

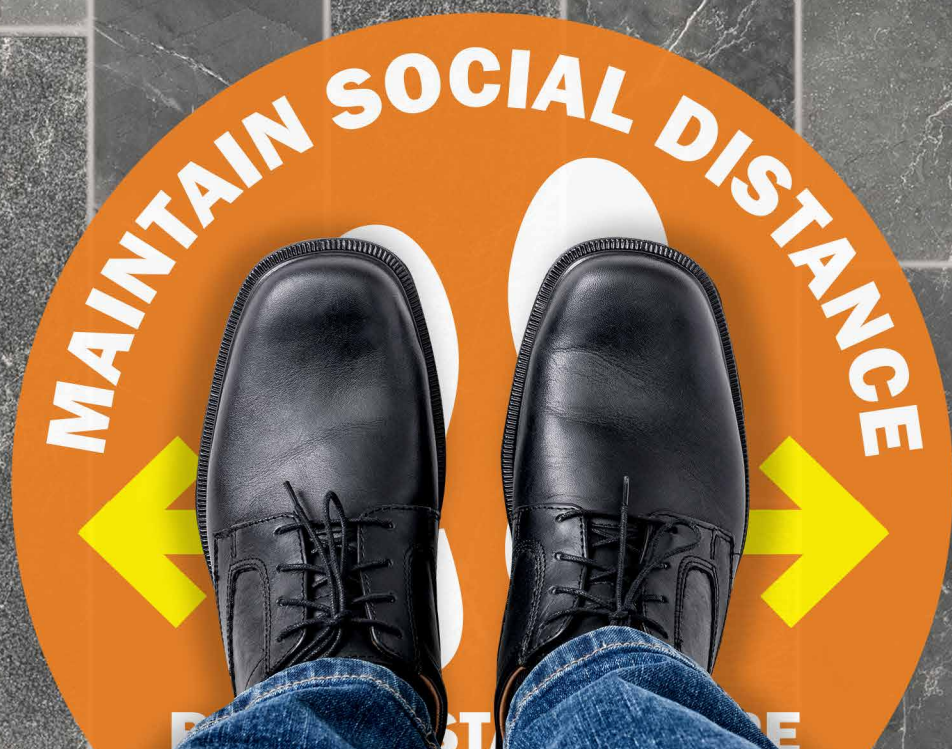
P L A N F O R

R E O P E N I N G

O R A N G E C O U N T Y

F A C I L I T I E S

J A N U A R Y , 1 , 2 0 2 1



Due to the varying nature of the COVID-19 pandemic, this document may be periodically updated to ensure that the most current practices are in place. The information contained in this document is subject to change without notice. When referring to the Plan for Reopening Orange County Facilities, please use the most current version.

Letter From Jerry L. Demings, Orange County Mayor

January 1, 2021

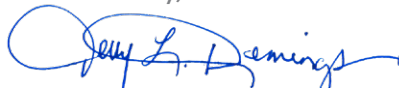
Across the world, communities continue to face challenges amidst the global COVID-19 pandemic. Due to the threat of the virus, on March 13, 2020, I issued an executive order that declared a state of local emergency in Orange County. As we experienced a rise in cases, a Stay-At-Home Executive Order was put into place for non-essential businesses on March 24, 2020. This decision was made after consulting with our medical professionals and municipal leaders. The stay-at-home order not only affected businesses in the community, it also affected non-essential county facilities and employees.

On April 17, 2020, the Orange County Economic Recovery Task Force was formed to develop a plan for reopening businesses in a safe and responsible manner. The Governor also issued a three-phased reopening plan for Florida's recovery. Maintaining the health of our community and continuity of government during this challenging time has been of the utmost importance. We have quickly learned to adapt to this new environment by conducting business virtually and teleworking. These measures have been necessary for the health and safety of the county's workforce and our community.

The Plan for Reopening Orange County Facilities outlines a phased approach in line with the Governor's Recovery Plan and the Orange County Reopening Executive Order. The purpose of the plan is to detail actions taken by Orange County as we continue to provide services to our residents and businesses. The plan also identifies efforts needed to prepare a safe reopening of all county facilities. I want to thank Director Anne Kulikowski, of the Administrative Services Department, and her staff for working together with our county departments and constitutional officers to ensure our facilities are ready for business.

As the county continues the reopening phase, let me stress the importance of taking the necessary safety measures to protect each other and the residents we serve. This includes wearing face coverings, hand sanitizing, and social distancing. I want to thank each of you for doing your part by following these simple health practices. We all have an important role in the county's day-to-day operations, and together, we will come back safer and stronger!

Sincerely,



Jerry L. Demings

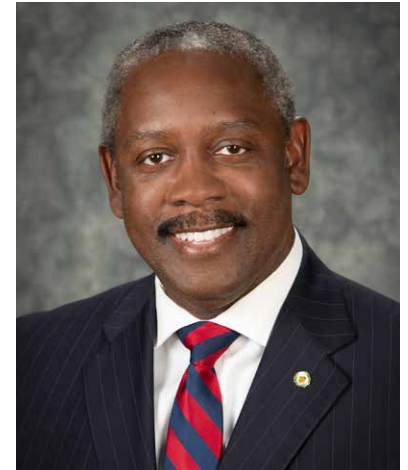


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Require
face
coverings

Practice
physical
distancing

Encourage
teleworking
where
applicable

Increase
cleaning
of areas,
touchpoints
and
bathrooms

Have hand
sanitizer
available in
all common
areas

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The COVID-19 pandemic reached Central Florida in early March, 2020 and required Orange County Government to quickly adapt its way of doing business with its employees and citizens.

Most County buildings closed down to the public throughout the month of March to prevent the spread of COVID-19. Telecommuting for many employees began at this time, as well as moving to provide on-line services to citizens. In addition, safety protocols were implemented in order to continue to conduct business operations for personnel remaining on site.

Below is a timeline of County facilities closing to public access:

- **March 13** – Orange County Courthouse closed with limited access
- **March 16** – Parks and Recreation closed gyms, pools, camps, playgrounds, and rec centers
- **March 19** – Utilities closed customer lobby, kept drive-thru open and went to on-line services
- **March 20** – Comptroller's and Tax Collector's Offices closed to public and went on-line for services
- **March 23** – PEDS Divisions and Property Appraiser's Office closed and went on-line for services
- **March 27** – Orange County Administration Building and Animal Services closed to public

In addition to these building closings, other agencies closed some operations while remaining open since the beginning of the pandemic:

Corrections

- **March 16** – Suspended all chaplains and volunteers from entering Orange County Administration Building
- **March 23** – Orange County Administration Building closed to offenders/public reporting for community supervision
- **March 25** – Closed Video Visitation and suspended Work Release Program

Fire Rescue – Closed stations to visitors in March, but all Fire Rescue operations remain open

Public Works – All operations still working with limited traffic in Main buildings

Orange County Sheriff's Office – Limited access at sub stations, all operations remain open

Utilities – All operations still working

The purpose of this plan was twofold: 1) to detail actions taken by Orange County to continue to provide services to its customers during the pandemic; and, 2) identify efforts needed and enacted to prepare all County facilities to safely accommodate the public and employees once we resume customer access to all buildings. As a result of the work of this committee, we can confidently say that County facilities are physically ready to accommodate public access once the reopening date, or dates, is decided.

The decision of when to fully reopen County facilities to the public will be based on a data-driven approach that accounts for health reports for our region. Specifically, we are closely monitoring COVID-19 14-day positivity rates, daily hospitalization trends, deaths, positivity test rates among County employees, etc., as described in the Reopening Dates section of this Plan. Our priority is the safety and health of our customers and our workforce, thus we will not return to full public access to all facilities until health data supports this action.

BUSINESS CONTINUITY

STRATEGY

Orange County created an “internal playbook” when the pandemic started in order to establish different levels of operation in order to conduct business with County agencies.

Below are the 3 levels of operations that the County put in place. As new guidelines and information become available, the Business Continuity Strategy was adjusted. Transition to each level is based on community health conditions.

LEVEL 1

(Imposed starting week of March 9)

- Canceled all training sessions and meetings with more than 10 attendees
- All county-sponsored travel suspended (unless special circumstances)
- Reinforced Social Distancing Guidelines in the workplace and break-rooms
- Encouraged meetings by phone or video-chat
- Self-quarantine provisions and leave guidance in-place
- Fire Rescue modified call protocols
- All Parks & Rec facilities are closed to the public, except for Spring Break Camp
- Utilities closing facilities to the public on March 19 – all bill pay and questions being handled on-line
- Permitting customers advised to use on-line services
- Signage and questionnaires in public lobbies of County facilities for citizens to complete before interacting with employees
- A number of additional unique and specific measures taken in individual departments/divisions

LEVEL 2

All employees that can perform their jobs from home will be allowed to take home their desktop, and work protocols will be established by the division manager.

- Division Manager/Department Director can use staggered or rotation to have half the office work from home, and other half come in-office if certain level of in-office support needed.
- Video-conferencing or call-in capabilities added to allow contact and virtual interaction between supervisors and those working from remote/home locations
- End Spring Break Camp
- Employees remaining on-site have appropriate physical distancing in place.

LEVEL 3

- Continue applicable activities noted in Levels 1 & 2
- Suspend all non-essential government functions, closing public access to all County facilities
- Remaining functions will be:
 - Fire Rescue Operations and required support
 - Corrections and required support
 - Select functions in Community & Family Services for Crisis Assistance support and other human service needs
 - 311 (perhaps supplemented with employees volunteering from other departments)
 - Select Health Services functions such as Medical Examiner’s Office, Medical Director, Corrections Health, perhaps limited Animal Services
 - Communications (perhaps some remotely)
 - Limited Administration, e.g., Mayor and key staff
 - Water, water reclamation, and solid waste operations

All “non-essential” employees, i.e., not included in last level above and not working from home, will be on Leave with Pay during this period.

PLANNING

As County buildings closed and scaled back entry for services, the pandemic led to a stay at home order for Orange County residents.

This had a tremendous effect on the local economy. In response, federal, state and local leaders, along with local business owners, worked together to begin charting a course of resuming economic activity with the goal of doing it in a safe and responsible manner. Specifically, Mayor Demings convened an Economic Recovery Task Force. This Task Force worked in tandem with Governor DeSantis' State Task Force for Phased Economic business reopenings throughout the State of Florida. Accordingly, local governments began planning for an eventual reopening of their facilities and services to the public in a safe, responsible manner.

The County Administrator created a "Reopening Workgroup" to plan protective measures that would be put in place to reopen Orange County buildings to employees and the public. This workgroup consisted of representatives from all Constitutional Officers and County departments. The County Administrator tasked Anne Kulikowski, Director of the Administrative Services Department, to chair this workgroup. Listed below are the representatives and their respective departments/agencies:

Anne Kulikowski – Administrative Services
Rich Steiger – Facilities Management
David Ingram – Convention Center
Hector Clemente – Convention Center
Dr. Yolanda Martinez – Health Services
Lavon Williams – Community and Family Services
Jonathan Phillips – Fire Rescue
Linda Brooks – Corrections
Michael Martin – Corrections
Edgar Cuartas – Utilities
Yolanda Triplett – Planning, Environmental and Development Services

Nancy Sharifi – Planning, Environmental and Development Services
Ralphetta Aker – Public Works
Ricardo Daye – Human Resources
Matt Suedmeyer – Parks and Recreation
Bill Cowles – Supervisor of Elections
Luis Torres – Supervisor of Elections
Jim Harrison – LYNX
Tiffany Homler – LYNX
Tellis Chandler – LYNX
Cathi Balboa – Clerk of Courts
John Ames – Clerk of Courts
Robert Wesley – Public Defender
Eric Gassman – Comptroller’s Office
Beth Watson – Property Appraiser’s Office
Matt Benefiel – Court Administration
Denise Demps – Sheriff’s Office

The Reopening Workgroup was guided by Federal, State and Local agencies, including:

- CDC and OSHA COVID-19 Guidance
- Florida Governor’s Executive Orders
- Florida State Department of Health
- Orange County Mayor’s Economic Recovery Task Force
- Florida Supreme Court Administrative Orders
- Transition Planning Documents from the Florida Association of Counties

Weekly calls with the workgroup guided several things:

- Provided an opportunity to share thoughts and ideas across agencies.
- Identified a consistent approach across facilities. This included purchasing items such as equipment, services and products.
- Developed processes and procedures for consistency across the County.
- Discussed what was effective as buildings reopened as well as what new ways of business could stay in place, such as on-line services and teleworking where applicable.

In addition to the Reopening Workgroup, sub-groups were formed in order to address specific needs for reopening. These included:

- **Courthouse Agencies Planning Team** – This team included representatives from Court Administration, the Clerk of Courts and staff from the County’s Facilities Management Division who met weekly to go through all necessary building preparations that would be required in order to open up the main Courthouse, as well as the Courthouse Branch locations. The reopening dates, as well as several building preparation measures for these facilities, were dictated by Florida Supreme Court Administrative Orders. Extensive planning and organization took place in order to get these facilities prepared to safely reopen to the public.
- **Facilities Management Planning Teams** – Management and staff from the Facilities Management Division held separate meetings with other agencies on a weekly basis to help them plan for appropriate building preparations and safety protocols specific to their building/service reopenings. These agencies included Family Services/Community Centers, Animal Services, and the History Center.
- **Technology COVID Task Force Team** – This team included members from the Information Systems and Services Division, Risk Management Division, Convention Center, and Health Services Department. There are numerous types of products, equipment, and technology that needed to be evaluated, pilot tested and researched in order to assess if it could be used to help make buildings cleaner and safer upon entry. Some examples included:
 - UV light technology to clean surfaces or install in HVAC systems
 - Use of MERV 8 or higher filters where feasible for building air handlers
 - Thermal imaging cameras for temperature checks
 - Disinfectant cabinets for devices and small equipment sanitation
 - Touchless sign-in systems for building entry

BUILDINGS

Orange County Government includes buildings that range from large scale office buildings to small maintenance shops. Listed below are the facilities in each district of the County that have a greater public access and larger workforce occupancy:

33RD STREET DISTRICT

Cassady Building
Sheriff's Sector IV Sub Station
Corrections - Correctional Support
Corrections - Booking and Release Center
Video Visitation Unit

EAST DISTRICT

Bithlo Community Center
Bear Creek Park Recreation Center
Taft Community Center
Sphaler Activity Recreation Center
East Orange Community Center
Winter Park Courthouse
Sheriff's Sector II
Utilities Admin Bldg & Landfill

DOWNTOWN DISTRICT

Orange County Courthouse
Orange County Administration Building
Internal Operations Centers I & II
Regional History Center

CENTRAL DISTRICT

Sheriff's Central Complex
Juvenile Assessment Center
Juvenile Justice Center
Mable Butler Building
Health Department
Work Release Building
Supervisor of Elections Complex
Animal Services Campus
Public Works Complex
Holden Heights Community Center
Presidents Drive Operations Center
Convention Center

WEST DISTRICT

Sheriff Evidence Facility
Mildred Dixon Activity Center
Pine Hills Community Center
Apopka Service Center
Ocoee Service Center
Lila Mitchell Community Center
Barnett Park Administration Building
John Bridges Community Center
Fleet Management Complex
Hal Marston Head Start and Community Center
Maxey Community Center
Sheriff's SWAT Team Facility

BUILDING PREPARATIONS

The safety and well-being of County employees and the public are always top priorities, and that is true now more than ever. The County is committed to significantly reducing the risk of occupants and visitors spreading or being exposed to disease in its buildings and workspaces. This especially includes highly trafficked and frequently used areas in all County facilities, such as lobbies and common areas, hallways and corridors, elevators, restrooms, conference areas and meeting rooms.

The Reopening Workgroup identified key equipment, services and products to purchase and install in all buildings to prepare for re-entry. Detailed below are those key items that were identified as necessary in order to make a building “physically ready” to accommodate the public for access:

Hand Sanitizer Stations – Hand sanitizer shall be available at building entrances, lobbies, customer service areas, and other identified areas where the public and or employees are present. Hand sanitizer stations shall be installed in County buildings in order to accommodate the high demand for hand sanitizer throughout the buildings’ common and lobby areas.

Sneeze guards for Customer Service Locations – Sneeze guards are custom built plexiglass panels installed at customer service desks and areas where County employees conduct business with the public. Sneeze guards provide an extra layer of safety for a County employee and the public when business is being conducted and cannot be socially distanced. Customer service areas in County facilities shall have sneeze guards installed.



Animal Services Facility



Hal Marston Community Center

Signage for Building Entrances, Common Areas, Lobbies, Elevators and Restrooms – Signage is the key piece in each building to help with social distancing. Signage is also being utilized to clearly communicate, educate, remind and highly encourage adherence to our health and safety protocols. All County buildings shall have necessary signage in place upon reopening. The Reopening Workgroup created a few approaches to have signage installed in County buildings:

- Signage was created and installed using computer aided drawings of County buildings. These drawings helped lay out appropriate and necessary signage in all common areas, hallways, corridors, elevators, restrooms and gathering areas.
- County facilities that do not have high public access, or employee-only common office areas received a “starter pack” of signs to install that promoted social distancing throughout office areas.
- Signage for face coverings, restrooms, breakrooms, and social distancing have also been done in Spanish.

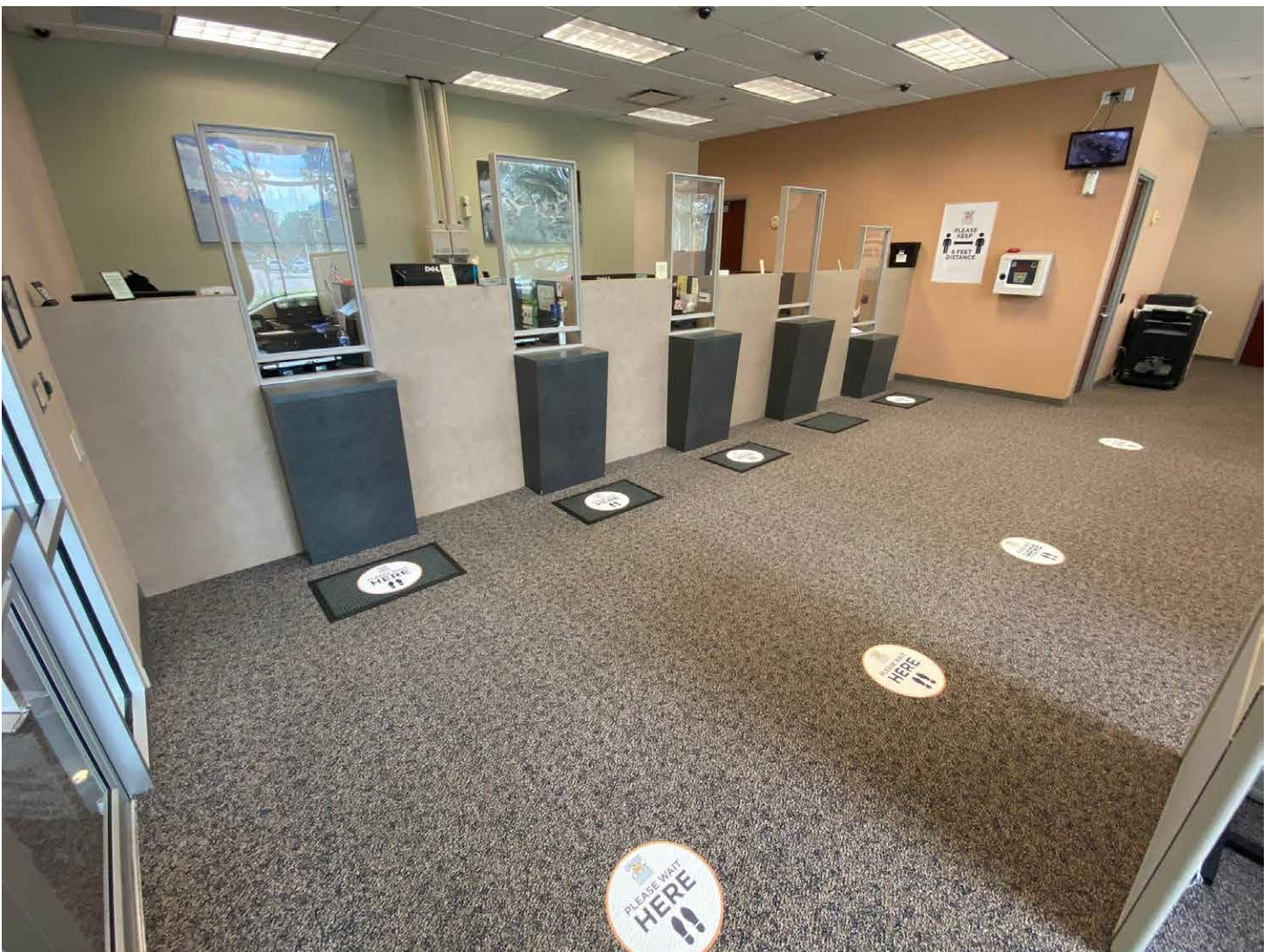
Building layouts were used to create signage throughout County buildings. The signage includes social distancing rules, floor markings, hand sanitizer station locations, and ingress/egress patterns.

Janitorial Services and Sanitizing Services - Cleaning surfaces throughout County buildings in high traffic areas is critical in order to keep the buildings safe, sanitized and virus free. In addition to current cleaning services provided by janitorial contractors, the County shall provide full-time day porters to several high traffic facilities whose sole purpose is to wipe down surfaces throughout the day.

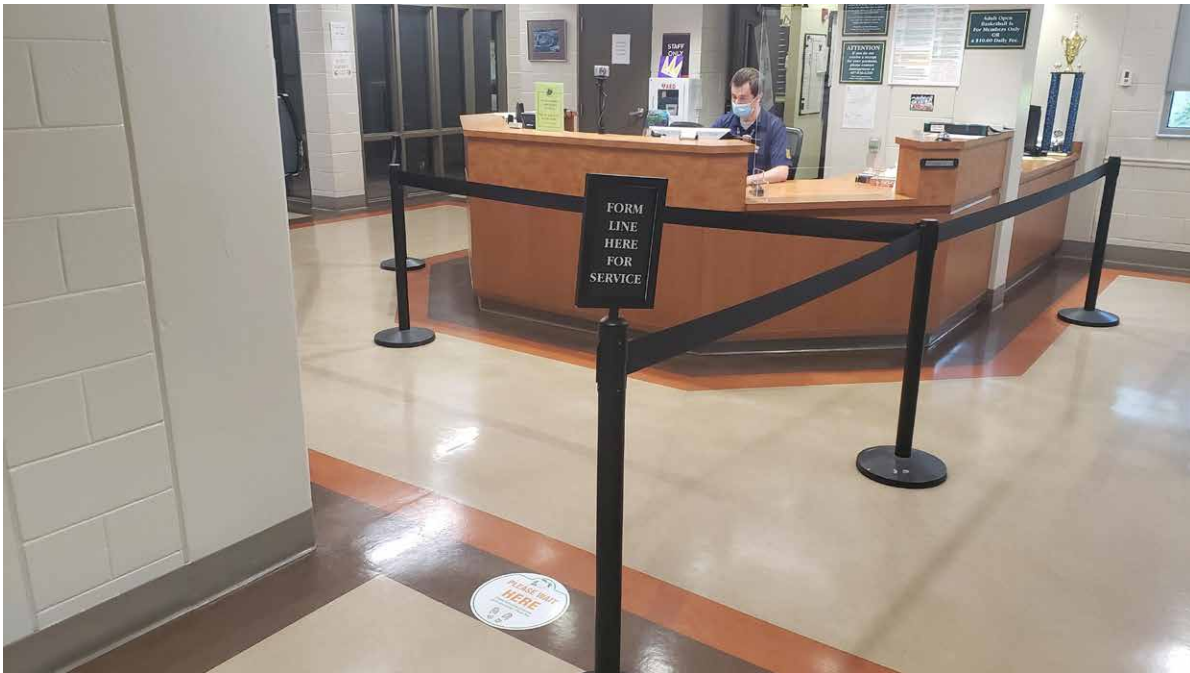
Signage examples in several Orange County buildings:



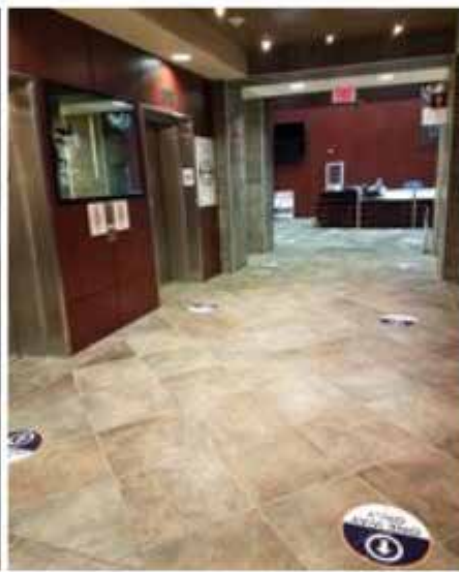
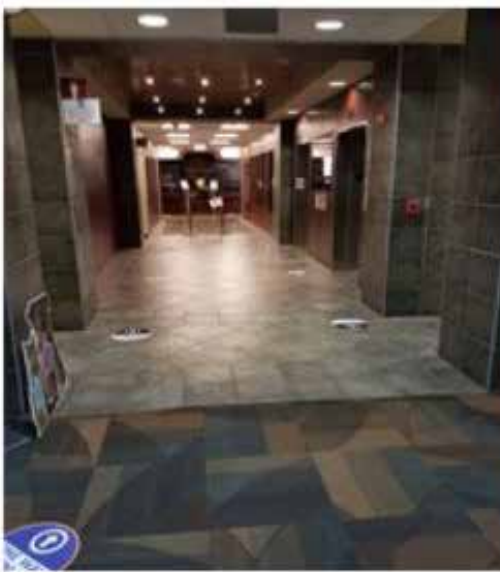
Orange County Convention Center



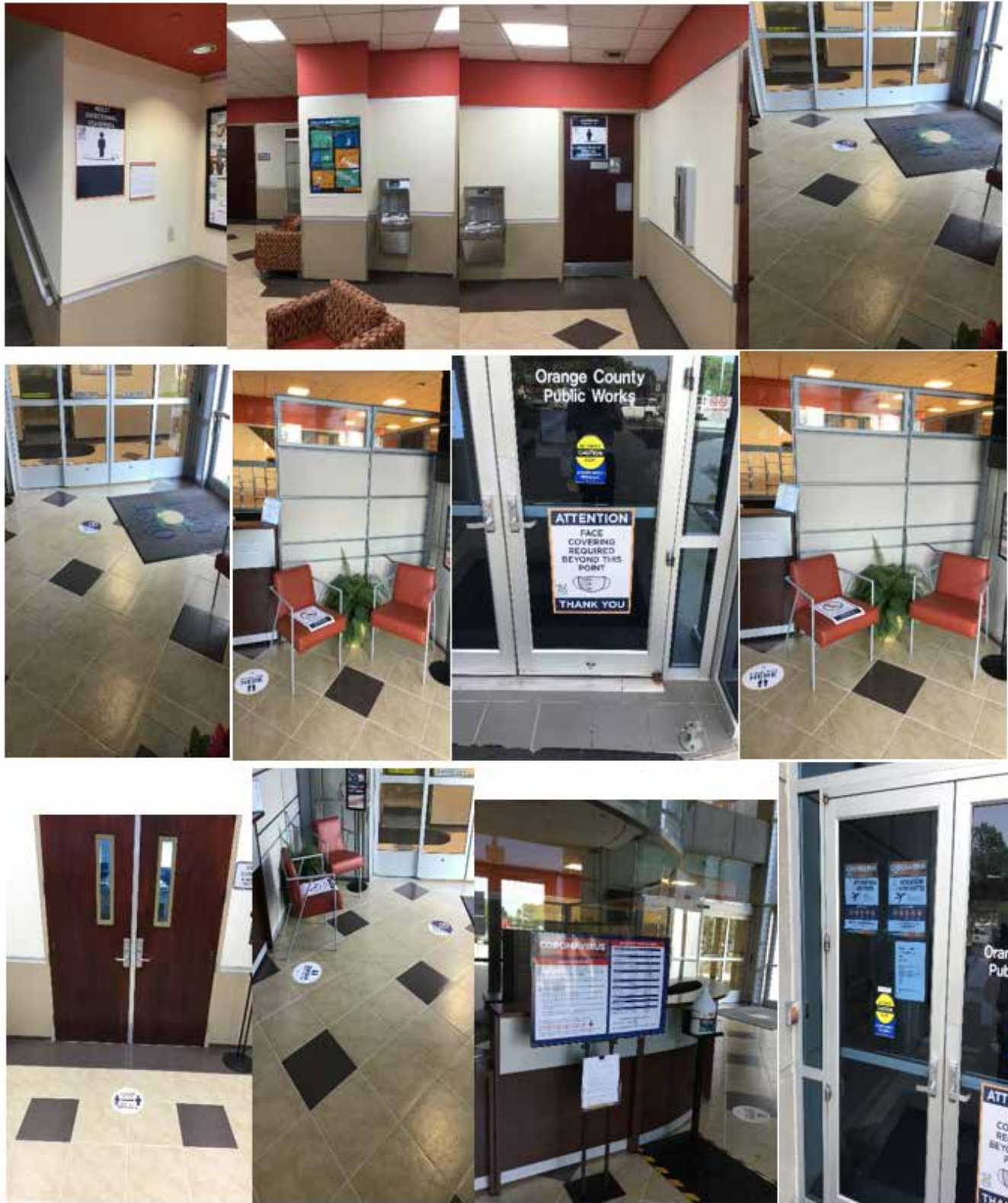
Orange County Parks and Recreation



County Administration Building



Public Works Administration



Corrections Support



Spanish signage is being created and will be installed alongside English signage:

6A Spanish



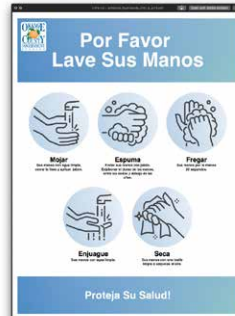
6B Spanish



10A Spanish



10B Spanish



14 Spanish



Nightly and Emergency Disinfecting Services – The County has contracts with several vendors that shall perform these services for high traffic areas, highly used offices, and public facing spaces that an employee or member from the public was known to be in and was confirmed to have COVID-19.

