



Operational Service Plans

Department:	OMB – Employee Relations	Date:	March 28, 2020
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: Labor Relations and Performance Management**

Protocols

- ER will continue to provide labor relations and ER policy/process administration & consultation using phone, skype, and email.
- Guidance will continue on people management, performance issues, grievances, and investigations as needed and warranted. As much as possible work will be done through phone, skype, and email.
- Some in-office work is required for this program area.
- ER will continue to process eval/PAFs in support of payroll – Paper & MS Access. We’ll work toward online forms as possible.
- ER encourages completion of performance evaluations as possible, recognizing a need for the relaxation of timelines in critical areas and amid emergency response activities.
- Labor committees will be suspended until further notice; however, ongoing communication with Unions will continue.
- Board documentation prep will continue.
- Staff are encouraged to work remotely as possible and a rotation schedule has been created to enable social distancing.
- ER will continue to respond to e-mails and calls from department staff and union leaders on varied topics.
- Documents will be delivered via email, US mail, or can be put in the drop box outside the County entrance. The drop box is checked daily. Document should be sealed and clearly marked for Employee Relations.
- Staff will have hand sanitizer, wipes, and gloves available, as determined appropriate by Logistics, for safe handling of paper documents.
- Staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC when in-person work and/or meetings are necessary. 6’ distance between people will be observed.

- **Function B: Talent Management & Career Dev/Training**

Protocols

- Recruitment and hiring will only continue for critical and/or essential and/or single-incumbent positions. A hiring freeze has been implemented w/approval of the ER Director required for exceptions.
- Hiring that proceeds will follow normal posting process. Interviews shall be done via skype or phone. If in-person meetings are necessary, staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC. 6’ distance between people will be observed. Do not shake hands.
- Regular classification reviews are suspended until further notice. Out of class determinations related to staff redeployment and/or critical function activity and service will happen as needed and in consultation with Labor Relations.

- Neogov will continue to be the document management system. As needed, documents will be delivered via US mail or can be put in the drop box outside the County entrance. The drop box is checked daily. Documents should be sealed and clearly marked for Employee Relations.
- During the Emergency Declaration, New employees have continued to receive required/essential on-boarding information from Employee Relations and their Supervisors.
- New Employee Welcome sessions (NEWs) were suspended through June 2020. Starting in July 2020, NEWs sessions were offered via virtual platform. Virtual NEWs sessions will continue until the emergency declaration has ended.

Career Dev/Training *(proposed in-person training to commence July 13,2020)*

- All Training will be conducted remotely (online) when possible
- Required OSHA training will continue using online resources when possible.
- NIMs training, a new requirement for all employees, is encouraged, and may continue via the online links provided in the County SCOOP Training Resource Section.

General Training

In-Person Classroom Training Session

- In-person training will only be considered when physical demonstration of skills is required, for example CPR, First Aid and AED.
- When possible, the academic portion of these training should be conducted remotely, via on-line resource or workbooks, to limit the exposure participants have during long in-person trainings.
- When the in-person portions of the training are conducted class size will be limited to a number which ensures:
 - All participants can maintain required social distancing
 - Individual materials can be issued and used by only one participant (i.e. CPR prop)

Professional Development Center

- Scott County encourages remote (online) training and meetings whenever possible
- The use of the PDC for computer and general training is suspended unless prior approval is granted.
- Use of the PDC can be approved based on the unique needs of the requesting department including:
 - The use is for employees and/or County representatives (Volunteers/Elections) only
 - The training/meeting is critical or of high importance.
 - All possible training/meeting alternatives have been exhausted.
 - In-person training/meetings are needed due to specific requirements or lack of alternative resources.
- To ensure proper social distancing, the maximum participants allowed in the PDC is 12 employees and 2 instructors.

Obtaining Approval for limited Use of the PDC

- Departments wanting to schedule a training or meeting in the PDC will email Ruthie Pierson and Kevin Nelson outlining the nature of the training, the number of participants expected and the anticipated training dates and times.
- The request will be reviewed for qualifying needs and approved.

- If not approved on initial review, the Safety Specialist will contact the requesting department representative for follow up and clarification.
- If alternative training resource exist, or the training is deemed low priority, the request may be denied.

Participant Screening

- Prior to attending the training session, participant (employees) are required to perform a self-assessment using the current Visitor/Employee Health Screening Tool provided in the County Covid-19 Site.
- If the employee has a positive response (yes) to any of the health questions, the employee should not attend the training and contact their supervisor.
- If, during the training, an employee present any of these symptoms, the participant will immediately report their condition to the training instructor.
- If the employee is deemed *Sick*, they will be asked to leave the training or be isolated until they can arrange their departure and contact their supervisor.
- The sick employees work area must be isolated and sanitized following the class.

