

Municipality Name Insert Here

Municipality Seal Insert Here

Restoration of Operations Plan

Overview

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

(Insert Municipality) is currently under the restrictions of NY Pause. The overall manner and rate at which government operations are going to be restored will be decided by the *(Chief Executive)* in coordination with the _____ . Department Heads will be tasked with developing a plan for how their departments will transition to provide supports and services in the new environment

It is not just employees going back to work, but rather the entire county returning, interacting, and engaging in a new way. This document provides an overarching process and is intended to convey the complexity and depth to which departments must plan.

Objective

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

Outcome

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

Planning Process and Schedule

1. *(Insert Dates)* – Department Heads will draft comprehensive restoration plans as described in this document prioritizing programs and services. Plans should include but is not limited to the considerations specified in this document.
2. *(Insert Date)* – Department restoration plans submitted by email to _____ who will head up a group to review the plans and finalize with the *(Insert Chief Officer)*.
3. The Plans will be implemented in a phased approach in accordance with NYS guidelines for reopening.

Communications

1. How will departments communicate with constituents, colleagues, and staff regarding reopening plan and protocols (website, social media, print media, tv, physical posting)?

Planning Assumptions

1. *Communications*: Internal & external communication will be critical to success.
2. *Phased Approach*: A phased/methodical approach to increasing public/county interactions will be needed.
3. *Public Health Guidance*: Public Health guidance will be provided.
4. *Social Distancing & PPE*: Social distancing and use of PPE (i.e. masks, gloves, etc.) needs for the public and employees must be included in plans.
5. *Workflows*: Reevaluate all workflows to identify new ways of working, new online services, use of new technology to automate processes.
6. *Working Remote*: Working remote may become a part of the new normal for many employees and may be maximized to assist in social distancing.

Planning Considerations

Departments must exercise the following considerations when developing plans:

1. Protect the health, safety and wellness of the public and county employees.
2. Adhere to public health guidance and regulations on COVID-19.
3. Consider what adjacent counties are implementing. Gain insight from talking to your colleagues.
4. Coordinate with employees, clients, and constituents.
5. Address long-term limitation of certain services (e.g., inability to provide services at same level as in the past, with limited travel and minimizing large group meetings).

Programs and Services

Analyze program and service delivery to:

- Determine the priority of programs and services from more essential to less essential reassess public facing services/ social distancing requirements.
- Identify services that could be delivered in an alternative format (i.e., can the public be pushed to online services, over the phone, etc.). What resources are necessary to make those alternations?
- Identify services that will be provided virtually, including in-home services, or be provided at limited capacity using proper PPE.
- Determine how citizens with limited or no access to technology will be served
- Consider use of racial equity impact analysis in the development of new service delivery methods and priorities

Personnel and Staffing

- Identify units and positions that could be restored/continued in a telework (work-at-home) capacity.
- Identify vulnerable staff, including any anticipated mental health and/or wellness issues
- Identify training needs

Facilities

- Assess the risk and security of each facility your department occupies in terms of engagement with the public and office interaction for employees who work in the facility, county staff who do not work in the facility, and public access and waiting areas.
- Based on anticipated social distancing restrictions, analyze each office and average transaction time to determine the number of citizens that can be served daily and the number of employees needed to determine building occupancy limits.
 - Will this require social distance markings, queue lines and systems?
 - Will your department require another physical site for your services?
- Determine personnel, equipment, and technology tools to implement protocols such as:
 - Appointment scheduling tool (e.g., switch to a by-appointment model only)
- How will common areas (i.e., break rooms, kitchens, restrooms, waiting rooms, etc.) be managed or repurposed to support social distancing?

Operational Modifications

- Identify public facing services to be delivered by appointment only or specific walk-in hours based on capacity constraints?
- Will employees be wearing PPE for public interactions? Will they be required to wear PPE in other parts of the facility, on outreach calls or community checks?
- If applicable, identify vehicle occupancy restrictions (e.g., 15 passenger van will only transport 3 personnel)