Building Systems and Equipment – In response to COVID-19, the County has taken a very aggressive approach in the maintenance of our buildings' HVAC systems. We have standardized the use of Camfil Farr 30/30 filters (MERV 8 or greater) to reduce the introduction of outside air contaminants in our air supply systems. We have implemented monthly coil cleaning to prevent contamination of evaporator coils to ensure clean air is provided to our buildings. All of our HVAC systems are set to maintain a RH (relative humidity) between 40% and 60% indoors to meet CDC guidelines. Controlling humidity levels will limit the spread and survival of viruses within a building if an outbreak was to occur. UV lighting and Bi-polar ionization equipment have been installed in several of our buildings and will continue to be installed in the remainder of air handlers in our HVAC systems. Both will assist in preventing and stopping potential viruses by disinfecting the air supplied to our spaces from our HVAC systems. These are proven methods recommended by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) in mitigating the spread of airborne COVID-19 in facilities.

Temperature Checks –Temperature checks are currently mandatory at the Courthouse and branch locations (by Florida Supreme Court Administrative Order), the Corrections Facilities and Video Visitation Building, Community Centers where summer camps are held, Fire Stations and Fire Operations buildings and the Convention Center. The use of temperature checks in other County facilities may be evaluated as buildings continue to reopen to the public. Factors to consider if temperature checks may be done at a facility include:

- If mandated by an order or agency in order to conduct business. Examples of this would be the Florida Supreme Court Administrative Order for courthouses and branches, or the Boys and Girls Club requiring the County's Community Centers to conduct temperature checks if operating summer camps for children in them.

- In facilities where all necessary measures should be taken for the building occupants in order to control the spread of COVID-19. This is a factor for both the Correctional Campus, Fire Stations, and the Convention Center, where close proximity to others and social distancing might be difficult and temperature checks are an added screening tool to enter a facility.

Resources are needed for both the staff and equipment to perform daily temperature checks at a facility. Therefore, a department or agency that is considering doing temperature checks at their facility will discuss this with the Reopening Workgroup and County Administration to verify the need, and if protocols, funding, equipment and staffing are obtainable to conduct the checks.

Face Coverings – Required to be worn for entry into County buildings, in all common spaces, and when in close proximity to others. This is for both public visitors and County employees. County employees lead the way when it comes to implementing protective measures to keep themselves, co-workers and the public safe. Employees must securely cover their noses and mouths with a face covering:

- When entering or exiting a County building or work facility;
- While within County buildings, facilities or common workspaces, and in transit to and from restrooms, offices, workstations, conference rooms, break rooms, hallways, elevators, etc.; and
- During personal interactions within six feet of another person.
- Face coverings will not be required for an employee who works alone in an office and nobody else is in their office.
- Face coverings will not be required for an employee who has a valid medical condition that prohibits the wearing of face coverings (see further explanation under Policies and Procedures).
- The County will provide face coverings to all employees. However, employees may wear their own disposable or reusable face covering so long as any images on the covering are not offensive as described in County Policy.

POLICIES AND PROCEDURES

Orange County Government has implemented a number of protective measures to reduce the spread of germs and risk of exposure to the Coronavirus. These measures include the policies, procedures and/or initiatives outlined below:

Teleworking

Teleworking is a temporary arrangement to allow eligible employees to continue their work remotely from home. This arrangement maintains essential operations and services, but more importantly, enables social distancing by reducing the number of people physically in the workspace as much as possible. County employees began working remotely on March 23, 2020 and telework remains in effect until further notice. Several documents, including Telework Guidelines, an Agreement, a Checklist and a Summary of Telework Performed, are posted on the external Coronavirus (COVID-19) Employee Resource page. A detailed communication was sent to managers and employees outlining eligibility, procedures, and related information.

Face Coverings

In accordance with Mayor Demings' Executive Order, effective June 20, 2020, written guidelines regarding the requirement for employees to wear face coverings while in the workplace is included in the County's Risk Management Safety Manual. These guidelines document Mayor Demings' stated expectation employees wear face coverings to reduce the risk of spreading and/or exposure to known and unknown diseases in County buildings and workspaces.

Until further notice, employees are required to wear supplied Personal Protective Equipment (PPE), to include face coverings and disposable gloves, designed to reduce the risk of exposure

and/or infection. Directors and managers are responsible for ensuring adequate supplies of PPE are on hand and that employees are complying with PPE requirements.

If an employee indicates, she/he is unable to wear the required PPE or requests a related reasonable accommodation under the Americans with Disabilities Act (ADA) (e.g., non-latex gloves, alternative face shields, etc.), the employee's supervisor will immediately notify Human Resources. Human Resources is responsible for ensuring the employee's request is addressed in accordance with the County's ADA process.

Managing Exposure Guidelines

In the County's work environments, the risk of exposure may vary depending on an employee's requirement to perform tasks within close contact of individuals known to be, or suspected of being, infected with Coronavirus (COVID-19). For purposes of identifying employees who may be at potential risk, job tasks may be broken into three (3) categories; high, medium and lower risk.

Directors and managers are expected to closely adhere to the "Managing Exposure Guidelines" and take every possible precaution to minimize everyone's risk of exposure to Coronavirus (COVID-19). Many employees, at all three risk levels, continue to work and deliver essential County services within the workplace. Managers are encouraged to continually re-evaluate staff's work and re-assign employees as practical to work remotely from home. Employees should perform work in County buildings or workspaces as required or as necessary per management's discretion, or as County COVID-19 guidelines change in accordance with CDC guidelines.

If an employee is exposed to Coronavirus (COVID-19), she/he is expected to disclose this information to their supervisor and complete a COVID-19 Exposure Questionnaire. The questionnaire is intended to assist in determining when an employee may work remotely from home, continue to work at her/his usual location

with protective gear (and monitor conditions), or when self-quarantine or self-isolation at home is required. If confirmed positive with COVID-19, an employee is required to self-isolate or self-quarantine from her/his workplace immediately in accordance with guidelines from the Centers for Disease Control and Prevention (CDC).

Contact Tracing

Consistent with CDC contact tracing guidelines, County managers are encouraged to gather as much information as possible from the impacted employee to help identify everyone with whom she/he may have had close contact (within 6 feet for a cumulative total of 15 minutes in a 24 hour period) during the time when the employee may have been infectious. Staff members identified by the infected employee as having had close contact will be notified about their potential exposure to a “positive case” as soon as possible. Those employees will also be requested to self-quarantine for 14 days and consult with a health professional for testing/follow-up. Areas within the workplace occupied by employees who have been exposed to the virus are sanitized. This guidance is subject to change per CDC or other appropriate guidance.

Return to the Workplace

Managers are encouraged to remain in contact with employees who are self-quarantined or self-isolated in order to monitor their well-being and their ability to safely return to the workplace. Employees may return to the workplace in accordance with the CDC guidelines as follows:

Release by a healthcare professional and 3 days (72 hours) with no fever (without fever-reducing medication), significant improvement in other symptoms, and 7 days since the onset of symptoms.

Families First Coronavirus Response Act (FFCRA) – Employee COVID-19 Leave Benefits

The FFCRA went into effect on April 1, 2020 and is applicable through December 31, 2020. An overview of the Act and employee rights is on the external COVID-19 Employee Resource page along with a list of FFCRA Frequently Asked Questions, job aids for both employees and managers, and request forms for both Emergency Family and Medical Leave Expansion Act (EFMLEA) and Emergency Paid Sick Leave (EPSL). Employees who qualify can apply for the benefits under the EFMLEA and/or EPSL for reasons specific to COVID-19. County leave forms for both benefits are posted for employees' access.

Coronavirus (COVID-19) Communication

County employees received the Coronavirus (COVID-19) related information and resources listed below:

- A Coronavirus (COVID-19) updates page on OrangeNet (Intranet) with all information related to the pandemic, including Coronavirus (COVID-19) related policies and procedures, wellness and mental health resources, executive orders and Frequently Asked Questions
- An external Coronavirus (COVID-19) Employees Resources page that mirrors the OrangeNet page
- Weekly communication from Mayor Demings with the latest employee-related information sent to both personal and county email addresses
- HR Newsflashes for all of Mayor Demings' news conferences and Coronavirus (COVID-19) related policies/procedures (i.e., testing, Families First Coronavirus Response Act, etc.)
- Coronavirus (COVID-19) related banners on OrangeNet, including direct links to news conferences and policies/procedures
- Memos from HR Director Ricardo Daye to all directors and managers prior to the implementation of Coronavirus (COVID-19) related processes and procedures

Employee Training

In alignment with the County's culture of care, a training video

entitled “Workplace Safety during COVID-19” was created. The training video is designed to acknowledge concerns and address what each employee can do individually to protect themselves, what the County has put in place to provide a safe environment for employees, and what employees can do to protect each other. In addition, a version specifically for supervisors has been developed to provide guidance on keeping employees and customers safe, as well as how to navigate situations where the Mayor’s Executive Order regarding face coverings, is not being followed.

Additionally, employees continue to have access to self-paced eLearning courses on topics such as mental health, handling stress, working remotely, and managing remote teams through the County’s Learning Management System, myOCLearn. This includes this year's 2020 Health Summit as theme was "Finding Joy in Turbulent Times."

The health and well-being of employees remains a top priority and Orange County Government is committed to doing everything possible to ensure all work sites are safe for everyone.

SUMMARY OF WORKGROUP AND REOPENING DATES

The Reopening Workgroup organized and planned to put protective measures in place to reopen Orange County buildings to employees and the public. This was done with input from all Constitutional Officers and Departments in Orange County. Building preparations that were discussed and implemented used a consistent approach to purchase equipment, products and services. Procedures for building re-entry were implemented to make Orange County's buildings safe and clean to enter.

While the Reopening Workgroup identifies and verifies that key components are in place for a facility to reopen, reopening dates for County facilities will depend on several determinants to decide when full public access will resume. These factors will include, but are not limited to:

Updates or changes to the Governor's or Mayor's Executive Orders

- On Wednesday, September 30, Governor DeSantis issued Executive Order 20-246, which assists the transition to Phase 3 by providing local government bodies with an additional one-month period to conduct their meetings virtually. Therefore, starting on November 1, 2020, Orange County will be required to meet in person as required by Florida law. Orange County is currently preparing to meet this criteria for Board of County Commissioner and Advisory Board meetings held in County buildings.
- Any changes to or new Executive Orders from the Governor that deal with transitioning to Phase 3/full reopening will be a determinant for planning to reopen County buildings.

Data from the County Health Department on COVID Cases in Orange County

- Data is provided to and analyzed daily by State and Local health officials to determine the number of COVID cases throughout Orange County, as well as hotspots in areas that see increased cases. This data is shared with the County Mayor and Administration to help determine if Orange County services should be provided on-line, in-person, or a hybrid of both. This data will also be used to guide reopening dates for County facilities. A few examples of public health indicators are listed below:
 - Positivity rates below double digits for a trend period.
 - The County will consider any increases in hospitalizations and deaths provided by the Health Department data.

- The County will consider positive test results and quarantine numbers among its workforce, specifically for each building to determine if any clusters or outbreaks could affect opening or closing.
- When widespread vaccination becomes available for first responders, health care workers, and assisted living residents.

Review of Department Reopening Plans

- County departments have assessed how their services are being conducted while buildings are closed to the public, as well as planned for how to provide those services as buildings reopen to the public. We have been able to provide the vast majority of our services to the public with little or no disruption due to enhanced use of technology, appointment systems, and creativity. These new approaches have resulted in improved customer convenience in many cases. Accordingly, we will continue with new service delivery models in many departments that will preclude the need for the public to physically visit County offices, or greatly reduce the number of customers that need in-person meetings. As full public access is restored, customers/citizens may interact with us differently, but each department will ensure there is no decline in customer service or responsiveness. Departments will determine the appropriate balance of in-person staffing to telecommuting staffing to meet customer needs.
- In some cases, County departments may enact a “rolling” reopening of buildings. For example, we will reopen full public access to community centers in stages to ensure our protective measures are as effective as planned in a high activity environment. This will enable us to determine if any adjustments are necessary, allow us the opportunity to quickly make those changes, and then plan for the next set of centers to open based on new knowledge.

Several Orange County Departments and Agencies have reopened in a limited capacity. Below are the dates and services that have reopened through November, 2020:

Clerk of Court

- **May 4** – Branch offices open by appointment only for marriage licenses
- **May 26** – Marriage ceremonies and passports open by appointment only

Tax Collector

- **May 4** – All offices open by appointment only for customers

Orange County Library

- **May 18** – 5 locations reopened at 25% capacity for essential services

Animal Services

- **May 22** – Opened for pet adoptions, surrenders, and reclaimed animals by appointment only

Supervisor of Elections

- **June 1** – Reopened to public with limited access/call ahead appointments

Orange County Courthouse and Branches

- **June 1** – Courts reopened for non-jury trials
- **June 29** – Due to spike in COVID-19 cases throughout the State of Florida, rolled back to Phase I of court facilities; effectively closed to the public
- **September 21** – The Circuit moved to Phase 2 in Orange and Osceola Counties – Limited in-person contact is authorized for certain purposes and/or requires use of protective measures, including non-jury trials
- **October 23** – Grand Jury convened in Courtroom 23
- **October 24** – The Court brought in 60 jurors every Monday, Wednesday, and Friday to begin Jury selection and trials

John Bridges Community Center and Spahler Activity Center

- **June 8** – Reopened for summer camps

Parks and Recreation

- **May 22** – Boat ramps reopened, camping was permitted
- **June 5** – Camping (individual) allowed to resume
- **June 9** – Athletic Fields for youth only
- **August 8** – Cypress Grove Estate House reopened
- **August 22** – BMX Track reopened
- **September 19** – Playgrounds reopened
- **October 10** – reopenings include:
 - Pavilion and group rentals
 - Camping (groups)
 - Splash pads
 - Adult outdoor sports
 - Clarcona Horse Park



DEPARTMENTAL/OFFICES OPERATIONS PLANS

Orange County Departments have created individual reopening plans for their areas of business. These plans detail services that may reopen to the public, services that will continue to be conducted on-line, and the continuance of employee telecommuting and flexible in-office schedules where applicable.

Below is a list of each department/office and where to look to find their individual plans:

Administration and Fiscal Services 30

County Administration

- Mayor’s Office || Commissioners’ Offices ||

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Arts and Cultural Affairs

Department-wide Guidelines

Employee Health Concerns – Following general County Government Guidelines, employees are instructed to stay home if they do not feel well. Employees who are exhibiting any of the symptoms of COVID-19 on County property are instructed to immediately notify their manager/supervisor.

Additional resources, forms, guidelines and information on COVID-19 for employees and supervisors can be found at the Orange County Government's Orangenet page at <https://orangenet.ocfl.net/hr/Pages/Coronavirus.aspx>.

Enhanced Cleaning & Sanitation – The frequency of cleaning, sanitizing and disinfecting has been increased throughout the day with an emphasis on frequent contact surfaces including door handles, conference rooms and breakrooms. Areas such as elevators and restrooms are cleaned in accordance with directives by Orange County Facilities.

Hand Washing – Hand washing is one of the most effective ways to combat viruses. Hand washing posters will be placed in all common areas. Hand washing signs follow the CDC guidelines.

Hand Sanitizers – Hand sanitizer dispensers, touchless whenever possible, will be placed at key customer and employee entrances and contact areas such as large meeting rooms, lobbies, reception areas, and entrances. Personal hand sanitizer bottles will be provided to each staff member. Each staff member will be responsible for refilling when needed.

Personal Protective Equipment (PPE) / Masks – The use of face coverings / masks is mandatory in all customer-facing and common areas of our facilities. All employees have been provided with washable and reusable cloth masks. Disposable masks, surgical gloves, face shields and other personal protective equipment (PPE) are available for personnel based on job functions. While working by themselves at their assigned work spaces (cubicle, office etc.), employees are not required to wear their masks.

Social / Physical Distancing – Employees are required to continue adhering to social or physical distancing guidelines. In customer-facing areas, practice physical distancing by standing at least six (6) feet away from other groups of people while standing in lines, using elevators or moving around the facilities. Tables, chairs, and seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six (6) feet away from customers and other employees whenever possible. No handshaking.

Teleworking – All meetings are virtual and the manager connects with staff virtually to ensure the safety of our workforce through minimizing physical contact with others.

There will be no art openings at the County Administration Center until the building is opened to the public.

Fiscal & Business Services Division

Business Readiness Reopenings

The Fiscal & Business Services (FBS) Division is located on the 3rd floor of the County Administration Building. The business readiness plan as Orange County phases reopening facilities and services back up to the public is as follows.

Teleworking Continues – The Manager comes to the work location as normal. All other staff have telecommuted and have been very productive remotely working from home and communicating with outside agencies like conduit authorities, FEMA, FDEM, and the national credit rating agencies. FBS plans for the near term are to have the Manager on-site and to continue other staff teleworking and doing online meetings as needed. The Manager and Assistant Manager continue participating in virtual procurement selections on behalf of County Administration and FBS.

Credit Ratings – all County credit ratings have been reviewed via virtual meeting processes following the pandemic shutdown, with no rating changes so far.

Conduit Finance – The conduit authorities are holding online meetings under the Governors public meetings order. This will continue until the County Administration Building re-opens and it is safe and advisable to hold physical meetings again. FBS and County Attorney's Office work with the authorities to help them conduct business which often leads to construction or project financing that helps reopen the economy.

FEMA, FloridaPA – FBS staff can easily access these external resources from any web enabled location and from multiple device types.

Go-Forward Plan

- Reception areas in adjoining OMB will remain fully staffed on-site to ensure public access to information and resources.
- Cleaning and sanitization processes carried out for all staff in the County Administration Building.

Human Resources COVID-19 Business Continuity Plan

Human Resources (HR) has evaluated its essential programs and services and has developed a short-term plan for continuing to serve and support employees, departments, management and the public without disruption, during the lingering threat of the pandemic.

In an effort to minimize the risk of exposure or the potential spread of the virus due to close, prolonged contact between individuals, several initiatives have been taken, in partnership with Facilities, to adapt how our physical building and office spaces are accessed and occupied. These initiatives include:

- Installed sneeze guards at counters and other points of customer contact,
- Repositioned seating in the lobby area, placed social distancing markings and other signage to redirect the flow of foot traffic and prohibit close contact between people, and
- Placed contactless hand sanitizer stations on the first and second floors of IOC-1

Similar adaptations have been made to physical work spaces used by HR Service Center staff sharing space and delivering services at several departments.

HR continues to provide services in the following functional areas without disruption:

- Benefits and Wellness
- Employee Records Management
- Compensation and Employment
- Compliance and Employee/Labor Relations
- Employee Communication
- HR Information Services
- HR Service Centers (eight locations)
- Organizational Development and Training

Continuity Plan

HR assessed how well the division has functioned with most staff in a work-from-home and in other modified work capacities over the past few months. It was noted that services, programs or activities that were delivered using a remote staffing model remained safe, effective and has met the service needs and requirements of departments and employees. While limited staffing will be maintained to provide core services during normal business hours at HR's main office location (450 E. South Street), HR employees will continue to work remotely based on management discretion.

From time to time, it may be necessary for staff providing certain services that are not conducive to remote delivery, to perform their job responsibilities in the physical work environment. When this service delivery method is required, staff work schedules will continue to be staggered to ensure a limited number of individuals in the physical workplace at any one time. In many cases, these services will be coordinated in advance with anticipated customers and by appointment only.

Among the specific services required to be performed face to face in HR facilities include:

- Employee Service Awards
- Employment Interviews (on an ad hoc basis)
- Fingerprinting
- Grievance submittals
- ID Badges/Onboarding documentation
- Onsite Wellness Coach, Blood Pressure Checks and Biometric Screening
- Passport Training Graduation
- Pre-Determination & Grievance Hearings (on an ad hoc basis)
- Random Drug Testing
- Retirement Planning/Benefits Consultation
- Testing and Assessments
- Union negotiations
- Employee Training (on an ad hoc basis)

In summary, HR staff will continue working from home based on management discretion and as long as services are being delivered safely, effectively and meet the needs and requirements of departments, employees and the public. When staff are required to work their regular or staggered shifts from our offices, the following guidelines will apply:

- All employees will use disposable gloves, frequently wash their hands and/or use sanitizer as recommended, wear a face covering and practice social distancing in accordance with County policy. Face coverings will continue to be provided to employees and will be replenished as needed.
- Staff will either perform or coordinate the routine cleaning and disinfecting of “high touch” surfaces in all common areas, offices and workspaces, used during customer interactions.

HR will continue to evaluate both the services provided to departments, employees and the public and the appropriate staffing model to ensure the continued health and safety of staff and customers. We will continue to partner with departments to determine the required levels of support needed and adapt our services and support as necessary.

Information Systems and Services (ISS) COVID-19 Business Continuity Plan

ISS currently utilizes a hybrid business support model that combines telecommuting (working remotely) with on-premise support. This model allows us to provide the highest level of support with regard to the daily technology needs of Orange County and Elected officials during the ongoing pandemic.

The below examples represent only a subset of the different divisions within ISS, but all teams follow similar guidelines.

- **Warehouse:** The warehouse remains open for deliveries and tagging with the Comptroller. The team processes tickets, stages equipment for pickup, makes P-Card purchases, etc.
- **Radio Services:** The shop remains open. The counter has a sneeze guard to protect both employee and visitors, staff wear masks, and the area is constantly cleaned. The office space is limited to Radio team members only.
- **Mobile Device staff:** The office remains open for clients, who are restricted to the back bay area. Staff observe appropriate distance and wear masks and gloves.
- **Network and Unified Communications:** Network devices can be maintained both remotely and on-site as needed, and meetings and conference calls are held remotely with staff and clients.
- **Application Development, Database Administrators, System Engineers:** Employees are working remotely at this time.

Continuity Plan

ISS recommends that the division continue to utilize this model for the upcoming months. We have selected jobs for teleworking when performance can be assessed by output (e.g., scheduled results, well-defined deliverables and milestones), and trained the managers of remote workers to be good planners, as well as to be open to the idea of managing employees for outputs more than for instant access.

The following divisions continue to operate both on-premise and remotely:

- Desktop Services
- Support and Service Center
- 911
- 311
- Videoconferencing Team
- Security
- Fiscal Team

Office of Management & Budget COVID-19 Workforce Readiness Business Plan

Department-wide Guidelines

Employee Health Concerns

Following general County Government Guidelines, employees are instructed to stay home if they do not feel well. Employees who are exhibiting any of the symptoms of COVID-19 on County property are instructed to immediately notify their manager/supervisor.

Additional resources, forms, guidelines and information on COVID-19 for employees and supervisors can be found at the Orange County Government's Orangenet page at <https://orangenet.ocfl.net/hr/Pages/Coronavirus.aspx>.

Enhanced Cleaning & Sanitation

The frequency of cleaning, sanitizing and disinfecting has been increased throughout the day with an emphasis on frequent contact surfaces including door handles, conference rooms and breakrooms. Areas such as elevators and restrooms are cleaned in accordance with directives by Orange County Facilities.

Hand Washing

Hand washing is one of the most effective ways to combat viruses. Hand washing posters will be placed in all common areas such as OMB's kitchen. Hand washing signs follow the CDC guidelines.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key customer and employee entrances and contact areas such as large meeting rooms, lobbies, reception areas, and entrances. Personal hand sanitizer bottles will be provided to each staff member. Each staff member will be responsible for refilling when needed.

Personal Protective Equipment (PPE) / Masks

The use of face coverings / masks is mandatory in all customer-facing and common areas of our facilities. All employees have been provided with washable and reusable cloth masks. Disposable masks, surgical gloves, face shields and other personal protective equipment (PPE) are available for personnel based on job functions. While working by themselves at their assigned work spaces (cubicle, office etc.), employees are not required to wear their masks.

