - Will this require queue lines and systems?
 - Will this require security staff?



- Will your department require another physical site for your services?
- Will your service areas require engineering controls to limit exposure (physical barriers, reconfiguring office space)?
- What are the janitorial needs of your agency? Will/can individual areas be cleaned following each public transaction?
- Is there an anticipated need for cleaning stations with appropriate signage equipped with disposable face covering / masks to provide to employees and citizens entering the building?
- Determine personnel, equipment, and technology tools to implement protocols such as:
 - Appointment scheduling tool (e.g., switch to a by-appointment model only)
 - Logbooks (e.g., signed in with proper PPE for purposes of Contact Tracing)
 - Health questionnaires for employees and guests
 - Thermometers for personnel temperature checks
- If in-office staff is reduced via telework, will that enable additional parts of your facility to be used for essential in-person services (e.g., allow essential functions staff to spread out more on premise)
- How will common areas (i.e., break rooms, kitchens, restrooms, waiting rooms, etc.) be managed or repurposed to support social distancing?

Operational Modifications

- Identify public facing services to be delivered by appointment only or specific walk-in hours based on capacity constraints?
- Will you require staff to rotate in-office shifts to maintain social distancing?
- Will employees be wearing PPE for public interactions? Will they be required to wear PPE in other parts of the facility, on outreach calls or community checks?
- If applicable, identify vehicle occupancy restrictions (e.g., 15 passenger van will only transport 3 personnel)
- What will need to occur and be provided to ensure the safety of employees and clients?

