



# Operational Service Plans

Department:	County Attorney	Date:	Updated 6/12/2020
<b>Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)</b>			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

### Overall Office:

- Our law office schedules are largely driven by court calendars, which have been significantly reduced in light of the pandemic. We will ensure coverage for all remaining cases. The majority of our child support staff have existing telework capability and have been shifted to teleworking from home full time. Front desk staff at our offices will remain physically present.
- All Attorneys and support staff have the capability to work from home – other than when required to be in court.
- Supervisors are on a rotating schedule along with attorneys as to who is in the office. A supervisor is always physically present along with attorneys that are required to appear in court.
- Victim/witness staff are also on a rotating schedule as far as physical presence in the office. All have the capability to work from home.
- Staff, are aware of their obligations to protect sensitive data. All staff have regular check-ins with supervisors, managers, and other staff.
- Court appearances will be increasing as directed by the Courts.
- All work that is able to be completed remotely or by means other than in person will continue in that manner, although it is possible for all staff to be on-site with appropriate distancing.
- The general public will continue to be barred from the office and directed to call or email so that matters can be taken care of. Even when the Justice Center is open to the public, no public walk-in service will be available from the SCAO, and doors will remain locked with signs directing the public to call if they need assistance.
- Public will be directed to mail or email any documents that need to be provided to staff. If documents must be delivered in person, staff will direct person to the back entrance hall (by public restrooms) and will accept/exchange paperwork in the hall while maintaining social distancing.
- On-site staff will maintain social distancing when possible and will wear masks when it is not possible.
- Staff will wear masks when in public areas of the building outside of the County Attorney’s Offices.
- Staff will be directed to use individually assigned office equipment and supplies as much as possible. Since the office is paperless, use of shared equipment is minimal. Shared copier/printer touch screens will be wiped at the end of each day by the Receptionist.

### Court Appearances:

- Masks will be worn in Courtrooms unless social distancing can be maintained and the Judge directs mask removal.
- Staff will use their own personal supplies while in the courtroom and will refrain from sharing (ie pens).

Civil Legal Advice:

- Attorney staff are able to work remotely and social distance as needed and are still able to access all information needed to perform work.

Victims, Witnesses, and Law Enforcement:

- While we are shifting as many services as possible to phone contact, we will be preserving limited in-person services to ensure continuity of service delivery.
- All Scott County law enforcement is accustomed to contacting us by phone as needed.
- In-person Appearances and Office Contact
  - As part of scheduling, victims/witnesses will be informed of mask and illness screening requirements, and advised to contact the office as soon as possible if any symptoms arise that will impact the person's ability to be present.
  - Victims/witnesses who are required to be present due to court appearances will be allowed into the Office area via the back entrance near the public restrooms.
  - They will be met by the victim/witness coordinator who will ensure they are wearing face masks, and conduct the health screening using the Customer health screening tool on the County Covid health and safety site
    - If visitor respond positively (yes) to any of the screening questions or appear to have obvious signs of illness they should not be allowed into the interior area and a supervisor and the assigned attorney should be consulted.
  - If the visitor clears the health screening, they will be escorted directly to the SCAO library where they will remain until their appearance
    - Visitors will not be permitted in other areas of the offices
    - The library allows for social distancing for up to 2 unrelated parties
    - Some situations where the space will be needed for multiple people are family groups who will not need distancing.
    - Following the visit, the tables and chairs will be cleaned by Victim/Witness or other staff.
- If space needs will exceed the library's capacity, the victim/witness staff will need to make other arrangements by reserving other meeting rooms within the County following County procedure and requirements for room use (note room use could pre-date County officially opening buildings if Court needs require it).

**Level of Staff Changes and Resource Needs**

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Level of Staffing:

- Staffing has been maintained at its regular level. The office does allow for social distancing and some staff are working from home. Currently there is sufficient work to keep all staff fully engaged. Suggestions will be made for other work opportunities and ensure flexibility when regular work returns with a tremendous backlog. Cross training has previously occurred and training manuals and job duties/checklists have been made for coverage needs.
- We are taking all reasonable steps to ensure our staff has adequate tasks to do when working from home. We are assigning files for review to charge or decline and preparing files for court.
- Through frequent contact with supervisors, they will be assigned work, which will be managed to the best of our ability. We also have the ability to remotely track some staff performance

Needed Resources:

**Adherence to Governor's Executive Orders**

**Identifying Sick Employees:**

Employees who present COVID-19 like symptoms while working will be removed from their worksite and sent home in accordance with current Scott County Occupational health guidance. In accordance with CDC guidance, their workstation and equipment will be quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

Employees who present COVID-19 like symptoms following a work shift (prior for reporting for another shift) will contact their supervisor. They will be directed to remain at home and, in accordance with CDC guidance, the workstation and equipment used on the previous shift will be isolated and quarantined for 24 hours. At the end of that period, the area will be sanitized using routine cleaning procedures.

If the worksite/station cannot be quarantined for 24 hours, the area must undergo a deep cleaning procedure following CDC guidelines.

**Training:**

Staff providing services and back up functions will receive initial procedural training as well as daily safety updates.

**Enforcement:**

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

**Division Director Comments**

The County provided additional laptops so all staff are now able to work remotely as possible within workload restrictions. Our office will be increasing its internal presence on-site in response to Court influences and services provided in court, but will continue to restrict its non-court interaction with the public.

**Strategic Branch Comments**

3/27/20: *Consideration of next steps:*

- *Currently, Admin Assistants in the County Attorney's Office do not have laptops or the ability to work remotely. The office is requesting 16 laptops to allow them to work remotely. Strategy Team will submit a request to the Logistics Unit.*
- *PPE is not being utilized by personnel who staff court hearings right now. It is not clear whether there has been a safety assessment of the court room for social distancing and PPE needs. Will forward that question to the Operations Chief to add an objective if this assessment has not been completed.*

**County Administrator Comments**

3/27/20: *Should contact County Attorney regarding some cross training of admin staff in other areas that have lower coverage.*

County Administrator Signature \_\_\_\_\_ Lezlie Vermillion

**Operational Service Plan Updates**

Please include date the change goes into effect and reason for change.

The Courts have begun scheduling limited in person hearings within the Justice Center, however the plan is to continue increasing hearings, including trials and jury trials, so more public interaction is expected. In addition, the County Attorney's Office has been advised that the Courts are opening up for public services as of June 15, 2020.