



Operational Service Plans

Department:	Veterans Services	Date:	Updated: June 2020
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Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

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).

- Function A: Veteran Services and Staffing, Services, and Appointment scheduling

Protocols

- When possible Veteran’s Office staff will work remotely
- When working in the facility, staff will maintain required social distancing when possible, and wear face masks in all common areas
- Staff meetings will continue to be conducted remotely.
- When possible all services and communication with public customers will be done remotely (phone, email/fax, skype or mail).
- Participants for either service will call and arrange appointment through the Veteran’s service office.

Face to Face Services

- In person appointments will be limited to a maximum of two per day, one morning appointment and one afternoon appointment. Face-to-face appointments will be reserved for veterans filing new claims or other complex claims requiring a high volume of documentation and client input.
- Visits will be scheduled for GC first floor space to reduce sanitation requirements
- The meeting area used will be sanitized by Vet Service agent following all visits.

Appointment Setter:

Employees setting appointments for clients/customers will conduct a health screening using the current Covid-19 [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

- If the client/customer provides a positive response (yes) to any of the health questions, the appointment cannot be made, and alternate service solutions should be explored.
- If the client/customer does not have any identified symptoms the appointment setter will inform the customer about the expectation that all they cancel their appointment if any of the symptoms are present on the the day of the appointment.

The Appointment setter will then advise the customer of the following:

- All customers are required to wear Face masks in Scott County facilities and in County vehicles.
- Another Covid health screening will take place at the time of the appointment.
- When the customer arrives they will call 952-496-8176
- The customer will remain outside until the Veteran’s service staff person comes to the south entry to let them in.
- Only the person for whom the appointment has been made, is allowed entry into the facility (exceptions can be made for special needs clients, i.e. translators, physical assistance).
- Customers will be escorted in and out of the building by Veterans staff.

- **Function B: Filing Claims for State or Federal Benefits.**

Protocols

- All claims for benefits will be submitted virtually (e.g. PDF files emailed through secure channels and encrypted, or fax). Signature pages will be submitted by mail or fax.
- Medical evidence will be submitted by mail only.
- If absolutely necessary because no other viable option exists or due to submission deadlines clients will be allowed to drop off signature pages or claim evidence at the Government Center parking lot drop box.

- **Function C: Transportation. Anticipated Start date June 15, 2020 (VA will begin taking routine medical Appt)**

Protocols

Transportation services to and from VA clinics and medical centers for Veterans only and will adhere to the following protocols:

- Veteran's seeking Transportations services will call the veterans service office and request transport services.
- The appointment setter will confirm the veterans appointment information including location and clinic
- The appointment setter will conduct the COVID 19 Customer Health Screening using the tool available on the Covid-19 site.
 - If the client/customer provides a positive response (yes) to any of the health questions, the appointment cannot be made, and alternate service solutions should be explored.
 - If the client/customer does not have any identified symptoms the appointment setter will inform the customer about the expectation that all they cancel their appointment if any of the symptoms are present on the the day of the appointment.
- The appointment setter will give the customer the standard safety and participation expectations

Day of the Transport – At home pickup is provided

- Prior to daily transport, driver's temperature will be taken via infrared thermometer. If driver's temperature is higher 100.4, the driver will not provide services; if available a back up driver will used to provide the service.
- A the time of the pick-up, the verteran will remain outside the bus and receive a health screening using the Covid Health Screening Tool on the County Covid-19 Site. If the veteran displays the signs or symptoms of Covid-like illness, or they respond positively (yes) to any health question, services will not be provided.
- Driver will take each passengers temperature via infrared thermometer prior to the passengers getting onto the bus. If passengers's temperature is higher 100.4, the service will not be provided.
- All riders and the bus driver will be required to wear face masks at all times. If the rider does not have access to a face mask, veteran's services will provide one if available.
- Riders who refuse to a wear mask will not be allowed on the bus. Riders who, during the trip, fail to comply with the face mask requirement will be asked to comply. If they still refuse to comply they will be told that failing to comply will result in their future ineligibility for the service.
- All riders will have assigned seats and will only use those seats to and from their destination.
- Based on social distancing, the current maximum bus capacity is:
 - 4 ambulatory passengers; or
 - 3 ambulatory passengers and 1 wheelchair rider; or

- 3 ambulatory passengers and 1 scooter rider. Staff will prioritize riders based on the type of appointment and clinic of service.