Instructor Screening

- Prior to attending the training session, the instructor is required to perform a self-assessment using the current Visitor/Employee Health Screening Tool provided in the County Covid-19 Site.
- If the instructor responds positively (yes) to any of the screening questions the training will be cancelled through Employee Relations or hosting agency/entity.
- If the instructor becomes ill or has Covid-like symptoms during the training session, the class will be ended.
- In accordance with CDC guidance, the workstation and equipment used by the instructor with COVID-like symptoms will be taken out of service and facilities will be contacted.
- The area will not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.

Training Session Protocol

- All participants are required to follow current Scott County face mask protocols.
- Upon arriving the participants will be asked to review the Covid 19 Health screening question.
 - If the participant responds positively to any of the screening questions, they will be asked to leave, and the instructor will contact them later for alternative testing or class options.
- Before a training session occurs cleaning products will be made available in the training room.
- While attending training, participants will be assigned to one worktable (station) and will not alternate areas.
- When possible, rooms with two egresses will be used for in-person training and the exit and entry doors clearly marked with signage. Participants are expected to enter and exit using the designated doors only
- Participants will be allowed breaks however they will be expected to go directly to and from their learning station to the restrooms or vending areas.
- The instructor is responsible for controlling participant traffic during class and breaks.
- If props are shared (i.e. splints) they must be sanitized with an approved disinfectant between participants.
- At the end of the training, the instructor will ensure all learning surfaces and training aides are sanitized with the appropriate disinfectant (bleach/water mixture for learning stations).

- **Function C: Occupational Health and Safety**

- Protocols

- Medical and leaves case management and consultation will continue using phone, skype, and email. Documents exchange will be encouraged through scan/email. Documents can also be delivered via US mail or can be put in the drop box outside the County entrance. The drop box is checked daily. Medical and leaves documents shall be sealed and clearly marked for Employee Relations.
 - Some in-office work is required for this program area.
 - Wellness & Total Rewards/Well-Being programs will be suspended until further notice, except as it related to support of employees during the emergency declaration. Support will be through information, and online resources in SCOOP or the Benefits Hub.
 - OSHA required health and safety requirements continue. We'll continue to provide guidance and consultation in all areas as required and with increased a consultation, counsel, and guidance related to COVID-19. Work will be done using phone, skype, and email.
 - Health and safety team meetings will be suspended until further notice.
 - Safety training and testing will be on an as needed basis and by appointment. Skype will be utilized as possible.
 - Site inspections will be done as needed and suspended, if possible.
 - Drug and alcohol testing, Workers Compensation, and Accident/Incident review will continue. Work will be done using phone, skype, and email.
 - Staff is encouraged to work remotely; however, will also be on-site.
 - Documents will be delivered via email, US mail, or can be put in the drop box outside the County entrance. The drop box is checked daily. Document should be sealed and clearly marked for Employee Relations.
 - Staff will have hand sanitizer, wipes, and gloves available, as determined appropriate by Logistics, for safe handling of paper documents.
 - Staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC when in-person work and/or meetings are necessary. 6' distance between people will be observed.

Occupational Health - Wellness and Care Initiatives:

Employee Influenza Vaccination Clinic

Employee Relations Occupational Health is proposing the 2020 Annual Employee Flu Vaccine Clinic be held on October 8, 2020 and October 12, 2020 between 1400 and 1900 utilizing room LE240, located in the first floor of the LEC.

In light of the Covid Pandemic, the clinic will adhere to several safety modifications including:

- Vaccinations will be by appointment only
 - Vaccinations will be given to Active employees only; immediate facility members will not be eligible.
 - Masks will always be worn by participants, both inside the Facility and when waiting outside the Facility door

Appointment Process

- Appointments for the clinic are made using the Appointment Genie system
 - To accommodate for procedure and sanitation, immunization appointments will be conducted every 15 minutes (3 clinicians participating = 12 appt per hour)

Employee Notice - A direct clinic protocol email will be sent to all employees including the following information:

- Information relating to the CDC health screening and the expectation the client will not attempt to make an appointment if they have had any signs or symptoms within 10 days of the appointment date.
- The employee is expected to cancel their appointment if they experience any covid-like symptoms on the day of the appointment.
- Location of clinic and entry door they will use when entering the facility.
- The requirement that facemasks be worn at all times, in the facility and while waiting outside.
- Only Employees with an appointment are allowed in the clinic area during clinic operations.