Social / Physical Distancing

Employees are required to continue adhering to social or physical distancing guidelines. In customer-facing areas, practice physical distancing by standing at least six (6) feet away from other groups of people while standing in lines, using elevators or moving around the facilities. Tables, chairs, and seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six (6) feet away from customers and other

Risk Management and Professional Standards COVID-19 Workforce Readiness Business Plan

Purpose

Orange County Risk Management and Professional Standards (RM/OPS) staff and facilities have been fully operational throughout the COVID-19 pandemic and continue to be today. The purpose of this plan is to describe the guidelines and measures we are taking to ensure our facilities and workforce remain ready to continue safe operations during the COVID-19 pandemic and to prepare for an eventual reopening to teleworkers and the public. This plan represents what we will do to keep our employees, customers, and community safe. Each division may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitation methods, policies from the Centers for Disease Control and Prevention (CDC), Orange County Government, state and federal mandates.

Department-wide Guidelines

Employee Health Concerns

Following general County Government Guidelines, employees are instructed to stay home if they do not feel well. Employees who are exhibiting any of the symptoms of COVID-19 on County property are instructed to immediately notify their manager/supervisor.

Additional resources, forms, guidelines and information on COVID-19 for employees and supervisors can be found at the Orange County Government's Orangenet page at <https://orangenet.ocfl.net/hr/Pages/Coronavirus.aspx>.

Enhanced Cleaning & Sanitation

The frequency of cleaning, sanitizing and disinfecting has been increased throughout the day with an emphasis on frequent contact surfaces including door handles, conference rooms and breakrooms. Areas such as elevators and restrooms are cleaned in accordance with directives by Orange County Facilities (IOC I) or Jones Lang Lasalle (Magnolia Place).

Hand Washing

Hand washing is one of the most effective ways to combat viruses. Hand washing posters will be placed in all common areas such as bathrooms and breakrooms. Hand washing signs follow the CDC guidelines.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key customer and employee entrances and contact areas such as large meeting rooms, lobbies, reception areas, entrances, stairs, and elevators. Personal hand sanitizer bottles will be provided to each staff member. Each staff member will be responsible for refilling when needed.

Personal Protective Equipment (PPE) / Masks

The use of face coverings / masks is mandatory in all customer-facing and common areas of our facilities. All employees have been provided with washable and reusable cloth masks. Disposable masks, surgical gloves, face shields and other personal protective equipment (PPE) are available for personnel based on job functions. While working by themselves at their assigned work spaces (cubicle, office etc.), employees are not required to wear their masks.

Masks should be worn in county vehicles if there is more than one occupant and the air conditioning system must be set to the fresh air mode to avoid the air recirculation mode.

Health Screenings

Infrared Temperature Checks

RM/OPS have contactless thermometers in each facility. Employees arriving at work are required to report to their respective work areas to immediately have their temperature checked by designated staff. Supervisors will be assigned the responsibility for ensuring each of their employees complies with these daily requirements.

RM/OPS employees whose temperature reading is $\geq 100.4^{\circ}\text{F}$ will be required to wait 10 minutes for a second temperature check. If the second temperature check is $< 100.4^{\circ}\text{F}$, they can proceed to work. If the second temperature check again reads $\geq 100.4^{\circ}\text{F}$, the employee will be required to go home (See Appendices 5.1 and 5.2 developed by Human Resources).

Social / Physical Distancing

Employees are required to continue adhering to social or physical distancing guidelines. In customer-facing areas, practice physical distancing by standing at least six (6) feet away from other groups of people while standing in lines, using elevators or moving around the facilities. Tables, chairs, and seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six (6) feet away from customers and other employees whenever possible. No handshaking.

Virtual meetings, conference calls, and single occupant County vehicle assignments are highly encouraged and should be implemented to ensure the safety of our workforce through minimizing physical contact with others.

Teleworking

RM/OPS have reviewed their operations to determine which employees are able to telework successfully. Success includes meeting all customer service levels and operational demands in a virtual environment, while keeping our employees safe at home. We will continue to leverage teleworking for the foreseeable future.

Signage

Signage for building entrances, common areas, lobbies, elevators, restrooms and other areas will be installed at RM/OPS consistent with the signage installed at the County Administration building.

Customers and Visitors

Face Coverings / Masks

The use of face coverings / masks is mandatory for all customers and visitors entering any RM/OPS building. If visitors or customers do not have a face mask, a complimentary face mask will be provided.

Health Screenings

Daily Health Questionnaire and Visitors Notice

RM/OPS do not receive customers on a daily basis. Each division has customized their process to ensure staff and visitors are safe. (See Appendices 5.1 and 5.2 developed by Human Resources).

Facilities

A breakdown of the different RM/OPS facilities is provided below along with the measures that have been implemented to ensure safe operations and employee safety.

Risk Management

Daily Operations

Risk Management continues to remain operational. Safety and Environmental continue to work in the field conducting facility inspections, petroleum tank inspections and maintenance, and loss investigations. All staff are supplied with PPE to ensure employee safety.

Claims and Risk Transfer continue to operate via virtual meetings and conference calls and the majority of employees in these sections are engaged in telework.

Office of Professional Standards

OPS has remained open and providing services throughout the pandemic. All potential candidates who come to the office for fingerprints are required to wear a mask. Additionally, all equipment is sanitized before and after each candidate. Employees use masks, face shields and surgical gloves when performing fingerprinting services.

The Misconduct team continues to perform investigations. An increase in the use of telephone interviews and WebEx interviews has occurred. When in-person interviews are conducted, the interview takes place in a conference room where proper social distancing can be practiced. Both the interviewer and interviewee are required to use PPE and the table and chairs are sanitized both before and after the interview.

Appendices

Employee and Visitor Daily Health Questionnaire

COVID-19 Questionnaire

Reason for visit: _____

Temperature: _____

Please let us know if you have any of the following in the past 14 days:

	YES	NO
Fever greater than 100° F Cough	<input type="checkbox"/>	<input type="checkbox"/>
or Difficulty Breathing Recent Flu	<input type="checkbox"/>	<input type="checkbox"/>
or Pneumonia	<input type="checkbox"/>	<input type="checkbox"/>
Have you been notified that you may have been exposed to COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Have you traveled outside of the United States, including cruise ship travel?	<input type="checkbox"/>	<input type="checkbox"/>
Have you had contact with anyone who has confirmed COVID-19 or who is awaiting lab results to rule out COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>

To keep employees and residents safe, we are asking for your help in minimizing the potential spread of germs.

If you answered yes to any of the above, we kindly ask that you postpone your visit. Thank you for your understanding and cooperation.

Visitor/Employee Signature _____ Date _____

Do you want someone to contact you to reschedule? Yes or No

Name: _____ Phone: _____

Email: _____

Notice to Visitors

NOTICE TO VISITORS

To keep customers, employees, residents and visitors safe, we are asking for your help to minimize the potential spread of germs. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps we are implementing to help reduce the potential spread of the Coronavirus (COVID-19).

At this time, we request that you do not visit any County office or facility if any of the following apply to you:

- have or have had any symptoms of respiratory illness, such as cough, fever, shortness breath, etc. within the last 14 days
- spent time with anyone exhibiting any of the symptoms listed above within the last 14 days
- have traveled out of the United States, including cruise ship travel, within the last 14 days
- had contact with anyone who has confirmed COVID-19 or who is awaiting lab results to rule out COVID-19 within the last 14 days

If you meet any of these criteria, please postpone your visit. If you have an appointment we will be happy to assist you in rescheduling.

Upon arrival at a facility or program office, please check in with the front desk staff to answer a brief questionnaire to make certain you do not pose a possible health risk.

Thank you for your cooperation as we all work together to keep our community healthy. Should you have any questions, please feel free to contact us.

Mayor's Office || Commissioners' Offices || County Administration Re-opening Plan

Background:

This Re-opening Plan has been developed in coordination with the Mayor's Office, County Commissioners' Offices, County Administration, the Communications Department, and ISS Support and Security Staff. It provides key recommendations for maintaining continued operations safely as the County Administration Building "re-opens" for public access. These plans, which continue to evolve based upon real-time experiences, will continue to be refined as necessary.

Mayor's Office:

Physical

- Enhancements to reception area including installation of plexiglass screens, hand sanitizing stations, signage, and social distancing floor markers completed and will remain in place

Operational

- Maintain all meetings with Mayor as virtual meetings (with limited exceptions)
- Resumption of in-person meetings (with staff) will require adherence to social distancing guidelines
- Develop option for "touchless" kiosk registration via personal device (individual registration options from personal devices under evaluation by ISS)

Staffing

- Chief of Staff and Deputy Chief of Staff present full-time
- Rotational teleworking schedule requiring staff be present in office a minimum of 50% of time; a minimum of one Administrative Support staff must be present at all times
- Communications will continue implementing teleworking as necessary based upon current COVID-19 related community conditions ensuring appropriate office coverage for each division

County Commissioners' Offices:

Physical

- Enhancements to reception area including installation of plexiglass screens, hand sanitizing stations, signage, and social distancing floor markers completed and will remain in place

Operational

- Resumption of in-person meetings will require adherence to social distancing guidelines;

meeting locations determined based on social distancing needs

- Develop option for “touchless” kiosk registration via personal device (individual registration options from personal devices under evaluation by ISS)
- **District 1** – Office open/fully staffed; retain teleworking as a future option Social distancing and PPE requirements will remain in effect Office will use a combination in person and virtual meetings
- **District 2** – Office open/fully staffed; will resume in person meetings depending on comfort level of guests and PPE will be encouraged; staff will reevaluate safety measures in place upon building reopening as part of decision-making process
- **District 3** – Office open/fully staffed: no in person meetings yet, will utilize Webex meetings until further notice
- **District 4** – Office open/fully staffed; in-person meetings with PPE and social distancing in effect until further notice
- **District 5** – Office will continue to do all meetings, including town halls and Community Meetings virtually
- **District 6** – Virtual meetings and conference calls; no in person meetings until masks, face coverings, and social distancing are no longer required

Staffing

Staffing plan varies by Commission District, reflecting various levels of teleworking and office coverage:

- **District 1** – Office open/fully staffed; retain teleworking as a future option
- **District 2** – Office open/fully staffed
- **District 3** – Office open/fully staffed; in-person meetings tbd
- **District 4** – Office open/fully staffed; in-person meetings tbd
- **District 5** – Office open/rotating single staff person present; maintain teleworking
- **District 6** – Office open/one staffer will continue telework and other in office fulltime

County Administrator’s Office:

Physical

- Enhancements to reception area including installation of plexiglass screens, hand sanitizing stations, signage, and social distancing floor markers completed and will remain in place
- Install additional signage and floor markers as necessary for the service entrance corridor and elevator

Operational

- Continue implementing virtual meetings depending upon number of attendees

- Revert to in-person meetings of 10 people or less with Social Distancing and PPE guidance in place
- See recommendations regarding Recurring Meetings and Use of Fifth Floor Conference Rooms provided below

Staffing

- Office fully staffed by Management; retain teleworking as potential option based upon current COVID-19 related community conditions
- Rotational teleworking schedule for Administrative Support staff generally reflecting teleworking two days per week; however requirements may be adjusted weekly as necessary to ensure appropriate coverage and support and based on current COVID-19 related community conditions

Board of County Commissioner (BCC) Meetings:

Social Distancing

- Continue implementing social distancing and PPE guidance for members of the public who attend Board of County Commissioners Chambers when in-person meetings resume.
- Signage in Board of County Commissioners Chambers on where to sit and stand have been installed by Facilities and have been activated during Board of County Commissioner (BCC) Meetings with multiple attendees from the public present
- Continue to utilize social distancing chairs in lobby and potentially permitting area depending on attendance numbers
- To accomplish social distancing on dais, implement Physical Quorum measures that were in place prior to all virtual meetings.
- Plexiglass has been installed throughout the dais and public comment areas of Chambers.
- Phase out WebEx Virtual meetings over the course of one to two months

Staff Presentations Participation

- Continue having staff presentations and participation managed from Executive Conference Room to help maintain social distancing before reverting back to in-person staff presentations in the BCC Chambers

In-Person Public Comments

- Public comment in person will be held using Room 105 until further notice.

Virtual Public Comments

- Continue accommodating virtual public testimony in order to be flexible with residents who need more time to feel comfortable coming in person, until further notice
- Public comments submitted online will be entered into the record but not read.

Public Attendance

- As the general public resumes in-person attendance, social distancing guidelines and PPE requirements should remain in place until CDC guidance changes
- Public must have their temperature checked before passing through security
- In order to enter the building and attend BCC meetings or in person meetings, public must wear mask or other face covering until CDC guidance changes.
- Sanitization stations have been installed
- Signage requiring face masks is already posted
- Social Distancing Signage has been installed in BCC Chambers with specific signs on chairs denoting where people may sit.
- Signage has been installed in lobby to instruct people where to stand as they fill out public comment cards and or speaking cards.
- Seating capacity should remain limited based on social distance guidelines. Signage designating which seats are approved for use should remain in the BCC Chambers
- The first floor atrium/lobby will be utilized as overflow locations for public seating and permitting area
- Contactless hand sanitizer stations inside and outside the BCC Chambers have been installed
- Make sanitizing wipes available to wipe down podium and or equipment that is shared in use

Other Recurring Meetings and Use Of 5th Floor Conference Rooms:

Mayor's Senior Staff & County Administrator's Senior Staff Meetings

- Continue conducting Mayor's Senior Staff, County Administrator's Senior Staff, and other meetings via webex for the first month after reopening is approved
- After one month, implement a flex approach of social distancing during in-person meetings
- Essential staff such as designated presenters would participate in-person in the Executive Conference Room
- Virtual/WebEx options will be provided for additional staff who contribute to presentations and/or need to be available for questions/discussion
- Conference rooms should continue to be utilized as coordination centers for Advisory Committees and organization-wide initiatives

Mayor's Agenda Review & County Administrator's Agenda Review Meetings

- Maintain conference calls for both of these meetings based upon the large number of staff that are required to participate

- Schedule subsequent WebEx meetings with key staff for preview of BCC presentations

5th Floor Break Room:

- Recommend no more than five people in the break room at one time due to capacity limits.
- PPE and Social Distancing Guidelines in effect and followed with the exception of eating

PPE & Social Distancing In General:

- Until CDC guidance changes as a result of mitigating the impact of COVID-19 masks and social distance guidance should be followed
- When CDC guidance changes – recommend additional time (1 month) just to be sure and help mitigate COVID-19 resurgence as medical doctors predict will happen this fall.

County Attorney

At the onset of COVID-19 attorneys and support staff transitioned to work at home status with limited personnel located at the County Administration Center. Each attorney has a laptop which is tied to their county office phone number for expeditions access to the attorney during the course of the workday. Support staff have county issued computers at their home location and the County Attorney's Office. Since we are a relatively small office, the protocols we currently have in place are easily adapted and implemented. Current practices in place that would continue for a period of time if the county transitions to reopening during COVID-19 are:

- 1. Face Coverings** – required to be worn when not in your own office or cubicle space.
- 2. Social Distancing** – maintained in all common areas of the office and conference rooms.
- 3. External / Internal Meetings** – continue to conduct virtually – WebEx and Zoom for court proceedings and conference calls. Historically, with the exception of arbitrations and mediations, there isn't much in person contact with non-county employees.
- 4. Work Schedules** – Continue to work from home provided there is no impairment of services to county departments, divisions and offices. Alternatively, implement a rotational work schedule where approximately 50% of attorneys and support staff are physically present each work week.

Business Readiness Preparations for Reopening Orange County Fire Rescue Department



OCFRD has enacted the following measures to limit the spread of COVID-19 in the workplace.

- Administrative Facilities [Headquarters, Training, Fleet, Office of the Fire Marshal, Supply, Facility Warehouse]
 - Continue to provide face masks
 - Continue to provide hand disinfectants
 - Continue to provide wellness checks and the temperature checks upon entering the building (100.4F)
 - Continue to maintain physical barriers where practical (plastic partitions constructed for workspaces inside Fire Communications and Office of Fire Marshal)
 - Continue to enable teleworking for where opportunity exist
 - Continue utilization of virtual meetings
- Fire Stations
 - Continue to provide face masks
 - Continue to provide hand disinfectants
 - Continue to provide wellness checks and the temperature checks upon entering the building (100.4F) – Field personnel are required to submit to two wellness checks per shift
 - Continue to utilize the Aeroclave device to clean and disinfect Fire Apparatus and Fire Facilities
 - Continue the restricted access inside the fire station to employees only
 - For persons visiting the OCFRD Fire Stations for essential business, the individual is subject to the wellness screening and provided a surgical mask
 - Continue to require personnel to wear masks if assigned due to an exposure
 - Continue the crew separation policy at shift change
 - Continue the signage on Fire Stations that emphasize the importance of social distancing
 - Social distancing policies have been adopted for all training activities

Community And Family Services Department – Reopening Health and Safety Plan

Citizens' Commission for Children

- All sites are equipped with thermometers, masks, disposable gloves, anti-bacterial soap, hand sanitizer and disinfectant wipes, spray, or liquid.
- Sanitation stations with hand sanitizer are placed in the common areas and in the waiting rooms.
- All staff are expected to clean their offices/workspaces with disinfectant.
- Sneeze guards have been installed in reception areas.
- Reception areas have been taped to define public access to the front desk, additional areas in need of tape markings are being identified by the NCF manager.
- NCF manager and coordinator have determined the number of individuals in any one area based on room size and Center for Disease Control (CDC) social distancing guidelines.
- All staff will have access to Personal Protective Equipment – however, staff will be responsible for securing their own facemasks/coverings and follow proper guidelines around use and disposal of one-time use or cleaning of reusable coverings.
- All staff has participated in training (WebEx/video) regarding how not to cross-contaminate areas before reopening to clients.
- Citizen safety guides are provided by paper, for single-use, to give to clients when they come to the NCF.
- Agency providers and NCF partners are aware that the centers reopened on June 15, 2020 with restrictions.

Staff Expectations:

- Staff are required to self-screen prior to reporting to work. If a staff member wakes up feeling sick, they should contact their agency supervisor. Staff with positive tests are required to follow CDC and agency guidelines.
- Staff must practice social distancing with each other throughout the day and with their clients.
- Staff are required to wear facemasks/face coverings when they interact with clients and are within the social distancing boundaries of each other.
- Staff will wipe down high touch areas throughout the day (ex. Door/knobs, reception desk).
- Staff will disinfect the client area (chair, table, etc.) of their office/cubicle after each client visit.
- Staff must follow social distancing during staff meetings. Staff who work offsite may call in to the meeting to maintain proper distancing.
- Staff will be required to wash their hands with soap and water after interacting with each client. Use of hand sanitizer after hand washing is recommended. Staff may wear disposable gloves, at their discretion, while interacting with clients. After each client interaction, staff should remove and dispose of gloves and wash their hands with soap and water.
- Staff will be required to have their temperature checked (staff responsible to be

determined by manager and coordinator) upon arriving onsite for the day. If staff's temperature is above the CDC recommended reading they will be asked to contact their agency and work from home. If a staff member is symptomatic, they will be unable to return to the work site until cleared by a medical provider or are symptom free for 14 days. At this time, staff will be able to telecommute, if their position supports telecommuting activities.

- NCF providers will be strongly encouraged to provide mixed-mode service delivery, including but not limited to, HIPAA approved virtual classes for ESOL and parenting groups, teleconferencing, etc.; when feasible and/or appears that social distancing guidelines cannot be achieved. Group sessions greater than social distancing guidelines will be encouraged to split into multiple sessions. This is especially important for those clients who do not have access to digital devices.
- Funded providers may also be responsible for supplying guest face coverings to clients, if frontline staff person requires this type of interaction, as medically noted.

Client Arrival

- The front door will remain locked during the day. Signage is placed on the front door directing clients to call the NCF upon arrival and complete the preliminary screening questionnaire over the telephone with staff. The sign on the door will notify clients to knock or ring bell if they do not have a telephone. The front door signage also indicates that clients are served by appointment and indicate that clients must pass a temperature check at the door and strongly encouraged to wear a facemask/covering while inside the NCF.
- When the client calls from the front door, the staff member answering the call will conduct the preliminary screening and notify the client of the facemask, handwashing, and temperature check procedures. If client knocks on the door and indicates that they do not have a telephone, a staff member will step outside to conduct the preliminary screening, take temperature, and explain the facemask/covering and handwashing guidelines.
- These NCF safety procedures (screenings, temperature checks, facemasks covering and handwashing) are also shared with clients at the time that the client makes an appointment, including encouraging the client to bring their own facemask.
- Upon entering the NCF, the client will be given a facemask (if they do not have their own) and will be escorted to the bathroom to wash their hands with instructions to use soap and water, followed by hand sanitizer.
- If a client is uncomfortable with any of the above guidelines or has an elevated temperature, they will be instructed to make an appointment for another day or offered to receive services virtually.
- Once the client has passed the temperature check, washed hands, and put on a facemask (their own or a disposable one provided by the NCF) they may enter the NCF reception area. Clients are required to stand in the designated area – identified by tape markings – to maintain proper social distancing from the reception desk. The staff person receiving the client (coordinator, administrative assistant, frontline staff, etc.) should add the client's name to the sign-in sheet and indicate which service they are receiving.
- Clients are instructed on how paperwork and consents are completed. Paperwork for information and referral intakes or program referrals will be done at the front desk. All other client paperwork is completed with the program staff in their office area. All pens

and clipboards are disinfected after each use.

- Once the client is ready for their service, the staff at the front of the desk will escort the client to the correct office space for their scheduled service.
- The frontline staff member who is meeting with the client will practice social distancing in their office/cubicle and will be responsible for that client's movement within the NCF.
- Please note that if the NCF does not have facemasks/coverings available to offer the client and other arrangements for service cannot be made, staff will make every effort to serve the client practicing safe social distancing guidelines.

Waiting Area

- Only the client receiving the scheduled service is allowed to enter the NCF. Any additional adults must wait outside or in their vehicles. If the client has minors (ages 2 - 18 yrs. old) with them, the minor must stay at their side throughout the visit and will be subject to temperature checks, and is strongly encouraged to wear a facemask/covering. This procedure should be explained at the time the appointment is confirmed with the client.
- Clients are encouraged to bring their child only if the child is receiving a service from an NCF program. Clients are advised not to bring additional children to the center. The parent must either accompany the child into the office for nursing services, or wait in the waiting room if the minor is there for a counseling session.
- The manager and coordinator have rearranged the waiting areas and determined how many clients can safely be in the waiting area at one time based on social distancing guidelines.
- An updated list of appointments is shared with the administrative team each day – the schedule should indicate when a client is a minor so that the administration team can plan for the parent being present in the waiting area at that time.
- Multi-use literature, including but not limited to books, magazines, periodicals, and newsprint, will be removed from all waiting areas.

Client Movement

- Client movement will be determined by manager and coordinator based on the NCF size and layout.
- If program staff is expecting a group that is larger than their office can safely serve, they should discuss alternative meeting places (conference room, alternate office space, etc.) with the manager or coordinator prior to confirming an appointment to ensure the space is available.
- Frontline staff are responsible for their clients' movements within the NCF. If a client needs to use the restroom during the session or step outside, the staff member must escort them to the appropriate area and ensure that social distancing is maintained in the hallways and in the reception area.
- Frontline staff are responsible for escorting their client to the exit at the conclusion of their appointment.

Vendors

- All vendors who approach the site will be subject to the same screening procedures as clients and will be strongly encouraged to wear a facemask/covering when entering the building.

Computer Lab

- Computer lab capacity will be determined by the manager and coordinator based on the size of the lab and social distancing guidelines.
- Clients should be encouraged to make an appointment to use the computers. If a client arrives without an appointment, they may use the computer if the lab is not at capacity. If a computer is not available, the client may make an appointment with the administrative team for the next available time slot. At the conclusion of the session, clients should be reminded to call to make an appointment in the future.
- Clients are welcome to wear gloves while using the computer lab and may be given a pair upon request when they arrive at the NCF.
- Due to reduced capacity, computer use should be restricted to business and school purposes. No social media or games allowed.
- There will be signage at the computer indicating the computer station including, keyboard, mouse, printer, desk, and the entire chair should be sanitized by the client after use.
- The coordinator or administrative assistant will be required to clean the area once the client has left to ensure the area is sanitary and ready for the next client.

Food Pantry

- Clients are encouraged to call ahead for an appointment for food pantry services; however, they can still be served if they come to the NCF site without an appointment.
- One person per family can enter the NCF if he/she meets the screening process described above under Client Arrival. The client will complete paperwork at the front desk/lobby area and wait for the food to be brought to them.
- Should the client not meet the screening requirements he/she can return to their car and food will be brought to the car by NCF staff. Staff (wearing a facemask covering) will take the name and number of individuals in the family before providing the food.
- An individual that arrives at the NCF without a vehicle will wait outside a minimum of six feet from the screening area and the food will be set outside for them by staff.
- Staff assembling food for clients will wear a facemask and a new pair of gloves.
- All clients receiving food will receive a flyer detailing recommendations for sanitizing packages upon their return home.

Library/Reading Corners

- Consistent with the recommendations from the American Library Association, all reading materials will be quarantined for 72 hours before staff handles them and they are circulated. Clients will be encouraged to only select books of interest. Once handled, the client will be encouraged to take the book(s) of choice home with them. If a book has been handled and/or returned, the book will be held in a quarantine area for 72 hours before our staff handles them to return to shelves. We will also be sanitizing work surfaces where books are handled.

Youth Based/Senior Programs

- The NCF will follow guidelines established by Orange County Government, the CDC, Department of Children and Families, Senior Services, etc., as it relates to these services.
- All DCF and CDC protocols will be adhered for any partner engaging youth starting June 1, 2020.
- All youth will be dropped off and picked up from vehicles, no parents will enter the

community centers for activities.

- Temperature checks will be given to students daily.
- Implementation of small group sizes with a staff to student ratio of 9 youth to 1 staff.
- Staff and clients will, at all times, be equipped with PPE.
- All sites have increased cleaning and sanitation throughout the day.
- Handwashing has been implemented as part of the regular rotation schedule every 45 minutes to 1 hour.
- Sanitation stations have been placed throughout the facilities.
- No playground or field trips are allowed.
- In the event of illness, all sites have designated isolation rooms until parents return.
- Senior services have been suspended; however, clients continue to receive “grab and go” meals, home craft activities, and wellness check calls.

Orange County Neighborhood Center for Families

Individual services require an appointment. Emergency needs are fulfilled upon request.

Apopka/Zellwood - Open Monday thru Friday 8am – 5pm

Bithlo/Christmas - Open Monday thru Friday 8am – 5pm

Eatonville - Open Monday – Friday 8am – 5pm

Engelwood - Open Monday – Friday 8am – 5pm

Ivey Lane - Open Monday – Friday 8am – 5pm

Lake Weston - Open Monday – Friday 8am – 5pm

Oak Ridge - Open Monday-Friday 8am – 5pm

Pine Hills - Open Monday-Friday 8am – 5pm

Pine Hills Satellite - Open Monday – Friday 8am – 5pm

Taft - Open Monday – Friday 8am – 5pm

Tangelo Park - Open Monday – Friday 8am – 5pm

Union Park - Open Monday – Friday 8am – 5pm

West Orange - Open Monday – Friday 8am – 5pm

Winter Park - Open Monday – Friday 8am – 5pm

*– *As the CDC recommends relaxing guidelines related to COVID 19, these procedures will be reevaluated.*

Community Action Division

Reopening Community Centers:

1. Community Centers will operate following Mayor Demings’ direction, and adhere to CDC and DCF guidelines.
2. Proactive social distancing will be encouraged, and hygiene and public restroom social distancing will be posted. Community Centers will be ready for entry screening by

temperature as directed.