Sanitation and Hygiene

- The bus driver will be trained in sanitizing procedures and will be provided with sanitizing equipment.
- All bus interior areas will be sanitized at the end of each day
- Bus rails must be sanitized each time a rider enters or exit the vehicle
- The bus rails and other areas in contact with riders will be sanitized at the VA when riders are off the bus
- The bus driver will not enter the VA medical facilities for the foreseeable future.

Adherence to Governor's Executive Orders

Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor, who will consult with the Occupational Health Nurse for recommendations and guidance.

Employees who present any of these symptoms while at work will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.

If a bus operator becomes ill they will contact the Veteran's Services Director to report the illness. The Director will make arrangements for a back-up driver to be transported to the site of the bus, and take over driving responsibilities as soon as the ill driver is able to make arrangement for their own transport home. Prior to operating the bus, the relief driver will sanitize the operators area, and will wear mask at all times. Upon return the bus will be taken out of service for 24 hours, following which, it will be sanitized prior to being placed back in service.

Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.

In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.

In any case, when the employees' worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

Identifying Sick Customers:

A customer/client who reports an illness or presents covid-like symptoms while participating in Scott County Veteran's transportation services, will not be allowed back on the bus, or will be removed from the bus at the first safe opportunity.

- The bus will remain on site until transportation arrangements are made.
- The areas and equipment used by the customer will be isolated and taken out of service for at least 24 hours.
- The areas visited or used by the ill person must be disinfected before allowing other customers to enter those areas.
- Following the 24 hour period, the workstation and equipment may be sanitized using routine cleaning

procedures.

Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff.

This plan has been posted on the County SCOOP site and is available to all employees.

Enforcement:

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

Discontinuation of Services / Shut down:

If illness, contamination or other conditions create an unmitigatable hazard, or reduces the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

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).

- Function A: Intake, scheduling appointments and general inquiries

Protocols

- Staff members who can, will continue to work remotely.
- One staff member (rotating) will work in the Veterans Service office without contact with the public.
- Staff will rotate into the Government Center Office as needed to complete claims development.
- When soft reopening or gradual easing is implemented staff will report on a rotating schedule to maintain social distancing. Telework will continue for those staff not in the office.
- One staff member does not have the capability to work from home and would be available to Scott County Departments to assist in providing essential functions. This staff is a member of the Scott County Sheriff's Reserves and is trained in crowd control, emergency management functions, 1st aid and CPR. (if transports begin on June 15, 2020 this employee will be driving)

- Function B: Transportation services: Start date of June 15, 2020

Protocols

- Veterans Services Driver will be on duty 4 days a week, Monday – Thursdays, for one VA trip daily.
- A request will be submitted for the installation of Plexiglass barriers around the driver.
- Driver will be required to have his/her temperature checked prior to transporting passengers via infrared thermometer. Passengers will have temperatures taken as well.
- Driver will be required to wear a face mask at all times while on the bus
- Bus will be sanitized using bleach water mixture (logistics)
- Face masks will be ordered for driver and availability of riders without access (logistic)

- Function C: Communications

Protocols

- IT has provided VPN capabilities for most of our staff to work from home. IT has provided the equipment and connections for phone service in the Veterans Service supply room.
- Information is available on the website on how to access services. Language, hearing and disability impacts will be handled through available resources.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion -June 15, 2020

Operational Service Plan Updates

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

Start date June 15, 2020

Governors Executive Order 20-56 allows for some non-critical operations to resume with restrictions.

Claims filing is a critical component of the Veteran's Office services. In most cases these claims can be done remotely, however there are rare instances when filing the claim with a service agent is required due to the complicity of the filing process or the abundance of documentation required.

Transportation services provided to our veterans is a critical component of the veteran's service office, and something that can not be done remotely. Based on the governors current order, and the fact that services at the VA hospital and clinics have now resumed, we intend to restart limited transport services, by appointment only, following all restrictions and social distancing (6') protocols.