3. Front desk staff will wear facemasks at all times. All citizen/client interaction will be through the sneeze guard.
4. Staff will wear masks as directed by Orange County administration.
5. Guests will be asked to follow the tape markers throughout the building.
6. Limit of no more than 10 people in any group.
7. Partner program participants will be kept separate from general public at all times.
8. Maintenance and janitors will be routinely cleaning restrooms and public areas with high contact.
9. Additional G4S guard will be on-site to assure the safety of our guests.
10. Signage will be placed outside each facility asking citizens to self-screen and asked to use the sanitation station or wash their hands if they do touch high contact areas.
11. Citizen safety guides are already paper and made for single use.
12. CDC protocols will be used regarding group size at all times.
13. Amount of traffic in the building will be monitored to assure that the community centers do not allow more than 10 people in at a time. Waiting rooms and computer rooms may be restricted more depending on the size.

Partner Programs and Services

1. Partners will be advised that the centers will reopen and associated protocols.
2. All DCF and CDC protocols will be adhered for any partner engaging youth.
3. All youth will be dropped off and picked up from vehicles, no parents will enter the community centers for activities.
4. Temperature checks will be given to students daily if required.
5. If Federal guidelines and DCF and CDC protocols change over the summer to Phase 2, the community centers will increase capacity.
6. All programs and gatherings of senior citizens have been halted.

Computer Labs

1. Computer lab capacity will be determined by the Program Manager and Community Center Supervisor based on the size of the lab and social distancing guidelines.
2. Due to reduced capacity, computer use should be restricted to business and school purposes. No social media or games allowed.
3. There will be signage at the computer indicating the computer station including, keyboard, mouse, printer, desk, and the entire chair should be sanitized by the client after use.
4. The coordinator or administrative assistant will be required to clean the area again once the client has left to ensure the area is sanitary and ready for the next client.

Orange County Community Action Centers

Individual services require an appointment. Computer labs are available using social distancing of equipment and limited access. Emergency needs are fulfilled upon request.

All centers are open 8am – 5pm. Rentals or partner programs will open fully upon authorization, with a few exceptions noted below that continued throughout pandemic period:

John H. Bridges Community Center (Apopka) – This site was utilized as a COVID-19 testing

site on June 23, 2020
Boys and Girls Club operating a summer
camp at this location and also offers After
School Program
Head Start site

Maxey Community Center (E. Winter Garden) - Kids Café grab-and-go and Food Vouchers
available at this site

Pine Hills Community Center - Food drive through distributions held at this site
Head Start Site

Hal P Marston Community Center (Mercy Dr) - City of Orlando Recreation occasionally uses
this site as overflow for social distancing for
summer camp
Head Start site

Holden Heights Community Center - Food drive through distributions held at this site

Taft Community Center - Seniors First drive through meal disbursed at this site
Head Start site

Spahler Center (Taft) - Boys and Girls Club operates a summer camp and afterschool
program at this site

East Orange Community Center (Alafaya) - Seniors First drive through meal distribution at
this site
Head Start Site

Southwood Community Center - Head Start site

Lila Mitchell Community Center - This center is closed for renovation
Head Start site

Willow Street (Zellwood) - This site was utilized as a COVID-19 testing site on June 24 & 25.
NCF operates at this site

Head Start

Head Start services over 1,500 children at its sites located throughout the county at OCPS sites and County Community Centers. At this time, the Head Start is open and is serving children both in classroom and virtually.

Updated Standard Operating Procedures

1. Short term Inclusion of children
2. Promotion of Healthy Environment
3. Incident reporting procedure

Resources

1. Thermometers, facemasks/children/teachers disposable gloves, anti-bacterial soap, hand sanitizer and disinfectant wipes, spray/liquids
2. Touchless Hand Sanitizing Machines
3. Handwashing signs
4. Carpet cleaning machines

5. Water System to rid the use of water fountains
6. Social distancing signs
7. Sneeze guards for meeting with parents in office
8. Multipurpose cleaners
9. Smocks for teachers to wear over clothing
10. Booties shoe covers for teachers and students
11. COVID-19 Screening questionnaire
12. COVID-19 Emergency Kits (facemask for teachers/children, sanitizer, cleaners, preprinted notes)
13. Zono Sanitizing machines
14. Sick room
15. Department of Children & Families, Center for Disease Control, Orange County Government and Orange County Public school regulations

Protocol

- All parents will complete COVID-19 questionnaire that will include a disclosure statement of parents responsibly to notify Site Leader immediately of possible exposure at any time during school year.
- Ongoing Cleaning and Sanitation Checkpoints throughout the day.
- Shorten Extended Day hours to allow classroom cleaning and disinfecting.
- Some of the manipulatives and other items that could be placed in the mouth will be discontinued temporarily in the classroom.
- Establish classroom rules that focus on safety.
- Discontinue the use of water fountains and only use the portable water system with disposal cups.
- Children will no longer move from classroom to classroom and eating in a smaller group setting.
- Playground time will be limited to one class a time.

Process

- All children will be dropped off and picked up in a staggered format outside of the classroom. No parents/visitor will be allowed in classroom.
- All children will be screened for temperature, runny nose and other visual signs of common cold, coronavirus and flu. All information will be logged.
- Scanners will be used for sign-in and out where applicable if no paper sign-in will take place.
- Implement the daily routine with ongoing handwashing.
- Implement a cleaning schedule that supports morning, mid-day and end of day (see below)
 - Note: If a child becomes sick the program will implement the procedures as noted in the short term inclusion of sick children policy, and the following protocols:
 - Teachers will open the Emergency COVID-19 kits
 - All children will be provided a mask
 - All children will wash hands immediately
 - Sick child will be removed and placed in the sick room
 - All other children will go outside for outside time and classroom will be cleaned
 - Parent will be notified to pick up the child

- Temperature will be checked
- Parents must complete COVID-19 Screener
- Child must be tested and unable to return without negative results
- Teachers will provide virtual and or individual support for students while at home

Youth and Family Services Division

Youth and Family Services has remained open during the COVID-19 period utilizing social distancing, sanitizing, and limiting staff and resident direct contact. Non-essential staff are telecommuting on a rotating basis.

Reopening Strategies

1. All buildings will operate following Mayor Demings' direction, and adhere to CDC, DJJ, and DCF guidelines. Proactive social distancing will be enforced.
2. Front desk staff will wear facemasks at all times. All citizen/client interaction will be through the sneeze guard.
3. Staff will wear facemasks as directed by Orange County Administration.
4. There will be a limit of no more than 10 people in any group.
5. Signage will be placed outside each facility enforcing citizens to self-screen and asked to use the sanitation station or wash their hands.
6. Daily use facemasks will be provided to the citizens during each interaction.
7. DCF, DJJ, Orange County, and CDC protocols will be used regarding group size and guidelines at all times.

Parks and Recreation

Purpose

Present recommendations to re-open playgrounds, picnic pavilions, recreation centers, outdoor basketball courts, and group camping.

Background

Between March 16, 2020 and March 26, 2020 social distancing restrictions were put in place at all Park facilities in Orange County. These guidelines impacted use of outdoor spaces and amenities, as well as indoor rooms and activities. All payments for use of facilities have been refunded through July 6, 2020. Our concession and instructor partners have suspended operation until the County deems it safe to resume operation.

On May 22, 2020 Governor Desantis's Executive Order 20-131, lifted all State restrictions on organized youth recreation, athletic, and childcare. Executive Order 20-139 enacted Phase II of the State reopening plan, greatly reducing the restrictions on all group sizes while encouraging the continued observation of appropriate social distancing protocols issued by the CDC and Occupational Safety and Health Administration.

The CDC has provided guidance for public use of parks and recreation facilities, which we propose as a backdrop for the County plan to reopen remaining services of the Parks and Recreation Division.

Changes Adopted for Parks and Facilities

- Intensify cleaning and disinfection, including training all staff in CDC disinfecting guidance. Managers have mandatory sanitation schedules in addition to established cleaning protocols, and will focus on common areas and high touch surfaces (door knobs, restrooms, tables, chairs, surfaces, etc.).
- Installed clear plastic barriers at all front entry desks.
- Continue to provide protective gear (facemasks and gloves) to all employees. The use of facemasks is required by all staff.
- Six ft. markings in areas where people congregate or lineup have been installed.
- Signage and/or ongoing educational information has been installed at each site to update patrons/staff regarding the virus, assumption of the risk, and precautionary measures.
- If a case of COVID-19 is confirmed at a site, the facility will temporarily close. Staff will follow disinfecting procedures as outlined by the CDC.
- Patrons will be encouraged to make all transactions via credit card (self-swipe). In instances where a patron insists on using cash, a cash handling protocol will be developed, including requiring staff to wear gloves.

Recommendation

Playgrounds and Outdoor Fitness – (Effective upon approval)

- Reopen all County playgrounds and outdoor fitness immediately.
- CDC has lifted its recommendation against visiting playgrounds and instead urges visitors to “carefully consider use of playgrounds, and help children follow guidelines.”
- Sanitizing a playground with chemicals is impractical because all surfaces are difficult to clean, are corrosive to the structure, and once treated, surfaces are only clean for the immediate period until touched by another child.
- There is no proven, safe sanitizer with residual effects to prevent harboring disease. Communicating that a playground is sanitized is misleading due to the high number of kids and their germs.
- Playgrounds have been pressure washed and sanitized. They will continued to be pressure washed and sanitized monthly.
- Post signage at all playgrounds letting patrons know the playgrounds are not sanitized daily.
- Encourage families to follow CDC recommendations for park visits.

Picnic Pavilions and Recreation Centers – (Effective July 6, 2020)

- Begin accepting rental transactions for all Park facilities on July 6, 2020.
- Limit to closed-group use, no advertised special or public events.
- Limit room rental attendance to lesser of 75% capacity or 50 persons.
- Limit outdoor picnic pavilion rental attendance to 50 people.
- Resume classes by contracted and/or rental instructors provided they meet the lesser of 75% capacity or 50 persons.
- At all indoor facilities, visitors required to wear facemasks coverings and practice social distancing.
- Gymnasiums are closed for open gym. Individual teams for practice only. No games or tournaments.
- Fitness centers are closed.

- Renters and visitors use facilities at their own risk.

Reopening Plan

- Open to 100% capacity for all facilities and programs.
- At all indoor facilities, visitors encouraged to wear facemask/coverings and practice social distancing.
- Group Camping – (Effective July 6, 2020)
 - Reopen group camping transactions – Limit camping area occupancy to 50 people. Will operate at 100% capacity of camping area upon approval of administration.
- Outdoor Sport Courts –
 - Reopen outdoor basketball courts in upon approval of administration.

Citizen Resource and Outreach

Current Conditions

1. All staff have/will have PPE
2. A sneeze guard is installed at reception areas
3. Prior to opening, all staff will be trained regarding citizen/client interaction.
4. Continue with staff screening at front door of Mable Butler and Hal Marston

Reopening Mable Butler

1. Follow Mayor Demings' direction, and adhere to CDC and DCF guidelines.
2. Proactive social distancing will be encouraged, and hygiene and public restroom distancing will be posted. Currently conducting entry screening by temperature for residents and will continue or discontinue based on directions.
3. Continue with staff monitoring at front door of Mable Butler, Work Release (satellite site) and Hal Marston, including temperature screening. Other citizen/client interaction will be through the sneeze guard, when installed and where available.
4. Front desk staff and other staff will wear facemasks as directed by Orange County administration.
5. Crisis will continue to use electronic/online for most assistance requests with limited drop off hours for documents, and a secured bin located at front door so residents do not need to fully enter the building.
6. Veterans Office will have sign-in sheet for veterans outside door that will instruct them to sign-in and wait in car for text/call before coming inside.
7. G4S guard requested to assure the safety of our guest based on number of residents entering building.
8. CDC protocols will be used regarding group size at all times. Limit of no more than 5-10 people in waiting room based on size. Waiting rooms and computer rooms may be restricted more depending on the size.

Mental Health and Homelessness

Our division staff continues to be productive working remotely. We answer calls and weekly logs of staff work is reviewed. Whether or not we return to the office, once required to do

so, there may be requests from some to continue to work remotely or stagger the number of employees returning to the office each day. Below are some suggestions that we would request be considered for the return to the office:

Preparation/Current Status

- Telecommuting staff will continue to work offsite until required to return.
- Facilities Management has developed procedures for sanitizing and disinfecting work areas.
- All staff have received PPE.
- Wraparound staff is in commercial space and must share a bathroom with all first floor tenants. We will coordinate to encourage distancing and proper sanitation.
- Sanitation stations with hand sanitizers have been installed in county building common areas.
- Two staff members are housed at two provider locations. Their return depend on those organizations return.

History Center

Reopening Strategies:

1. History Center will operate following Mayor Demings' direction, and adhere to CDC and DCF guidelines.
2. Proactive social distancing will be encouraged, and hygiene and public restroom distancing will be posted. History Center will be ready for entry screening by temperature as directed.
3. Front desk staff will wear facemasks at all times. All visitor interaction will be through the sneeze guard.
4. Staff will wear facemasks as directed by Orange County administration.
5. Guests will be asked to follow the tape markers throughout the building.
6. Limit of no more than 10 people in any group.
7. Summer camp participants will be kept separate from museum guests at all times. (Separate Summer Camp guidelines.
8. Each floor will have a monitor to assure that people are following the wayfinding arrows and to answer any questions.
9. Additional cleaning crew will be on-site to continuously clean restrooms and public areas with contact, such as stairwell railings and elevator buttons.
10. Additional G4S guard will be on-site to assure the safety of guests.
11. Signage will be placed outside each gallery asking guests to not touch the interactive elements in each area. These are built in to the exhibits and we are not able to remove them. Guests will be asked to use the sanitation station or wash their hands if they do touch these areas.
12. Visitor guides are already paper and made for single use.
13. Audio tour devices will be thoroughly sanitized after each use.
14. CDC protocols will be used regarding group size at all times.
15. Amount of traffic in the building will be monitored to assure that the History Center does not allow more than 200 people in at a time (estimated capacity is over 1,500).

Summer/After School Camp Protocols

1. All DCF and CDC protocols will be adhered to. History Center summer camp begins on June 1, 2020
2. Phase one will allow for 9 children and 1 teacher in each space. All activity will be on the third floor, and the restrooms on that floor will be closed to only camp students use.
3. Students will tour the exhibit halls prior to building opening so they don't come into contact with museum guests.
4. All trips outside the History Center are cancelled, although the students will be allowed to go outside the building for periods of recess and activities. G4S guards will maintain a level of separation between the students and any pedestrian traffic.
5. All students will be dropped off and picked up from vehicles, no parents will enter the History Center for this activity.
6. Temperature checks will be given to students daily as required.
7. If Federal guidelines and DCF protocols change over the summer to Phase 2, the History Center will increase capacity to 20 students per class with two teachers. Other protocols will remain in place.

Cooperative Extension UF/IFAS

This strategic approach will include:

- Employees will continually evaluate the best strategies to reach audiences and stakeholders and the best technologies that support that approach, even after in-person services and education are again possible.
- We will continue to strategically incorporate technology and education and engagement strategies developed in response to the emergency in order to help our stakeholders in new and innovative ways that are most responsive to their needs.
- We will continue to apply a filter focused on Orange County and UF goals and missions to the analysis of the best approach, while also recognizing the rapidly evolving priorities of the community, such as economic recovery and support for the industries and workers we serve.
- We also recognize that there will be a need to adjust approaches based on results and to ensure this is a dynamic document that evolves as new lessons are learned and situations change.

Safety Guidelines:

The following safety guidelines will be followed, unless notified otherwise by the Emergency Operations Center or administration(s).

- Upon entry to the Cooperative Extension Division facilities, body temperatures will be taken by the Receptionist and recorded along with a COVID-19 Questionnaire; temperature must be less than 100.4-degrees F. (38 degrees C) and answered all questions on COVID-19 with a "No"; employees will self-check upon entering the building.
- At all indoor meeting rooms, visitors required to wear facemasks coverings and practice social distancing.
- Maintain 6' distance between individuals. For additional protection, and always whenever that distance is not possible, employees are welcome to wear facemasks. Plexiglass

barrier(s) were installed for the areas of main customer interaction to provide additional protection when social distancing cannot be maintained.

- Provide hand sanitizer (if available) in the Exhibit Hall, Auditorium, Plant Clinic, Classrooms, Conference Room, Employee Break Room, Copy Room, Storage Building, and Greenhouse.
- Disinfect frequently touched surfaces including doors and door handles, flat surfaces such as desktops, counter tops, large equipment such as copy machines and refrigerators as much as possible (at least every hour or after each use of the space, whichever is less frequent).
- Remind employees and visitors of the following important health practices through verbal, email, and posters onsite:
 - If you feel ill, do not visit the property or enter the facility
 - Wash your hands with soap and water frequently and for 20 seconds at a time
 - Avoid touching your face
 - Sneeze or cough into a tissue or inside of your elbow

Reopening Plan:

When safe and necessary, Cooperative Extension will re-open the office to the public for walk-ins, but with limited staffing on-site and continued social distancing and safety measures in place for employees and visitors. The minimum number of employees on-site each day would be determined by the County Extension Director/Cooperative Extension Division Manager taking into account numbers and desk locations that enable safe social distancing while still serving the community, the specific roles that need to be filled in the office, and individual capacities and abilities to continue to telework responsibly.

In summary, the approach under this plan would be:

- Office opens to the public for walk-ins with appointments and social distancing (minimum of 6 feet) must be maintained, and groups should be no larger than the following
 - Indoor: The total number of people for indoor events must be one half of the capacity of the facility as determined by the state Fire Marshall, must not exceed 50 and must maintain a physical distance of 6 feet from one another. Therefore, the actual capacity may limit enrollment below 50. For the Exhibit Hall and Auditorium, operation will be up to 50% of capacity while complying with the face covering and social distancing requirements. Depending on the venue layout and space available to ensure the minimum prescribed physical distancing requirement, the maximum attendance could be less than 50% of building capacity.
 - Outdoors: 250 people maximum, but the County Extension Director/Cooperative Extension Division Manager has the latitude to set lower maximum attendance capacities. Depending on the venue layout and space available and the nature of the educational demonstration to ensure the minimum prescribed physical distancing requirement. Participants will be encouraged to wear facemask.
- Create a staffing schedule that rotates and minimizes the amount of employees at the office at once, but provides necessary coverage for knowledge and customer service skills. Some team members continue to telework, except for their time in the office for their

designated shifts and as needed to meet with customers by appointment (may be limited by childcare or medical needs)

- Continued and enhanced services and education through remote means and innovative approaches using technology to meet customer needs
- No employee travel out of county except with approval from the County Extension Director/Cooperative Extension Division Manager
- Volunteer activities will follow guidance from Orange County and University of Florida/IFAS on their volunteers' reentry; Volunteers 65 years old or older and those with underlying medical issues may not participate in any activities at this time
- Once staged volunteer reentry has begun, their roles will be evaluated individually to determine which tasks can be done safely while maintaining social distancing. All volunteers would continue to have discretion about their level and type of service based on personal comfort levels and individual vulnerabilities
- Continue to follow the safety guidelines outlined above

When safe and necessary to re-open the office completely, without social distancing. That would involve all employees returning to work in person. Without limitations on social distancing, in-person education would also be able to resume, but technology would continue to be used to reach new audiences and apply innovations that were deemed to serve our stakeholders well. We expect a slow return to that due to the public's varying levels of comfort no matter what the decisions are from the University of Florida, Center for Disease Control and Prevention, and governmental leaders. As a result, options will continue to be provided for distance learning, as well as some seating in person that is still socially distanced if desired and space allows. Volunteers would also presumably be able to return to full service, adding capacity and impact to programs.

- Office open to the public for all services
- Employees are working on-site and, in the field, as they did before COVID-19
- In-person education begins again, as well as continued online and hybrid (on-line and in-person) offerings. The speed and scale of the return will depend on participant and partner involvement and decisions
- Employee travel begins again with standard approval processes and within available budget limits
- Volunteer activities will resume, including volunteers 65 years old or older and those with underlying medical issues, and hour requirements for those programs that have them will be pro-rated. All volunteers would continue to have discretion about their level and type of service based on personal comfort levels and individual vulnerabilities, so full capacity may not resume right away
- Safety guidelines outlined above would be revised to eliminate social distancing and decrease frequency of cleaning, but maintain a focus on best practices for public health going forward

Orange County Convention Center Operational Procedures & Guidelines



At the Orange County Convention Center (OCCC), we care deeply about our employees, community, clients and guests. In May, the OCCC implemented its Recovery and Resiliency Plan based on the best available science and research on sanitation methods, in consultation with Orange County's Health Services Department. Based on client feedback and expert advice, the OCCC's Recovery and Resiliency Committee has developed these Operational Procedures and Guidelines for show management and OCCC Event Operations.

Orange County Convention Center Recovery And Resiliency Five-Step Program

The OCCC's Recovery and Resiliency Guidelines presents the following guidelines to keep our guests,

employees, and community safe during scheduled trade shows, conventions and events as we incrementally host modified events.

The OCCC will implement a five-step program for a phased approach:

1. Follow Mayor Jerry L. Demings' Economic Recovery Task Force recommendations for economic resiliency.
2. Observing reduced occupancy at the OCCC, physical distancing measures and following event gathering recommendations under the current CDC, county, state and federal guidelines.
3. Adherence to the phased approach of federal regional gating criteria before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the OCCC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. Center employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves allows the OCCC to host events and increases the safety of our guests and employees.

General Health and Safety Guidelines

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all OCCC guests, employees and Service Partners.

Physical Distancing

The OCCC Event Manager will work with the Event Planner on the guidelines for specific event participants, trade shows and conventions. In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators and moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Non-contracted spaces will be monitored by security. The OCCC discourages handshakes and other forms of physical greetings. Employees will be reminded to avoid touching their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Hand Sanitizers and Hand Wash Stations

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas and entrances in OCCC public spaces. The West Building has 43 fixed hand sanitizers and 13 portable in the public space. The North-South Building has 20 fixed hand sanitizers and 22 portable in the public space. Clients may contact their Event Manager for a map with specific locations. OCCC does not provide hand sanitizers in Exhibit Halls or Meeting Rooms. The OCCC also has 10 portable hand washing stations, which are placed and moved to high-traffic areas within the West and North-South Concourses.

Public Spaces and Communal Front of the House Areas

The OCCC Environmental Services staff conducts daily cleaning of all door handles throughout the campus. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, dining surfaces, all seating areas and tables.

Front of the House Signage

Health and hygiene reminders have been placed throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication. Signage has been placed throughout each building in public space, restrooms and by water fountains. OCCC posted signage cannot be covered; however, clients may add supplemental signage if desired.

Back of the House Areas

The frequency of cleaning and sanitizing will be increased in high-traffic back of house areas, with an emphasis on the employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices, kitchens, service desks and training classrooms.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, appropriate use of gloves (in positions deemed

appropriate by medical experts), hand washing guidance, appropriate sneezing and coughing protocols, and reminders to avoid touching their face.

Case Notification

If the OCCC is alerted to a presumptive case of COVID-19 at the OCCC, the proper staff will work with the Florida Department of Health to follow the appropriate actions recommended.

Parking at the OCCC

OCCC parking operations will continue to accept cash or credit card payments and a receipt will be issued. All OCCC parking employees will follow current CDC, state and local guidelines.

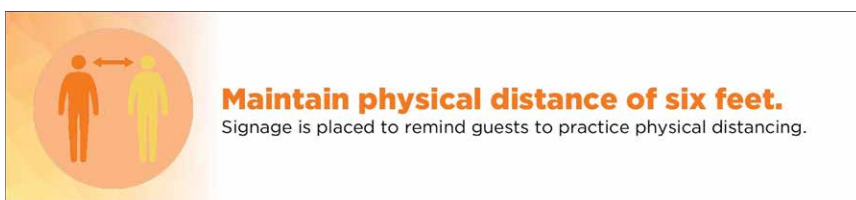
Transportation

Transportation overflow buses will continue to be used based on overflow needs. The OCCC will work with our shuttle provider to ensure proper cleaning guidelines are followed. OCCC shuttles shall be loaded at a maximum capacity of 26 people or 50% manufactured seated capacity. Show management should work directly with their event shuttle provider for specific policies and procedures.

The OCCC Employee Shuttle will run on a limited schedule and route, and will adhere to proper disinfection protocols. All riders will maintain social distancing while on the shuttle.

Signage

The OCCC has placed signage throughout the North-South Building and West Building strongly encouraging attendees to follow CDC regulations of physical distancing and health guidelines. This signage has been placed in prominent positions including escalators, restrooms, and entrance/exit points. All signage posted by the Center may not be covered or obstructed by any event signage/ object. Signage within contracted spaces shall be determined and provided by show management. For information and exact placement of all OCCC signage, please contact your Event Manager.





OCCC Sanitation and Cleaning Protocols

The top priority for the OCCC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for exhibit halls. The OCCC uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. The Center continues to work with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

The OCCC has also received the GBAC STAR™ accreditation on outbreak prevention, response and recovery. Recognized as the gold standard of safe venues, GBAC STAR™ provides third-party validation to ensure the implementation of rigorous protocols in response to biorisk situations.

Cleaning Systems

The OCCC is utilizing ozonated water as a sanitizing agent on an as needed basis in meeting rooms in accordance with the GBAC standard. With 13 systems on hand, the OCCC's green cleaning ozonated water systems utilize oxygen as a disinfectant. The liquefied ozone is also being used as a cleaning agent for deep cleaning carpets and scrubbing exhibit hall floors between events. Ozone water foggers will also be used to enhance sanitizing efforts.

Industrial Grade Scrubbing Machines

The OCCC utilizes industrial powered machines to sanitize and scrub exhibit hall floors across the West and North-South Buildings. The M30 Ride-On Sweeper-Scrubber and Tennant T12 Ride-On Floor Scrubber machines deliver exceptional sweeping and scrubbing technology and is used to clean exhibit hall floors in between every event.

These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad, without the use of harsh cleaners.

Department Sanitation Procedures

At the OCCC, both Event Operations and Facility Operations departments have created tailored sanitation procedures including an opening and closing-shift sanitation process, sanitation of equipment and gear, and proper use of PPE while on the job.

HVAC

In accordance with existing operational policies, the HVAC systems will continue to remain running 24-hours a day in the front of house areas while maintaining less than 60% humidity as per industry standards. The HVAC systems in the exhibit halls will run 24-hours a day while occupied and fresh air exhaust will be utilized during move-in and move-out. HVAC HEPA filters will be maintained and replaced every 3 months, or as needed.

OCCC Employee Responsibilities

OCCC employees are vital for an effective sanitation and health program.

Employee Health Concerns

Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any of the symptoms of COVID-19 on property are instructed to immediately notify their manager.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for teams with frequent guest contact including Environmental Services, Food and Beverage, Event Operations, Exhibitor Services and Security. Based on the GBAC accreditation, OCCC Management at all levels will make sure front-line workers have the tools and training to achieve cleaning, disinfecting, and infectious disease prevention goals.

Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by all employees based on their role and responsibilities and in adherence to state and local regulations and guidance. Training on how to properly use

and dispose of all PPE will be mandatory. Every employee entering the OCCC will be provided with a facemask and be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined, including Environmental Services, any public area attendants and Security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger divisions will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated based on the latest expert guidance.

Employees must fill out a weekly health screening questionnaire. Personnel that are experiencing shortness of breath, fever, or coughing will be asked to stay home. This process could change to daily, as requirements and guidelines are updated.

Employee touchless infrared temperature screening are conducted for all employees at the parking garage employee entrance located at the West Building. Employees with temperatures of 100 degrees or higher are asked to step to the side and re-test 20 minutes later, if the second reading is still above 100 degrees, then the employee is denied entry and asked to go see his/her doctor or physician.

Event Operations Responsibilities

OCCC Event Management and Show Management will work together to implement a safe and controlled event environment. To achieve these high standards, OCCC service times for requested labor and equipment may be lengthened to ensure all enhanced cleaning and sanitizing procedures are implemented properly.

Site Visits And Planning Visits

Client site visits and planning visits must be arranged with the Sales and Event Management team at least 14 days in advance. Once approved, all site and planning visit attendees must adhere to current local, state, and CDC guidelines. No more than 10 individuals may attend in order to allow for proper physical distancing.

As an alternative to onsite site and planning visits, the OCCC encourages clients to utilize the OCCC Portal and Interactive Floor Plan for virtual walk through opportunities. Clients may contact their Event Manager for details.

Medical

Medical Service Providers

The OCCC requires show management to have a medical provider on-site for the duration for their event. Show management may bring in their own medical personnel. Show Management must advise their Event Manager of their selected medical provider no less than 30 days prior to the first contracted move-in date. Use of the OCCC's permanent First Aid Rooms must be discussed with the Event Manager.

Event Medical Services

(321) 662-8242 | dave.robinson@event-medicalservices.com

InHouse Physicians

(800) 356-3627 | info@ihphysicians.com

On Site Medical Services, Inc.

(407) 893-7055 | sales@onsitemedicalservices.com

First2Aid

(407) 777-4322 | chris@first2aid.com

Personal Protective Equipment (PPE)

All individuals may be required to wear face coverings while in Orange County, Florida. Clients and guests should check current CDC recommendations, state guidelines, and local ordinances prior to arrival. It is the responsibility of each individual to provide their own face covering.

Temperature Screening

At this time, the OCCC does not plan to install temperature check equipment in the building. The OCCC strongly recommends all clients conduct temperature checks for attendees, exhibitors, general services contractors and vendors. Staffing for temperature checks of attendees and labor is the responsibility of show management. The temperature screening layout, isolation room and communication plan must be identified and provided to the OCCC Event Manager no less than 21 days prior to the first contracted move-in day.

Clients electing to implement temperature checks of any kind are not required to provide the OCCC with any insurance documentation from their selected provider. It is the responsibility of show management, along with their contracted medical provider and security provider, to determine procedures for non-admittance due to high temperatures.

Isolation Area

If show management elects to use temperature-screening equipment, they will also need to identify an Isolation Area next to each temperature-screening checkpoint. Clients should work with their contracted medical provider to determine exact needs for the isolation area(s).

Communication

Open lines of communication between show management, contracted medical service providers, OCCC Security, OCCC Event Management, and the local health department will be established and implemented throughout the event. Show managers should work directly with their Event Manager to confirm these contacts and procedures.

Event and Public Space Recovery Procedure

In the event of a presumptive or positive case of COVID-19, the event or public space will be removed from service so that a licensed third party provider can perform enhanced cleaning procedures. Once the third party provider, in accordance with local health guidelines, has deemed the area safe it will be returned to service.

Marketing and Communications Guidelines

Show management is requested to provide a public relations or marketing contact to the OCCC Marketing and Communications team 60 days prior to the event move-in date. Press releases should be reviewed by the OCCC Marketing and Communications team prior to distribution. All media and news reporters should be credentialed by show management beforehand in order to cover an event and the OCCC Marketing and Communications team should be provided the date, time and location for media attending the event from a media and security standpoint.

OCCC Marketing & Communications:

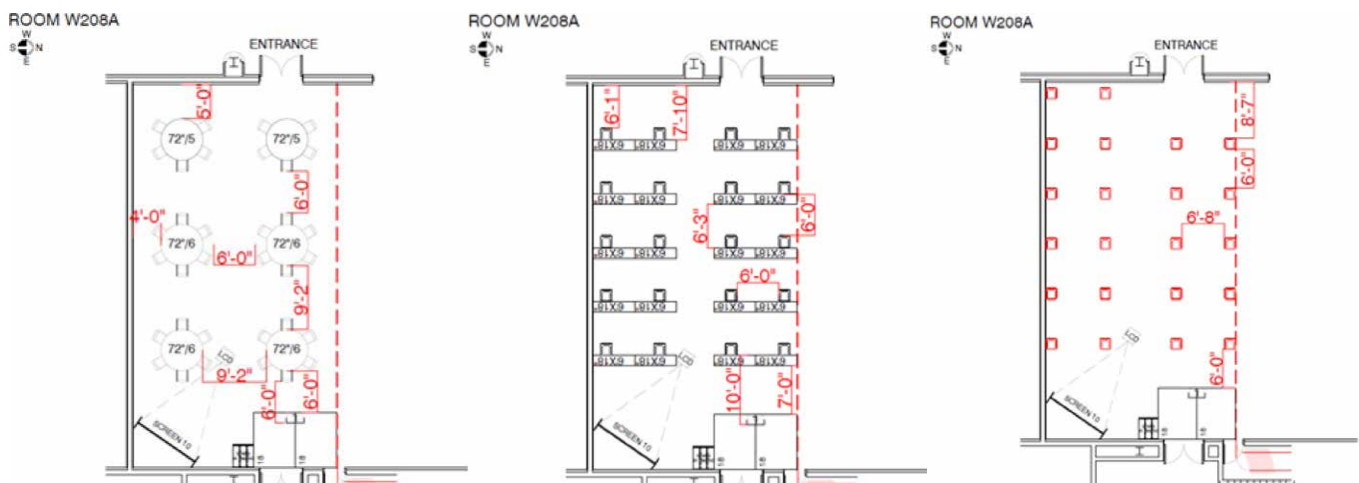
Nadia Vanderhoof, Marketing & Communications Manager, nadia.vanderhoof@occc.net
407-616-7316.

Meeting Rooms And Ballrooms

Room Layout

Meeting rooms, ballrooms, show management offices, and registration offices may not currently exceed 50 percent of the maximum room capacity. Capacities may be adjusted as dictated by state, local, and CDC guidelines. Show management is responsible for crowd control and enforcing limited capacity.

Below are banquet, classroom, and theater set examples for a single meeting room. Additional example diagrams for room sets that promote physical distancing can be made available upon request from the Event Manager.



Room Refreshes and Disinfecting

All OCCC equipment within contracted meeting rooms, ballrooms, show management offices, and registration offices will be disinfected overnight prior to the first active show day. This will take place after all show management and vendor equipment has been set in the room. Clients and their vendors are responsible for cleaning and disinfecting any equipment not belonging to the OCCC.

Complimentary standard meeting room refreshes will be available during show days. Standard meeting room refreshes will include trash removal and replacement of trashcan liners, replacement of bottled water for speakers, as well as cleaning of high-touch points including door crash bars, door handles, and light switches.

Overnight meeting room disinfecting will take place between active show days. The overnight disinfecting refresh will include removal of trash, replacement of trashcan liners, replacement of bottled water for speakers, replacement of soiled linen(s), sweeping and vacuuming, and use of

non-chemical disinfecting spray on all OCCC equipment (chairs, tables, linens, lectern, light switches, trash cans lids, crash bars and door handles). Any equipment not belonging to the OCCC is the responsibility of the client and their contracted vendor(s).

Once meeting rooms and ballrooms have been disinfected, they will be “sealed” by placing signage indicating the room has been disinfected and is ready for use. During the required disinfectant drying time, the meeting room and ballroom may be locked by OCCC Security to ensure there is no contamination prior to the next use.

All OCCC equipment will be disinfected prior to removal from the meeting room or ballroom. Show management and their contracted vendors should allow for 30 minutes of disinfecting time before any equipment is moved or removed. This will include movement of equipment from under rigging, if applicable.

Attendee and Speaker Water in Meeting Rooms and Ballrooms

The OCCC will provide bottled water for speakers/presenters on head tables and lecterns that have been requested as part of the room set. All communal water stations have been removed from

the OCCC meeting rooms and ballrooms. Clients may work with the OCCC’s exclusive food and beverage provider, Centerplate, to purchase bottled water for attendees if desired.

Room Set Changes

Changes to room sets in contracted meeting rooms and ballrooms will be restricted to the overnight hours between active show days. Clients should work with their Event Manager to discuss specific requests for room set changes.

Linda W. Chapin Theatre

Guest Experience

Guests who enter the theatre lobby will be greeted with an overhead announcement reminding them of current local, state, and CDC guidelines. Additional signage will be

posted throughout the lobby areas and seating to help remind guests of procedures and protocols.

Event Planning

With the help of OCCC Event Managers and the Chapin Theatre Manager, each event will be tailored to provide the safest experience. For seating charts, usher/security suggestions, and on-stage operations, the Event Manager will work with clients to ensure the health and safety of all guests and artists on stage.

Seating Capacity

Currently, the seating capacity may not exceed 50 percent and may be adjusted to meet local, state, and CDC recommendations. The OCCC recommends the seating capacity to be limited to physically distant seating. Contact the Event Manager for more information on seating capacities for each show.

Cleaning and Sanitation

Each Theatre Technician will receive specific training on sanitation procedures for highly sensitive technical gear that the OCCC owns and operates. Operation of Audio and Lighting Consoles will be limited to operation by OCCC staff only. OCCC equipment will be sanitized during/between shows as needed by OCCC staff. Audio/Video vendors are responsible for providing sanitation procedures and protocols for their equipment used in the theatre and during shows.

Exhibit Halls

Capacity in Exhibit Halls

The OCCC's capacity for exhibit halls remain the same for tradeshow and conventions. It is recommended that physical distancing be practiced among event attendees using the guidelines suggested by SISO, IAEE and the CDC. Show management is responsible for crowd control.

Floor Plan Layout and Design

Show management will design floorplans and work with the Orange County Fire Marshal for approval. Any non-standard aisle width layouts should be discussed with the Event Manager prior to floor plan submission.

Exhibitor Service Center

The OCCC Exhibitor Services team will work directly with show management, the general service contractor and other show vendors to create a show specific plan for the service desk. This plan will include encouraging a contactless experience for the exhibitor, countertop shields to limit contact, signage to facilitate physical distancing and periodic cleaning of all high touch point areas.

Cleaning of Exhibit Halls

In between each contracted event, the OCCC Environmental Services team will use industrial powered machines to sanitize and scrub exhibit hall floors. During contracted dates, clients must work with their contracted vendors to clean and disinfect contracted

exhibit halls. The OCCC will continue to provide aisle trash cans and will monitor and remove trash throughout active show days.

All OCCC equipment will be disinfected prior to removal from the exhibit hall. This will include any food court furniture supplied by the Center. Show management and their contracted vendors should allow for 30 minutes of disinfecting time before any equipment is moved or removed. This will include movement of equipment from under rigging, if applicable.

Restrooms

The OCCC Environmental Services team will be responsible for cleaning all restrooms within the exhibit halls and in public concourses. Each client can receive a unique cleaning schedule for their contracted space in the OCCC a few weeks prior to their event. Cleaning of restrooms within exhibit halls and public spaces will be covered under the OCCC Environmental Services Fee and will be charged in accordance with contract agreements.

Booth Food & Beverage

Pre-packaged food sampling will be permitted in accordance with Centerplate's sampling guidelines. Any booth catering requests will be subject to review by Centerplate and must meet these guidelines.

Announcements

Clients will receive one (1) complimentary wired paging microphone for announcements in exhibit halls. Announcements reminding attendees, exhibitors, and staff of proper hygiene and physical distancing are to be made by Show Management as desired. Once paging microphone has been installed for show management, they will be responsible for using proper sanitation wipes to disinfect the body of the microphone in between users. At no point should aerosol or liquid disinfecting sprays be used on the OCCC paging microphone.

The OCCC has also implemented a health and safety announcement that will be played in the lobbies and concourse areas of the West and North-South Buildings. The overhead announcement will be played every 60 minutes starting at 8 a.m. through 8 p.m. Clients will have the ability to turn the message off, if desired.

General Sessions

Design and Layout

Show Management will design the General Session floor plan for exhibit halls and will work with their Event Manager and Orange County Fire Marshal for approval. Designs should comply with current CDC guidelines. When a general session is to be set in a meeting room or ballroom, occupancy may not currently exceed 50 percent. Capacities may be adjusted as dictated by state, local, and CDC guidelines.

The OCCC strongly recommends maintaining physical distancing as part of the set, regardless of whether it is in an exhibit hall, meeting room, or ballroom. Clients may request example diagrams from their Event Manager.

Per Orange County Fire Marshal regulations, theater seating sets exceeding 199 seats requires tethering of individual seats. The OCCC recommends Show Management mark seats that are unavailable due to physical distancing.

Cleaning

Show Management's contracted cleaning vendor will be responsible for all sanitation and disinfecting when the general session set falls within an exhibit hall. This includes all audience seating, front

of house technical areas, and back of house areas. The OCCC will provide aisle trashcans in the audience areas and will monitor and remove trash throughout the event.

All OCCC equipment will be disinfected prior to removal from the exhibit hall. Show management and their contracted vendors should allow for 30 minutes of disinfecting time before any equipment is moved or removed. This will include movement of equipment from under rigging, if applicable.

For general sessions that fall within meeting rooms or ballrooms, please refer to Room Refreshes and Disinfecting procedures outlined on page 15.

Registration

Clients are strongly encouraged to design their event registration or ticket sale areas in a way that promotes proper physical distancing. The OCCC Event Manager will review floor plans of registration areas prior to show management's submission to the Orange County Fire Marshal for approval. Show managers should work directly with their OCCC Event Manager to request OCCC equipment such as stanchions, as they will be available on a first come, first serve basis.

Show Management Contractors and Vendors

The OCCC strongly recommends all clients conduct temperature checks for exhibitors, general service contractors, EAC's and vendors. These checks will take place in a predetermined area, agreed upon by all parties, prior to entrance into the facility. Logistical plans for temperature checks must be reviewed and approved by the OCCC. Plans must be submitted 21 days prior to the first contracted move-in date. Once temperature checks have been completed, the individuals will proceed to the OCCC Security Checkpoint for entrance into the dock area of the North/South or West Building.

Security Checkpoint Locations

The West building security checkpoint is located near the Westwood lobby area on the backside of the building and will be constantly monitored by OCCC security staff. Signage will be placed at the location guiding all individuals arriving on foot to this entrance. All individuals will be asked to present their worker or event ID at this time. Please contact your Event Manager for a specific map of the area. The North-South Building security checkpoint is located at the North Employee Entrance Lobby and will be constantly monitored by OCCC security staff. Signage will be placed at the location guiding all individuals arriving on foot to the appropriate entrance. All individuals will

be asked to present their worker or event ID at this time. Please contact your Event Manager for a specific map of the area.

Contract Security Provider

The OCCC minimum requirements for Contract Security coverage are currently unchanged. Clients may contact their OCCC Event Manager or OCCC Event Security Liaison for any further questions.

Luggage and Coat Check

Clients should continue to work directly with their contracted luggage and coat check provider on procedures for events. Clients may reach out to their Event Manager for the contact information of OCCC preferred vendor, BAGS.

Occc Service Partner Sanitation Policies

Additional protocols are under review and will be added and modified as developed for all Service Partners. For ease, information on Visit Orlando's Guest Services Desk will be included at the conclusion of the Service Partner section.

Centerplate – Exclusive Food & Beverage Provider etech – Exclusive Overhead Digital Advertising Provider FedEx – Exclusive Business Services Provider

Smart City – Exclusive Internet and Telecommunications Provider Scootaround – In-house Scooter and Wheelchair Provider

LMG – Preferred Audio Visual Provider BAGS – Preferred Baggage Check Provider

Visit Orlando – Visit Orlando Guest Services Desks at the OCCC

Attendee Responsibilities

The OCCC kindly requests that all attendees assist in maintaining a healthy environment by following the guidelines outlined below.

Attendee Health Concerns

Attendees and visitors are asked to stay home, or in their hotel room, if they do not feel well or have any of the following symptoms:

Fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea.

For further CDC updates, please visit:

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Travel Restrictions

All guests should check travel restrictions to and from their destination before arriving to the OCCC.

For further updates regarding domestic and international travel, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Personal Protective Equipment (PPE)

In accordance with local, state, and CDC guidelines and mandates, appropriate masks may be required for all attendees and visitors to the OCCC. Before arriving at the OCCC, be sure to check informational links provided below regarding guidelines and mandates.

Guest Hygiene and Transmission Prevention

For the health and safety of guests, the OCCC has placed hand-sanitizing stations throughout the concourse in the West and North-South Buildings. Mobile hand washing stations will be relocated to high-traffic locations throughout the concourses.

Physical Distancing

While the OCCC will be assisting in physical distancing measures, all attendees should follow current CDC recommendations and abide by all signage and notifications in maintaining physical distance while on-site.

Local Information and Resources

Orange County, Florida Government Executive Orders

City of Orlando COVID-19 Update

Visit Orlando Healthy Travel & Reopening Information Orlando International Airport COVID-19 Operational Update

State of Florida Information Links

State of Florida Current Travel Safety Information

Additional Resources

Orange County Government

OCCC Coronavirus Updates

OCCC Event Updates

Useful Information Links

CDC Use of Cloth Face Coverings

CDC Considerations for Events and Gatherings WHO

Mass Gatherings

employees whenever possible. No handshaking.

Virtual meetings and conference calls are highly encouraged and should be implemented to ensure the safety of our workforce through minimizing physical contact with others.

Teleworking

Manager and Assistant Manager will review each position and determine the number of teleworking or remote days allowed each week, the work hours and schedule that the employee will customarily maintain, and the manner and frequency of regular communication (i.e., via phone, video conferencing, and/or in person, etc.) with the supervisor and others in OMB.

Teleworkers must be as accessible as their onsite counterparts during their regular work schedule, regardless of work location. Teleworkers may be required to work onsite for meetings, events, and other situations deemed necessary by their supervisors without appeal.

Teleworkers may be required, at any time, to commute to their onsite work location. This is considered commute time, and is not eligible for mileage reimbursement.

To the greatest extent possible, staff will limit commuting during work hours by working full days onsite or full days teleworking, circumstances requiring partial days on-site and off-site shall be done with supervisory pre-approval.

Staff shall coordinate with supervisors to ensure equipment availability for their on-site and off-site needs. Staff is discouraged from mobilizing desktop computers unless absolutely necessary, equipment shall remain at the space designated as the primary work-station (on-site or off-site depending on the circumstances and agreement). Currently working with ISS to provide the necessary teleworking computers and equipment.

The option to telework will be solely at the direction of County Administration and the Manager of the Office of Management and Budget without appeal.

Safety in the County Administration Building

Face Coverings / Masks

Staff will be required to wear face masks while in the presence of county staff and the public.

Staff shall adhere to social distancing in breakrooms and other common areas, and avoid congregating.

Staff shall have no more than one (1) additional person in their offices at a time.

Employees

Currently four (4) staff and one (1) intern are working in the office and eight (8) staff are teleworking from home to allow for proper social distancing to help prevent the spreading of COVID-19. This has been working fairly efficiently since the beginning of the COVID-19 outbreak in March and necessary work is getting accomplished. When the County provides direction to reopen, the recommendation would be to allow OMB staff to continue teleworking with certain days scheduled to be in the office. There may be days when all staff is required to be in the office for meetings, trainings, and other work responsibilities carried out by OMB. There is limited public interaction with OMB, but for the public that does contact the office with questions, the necessary office coverage is in place to answer questions.

Orange County Corrections Department Facilities & Workforce Readiness Business Plan COVID-19



Community Corrections Division Administration Building

Upon approval and the establishment of a begin date, the following plan and guidelines will be implemented for all staff, offenders and visitors entering the Administration Building.

General Safety Expectations:

Staff Safety Protocols

- Staff will be subject to temperature checks prior to entering the Administration Building
- Staff will be required to wear face masks while at work and in the presence of other staff and the public
- Staff shall adhere to social distancing in breakrooms and other common areas, avoid congregating
- Staff shall have no more than one (1) additional person in their offices at a time

Offenders and the Public Safety Protocols

- Offenders on supervision reporting to the Administration Building will be required to wear a mask or some form of face covering
- All routine in-office reporting of offenders will be by appointment only
- To ensure social distancing, a limited number of people will be allowed in the lobby areas

Environment Protocols

- Appropriate signs are posted in high traffic areas for visitors and staff
- Hand sanitizer is located in locations around the entry and exit of the building

Preparation and Notification: (Ongoing)

Communication

- An email was sent to CCD staff advising of the re-opening plan and the general expectations – See Appendix 1
- A notification letter will be sent to offenders advising of the impending re-opening of the division and general expectations – See Appendix 2
- Offender Link will send out a telephone notification to offenders advising of the reopening and general expectations

Sanitation

- Sneeze Guard have been issued to all staff.
- Signs are placed appropriately throughout the 2nd and 3rd floors of the Administration Building reminding of social distancing and standing locations
- Directional signs are placed on the floor to maximize the “one-way” traffic patterns

- Common areas, group rooms, training rooms, chairs and tables will be sanitized for reopening; continuous and daily cleaning and sanitizing of these areas will occur.

Advisement

- Chaplains and other providers will be notified of reopening plans as needed
- Teleworking Desktops will be discussed with ISS for appropriate return as needed

Staff Return (Ongoing)

- The initial return of staff involves supervisory staff. On September 8, supervisors started working in the office three days and telework two days
- The return of non-supervisory staff to the office started October 5. Non-supervisory staff will work in the office a minimum of two days and telework three days
- Updates will continue until we have all staff returned to the office by Monday, January 4, 2021
- Coordination will be made with ISS for the return of staff with desktop computers at home
- Address the appropriate continued use of teleworking.

Operations and Programs (Date TBD)

Vendors and Volunteers

- Ongoing coordination with security for the return of program activity and volunteers inside the facilities
- Program staff will continue to review and verify vendors meet the requirements for approved entry into the facility
- Reentry and Transitional Services staff will resume contacts with employers and community resources

Offenders and Contacts

- Telephone Contact requirements will continue as previously instructed (COVID-19 protocols)
- High Risk and DV cases will be prioritized as needed for in-office reporting appointments
- New court intakes will have in-office appointments for initial intake interviews effective October 19, 2020
- Orientations and contract signings will also have in-person appointments effective October 19, 2020
- ACS will continue to monitor worksites for re-opening dates and respond as needed
 - Worksite visits shall be approved on a case-by-case basis
- Offender Drug Testing will resume with priority given to those with specific court ordered testing
- The COS payment window will reopen with coordination with Fiscal

This plan is subject to adjustments as needed as continued evaluation is made regarding reopening.

APPENDIX 1 – Community Corrections Division Reopening Memorandum



Linda A. Brooks,
Manager
Community Corrections
Division
Tel. (407) 838-3089
Fax (407) 838-0388
Linda.Brooks@ocfl.net

Interoffice Memorandum

Memo To: All Community Corrections Staff
From: Linda A. Brooks, Manager
Community Corrections Division
Date: October 2, 2020
Re: Community Corrections Reopening

Due to the State of Emergency regarding the Coronavirus Disease 2019 (COVID-19), CCD suspended normal operations and implemented a response plan for the safety of staff, offenders and our community partners. As you are aware there have been subsequent actions taken by our Mayor and the Governor to return the county and state to normal operations. As the county continues to move forward with that effort, CCD is also implementing gradual stages of reopening. In the previous memo (06/05/20) the below phases were outlined. Those highlighted are complete and will continue to be addressed as needed.

General Expectations and Information:

- Staff, visitors and offenders will be subject to a temperature check prior to entering the building. If the temperature is 100 degrees or over, it will be taken again after 10 minutes. If it remains at over 100 degrees admittance will not be permitted in the building
- Staff and visitors will be required to wear face masks while at work and while in the halls and common areas
- To ensure social distancing a limited number of people will be allowed in the lobby areas
- Group Orientations and instructions will continue to be suspended until further notice
- Staff shall adhere to social distancing in breakrooms and other common areas (Avoid congregating)
- Staff shall have no more than one (1) additional person in their office at a time

Preparation and Notification: (Completed)

- Appropriate Signage has been posted in high traffic areas for visitors and staff
- An updated notification letter will be sent to all offenders advising of the impending re-opening of the division and general expectations (see attachment)
- Offender Link will send out a notification advising of the updated plans for reopening
- Sneeze Guard have been requested for officers desks
- Signage will be placed appropriately throughout the 2nd and 3rd floors of the Administration Building
- Floor markings will be done for one way traffic movement

- Common areas, group rooms, training rooms, conference rooms will be fogged and deep cleaned
- Coordination with Fiscal for reopening of the COS window.

Staff Return: (Ongoing)

- We have started the process of returning staff to the office. The initial return of staff involves supervisory staff. On September 8th, supervisors started working in the office 3 days and telework 2 days. On October 5th, staff will work in the office a minimum of 2 days and telework 3 days.
- Updates will continue until we have all staff returned to the office by Monday, January 4, 2021.
- Coordination will be made with ISS for the return of staff with desktop computers at home

Operations and Programs:

- Coordination will be made with security for the return of program activity and volunteers inside the facilities
- Program staff will continue to review and verify vendors meet the requirements for approved entry into the facility
- Reentry and Transitional Services staff will continue contacts with inmates, employers and community resources
- Telephone Contact requirements will continue as previously instructed
- High Risk and DV cases will be prioritized as needed for in office reporting appointments
- New Intakes appointments in the office will resume with offenders placed on Probation, PTRS, and Diversion effective October 19th
- Orientations, and contract signings will be done by appointment with the assigned officer
- ACS will continue to monitor worksites for re-opening dates and communicate information as needed
- ACS will assigned offenders for community service at available worksites
- Offender Drug Testing will resume with priority given to cases with specific court ordered testing and other priority testing needs

This plan is subject to adjustments as needed as continued evaluation is made regarding reopening. Please discuss with your supervisor if you have any questions.

Cc: Anthony D. Watts, Sr., Deputy Chief of Corrections Administrative Services
Holly Dorman, Assistant Manager, Community Corrections Division

APPENDIX 2 – Supervised Offender Letter



Orange County Corrections Department, Community Corrections Division
LINDA A. BROOKS, MANAGER

P.O. Box 4970, Orlando, Florida 32802-4970
Phone: 407-836-3089 • Linda.Brooks@ocfl.net

September 30, 2020

Dear: [REDACTED]

As you are aware, Orange County Corrections Department, Community Corrections Division closed our offices to the public and provided limited access in response to the national pandemic caused by COVID-19. While we are still very much concerned about you and your family's well-being, we are continuing to make preparations for reopening our offices for reporting and other services. The intent of this letter is to remind you of the requirements and guidelines that will be in effect once we resume in-office reporting.

- All in-office reporting will be by appointment. Your officer will contact you and notify you of your scheduled appointment.
- Do not arrive more than 10 minutes before your scheduled appointment time, and please come alone. If you bring someone else to your appointment, and this is not approved by your officer, they will not be permitted in the building.
- Children will not be permitted inside the building.
- All staff and visitors are required to wear a face mask. If you do not have one, you must notify your officer prior to reporting for your appointment.
- All staff and visitors will be subject to a temperature check prior to entering the building. If your temperature is 100 degrees or over, it will be taken again after 10 minutes. If it remains at 100 degrees or over, you will not be permitted in the building.
- When you are cleared to enter the building, hand sanitizer will be available for you to sanitize your hands prior to entering the elevator.

Your officer will notify you regarding the date and time you will need to begin reporting back to the office. Until that time, you should continue to follow all instructions provided to you by your officer.

We appreciate your patience and understanding as we make adjustments for your safety and that of our staff.

Please do not hesitate to contact your officer, [REDACTED], at [REDACTED] should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Linda A. Brooks".

Linda A. Brooks, Manager
Community Corrections, Programs & Reentry Services
cc: File

APPENDIX 3 – Operational Plan/Reopening Community Corrections Division



Orange County Corrections Department, Community Corrections Division
LINDA A. BROOKS, MANAGER

P.O. Box 4970, Orlando, Florida 32802-4970
Phone: 407-836-3089 • Linda.Brooks@ocfl.net

October 8, 2020

To: Louis A. Quinones, Jr., Chief
Orange County Corrections

Via: Anthony D. Watts, Deputy Chief
Administrative Services

From: Linda A. Brooks, Manager
Community Corrections Division

Subject: Operational Plan/Re-Opening – Community Corrections Division

The purpose of this memorandum is to provide you with the proposed Reopening Plan for the Community Corrections Division.

Due to the State of Emergency regarding the Coronavirus Disease 2019 (COVID-19), CCD suspended normal operations and implemented a response plan for the safety of staff, offenders and our community partners in March 2020.

Due to subsequent actions taken by the Governor and our Mayor to return the state and county to a gradual stage of reopening, CCD is also in the planning stages of reopening our division.

The Community Corrections Management Team met to discuss the recommended actions and stages to return the Division to normal operations while still maintaining safety, public health and security.

The elements of the Community Corrections division Reopening Plan consist of the following:

- General Safety Expectations
- Preparation and Notification
- Staff Return
- Operations and Programs Activities

Attachments

LB/md
cc: File

APPENDIX 4 – Photos of Corrections Administration Building



Sign and sanitation upon exiting elevator



Floor markers for social distancing at reception



Lobby signs and floor markers



Hallway directional signs

Community Corrections Division Inmate Programs Unit

Upon approval and the establishment of a begin date, the following plan and guidelines for Inmate Programs within the facility will be implemented:

General Safety Expectations:

Staff Safety Protocols

- Staff will be subject to temperature checks prior to entering the OCCD facilities.
- Staff will be required to wear face masks while at work and in the presence of other staff and the public
- Staff shall adhere to social distancing in common areas, avoid congregating

Volunteers and Contractor Protocols

- Volunteers and Contractors seeking to enter OCCD will be required to wear a mask
- Volunteers and Contracted Providers will be subject to temperature checks prior to entering the OCCD facilities

Phase 1: Preparation and Notification: (Ongoing)

Communication

- An email was sent to CCD staff advising of the re-opening plan and the general expectations – See Appendix 1
- Inmate Programs staff will be advised of any updates regarding the re-opening and remain in contact with current volunteers and service providers
- A notification letter will be sent to volunteers and contracted providers advising of the impending re-opening of the division and general expectations

Sanitation

- Inmate Program staff has been provided with hand sanitizer and sanitizing wipes

Phase 2: Staff Return (Date TBD)

The return of supervisory staff to the office (Date TBD)

The return of non-supervisory staff to the office (Various Dates)

- The first wave of staff will include those that do not have a BCC computers at home
- These staff can return to their office and workstation without interruption
- Coordination will be made with ISS for the return of staff with desktop computers at home

Phase 3: Operations and Programs (Date TBD and Ongoing)

Volunteer and Contracted Provider Return

- Programs staff will continue to coordinate with Training to ensure volunteers complete CJIS training and fingerprint requirements.
- Ongoing coordination with security for the return of program activity and volunteers inside the facilities
- Program staff will continue to review and verify vendors meet the requirements for approved entry into the facility
- Reentry and Transitional Services staff will continue contacts with employers and community resources
- Program staff will resume programs facilitated by staff
- Chaplain will resume in cell church services

Programs will continue to research opportunity through technology and self-directed study to deliver programming in alternative methods to continue to ensure the safety of staff and inmates.

This plan is subject to adjustments as needed as continued evaluation is made regarding reopening.

APPENDIX 1 – Operational Plan/Reopening Inmate Programs



Orange County Corrections Department, Community Corrections Division

LINDA A. BROOKS, MANAGER

P.O. Box 4970, Orlando, Florida 32802-4970
Phone: 407-836-3089 • Linda.Brooks@ocfl.net

October 8, 2020

To: Louis A. Quinones, Jr., Chief
Orange County Corrections

Via: Anthony D. Watts, Deputy Chief
Administrative Services

From: Linda A. Brooks, Manager
Community Corrections Division

Subject: Operational Plan/Re-Opening – Inmate Programs

The purpose of this memorandum is to provide you with the proposed Reopening Plan for the Inmate Programs Unit of the Community Corrections Division.

Due to the State of Emergency regarding the Coronavirus Disease 2019 (COVID-19), CCD Inmate Programs suspended normal operations and implemented a response plan for the safety of staff, inmates and our community partners in March 2020.

Due to subsequent actions taken by the Governor and our Mayor to return the state and county to a gradual stage of reopening, Inmate Programs is also in the planning stages of reopening access to the facility by vendors and contractors to resume delivery of currently suspended programs.

The Community Corrections Management Team met to discuss the recommended actions and stages to return Inmate Programs Unit to normal operations while still maintaining safety, public health and security.

The elements of the Inmate Programs Reopening Plan consist of the following:

- General Safety Expectations
- Preparation and Notification
- Staff Return
- Operations and Programs Activities
 - Volunteer and Contracted Provider Return

Attachments

LB/md
cc: File

Booking and Release Center Court Location

Effective June 5, 2020, the following procedures were implemented for all inmates who are transported to the Orange County Booking and Release Center Court Location.

Orange County Court Hours of Operation:

Court administration has extended the existing operational court hours effective June 5, 2020

- Current Operational Hours: 0800-1700 Hours
- New Operations Hours: 0800-1900 Hours (TBD)

BRC Court Staff Screening Procedures:

Temperature checks, Wellness Screening and issuance of a mask will be conducted daily at the perimeter building

- Staff with a temperature of 100 degrees or greater will not be permitted to report for duty
- Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others to include inmates
 - Areas where social distancing is not possible
 - Inside the Courtroom

Inmate Screening Procedures:

Temperature Checks, Health Screening and Mask issuance will be conducted

- In the Booking and Release Center (BRC) prior to entering the courtroom floor by BRC Court Team Staff
- Inmates with a temperature of 100.4 degrees or greater will not be permitted to enter the BRC Courtroom
- Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others to include inmates
 - Areas where social distancing is not possible
 - Inside the Courtroom

Official Visitor/Client Screening Procedures:

Temperature Checks, Health Screening and Mask issuance will be conducted daily in the BRC Lobby area by Orange County Sheriff's Department Court Deputies

- Official Visitor/Client with a temperature of 100.4 degrees or greater will not be permitted to report for duty
 - Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others to include inmates
 - Areas where social distancing is not possible
 - While in the Courtroom

BRC Courts Inmate Staging Area Procedures:

Inmates will be temporarily housed based on the following criteria:

- Security Considerations and AM/PM Court Session Schedule

Refusal to Comply With Administrative Order-Health and Safety Procedures:

Inmates:

- Inmates who refuse to participate in the Health and Safety Screening procedures, temperature checks or refuse to wear a mask will not be permitted in the courtroom
- An incident report will be initiated and forwarded to the court deputy for any inmate that is not transported

Staff:

- Staff who refuses to comply with the Health and Safety Screening, temperature check or mask wearing processes will not be granted access any courtroom
- An incident report will be initiated and forwarded to the staff member's immediate supervisor

Official Visitor/Client:

- Any Official Visitor/Client who refuses to comply with the Health and Safety Screening, temperature check or mask wearing processes will not be granted access to any BRC-Courtroom
- G4S/ Orange County Sheriff's Department Court Deputies will notify Court Team Supervisor

Downtown Courthouse Location

Effective June 5, 2020, the following procedures were implemented for all inmates who are transported to the Orange County Downtown Courthouse Location.

Orange County Court Hours of Operation:

Court administration has extended the existing operational court hours effective June 5, 2020

- Current Operational Hours: 0800-1700 Hours
- New Operations Hours: 0800-1900 Hours (TBD)

Transportation Staff Screening Procedures:

Temperature checks, Wellness Screening and issuance of a mask will be conducted daily at the perimeter building

- Staff with a temperature of 100 degrees or greater will not be permitted to report for duty
- Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others to include inmates
 - Areas where social distancing is not possible

Downtown Court Staff Screening Procedures:

Temperature checks, Wellness Screening and issuance of a mask will be conducted prior to entry at the Downtown Courthouse staff entrance checkpoint by G4S Security Staff

- Staff with a temperature of 100 degrees or greater will not be permitted to report for duty
- Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others to include inmates
 - Areas where social distancing is not possible

Inmate Screening Procedures:

Temperature Checks, Health Screening and Mask issuance will be conducted:

- In the Booking and Release Center (BRC) Transportation Holding area prior to entry on a transportation vehicle by a Transportation Unit Officer
- Inmates with a temperature of 100.4 degrees or greater will not be transported to the Downtown Courthouse

Inmate Transportation to Downtown Courthouse Location:

Inmates will be transported to Downtown Courthouse only after having a temperature check, Health Screening and mask issuance conducted by Transportation Unit officers

- Masks will be required to be worn by inmates while in transport to and from the courthouse

Inmates will be transported based on the following criteria:

- Security Considerations and AM/PM Court Session Schedule

Downtown Courthouse Inmate Staging Area Procedures:

Inmates will be temporarily housed based on the following criteria:

- Security Considerations and AM/PM Session Schedule

Refusal to Comply With Administrative Order - Health and Safety Procedures:

Inmates:

- Inmates who refuse to participate in the Wellness and Safety Screening procedures, temperature checks or mask wearing will not be transported to the courthouse
- An incident report will be initiated and forwarded to the court deputy for any inmate that is not transported

Staff:

- Staff who refuse to comply with the Health and Safety Screening, temperature check or mask wearing processes will not be granted access to the Downtown Courthouse
- An incident report will be initiated and forwarded to the staff member's immediate supervisor

Corrections Video Visitation Center

Effective September 21, 2020, the following procedures will be implemented for all visitors and staff entering the Orange County Video Visitation Center Location.

Hours of Operation:

Video Visitation Center will resume normal operating hours effective September 21, 2020

- o Current Operational Hours: 9 a.m. to 10 p.m.

Staff Screening Procedures:

Temperature checks and issuance of a mask will be conducted daily at the Visitation Center. Staff arriving prior to supervisors will email the supervisor confirming a self-check of their temperature was completed.

- Staff will check each person's temperature utilizing the touch-free thermometer
 - If the temperature reading is below 100 degrees the person will be allowed access.
 - If the temperature reading is above 100 degrees the person will stand by for (10) minutes and have their temperature retaken.
 - If the temperature is still above 100 degrees the person will not be allowed access, a supervisor will be notified and respond to the area.
- Employees denied access will:
 - Complete Emergency Paid Sick Leave (EPSL) form, prior to departing.
 - Complete Employee Questionnaire
 - Check in with your immediate supervisor daily.
- Masks will be worn at all times while in:
 - Public/common areas
 - Contact with others
 - Areas where social distancing is not possible
 - Inside the Control Room

Official Visitor/Visitor Screening Procedures:

Face covering will be required prior to entering Video Visitation waiting/check-in area

- Face Coverings will be worn at all times while in:
 - Public/common areas
 - Contact with others
 - Areas where social distancing is not possible
- Video Visitation Center Staff will conduct Temperature Checks and Wellness Screening by as visitors enter the building.
 - Staff will check each person's temperature utilizing the touch-free thermometer
 - If the temperature reading is below 100 degrees the person will be allowed access.
 - If the temperature reading is above 100 degrees the person will not be allowed access
- Any Official Visitor/Client who refuses to comply with the Health and Safety Screening, temperature check or face covering processes will not be granted access to the Video

Visitation Center

- Video Visitation staff will notify their immediate supervisor and document in Renovo notes when practical

Operational Changes/Procedures for Public Visits:

- Update website with new information on visitation changes and turn on module for self-booking of visits
- 20 carrels will be placed online with spacing between active carrels to ensure social distancing
- Two visitors will be allowed per visit producing a 40 person limit on occupancy
- Reduce number of visits to two per week.
- Visitors will be called into the visitation center by their assigned rows to ensure social distancing

Operational Changes/Procedures Professional Visits:

- Professional visits will continue to be scheduled on a walk in basis with appropriate credentials
- Row B and C will be reserved for Attorney/Professional visits (12 carrels spaced for social distancing)

Operational Sanitation Plan:

- High touch areas will be sanitized frequently
- Visitation carrels and telephone handsets will be sanitized after each visit

Miscellaneous:

- Resume normal process for receiving Court clothing
- Continue process for receiving money orders.

Website Changes:

- Expected re-opening date
- Number of concurrent visits
- Reduced number of visits per week
- Number of visitors allowed per visit
- Face covering requirement for all visitors
- Temperature check and wellness screening requirement for all visitors

Recommended Website Information:

In concurrence with the opening of the County, the Video Visitation Center will be re-opening effective TBD with the following operational changes:

- Face coverings required for ALL visitors
- Temperature checks and wellness screenings

- Weekly visits reduced to two per week
- Reduced number of visits per hour to ensure social distancing
- Reduced number of visitors (2) per visit to ensure social distancing

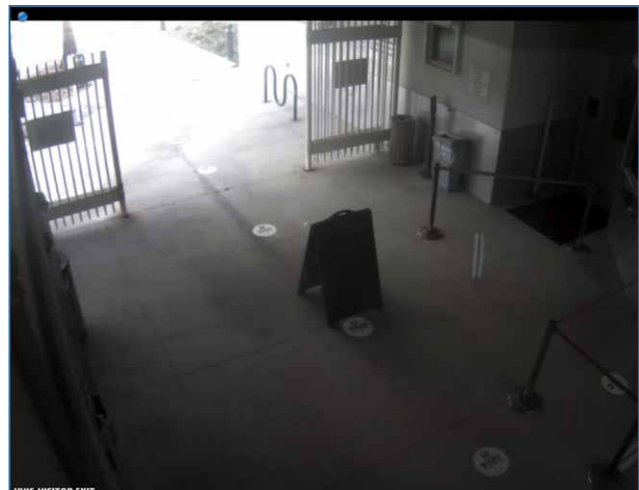
Current Website Information:

Due to the Coronavirus, Video Visitation is closed to families and friends effective as of March 25 at 10 a.m. and will remain closed until further notice. Attorneys may still visit inmate clients via Video Visitation. We apologize for any inconvenience but the health and well-being of our community members are our first priority.

Video Visits

All inmates are allowed three visits per week that take place by video. This eliminates waiting in line and being searched. The Video Visitation Center is open every day from 9 a.m. to 10 p.m. with the last visitation session starting at 9 p.m.

Signage:





Administrative Services Department Business Readiness Reopenings

The Administrative Services Department is comprised of 7 Divisions that work in several different locations Countywide. Below is each Division's business readiness plan as Orange County phases reopening facilities and services back up to the public.

Capital Projects – All Project Management staff have telecommuted and have been very productive remotely working from home and visiting project sites as needed. E-Builder software has allowed smooth transition to telework and communication with all staff works well through the Cloud based application. Administrative staff in office and working well with social distancing. Office located in IOC II, and plans for short term are to continue teleworking and doing WebEx based meetings as needed. When facilities fully reopen in the future, Capital Projects envisions telecommuting by Project Management staff continuing, with certain days coordinated for all staff to be in office for staff meetings or trainings.

Facilities Management – Most employees are in LIUNA and are essential employees who need to be in buildings throughout the County maintaining and repairing buildings. Very few employees telecommuting; those who are have been productive. No transitioning or changing business plan needed at this time.

Fiscal and Operational Support – Teleworking in the Fiscal and Operational Support Division has worked well. Staff stop in an hour or so a day to pick up purchase orders, delivery orders, change order requests and invoices to process and work on at home. Based on the Advantage workload numbers, the Fiscal group continued operations without any major delays or changes in productivity. Fiscal group is located in IOC II and will continue with a hybrid form of teleworking going forward in the short term and in the future when facilities are fully reopened.

Fleet Management – Most employees are in LIUNA and are essential employees who need to be on-site at the Fleet Management complex servicing vehicles and equipment. No transitioning or changing business plan needed at this time.

Real Estate Management – Division seldom receives visits from the public, so transition to telecommuting for all sections did not negatively impact operations. Division works in IOC II. Teleworking has worked well for Appraisal and Leasing Sections. It has been more challenging for the Acquisition Section and Title Section. Both sections would benefit from managerial and supervisory oversight with their work, especially in Title where many employees are new and do not have the experience to understand their work throughout the day or have a peer support network to get help from. Therefore, Division is developing flex schedules to have employees in the office from both the Acquisition and Title Sections with their supervisors, whether part time or alternating days during the week. This plan would still adhere to social distancing guidelines, keep many of the staff still teleworking,

and would increase the productivity overall for the Division. When facilities fully reopen in the future, Real Estate Management envisions telecommuting on some levels for all sections within the Division, with the exception of Administrative/Support staff and GIS. These sections need equipment and office resources in order to be productive in their job duties.

Business Development – The Business Development Division remained operational in response to COVID-19 after assessing all internal workflow processes with ISS. Workflow processes that continued as staff remained working on-site included the review of new M/WBE certifications, M/WBE re-certifications, registering Service Disabled Veterans, and payment application review processes. Workshops went to an on-line platform and continued to be held during this time.

The following Division functions will continue when the County begins to reopen:

- Reception area staffed on-site to assist public and receive, notarize application virtually and record incoming payment applications. This area is furnished with plexiglass sneezeguards installed by Facilities Management.
- Continue to sanitize the work areas daily since we are receiving a large number of paper payment applications.
- Conduct virtual monthly new certification workshops in conjunction with the City of Orlando.
- Conduct virtual monthly “How to do Business with Orange County” workshop with Procurement facilitating the meeting with Business Development and the scheduled User division representatives.
- Weekly on-site CPA consultant review to assess the businesses net worth. The CPA meetings have been scheduled in the 2nd floor conference room to be in accordance with the CDC guidelines. He is capable of reviewing the files and contacting the firms, as needed. Upon completion of the reviews, the CPA consultant is able to coordinate with staff so the assessments are printed.
- Retrieve all bids and proposals from Procurement’s FTP site to evaluate the M/WBE utilization and M/WBE workforce. After completing the evaluation. Staff scans and emailed directly to the Contracting agents.
- Attend virtual or teleconference pre-bid meetings to inform the bidder/proposal about M/WBE project goal. If a meeting is not scheduled, then provide Procurement the M/WBE handout. This information is placed on-line and the bidder/proposer will be required to acknowledge receiving the information as an addendum.
- Attend virtual or teleconference pre-construction meetings and pre negotiation meetings to inform the prime about the M/WBE requirements for the project.
- Evaluate all proposals and participate in weekly virtual Procurement committee meeting.
- Receive task authorizations from Procurement via email to evaluate for M/WBE utilization. After completing the evaluation. Staff scans and uploads the memo in the appropriate department/division FTP folder for the project manager’s review. Then, emailed the memo directly to the Contracting agent.
- Virtual interviews will be conducted when needed. Staff will schedule a web-ex meeting with the business owner. Then, conduct an interview. The interview will be typed, reviewed and added to the certification file.

- Monthly Team meetings will continue to be conducted via teleconferencing.
- Evaluate payment applications received in the office, via email or on the Advantage on-line workflow application. All approved payment applications will be sent to Finance after signing. In the event, the prime has not submitted the required M/WBE compliance documentation; the payment application will be placed on hold. The prime, project manager and Finance are notified via email. The payment application is forwarded to Finance after receiving the compliance documentation.
- Handle contract compliance related issues (i.e., review subcontracts prior to contract execution, non-payment issues, change in M/WBE utilization) via teleconference or webex as needed.
- Participate in virtual community partner webinars to promote the utilization of certified M/WBE firms.
- Conduct compliance virtual meetings with PCL to discuss the M/WBE compliance requirements for the Construction Manager at Risk Services for the OCCC Phase V Multi-Purpose Venue and Grand Concourse Improvement project.
- Compile statistics for Certification & Compliance Report for monthly M/WBE Advisory committee. When there are denials or revocations of certification, then a virtual meeting is scheduled. Currently, if a virtual meeting is scheduled, a quorum would be achieved.
- Conduct weekly virtual implementation meetings of the B2GNOW online Compliance and Certification system.
- Evaluate Orange CARES applications on-line using the Neighborly software. Contact citizens via email and telephone to resolve problems associated with the required documents.
- Currently reviewing each position to determine the number of teleworking or remote days allowed. A detailed summary of work was created for each area for the team member to maintain while teleworking. Each team member is equipped with the resources (teleconference number, box, webex capability and a proxy link to permit internet capabilities) needed to perform their work responsibilities and have the ability to communicate with others while teleworking. Once buildings are allowed to reopen, a staggered work schedule will be developed for employees who will telework part time and be in the office part time to retrieve paperwork and documents. Future operational plans would have staff working back in the office partially and teleworking partially, depending on workloads and projects occurring.

Health Services COVID-19 Workforce Readiness Business Plan

Purpose

Orange County Health Services (OCHS) staff and facilities have been fully operational throughout the COVID-19 pandemic and continue to be today. The purpose of this plan is to describe the guidelines and measures we are taking to ensure our facilities and workforce remain ready to continue safe operations during the COVID-19 pandemic and to prepare for an eventual reopening to teleworkers and the public. This plan represents what we will do to keep our employees, customers, and community safe. Each division may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitation methods, policies from the Centers for Disease Control and Prevention (CDC), Orange County Government, state and federal mandates.

Department-wide Guidelines

Employee Health Concerns

Following general County Government Guidelines, employees are instructed to stay home if they do not feel well. Employees who are exhibiting any of the symptoms of COVID-19 on County property are instructed to immediately notify their manager.

Additional resources, forms, guidelines and information on COVID-19 for employees and supervisors can be found at the Orange County Government's Orangenet page at <https://orangenet.ocfl.net/hr/Pages/Coronavirus.aspx>.

Enhanced Cleaning & Sanitation

The frequency of cleaning, sanitizing and disinfecting has been increased throughout with an emphasis on frequent contact surfaces including door handles, restrooms, elevator buttons, stair handrails, control rooms, conference rooms and breakrooms.

Hand Washing

Hand washing is one of the most effective ways to combat viruses. Hand washing posters will be placed in all common areas such as bathrooms and breakrooms. Hand washing signs follow the CDC guidelines.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key customer and employee entrances and contact areas such as large meeting rooms, lobbies, reception areas, entrances, stairs, and elevators. Personal hand sanitizer bottles will be provided to each staff member. Each staff member will be responsible for refilling when needed.

Personal Protective Equipment (PPE) / Masks

The use of face coverings / masks is mandatory in all customer-facing and common areas

of our facilities. All employees have been provided with washable and reusable cloth masks. Disposable masks and other personal protective equipment (PPE) are available for personnel based on job functions (for example N-95 masks, face shields and gowns for clinical staff, etc.). While working by themselves at their assigned work spaces (cubicle, office etc.), employees are not required to wear their masks.

Masks should be worn in county vehicles if there is more than one occupant and the air conditioning system must be set to the fresh air mode to avoid the air recirculation mode.

Health Screenings

Infrared Temperature Checks

OCHS is in the process of procuring contactless thermometers for distribution throughout our facilities. Employees arriving at work will be required to report to their respective work areas to immediately have their temperature checked. Please refer to the departmental operating procedure (DOP) on temperature checks for additional details. Supervisors will be assigned the responsibility for ensuring each of their employees complies with these daily requirements.

OCHS employees whose temperature reading is $\geq 100.4^{\circ}\text{F}$ will be required to wait 10 minutes for a second temperature check. If the second temperature check is $< 100.4^{\circ}\text{F}$, they can proceed to work. If the second temperature check again reads $\geq 100.4^{\circ}\text{F}$, the employee will be required to go home (See Appendices 5.1 and 5.2 developed by Human Resources).

Social / Physical Distancing

Employees are required to continue adhering to social or physical distancing guidelines. In customer-facing areas, practice physical distancing by standing at least six (6) feet away from other groups of people while standing in lines, using elevators or moving around the facilities. Tables, chairs, and seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six (6) feet away from customers and other employees whenever possible. No handshaking.

Virtual meetings, staggered shifts, and single occupant County vehicle assignments are highly encouraged and should be implemented to ensure the safety of our workforce through minimizing physical contact with others.

Teleworking

All divisions within the department have reviewed their operations to determine which employees are able to telework successfully. Success includes meeting all customer service levels and operational demands in a virtual environment, while keeping our employees safe at home. We will continue to leverage teleworking for the foreseeable future.

Signage

Signage for building entrances, common areas, lobbies, elevators, restrooms and other areas will be installed at all Health Services facilities consistent with the signage installed at the County Administration building.

Customers and Visitors

Face Coverings / Masks

The use of face coverings / masks is mandatory for all customers and visitors entering any of Health Services buildings. If visitors or customer do not have a face mask, a complimentary face mask will be provided.

Health Screenings

Daily Health Questionnaire and Visitors Notice

Not all Health Services divisions receive customers on a daily basis. Each division has customized their process to ensure staff and visitors are safe. (See Appendices 5.1 and 5.2 developed by Human Resources).

Facilities

A breakdown of the different Orange County Health Services facilities is provided below along with the measures that have been implemented to ensure safe operations and employee safety.

Animal Services

Daily Operations

The shelter opened on May 22nd utilizing an appointment-based system, as it was found to be efficient and successful at limiting foot traffic. The shelter is using a system called WaitWhile. Animal Services is currently focusing on four main areas of service:

- **Adoptions:** Five appointments per hour block with up to two people per booking. This will limit to a maximum of 40 people in the building per day for adoptions.
- **Reclaim:** One appointment per half hour block with one person per booking. This will limit to a maximum of 16 people in the building per day for reclaim.
- **Surrender:** One appointment per hour, visitors remain in their vehicle, no traffic directly into the building.
- **Pick-ups:** One appointment per half hour block with up to one person per booking, this limits to a maximum of 16 people in the building for this reason.

Plexi-glass Barriers

Plexi-glass barriers have already been installed in all customer-facing areas.

Medical Clinic

The Medical Clinic has remained open and providing services throughout the pandemic. The primary reason is that, at the peak of the pandemic, residents without health insurance would resort to visiting a hospital emergency room which would have potentially exposed them to the virus.

Enhanced Protective Measures

Clients served by the Internal Medicine Residency Program from Orlando Health and

other components, are seen by appointment only. Patients are screened via phone prior to appointment to assess the presence of any COVID related symptoms. If symptoms are present, clients are re-scheduled, provided a telehealth visit or referred. Patients are also asked to wear a mask when entering the clinic.

- **Pharmacy:** For prescription pick-up, only one client is allowed into the area at a time. Additionally, Pharmacy staff are also mailing prescriptions to patients.

Plexi-glass Barriers

Building entrance reception desks already has a glass barrier. In addition, work space areas will be evaluated to install plexi-glass extenders to act as sneeze guards between cubicles where applicable.

Medical Examiner's Office

Enhanced Protective Measures

Employees that come into contact with bodies are using PAPRs (reusable PPE) or disposable PPE. The office has an aeroclave that can be used to disinfect the morgue or other areas, if needed. There are also hand sanitizer stations throughout the facility and disposable masks are located next to the entrance for visitor use.

Social / Physical Distancing

There is signage in the lobby to promote social distancing and mask use. Meetings with external partners are conducted by Web-Ex or conference call.

Plexi-glass Barriers

The reception desk in the visitor's area is surrounded by a glass enclosure.

Mosquito Control

Enhanced Protective Measures

Hand sanitizer and masks are available for all staff and guests.

Social / Physical Distancing

Most of the staff work in the field during their shift. The few staff that are in the building have had their work areas rearranged to ensure social distance requirements are met.

Plexi-glass Barriers

No plexi-glass has been installed due to the configuration of the building and lack of public access.

Health Services Administration

The Health Services Administration building houses the Fiscal & Operational Support Division, Office of the Medical Director, and department administrative offices.

Enhanced Protective Measures

There is an intercom system and remote door opening device that allows our administrative specialist to communicate remotely and control access into the building. Additionally, disposable masks and hand sanitizer have been placed at the entrance for staff and guest

use. (There is minimal public use of this building.)

Social / Physical Distancing

Conference room use has been severely restricted. Our large monthly Office of the Medical Director and Ryan White meetings are being conducted via Web-Ex in order to adhere to social distancing guidelines. Employees have their own offices, which helps maintain social distance between employees.

Plexi-glass Barriers

A plexi-glass barrier has been installed around the reception area.

Office of Drug Free Community

The Office of Drug Free Community has three staff members including the Manager. This office does not see customers. Each staff member has their own office space. Staff telecommute when appropriate.

Appendices

Employee and Visitor Daily Health Questionnaire

COVID-19 Questionnaire

Reason for visit: _____

Temperature: _____

Please let us know if you have any of the following in the past 14 days:

	YES	NO
Fever greater than 100° F Cough	<input type="checkbox"/>	<input type="checkbox"/>
or Difficulty Breathing Recent Flu	<input type="checkbox"/>	<input type="checkbox"/>
or Pneumonia	<input type="checkbox"/>	<input type="checkbox"/>
Have you been notified that you may have been exposed to COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Have you traveled outside of the United States, including cruise ship travel?	<input type="checkbox"/>	<input type="checkbox"/>
Have you had contact with anyone who has confirmed COVID-19 or who is awaiting lab results to rule out COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>

To keep employees and residents safe, we are asking for your help in minimizing the potential spread of germs.

If you answered yes to any of the above, we kindly ask that you postpone your visit. Thank you for your understanding and cooperation.

Do you want someone to contact you to reschedule? Yes or No

Name: _____ Phone: _____

Email: _____

Notice to Visitors

NOTICE TO VISITORS

To keep customers, employees, residents and visitors safe, we are asking for your help to minimize the potential spread of germs. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps we are implementing to help reduce the potential spread of the Coronavirus (COVID-19).

At this time, we request that you do not visit any County office or facility if any of the following apply to you:

- have or have had any symptoms of respiratory illness, such as cough, fever, shortness breath, etc. within the last 14 days
- spent time with anyone exhibiting any of the symptoms listed above within the last 14 days
- have traveled out of the United States, including cruise ship travel, within the last 14 days
- had contact with anyone who has confirmed COVID-19 or who is awaiting lab results to rule out COVID-19 within the last 14 days

If you meet any of these criteria, please postpone your visit. If you have an appointment we will be happy to assist you in rescheduling.

Upon arrival at a facility or program office, please check in with the front desk staff to answer a brief questionnaire to make certain you do not pose a possible health risk.

Thank you for your cooperation as we all work together to keep our community healthy. Should you have any questions, please feel free to contact us.

Code Enforcement Division

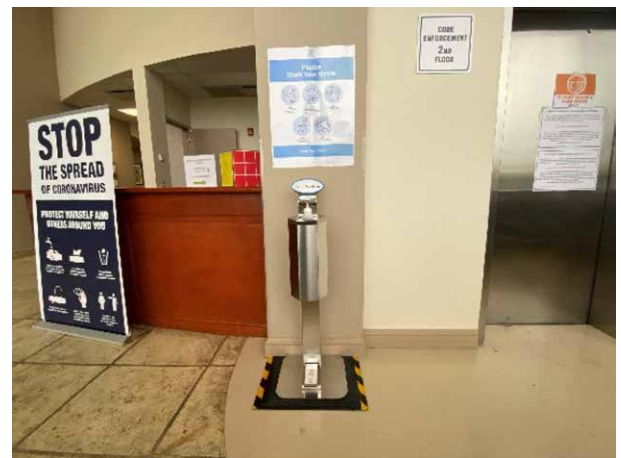
Lobby

There are two work stations at the Front Desk Lobby. Facilities Management provided a sizeable sneeze guard that protects the administration employee stationed at the front desk from visitor interaction (see photo).

We want to obtain a full size security enclosure to subdivide the front lobby. This will require approval from the Security Committee. We have a preliminary quote of approximately \$5,000, which will need to be updated prior to purchase and installation. This upgrade to the Main Lobby was not part of the CIP project which was completed in the spring of 2020.

A hand sanitizer station is in place in the lobby. Signage is also in place.

As an Orange County building, customers will be required to wear masks upon arrival on the 2nd floor. Any customers that do not have masks will be provided a disposable mask or asked to leave the lobby. There is such signage on the door of the first floor elevator.



On average, Code Enforcement has less than 10 visitors per day in its lobby (prior to closing). The number of visitors who disregard the closing notices at the front door and come to the 2nd floor have been minimal.

Customers with business at Code Enforcement do not make appointments under most circumstances. They show up and either:

1. Ask to see Officer with regard to a specific case
2. Speak to an administrative staff member regarding fines, liens, hearings, settlement agreements
3. Ask to speak to or see a supervisor/manager.

As we are one of three occupants of the Cassidy Building, our reopening is contingent upon County updates and policies with regard to general County Buildings. We will reopen when provided guidance and direction.

We anticipate that the number of visitors will continue to be low.

Obviously, since the Division imposes financial penalties on property owners, direct engagement with the public is advisable. However, we have been able to continue to effectively function and meet the needs of citizens to this point.

On the first floor, neither 311 nor Corrections HR have firm reopening dates. Corrections HR is moving ahead with in-person interviews during the first week of October. I am not aware of 311's plans for returning to their offices on a full time basis.

Enforcement Practices

In March, the Code Enforcement Division adopted a more relaxed enforcement posture. This involves leaving door hangers at citizens' homes with educational information, very generous compliance time, and monitoring some properties rather than issuing notices. Overall for these reasons and due to Officers dealing with COVID related personal needs requiring their absence, the number of inspections has dropped from about 1,200 per week in March to about 900 per week in May. Overall, the number of inspections has averaged 975 per week for the period from March-September 2020. The initiation of the Mayor's Strike Teams has caused an approximate 7-8% drop in the weekly number of inspections, due to the number of Code Staff involved in these teams. We anticipate this to continue for the foreseeable future.

Modifications were made to the enforcement hearing processes as well. Special Magistrate and Code Enforcement Board monthly agendas that normally would contain 50-70 items were reduced to 15-20 items for our first forays into Virtual hearings. As we have become more adept at these processes, more cases have been scheduled each month.

Through September, distancing has been accomplished by holding the virtual hearings at the Cassady Building where the Special Magistrate sits in a conference room and cases are presented in an adjoining conference room. Code Enforcement staff are available in Room 105 at the Administration Building for walk-in testimony. For the Code Enforcement Board, the Chairman has been located in a conference room at the Cassady building and the remaining Code Enforcement Board members are using Webex.

Administrative staff and officers have become proficient in the conduct of the virtual hearings. This has been a time consuming process. We have had some success with some customers navigating Webex for enforcement hearings, but do not anticipate a large number using this tool.

At the present time, we are planning for the end of virtual hearings and the initiation of regular hearing at the Admin Center for the Special Magistrate and the Code Enforcement Board. We are working with the County Attorney, the Code Board Attorney, and County staff to ensure that the meetings proceed as required.

Telework

At the present time, the majority of all staff, including Field and Administrative, have been participating in Telework, spending 1-2 days in the office, and the balance in the field (Officers) or at home (Senior Officers and Administrative Staff). The Manager (acting),

Assistant Manager, and Program Manager have not participated in Telework.

As directed by the Acting Manager, revised schedules are being created for Field staff, so as to resume normal office time and field time, and to eliminate the Telework portion of their schedule. This also includes the Senior Officers.

Additionally, the Telework program will need to be eliminated or modified for the Administrative staff once the building is re-opened to citizens who have business with Code to ensure that staff are available to provide effective customer service.

Other

Six sanitizer stations are located throughout the 2nd floor.

Continue to supply PPE to all staff.

As part of the elimination of the Telework program, we will need to implement new seating arrangements to expand distancing as required.

Facilities Management Division has agreed to do deep cleanings of common area such as the breakroom biweekly. Additionally, they are providing enhanced daily cleaning of commonly used fixtures such as doorways, door handles, and work spaces.

Orange County Re-Opening Plan for PEDS Fiscal & Operational Support

County Administration Building re-opens to the public

FOS has been providing full services to county staff and the public throughout the county closure. When the County Administration building re-opens the following changes will be needed:

1. A Development Services Facilitator will need to return to the office to provide coverage at the reception desk. (Currently both front desk positions are vacant so approval to fill one of the vacancies will be requested.) Until the position is filled, a rotation will be established to manage the front desk and development hotline based on the staff in the office on the Development Services team. This rotation will be managed by Matthew Ulmer.
2. One Development Services staff member to assist customers with public record requests will need to return to the office.
3. The cashier's office will be manned as directed by the Division of Building Safety and customer flow.

Adequate staff is already available on-site to assist most walk-in customers, but if the situation arises where a face to face meeting is needed with staff working remotely an appointment will be scheduled. Appointments for public records requests, impact fees and concurrency will be scheduled through the sign in system. All face to face meetings will take place at the reception desk.

Housing and Community Development Plan for Re-Opening to the Public

Plan Summary

The Housing and Community Development Division has implemented various operational methods to accommodate the health and safety needs of our employees and the public in the face of the COVID-19 pandemic. Since March 23, 2020, most of our workforce is doing partial or full-time telework. Onsite staff is on flexible work shifts to control occupancy numbers at our buildings. Safety protocols continue to be in place (social distancing and masks), and physical readjustments (sneeze guards in reception area and conference rooms, signs in common areas, designated public areas, etc.) are almost completed.

Most services to the public, with the exception of housing rehabilitation inspections for ongoing projects and inspections of vacant units, have shifted from face-to-face to electronic services (email, phone interviews, online applications, teleconference calls, etc.). Our largest section, Subsidized Housing, which serves over 2,000 clients within the Section 8, Mainstream Voucher, HOME Tenant Based Rental Assistance, VASH and SPC programs, is utilizing mailing of documents to certify and re-certify clients, and individual phone conferences to conduct tenant and landlord briefings. To date, caseworkers have been able to keep up with a workload of 300–400 clients each using online and phone services only; this situation will gradually change as employees return to work and the building re-opens to the public.

The policies for conducting inspections have changed from yearly inspections to every two years for existing leases (re-certifications) with no inspection issues. The Department of Housing and Urban Development (HUD) has provided temporary waivers for inspections. Currently, inspections are performed on vacant units. For existing units, inspections are performed with increased safety precautions (special gear, masks, gloves, etc.). The Division is developing procedures for virtual inspections but approval by the Board of County Commissioners and HUD is required.

Other sections in the Division, the Housing Rehabilitation section and the Housing Development section, have also switched most services using electronic platforms. The purchase of a special software program customized for the particular needs of these programs is underway. This transition will allow for a complete paperless conversion that better assists our clients and streamlines processes. All employees in this section have moved into telework with in-office rotations once or twice per week.

The Planning section is performing telework with office rotations. All communications with subrecipients and vendors is performed via email, phone or WebEx. Required Community Development Advisory Board meetings are still conducted using WebEx technology until the Governor's Executive Order allowing virtual meetings expires.

The Administration staff and most of the Program Managers work onsite with occasional telework.

This plan explains how the Housing and Community Development Division is delivering full services while gradually increasing public access and workforce re-entry to our buildings.

Re-Opening to Public All HCD Sections

- 1. Public Access** – COVID signage will remain in the public areas of both HCD buildings located at 525 E. South Street and 701 E. South Street. Upon County’s reopening announcement, face-to-face services will begin by appointment only (limited to designated areas) or for walk-in clients at the lobby area from 9:00 a.m. to 2:00 p.m. Installation of a drop box at each building is underway to allow walk-in clients to drop documents without the need to see a caseworker. (Tenants, landlords and vendors will be notified by mail and/ or email of our walk-in hours and clients’ appointment policy).
- 2. Hours of operations** – with the exception of clients’ appointments, the hours of operation for walk-ins at 525 E. South Street and 701 E. South Street will from 9:00 am to 2:00 p.m., to permit reduced occupancy in buildings, cleaning and disinfecting of common areas before and after public entry. These hours will be in place until all employees return to our buildings.
- 3. Online Services**– Online services will continue to be the main source of public service contact. WebEx will continue to be used for tenant and landlord briefings. The conference room is operational to accommodate WebEx teleconferences.
- 4. Meetings** – Meetings are being held by conference call or via WebEx technology. Conference rooms are redesigned to allow for social distancing. Bid-Openings will be limited to ten (10) attendees in conference room area. Advisory Board meetings are conducted using WebEx technology until the Governor’s Executive Order allowing virtual meetings expires.
- 5. Inspection Services** – The U.S. Department of Housing and Urban Development (HUD) has authorized virtual inspections with approval of written policies and procedures. The Division is working on developing these standards. A pilot program with Concord Management is on the works since they are currently utilizing virtual inspections for their subsidized units. Under the Subsidized Housing section, inspections for existing leases are documented with photographs provided by the landlords and/or the tenant. However, when units are vacant or when virtual inspections are not feasible; inspectors must take the necessary safety precautions to conduct onsite inspections. For the Housing Rehabilitation section, visits to occupied homes are performed with an appointment and safety precautions must be in place (full gear PPE, gloves, mask, face shields and shoe coverings, etc.).
- 6. Re-entry Plans for Workforce**– Telework is still in effect to reduce occupancy at buildings. Employees are gradually returning to the office as determined by workload and office needs but a combination of telework and onsite work will continue to be the preferred practice depending on the County Administration’s directives.
- 7. Public and Work Space**– There will be only one point of entry to the public. HCD management will request a separate entry access for employees at the 525 E. South Street building if a magnetic device for County IDs is available for installation at the side

door entry, but the request is still pending. Employees at 701 E. South Street will use the back door entry and the main door entry to the lobby will be restricted to walk-ins and clients with appointments.

- 8. Personal Protective Equipment (PPE)** – Employees are required to wear the masks in all common areas. Gloves and sanitizing stations are available at the common areas. Clients will be asked to wear masks and/or provided with disposable masks upon entering the building. PPE is mandatory for all inspections.
- 9. Other Safety Protocols** – Supervisors will continue to check on employees for signs or exposure to COVID-19. Preventive practices such as washing of hands, disinfecting work areas and maintaining social distance will remain in place as long as necessary. Supervisors should monitor the need for sanitizing and cleaning supplies (hand sanitizer, wipes, etc.) to ensure adequacy of supplies and PPE for each section. Deep cleaning of high-touch areas such as handrails, doorways, and countertops will be requested as needed.

10. Monitoring of Safety Protocols and Service Processes–

- Continue sanitizing and cleaning protocols
- Continue screening and monitoring of COVID symptoms in employees and clients
- Avoid large gatherings and meetings, limit the number of attendees
- Continue using signage and reminders of recommended hygiene and social distancing practices
- Inform the Assistant Manager of any safety issues or concerns
- Make changes to the Re-opening plan based on COVID infection indicators
-

- 11. Communication Plan**– Changes to operations and services will be communicated to the public, clients, landlords and other vendors via internet page, mail or email. Management will continue to include discussions on safety issues at every staff meeting. Supervisors must report any COVID related exposure to management and ensure that the affected personnel follows the established protocols (i.e. seek immediate medical attention; stay home if feeling sick, etc.).

12. Next Steps

- Resume unrestricted staffing at the buildings
- Review telework or flexible schedules on a case by case basis
- Review safety and social distancing protocols

- 13. Approval** – This plan is contingent upon the County’s re-opening directives.

Neighborhood Services Division--Readiness Preparations

Teleworking

- The majority of employees will continue to telework for the foreseeable future

Public Access

- If a resident needs to meet with staff in person, the meeting will be held in a conference room (Largo and Marco) on the first floor

Community Meetings

- Staff continues to attend/participate in online community meetings
- If deemed acceptable, staff will attend community meetings where public health guidelines are being followed

Grants

- Staff will conduct initial inquiries regarding grants on the phone
- Orientations for the grants will be conducted using WebEx
 - If needed, staff will conduct small in-person orientations
- If needed, staff will conduct site visits to discuss projects with residents
- Arrangements will be made to safely receive applications

Workshops

- Staff will conduct workshops using WebEx or Zoom

Advisory Board Meetings

- Neighborhood Grants Advisory Board
 - Meetings will be held in a conference room large enough to allow for social distancing
- Pine Hills Neighborhood Improvement District (NID)
 - Meetings will be held in a conference room large enough to allow for social distancing
- Orange Blossom Trail Development Board Meeting*
 - Meetings will be held in a conference room large enough to allow for social distancing

EPD COVID-19 Re-Opening New Normal process-service plan

Plan Goals:

- Describe the current operational service delivery and the "new normal" operational service delivery for the Environmental Protection Division to keep visitors and staff safe and business activity confident during Governor DeSantis' State of Florida Phase 3 of Re-Opening.

Service Description	Current Service Delivery	"New Normal" Service Delivery
Permits	<ul style="list-style-type: none"> • Permits service provided remotely. Customers can submit on-line, permit types not available on-line are accepted by e-mail, other common carrier or at EPD Drop-off box. • Payments for certain permit fees paid on-line in FAST TRACK, all others accepted in EPD Drop-off box. • Virtual Pre-application and other discussion meetings. 	<ul style="list-style-type: none"> • Business as usual – no modification required.
Field inspections & investigation of complaints (Air, Solid Waste, Wetlands, Hazardous Waste, Noise, sampling of water bodies and other)	<ul style="list-style-type: none"> • In-person Inspections are conducted and arranged in advance. Inspectors use face coverings and follow applicable CDC sanitizing and social distancing guidance. All other documentation and follow-up conducted electronically. A questionnaire is provided to inspectors to help evaluate risk level. • One Team Lead or Supervisor working generally from the office and performing limited inspections and providing support to the inspectors in the field. • Water Sciences add one laboratory personnel to assist in processing samples and one staff person to support field staff currently in the office." 	<ul style="list-style-type: none"> • Business as usual – no modification required.
One-Stop Customer Service	<ul style="list-style-type: none"> • Virtual meetings via WebEX, customer communications via email. 	<ul style="list-style-type: none"> • Virtual meetings via WebEX, customer communications via email. • In-person, informational meetings for Owner/Builders, Contractors available, with appointment only.

Service Description	Current Service Delivery	"New Normal" Service Delivery
Maintenance of Green PLACE Properties	<ul style="list-style-type: none"> Utilize term contractors or existing program staff. 	<ul style="list-style-type: none"> Business as usual – no modification required.
"Holding Advisory Board meetings /Public Hearings (Lake Advisory Boards and Environmental Protection Commission)"	<ul style="list-style-type: none"> Governor DeSantis' Executive Order allows a "virtual" quorum; (expires October 1). " 	<ul style="list-style-type: none"> Governor DeSantis' Executive Order allowing a "virtual" quorum expires October 1. After October 1, 2020, meetings will have the required number of Board members in attendance "in-person" to maintain a quorum, but provide both "virtual" and "in-person" options for the remaining Board Members, applicants, and members of the public to participate. Limit in person meetings and attendance to no more than 10 people (ensure physical quorum met for Board Committee members), but make maximum utilization of WebEx and teleconferencing for meetings, with recordings and meeting minutes available for later viewing.
CIP and Other Projects Oversight	<ul style="list-style-type: none"> Customer communications conducted via email and phone; maximize the use of WebEx and teleconferences. 	<ul style="list-style-type: none"> Virtual meetings via WebEX, customer communications via email. In-person, informational meetings for Owner/Builders, Contractors and Engineers become available, with appointment only.
Plan & Document Reviews	<ul style="list-style-type: none"> Customer communications conducted via email and phone; maximize the use of WebEx and teleconferences. " 	<ul style="list-style-type: none"> Virtual meetings via WebEX, customer communications via email. In-person, informational meetings for Owner/Builders, Contractors and Engineers become available, with appointment only."
Media Interviews	<ul style="list-style-type: none"> Conduct via phone or WebEx." 	<ul style="list-style-type: none"> Conduct via phone, WebEX. In person interviews while observing CDC guidelines with reporters using microphone stands and face coverings.

Service Description	Current Service Delivery	"New Normal" Service Delivery
<p>Appointments & Walk In-Customers (In-Person Customers)</p>	<ul style="list-style-type: none"> • Customer communications conducted remotely via email and phone. 	<ul style="list-style-type: none"> • Customer communications conducted via email and phone. Adequate staff is already available on-site to assist most walk-in customers, but if the situation arises where a face to face meeting is needed staff working remotely can provide service by appointment. • In-person, informational meetings for Owner/Builders, Contractors available, with appointment only. • Maximum use will be made of general lobby area and meeting rooms closest to the EPD entryways to decrease the potential for COVID-19 exposure of staff. • Programs that routinely receive customers for in-person services will have at least one staff member is available to provide services from 8 to 5 each workday.
<p>EPD Office & Staffing</p>	<ul style="list-style-type: none"> • In the office, social distancing signage, personal PPE stations, intercom video system and protective barriers are in place. • No more than 25% of staff working in the building at any one time. • Utilize teleworking, use of WebEx and teleconferencing to the degree supported by OC Management and conducive to mission requirements while ensuring that customer needs are met. • EPD Top Management team will have at least two personnel (EPD Manager or Assistant Manager, and/or Programs Administrator) in the office to support staff in the office and County Administrator. 	<ul style="list-style-type: none"> • Continue to utilize and implement maximum use of teleworking, use of WebEx and teleconferencing to the degree supported by OC Management and conducive to mission requirements while ensuring that customer needs are met. • An Administrative Assistant or Temporary Staff will need to relocate to the front desk to provide coverage at the EPD reception desk to accommodate Walk-in Customers. EPD estimates that over 90% of requests for in-person services are related to permits issued by the EP&C program.

Orange County Public Works Department Re-Opening Operation Plan

Plan Goals

Define a plan to re-open the Orange County Public Works Department to keep business activity safe and visitors and staff confident.

1

Ready safety measures in workspaces ahead of re-opening and implement sanitation procedures to keep employees and visitors safe.

2

Implement safety measures and bring back teleworking staff on as-needed basis. Some visitor entry is expected.

3

Evaluate effectiveness of measures and improve where necessary. Bring back most teleworking staff and increase access to visitors.

Situation

Background on the COVID-19 Pandemic from the State of Florida's Safe. Smart. Step-by-Step. Plan for Florida's Recovery:

"In late 2019, a novel infectious disease was detected in Wuhan, China. This virus, eventually named Coronavirus disease 2019 (COVID-19), rapidly spread throughout China and eventually the world, leading the World Health Organization to declare a Public Health Emergency of International Concern and a global pandemic.

The virus reached the West Coast of the United States in January of 2020. When two Florida residents tested positive the first week of March, Governor Ron DeSantis responded by issuing Executive Order 20-51, directing the Florida Department of Health to declare a Public Health Emergency. Eight days later, Governor DeSantis declared a State of Emergency."

As part of our community efforts to help slow the spread of COVID-19, the Orange County Public Works Administration Building has been closed to the public since March 27, 2020. During this time, new operational guidelines have been enacted and service delivery has been modified in order to enable a higher degree of online transactions and allow for physical distancing.

Orange County has implemented Governor Desantis' Safe. Smart. Step-by-Step plan for Florida's recovery. Orange County Public Works Department has developed an operational plan for reopening safely within these guidelines and utilizing the State of Florida plan to guide our reopening.

Re-Opening Taskforce

In April 2020, Mayor Demings established a taskforce for the purpose of helping to develop a plan for the re-opening of County facilities in a phased approach, in adherence to CDC recommendations. The group was brought together to establish guidelines for the safe re-entry of the public and staff to County facilities. Recommendations and guidelines developed by this task force will be implemented in this phased re-opening plan.

The group consisted of representatives from many Departments from around the County and were given a 6-week period within which to develop guidelines for re-opening. This plan is vital to ensuring those returning to County facilities have adequate safety measures and guidelines in place and these measures and guidelines are well communicated so they feel comfortable to resume in-person operations.

Concerns

Employees may be apprehensive returning to the office environment and feel unprepared about what to expect. We may have critical staff with health conditions that place them in a high-risk category which may require special adjustments to their role or equipment. Employees may ask if they can be tested or if colleagues have been tested for the virus, and a plan is needed to address these questions.

Customers may have fear of entering a public facility. Some customers may worry that Orange County hasn't done enough to institute safety measures, while others may feel that the measures taken are going too far, or are too much of an inconvenience. A healthy balance is necessary to ensure that our customers feel adequately protected and not overburdened from conducting business with Orange County.

Re-opening facilities to the public requires the development of a detailed plan to encompass all of the Public Works Department's operational components required for business delivery to the public. This comprehensive plan will be the roadmap that provides guidance for compliance with CDC, state, and local regulations in response to COVID-19. This plan will cover the following areas:

- Health, Safety and Welfare
 - Facility Sanitation
 - PPE
 - Security and Screening
 - COVID-19 Contagion and Antibody Testing
- Physical Upgrades and Changes to Office Space
 - Protective Barriers
 - Changes to Area Access and Foot Traffic

- Equipment upgrades
- Operational Changes
 - Service Delivery
 - Meetings
- Communications
- Changes to Access and Thoroughfares
 - Signage
- Staffing
 - Re-entry of Telework Staff
 - Continue with Operations staffing at full capacity
- Expectations
 - Employees
 - Customers

1

The Plan: Implementation and Response

During the implementation of Florida’s Safe. Smart. Step-by-Step. plan for recovery the Orange County Public Works Administration Building will remain closed to the public. Staff members that are capable of working remotely are doing so. Local government meetings are still encouraged to be conducted using remote video conferencing technology. This provides the time necessary to institute measures necessary to be successful with the subsequent components necessary for re-opening.

Health, Safety and Welfare

- Facilities Management conduct daily cleaning of all common areas and restrooms
- Establish deep cleaning and disinfection protocols
- Employees will be encouraged to wipe down their equipment and desk at a minimum of twice per week
- Install sanitizer stations throughout the office and common areas

PPE - Each employee will be provided the following Employee PPE’s

- Disposable and reusable masks have been distributed to office staff and field staff (a minimum of 3 reusable per employee).
- Gloves will be distributed to office staff and field staff based on area of assignment
- Hand-sanitizer has been distributed as much as possible
- Disinfectant wipes or disinfectant spray and paper towels
- In process of procurement of additional supplies for employees returning from telework in subsequent phases
 - *Goal is to maintain 2-month supply of reserves of PPE at all times when supplies are available.*

Security and Screening

- Currently limited public access to Public Works Administration Building
- Continue with touchless entry for staff

COVID-19 Contagion and Antibody Testing

- Testing is available to eligible employees under established County testing program guidelines.

Physical Upgrades and Changes to Office Space

Protective Barriers

- Plexiglass shields have been installed at reception
- Temporary Plexiglass shields have been installed at permitting desk

Changes to Area Access and Foot Traffic

- Signage guidelines and assets provided by Facilities, Public Works Multimedia have been implemented and will be upgraded during Phase II
- Define new meeting areas that meet physical distancing requirements
- Implemented customer & mail delivery drop-off area
- Modified lobby seating to allow for physical distancing

Equipment upgrades

- Purchasing necessary hardware accessories to enable virtual meetings such as headsets, webcams and microphones

Operational Changes

- Service Delivery
 - Permit applications are online or via email
 - Services, where possible, are delivered via email and mail
 - Drop-off area established for documents that cannot be submitted online
 - Moved Inspector crews and Signal Technicians to Kronos Teletime clock process
 - Limited crew cabs to two (2) personnel to all for safe distancing
 - Require all staff in County vehicles to wear masks when not alone
 - Require all staff in County vehicles to wear masks when meeting with Public Works personnel
- Meetings
 - Virtual, teleconference only
 - Board/Committee meetings online only
 - Special circumstances when customers are not able to utilize virtual conferencing are addressed with staggered times and waiting outside
 - Cameras have been installed and upgraded with Webex to enable interaction with virtual meeting
 - Masks are strongly encouraged and provided to those who need them

Communications

- External
 - Virtual meetings
 - Individual emails and phone calls to customers
 - Orange County's Development Services (Permits) Coronavirus Information page
 - Public Works Department webpages

- Internal
 - Email campaigns
 - Supervisory communication
 - Phone calls and virtual meetings

Communications

- External
 - Virtual meetings
 - Individual emails and phone calls to customers
 - Orange County’s Development Services (Permits) Coronavirus Information page
 - Public Works Department webpages

Staffing

- Physical distancing ensured at workplace due to reduction of staff in the building
- All staff that can telework are teleworking
- Clock in/out procedure modified to allow staggering of staff at Kronos clocks
- Hand sanitizing before & after clock in/out

Expectations

- Employees
 - Follow CDC physical distancing guidelines while in the facility
 - Wear masks while in in common areas and meetings
 - Follow other CDC guidelines, including the detection of symptoms and staying home when feeling ill
- Customers
 - Utilize telecommunications to conduct business
 - Utilize drop-box to submit document(s) when online submission is not possible
 - Complete COVID-19 questionnaire when entering building beyond main lobby

2 The Plan: Recovery

Recovery will be defined by the continued use of safety measures outlined above. During this period, some teleworking staff may return to workspaces and some public entry to the Orange County Public Works Administration building is expected to occur; by appointment, and with screening procedures in place. This will serve as an intermediate step between limited service closure to the public and the restoration of full public access. This is necessary to ensure that safety measures work effectively and that staff is ready for a larger degree of interaction with residents, customers and with each other.

Health, Safety and Welfare

Facility Sanitation

- Facilities Management to conduct daily cleaning of all common areas and restrooms
- Facilities Management to implement deep cleaning and disinfection protocols
- Employees encouraged to wipe down their equipment and desk at a minimum of twice per week

- Maintain sanitizer stations throughout the office and common areas

PPE - Each employee will be provided the following Employee PPE's

- Disposable and reusable masks have been distributed to office staff and field staff (a minimum of reusable 3 per employee).
- Gloves distributed to office staff and field staff based on area of assignment
- Continue hand-sanitizer distribution as needed
- Distribute disinfectant wipes or disinfectant spray and paper towels
 - *Establish and maintain 2-month supply of reserves of PPE at all times when supplies are available.*

Security and Screening

- Health screening at point of entry consistent with recommendations set forth by county taskforce
- Evaluate necessity of Department level employee health screening such as temperature checks
- Continue with touchless entry

COVID-19 Contagion and Antibody Testing

- Testing is available to eligible employees under established County testing program guidelines.

Physical Upgrades and Changes to Office Space

Protective Barriers

- Plexiglas shields are installed at reception

Changes to Area Access and Foot Traffic

- Signage plan established, install appropriate assets
- Meeting areas meet physical distancing requirements
- Continue document submission drop-off area
- Modified lobby seating
- Implement increased front desk security

Equipment upgrades

- Distribute necessary hardware accessories to enable virtual meetings such as headsets, webcams and microphones

Operational Changes

- Service Delivery
 - Permit applications continue to be available online or via email
 - Services such as contractor licensing, continue to be delivered via email and mail
 - Improved drop-off area for documents that cannot be submitted online
- Meetings
 - Virtual, teleconference encouraged
 - In-person information only available upon appointment if necessary
 - Board/Committee meetings allow for quorum with virtual attendance by members, applicants or public

- Special circumstances when customers are not able to utilize virtual conferencing are addressed with staggered times and waiting outside by appointment only
- Masks are strongly encouraged and provided to those who need them

Communications

- External
 - Individual emails and phone calls to customers
 - Orange County's Development Services (Permits) Coronavirus Information page
 - Public Works webpages
- Internal
 - Email campaigns
 - Supervisory communication
 - Phone calls and virtual meetings

Staffing

- Physical distancing ensured at workplace due to reduced staff in the building
- Teleworking staff to return to the office in as-needed or on a voluntary basis determined by their supervisor
- Returning staff schedules staggered to allow for safe distancing to work locations
- Continue use of Teletime for selected field operations staff
- Secure GS4 non-armed guard for Public Works Administration front desk (M-F, 8-5)
- Conduct returning employee screenings as defined through HR guidance.

Expectations

- Employees
 - Follow CDC physical distancing guidelines while in the facility
 - Wear masks while in in common areas and meetings
 - Follow remaining CDC guidelines, including the detection of symptoms and staying home when feeling ill
- Customers
 - Continue to utilize telecommunications to conduct business
 - Utilize drop-box to submit document(s) when online submission is not possible
 - Request appointments for in-person communication/information, when necessary
 - Follow CDC guidelines regarding the detection of symptoms and staying home when feeling ill
 - Complete COVID-19 questionnaire when arriving at the building
 - Receive point of entry screening such as temperature checks, consistent with recommendations set forth by county re-opening taskforce
 - Follow CDC physical distancing guidelines while in the facility
 - Wear a mask at all times while in the facility

3 The Plan: Moving Forward

Public Works will move forward by continuing the safety measures outlined above and evaluating the effectiveness of each strategy to determine if identified, improvements to safety protocols should be implemented. Most teleworking staff will return to workspaces, largely utilizing a first-out, first-in procedure. Public entry to the Orange County Public

Works Administration building is expected to occur with screening. This will serve as the final step and will largely define procedures moving forward for long-term operations. Cautious re-opening is necessary to ensure that safety measures work effectively.

Health, Safety and Welfare

Facility Sanitation

- Facilities Management to conduct daily cleaning of all common areas and restrooms.
- Continue deep cleaning and disinfection protocols, evaluate need for continuation or improvement in the future
- Employees encouraged to wipe down their equipment and desk at a minimum of twice per week
- Hand-sanitizer stations maintained throughout the office and common areas

PPE - Each employee will be provided the following Employee PPE's

- Disposable and reusable masks distributed to any staff members who have not yet received or if replacements are necessary (a minimum of reusable 3 per employee).
- Gloves continued to be distributed to office staff and field staff on as-needed basis
- Continue hand-sanitizer distribution as needed
- Continue to distribute disinfectant wipes or disinfectant spray and paper towels as needed
 - *Maintain 2-month supply of reserves of PPE.*

Security and Screening

- Health screening at point of entry consistent with recommendations set forth by County Re-Opening Taskforce
- Implement determination related to Division level employee health screenings
- Continue with touchless entry

COVID-19 Contagion and Antibody Testing

- Testing is available to eligible employees under established County testing program guidelines.

Physical Upgrades and Changes to Office Space

Protective Barriers

- Plexiglas shields are installed at reception

Changes to Area Access and Foot Traffic

- Appropriate signage is in place
- Meeting areas continue to meet physical distancing requirements
- Enhanced document submission drop-off area continues to operate
- Modified lobby seating continues

Equipment upgrades

- Evaluate needs for any additional equipment

Operational Changes

- Service Delivery
 - Permit applications continue to be available online or via email only

- Services such as contractor licensing, continue to be delivered via email and mail
- Improved drop-off area implemented for documents that cannot be submitted online
- Meetings
 - Virtual, teleconference encouraged
 - In-person only available upon appointment or as scheduled (ie. DRC, RAC, Pedestrian Safety)
 - Continue to follow Governor’s direction regarding local government meetings and in-person attendance

Communications

- External
 - Individual emails and phone calls to customers
 - Orange County’s Development Services (Permits) Coronavirus Information page
 - Public Works Department webpages
- Internal
 - Email campaigns
 - Supervisory communication
 - Phone calls and virtual meetings

Staffing

- Physical distancing requirements in the office continue
- Teleworking staff continues to return to the office
 - Public Works employees that were first to be released to telework will be required to return to the office during this phase as determined by supervisor
 - Final stage of bringing teleworkers back to the office implemented and remaining teleworking employees return
 - For employees that have provided verification of high risk in accordance with CDC guidelines, continuance of teleworking will be considered
 - Continue use of Teletime with Inspection staff and evaluate need to continue with Signal staff usage to determine need for additional licensing

Expectations

- Employees
 - Follow CDC physical distancing guidelines while in the facility
 - Wear masks while in in common areas and meetings
 - Follow remaining CDC guidelines, including the detection of symptoms and staying home when feeling ill
- Customers
 - Continue to utilize telecommunications to conduct business
 - Utilize drop-box to submit document(s) when online submission is not possible
 - Request appointments for in-person communication/information, when necessary
 - Follow CDC guidelines regarding the detection of symptoms and staying home when feeling ill
 - Complete COVID-19 questionnaire when arriving at the building
 - Receive point of entry screening such as temperature checks, consistent with recommendations set forth by county taskforce
 - Follow CDC physical distancing guidelines while in the facility
 - Wear a mask at all times while in the facility

Planning Division Full Service Delivery – Reactivation Plan

Preparing the Planning Division for Returning Employees

As a result of the COVID-19 pandemic, in April 2020 the Planning Division began operating predominately in a telework environment, and where full-customer service is provided with 95% of staff working from home. However, with the public reopening of the County Administration Building to the public, the Division is prepared to implement the following steps that increase in-office staffing levels in order to meet higher walk-in customer service demands:

- Step 1:** Increase in-office staffing level to a maximum 50% of the employees performing their duties in the office with the rest of staff Teleworking remotely with strategically created schedules that maximize office productivity and efficiency. *
- Step 2:** Increase in-office staffing level to a maximum of 80% capacity for an easier transition into a permanent work environment, but with the ability to quickly adjust based on fluctuating COVID-19 rates.*

** In-office staffing will include assigned Planners-of-the Day (POD)*

Following implementation of the above steps - and to minimize COVID-19 exposure risks, email and phone interactions with customers will be strongly encouraged over in-person interactions. Due to a high level of customer acceptance and efficient interaction among staff, to the greatest extent possible, most meetings with internal and external participants will also be conducted via WebEx media technology or conference calls. Finally, those working remotely will continue to follow all established telework procedures.

Division of Building Safety & Zoning Division Phased Re-Opening Plan

Plan Goals

Describe the current operational service delivery for the Division of Building Safety and the Zoning Division and the 'new normal' service delivery to keep visitors and staff safe and business activity confident during Governor DeSantis' State of Florida Phase 3 of Re-Opening.

1

Current Service Delivery

How the Division of Building Safety and the Zoning Division are currently offering all services remotely.

2

New Normal Service Delivery

What service delivery looks like for the long-term in the 'new normal', abiding by CDC guidelines and Governor Ron DeSantis' Phase 3 Re-Opening guidance.

1 Current Service Delivery Description

All permitting and licensure services are provided remotely, inspections are conducted both in-person and remotely with safety measures in place.

Permitting and Other Services

- All permit applications and submittals that are currently available online are required to be completed online
- Use Permits, Zoning Permits and Construction Trailers permit applications, which are not currently available online, are accepted via email and mail
- Services such as contractor licensing are being conducted via email and mail
- An improved drop-off area is available for documents that cannot be submitted online

Inspections

- In-person inspections follow CDC Guidelines for social-distancing and mask-use. A questionnaire is provided to inspectors to help evaluate risk level.
- Virtual inspections have been implemented for some inspection types to both speed the process and reduce risk of exposure
- Customer Inquiries and Meetings

- Virtual meetings, teleconference only
- Customer communications conducted via email and phone
- Board of Zoning Adjustment and Building Codes Board of Adjustments and Appeals
- Following Governor’s direction regarding local government meetings and in-person attendance. Governor DeSantis’ Executive Order allowing a “virtual” quorum expires October 1. After October 1, 2020, meetings will have the required number of Commissioners in attendance “in-person” to maintain a quorum, but provide both “virtual” and “in-person” options for the remaining Commissioners, applicants, and members of the public to participate.

Community Meetings

- Conducting meetings virtually via Webex with recordings available for later viewing

2 ‘New Normal’ Service Delivery Description

To commence as recommended by Mayor Demings’ Re-opening Taskforce or as otherwise directed by County Administration.

All permitting and licensure services are provided remotely, with some informational meetings available with appointment. Inspections to be conducted both in-person and remotely with safety measures in place. Remote inspections are expanded. In the office, social distancing signage, new lobby layout and protective barriers are in place to protect visitors and employees.

Permitting and Other Services

- All permit applications and submittals that are currently available online continue to be online-only
- Use Permits, Zoning Permits and Construction Trailers permit applications will continue to be accepted via email and mail
- Services such as contractor licensing continue to be conducted via email and mail
- An improved drop-off area continues to be available for documents that cannot be submitted online

Inspections

- In-person inspections continue to follow CDC Guidelines regarding social-distancing and mask-use. Inspectors continue to carry questionnaire to help evaluate risk level.
- Virtual inspections continue and are expanded to more inspection types to both speed the process and reduce risk of exposure

Customer Inquiries and Meetings

- Virtual meetings, teleconference encouraged
- Customer communications conducted via email and phone
- In-person, informational meetings for Owner/Builders, Contractors and Engineers become available, with appointment only

Board of Zoning Adjustment and Building Codes Board of Adjustments and Appeals

- Continue following Governor DeSantis' direction regarding local government meetings and in-person attendance. Governor DeSantis' Executive Order allowing a "virtual" quorum expires October 1. After October 1, 2020, meetings will have the required number of Commissioners in attendance "in-person" to maintain a quorum, but provide both "virtual" and "in-person" options for the remaining Commissioners, applicants, and members of the public to participate.

Community Meetings

- Conduct meetings virtually via Webex with recordings available for later viewing

Orange County Utilities Department - Facilities & Workforce Readiness Business Plan COVID-19

Purpose

Orange County Utilities (OCU) staff and facilities have been fully operational throughout the COVID-19 pandemic and continue to be today. The purpose of this plan is to memorialize the guidelines and measures we are taking to ensure our facilities and workforce remain ready to continue safe operations during the COVID-19 pandemic and to prepare for an eventual reopening to teleworkers and the public. This plan represents what we will do to keep our employees, customers, and community safe. Each division may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitation methods, policies from the Centers for Disease Control and Prevention (CDC), Orange County Government, state and federal mandates.

Department-wide Guidelines

Employee Health Concerns

Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or customer with a cough, shortness of breath or difficulty breathing, fatigue, fever or chills, or other known symptoms of COVID-19. Employees who are exhibiting any of the symptoms of COVID-19 on County property are instructed to immediately notify their manager.

Additional resources, forms, guidelines and information on COVID-19 for employees and supervisors can be found at the Orange County Government's Orangenet page at <https://orangenet.ocfl.net/hr/Pages/Coronavirus.aspx>.

Enhanced Cleaning & Sanitation

The frequency of cleaning, sanitizing and disinfecting has been increased throughout Utilities with an emphasis on frequent contact surfaces including door handles, restrooms, elevator buttons, stair handrails, control rooms, conference rooms and breakrooms.

Hand Washing

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals. Follow steps a. thru e. every time:



- a. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- b. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- c. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- d. Rinse your hands well under clean, running water.
- e. Dry your hands using a clean towel or air dry them.

Hand Sanitizers

When hand washing is not available or not practical, you should use hand sanitizer to remove germs from your hands. Hand sanitizer dispensers, touchless whenever possible, will be placed at key customer and employee entrances and contact areas such as large meeting rooms, lobbies, reception areas, entrances, stairs, and elevators. Personal hand sanitizers will be initially provided and refilled for each employee for their periodic use throughout the day, while at work.

Face Coverings / Masks

The use of face coverings / masks is mandatory in all customer-facing and common areas of our facilities. All employees have been provided with washable and reusable cloth masks. Various disposable masks are available for personnel based on job functions. While working by themselves at their assigned works space (cubicle, office etc.), employees are not required to wear their masks.

Masks should be worn in county vehicles if there is more than one occupant and the air conditioning system must be set to the fresh air mode to avoid the air recirculation mode.

Health Screenings

Daily Health Questionnaire and Visitors Notice

See appendices 5.1 and 5.2. These were developed by Human Resources and will be updated as directed.



Infrared Temperature Checks

OCU has procured contactless thermometers for distribution throughout our facilities. Employees arriving at work will be required to report to their respective work areas to immediately complete the questionnaire and have their temperature checked. Please refer to the departmental operating procedure (DOP) on temperature checks for additional details. Supervisors will be assigned the responsibility for ensuring each of their employees complies with these daily requirements.

OCU employees whose temperature reading is $\geq 100.4^{\circ}\text{F}$ will be required to wait 10 minutes for a second temperature check. If the second temperature check is $< 100.4^{\circ}\text{F}$, they can proceed to work. If the second temperature check again reads $\geq 100.4^{\circ}\text{F}$, the employee will be required to go home.

Temperature checks will be implemented once the necessary equipment is sourced and the DOP is finalized.

Social / Physical Distancing

Employees are required to continue adhering to social or physical distancing guidelines. In customer-facing areas, practice physical distancing by standing at least six (6) feet away from other groups of people while standing in lines, using elevators or moving around the facilities. Tables, chairs, and seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six (6) feet away from customers and other employees whenever possible. Please refrain from handshaking.

Virtual meetings, staggered shifts, and single occupant County vehicle assignments are highly encouraged and should be implemented to ensure the safety of our workforce through minimizing physical contact with others.

Teleworking

All divisions within the department have reviewed their operations to determine which employees are able to telework successfully. Success includes meeting all customer service levels and operational demands in a virtual environment, while keeping our employees safe at home.

Teleworking is a temporary arrangement. Utilities management reserves the right to permit or suspend teleworking arrangements in the future as needed to maintain essential operations and services, while ensuring proper social distancing and optimal staffing levels.



**MAINTAIN
SOCIAL
DISTANCE**

Signage

Signage for building entrances, common areas, lobbies, elevators, restrooms and other areas will be installed at all Utilities facilities consistent with the signage installed at the County Administration building.

ARC Document Solutions has completed an assessment of the Utilities Administration Building.

Customers and Visitors

Face Coverings / Masks

The use of face coverings / masks is mandatory for all customers and visitors entering any of OCU's buildings. If visitors or customer do not have a face mask, a complimentary face mask will be provided.

OCU has procured face masks to provide to those customers and visitors without them.

Health Screenings

Daily Health Questionnaire and Visitors Notice

See appendices 5.1 and 5.2. These were developed by Human Resources and will be updated as directed.

Infrared Temperature Checks

Contracted security or designated staff will conduct health and temperature screenings for all visitors to our facilities.

Members of the public who receive a temperature check of $\geq 100.4^{\circ}\text{F}$ will be required to leave the building. They should be directed to the appropriate virtual method for getting their utility business completed – such as the drive-thru for making a payment.



Facilities

A breakdown of the different Orange County Utilities facilities is provided below along with the measures that have been implemented to ensure safe operations and employee safety.

Utilities Administration Building

Daily Staff Arrivals

While the current plan is to remain closed to the public for an undetermined period of time, staff will continue to access the building from the east and west entrances.

Cash & Check Handling

While touchless transactions are highly recommended, the U.S. dollar and check payments

will continue to be accepted by our cashiers. Cashiers should use hand sanitizer or wash their hands consistently after handling cash or checks from customers. For cash handling longer than customer transactions (i.e., cash countdown and reconciliation) gloves should be worn. Once complete, carefully remove the gloves and perform hand hygiene by washing hands with soap and water.

As much as possible, cashiers should be assigned a specific cash drawer and workstation. When an employee uses a workstation or device that is not assigned to them, they must thoroughly sanitize the device and/or area before and after use.



Plexi-glass Barriers

Plexi-glass barriers have already been installed in all customer-facing areas on the first floor. This includes the lobby/front desk area, the cashier work area (west lobby) as well as the adjacent workstations. The development area (east lobby) also has barriers installed on all visitor-facing work stations.

Customer Service Lobby

Our customer service lobby is presently closed and we are currently evaluating closing it permanently. However, all services provided to the public at the Utilities Administration Building prior to the COVID-19 pandemic continue to be available through alternative channels. OCU has leveraged technology to continue service delivery and offer more payment options while protecting our customers and staff. Our drive-thru continues to be open for those customers who prefer to make payments in person and we continue to explore technologies to offer automated self-service options such as payment kiosks. In addition, OCU customers may also make their utility bill payments at any Amscot, Walmart or Western Union location and we are exploring additional offsite payment locations.

OCU remains committed to supporting the development community during the pandemic and appropriate steps have been taken to continue these services. The new process allows builders, developers, engineers and all other commercial customers to submit construction plans electronically. In addition, closeout and record documents, as-built surveys, signatures and payments can also be submitted electronically. Credit card payments for utility capital charges are



accepted up to \$20,000. These new processes are working seamlessly and OCU will continue to evaluate them and make necessary changes to ensure these important services are provided timely and efficiently.

Water and Water Reclamation Facilities

Enhanced Protective Measures

In addition to face masks and hand sanitizer, gloves will be provided to applicable employees depending on their responsibilities. Training on the use and disposal of Personal Protective Equipment (PPE) will be mandatory for all employees as well as hand sanitation following the use of time clocks. Doors will be propped open wherever safe and practical.

Social / Physical Distancing

All employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing. If needed, areas will be modified to allow for appropriate physical distancing.

Plexi-glass Barriers

Building entrance reception desks will have sneeze guards installed to more safely assist building visitors. In addition, work space areas will be evaluated to install plexi-glass extenders to act as sneeze guards between cubicles where applicable.

Landfill and Transfer Stations

Enhanced Protective Measures

Cash and check payments are no longer accepted at the scale house. Payments must be in the form of a credit/debit card and transactions are processed via a terminal attached to an arm extender to minimize customer contact. In addition, weighmasters work in the same scale house each day and no longer move between different locations. A wash station was delivered to the citizen's area located at the Porter Transfer Station so that staff can have access.

Social / Physical Distancing

Team members have been assigned individual vehicles for transport to and from work site to minimize interaction among team members and promote social distancing. Ride sharing has been suspended and equipment has been relocated to allow access within walking distance. In addition, lunch schedules have been staggered to minimize gatherings in the break rooms and at the time clocks.

Staff members with assigned computers are encouraged to clock in and out on their laptop or desktop instead of using time clocks. Compost availability was suspended to avoid social gathering at the give-away site.

Plexi-glass Barriers

Sneeze guards will be installed at the solid waste administration building front desk. Spacing between work stations will be increased where possible or divider barriers will be installed. Also, plexi-glass has been installed as a safety barrier between customers and employees on every scale house window.

Presidents Drive Operations Center

Enhanced Protective Measures

Hand sanitation following use of time clocks will be mandatory for all employees and sanitizing sprays or wipes have been provided to operation groups to clean work areas and vehicles.

Social / Physical Distancing

Field Operations morning briefings are conducted with social distancing, chairs were moved apart, markers placed to maintain social distancing and many operation groups meet outside and spread out near their assigned vehicle. It is also recommended that no more than two (2) employees shall ride in the same vehicle/heavy equipment together for regular work activities.

Plexi-glass Barriers

Building entrance reception desks and the Tool Shop help desk will have sneeze guards installed to more safely assist building visitors. In addition, the following work space areas will be evaluated to install plexi-glass extenders to act as sneeze guards: between cubicles on 2nd Floor (with lower cubicle walls, in clerical area outside the warehouse and in the warehouse between each person's computer space).

Appendices

Employee and Visitor Daily Health Questionnaire

COVID-19 Verbal Questionnaire

Question 1: Do you have any of the following symptoms (excluding those due to a known medical reason other than COVID-19): Cough, Shortness of breath or difficulty breathing, Fever or chills, Fatigue, Muscle or body aches, Headache, Sore throat, New loss of taste or smell, Congestion or runny nose, Nausea or vomiting, Diarrhea

Question 2: Are you currently awaiting the results of a test to determine if you have COVID-19 based on symptoms or suspected exposure?

Question 3: Are you under instructions to self-isolate or quarantine due to COVID-19?

Question 4: Within the past 14 days, have you had close contact with someone with a COVID-19 diagnosis or who is awaiting test results for COVID-19 based on symptoms or suspected exposure?

If you answered yes to any of the above, we kindly ask that you postpone your visit. Thank you for your understanding and cooperation.

Notice to Visitors

NOTICE TO VISITORS

To keep customers, employees, residents and visitors safe, we are asking for your help to minimize the potential spread of germs. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps we are implementing to help reduce the potential spread of the Coronavirus (COVID-19).

At this time, we request that you do not visit any County office or facility if any of the following apply to you:

- have or have had any symptoms of respiratory illness, such as cough, fever, shortness breath, etc. within the last 14 days
- spent time with anyone exhibiting any of the symptoms listed above within the last 14 days
- have traveled out of the United States, including cruise ship travel, within the last 14 days
- had contact with anyone who has confirmed COVID-19 or who is awaiting lab results to rule out COVID-19 within the last 14 days

If you meet any of these criteria, please postpone your visit. If you have an appointment we will be happy to assist you in rescheduling.

Upon arrival at a facility or program office, please check in with the front desk staff to answer a brief questionnaire to make certain you do not pose a possible health risk.

Thank you for your cooperation as we all work together to keep our community healthy. Should you have any questions, please feel free to contact us.



Due to the varying nature of the COVID-19 pandemic, this document may be periodically updated to ensure that the most current practices are in place. The information contained in this document is subject to change without notice. When referring to the Plan for Reopening Orange County Facilities, please use the most current version.