Client Greeter

- Two greeters are assigned to the LEC 1st floor to coordinate greeting, movement and sanitation
- If the clinic team is ready for the next employee, and the employee is not present, the appointment may be cancelled.
- If available, the employee will be greeted at the LEC South entry. The greeter will conduct a review of the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site and take an infrared temperature reading.
- If the employee provides a positive response (yes) to any of the health questions, has a fever of 100.4F or greater, or is presenting obvious signs of illness, the client will not be allowed into the clinic before an evaluation by a nurse.
- If the employee has no identifiable symptoms, they will be escorted to the clinic entry.
- Once the appointment is complete, the employee will be directed to the clinic exit door and escorted out of the building.
- All employees will be asked to wait outside or in their car for 10-15 minutes and to call PHN immediately if there are vaccine reactions.

Safety, Sanitation and Hygiene

- Clinic Doors will be clearly marked for entry and exit
- The patient flow will work in a way that moves individuals from the south side of the room to the North Exit and ensuring social distancing (6').
- During the visit, clinicians will wear appropriate PPE. Face masks, face shields, and gloves will be available. (gowns will also be provided for clinicians on request)
- Interior clinic areas will be sanitized with approved sanitization products by the clinic staff between each customer.
- When required, hallways and entryways will be sanitized by the clinic greeters/assistance.
- Assistance/Greeters will be supplied with gloves and approved chemicals and cleaning materials for this purpose.

Communications

- Signage will be posted outside the LEC advising employees and public that the clinic activity is by appointment only. It will also include the appointment systems information
- The Employee Relations website may be updated to include clinic offerings and expectations.
- If clinic services are discontinued, employees will be updated via email

• Function D: Benefits Management

Protocols

- Benefits management work will continue related to employee on and off-boarding of benefits, claims review and management, employee/retiree Qs, vendor management, unemployment claims, and pre

work and bid process for Open enrollment (7.1.20). Work will be done as much as possible using phone, skype, and email.

- Some in-office work is required for this program area.
- Insurance Committee and steering committee meetings will be held as needed and via skype.
- Required reporting (GASB, MCIT, vendor required, etc.) will continue via phone, email, and skype.
- ER will continue to respond to e-mails and calls from various people and on varied topics.
- Documents will be delivered via email, US mail, or can be put in the drop box outside the County entrance. The drop box is checked daily. Document should be sealed and clearly marked for Employee Relations.
- Staff will have hand sanitizer, wipes, and gloves available, as determined appropriate by Logistics, for safe handling of paper documents.
- Staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC when in-person work and/or meetings are necessary. 6' distance between people will be observed.

- **Function E: ER Administration**

- Protocols

- ER administration will continue regarding policy & process administration & consultation using phone, skype, and email.
- Data requests will continue to be managed.
- ER initiatives and projects are delayed and work on them is suspended until further notice. This includes the tri-annual employee engagement, pre work on the class study project, HRMS system enhancement (except operational items related to COVID-19), 2019 WF Analytics Book creation, finalization and roll-out of the ER Policies Project, and compensation reviews (except for those related to COVID-19).
- ER will continue to respond to e-mails and calls from various people and on varied topics.
- Staff are encouraged to work remotely as possible and a rotation schedule has been created for staff to enable social distancing
- Documents will be delivered via email, US mail, or can be put in the drop box outside the County entrance. The drop box is checked daily. Document should be sealed and clearly marked for Employee Relations.
- Staff will have hand sanitizer, wipes, and gloves available, as determined appropriate by Logistics, for safe handling of paper documents.
Staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC when in-person work and/or meetings are necessary. 6' distance between people will be observed.

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.

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 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.

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 reduce 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 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).

- **All Department Staff:**
 - Majority of ER staff have County laptops. Are currently working to ensure 3 individuals get them to enable remote work.
 - ER will have minimal staff in the office each day due to the nature of the work. Staff is set-up on schedules.
 - ER staff is largely single-incumbent based in the functions. There is cross-training and knowledge throughout the office, but nobody fully knows another person's role. There are resources that can help guide others if/as needed: Galanter, Madden & Hansen (Labor), Neogov (Talent Mgmt), MN

Occupational Health and MCIT (Occupational Health & Safety), Gallagher Benefit Services (Benefits), and AMC/David Drown & Associates, NACo, MICA (ER Administration).

- The Deputy County Administrator or County Administrator will need to help direct the area in the event several staff are unable to perform their functions
- Two of the five ER managers are part of the ICS and one staff member may be redeployed to an essential/critical service area.
- ER will continue to respond to e-mails and calls and to inquiries by various people and on varied topics.
- Staff are encouraged to work remotely as possible and a rotation schedule has been created for staff to enable social distancing
- Documents will be delivered via US mail or can be put in the drop box outside the County entrance. The drop box is checked daily.
- Staff will have hand sanitizer, wipes, and gloves available as determined appropriate by Logistics for safe handling of paper processing.
- Staff will use social distancing, as well as personal /facility care recommendations from MDH, CDC when in-person work and/or meetings are necessary. 6' distance between people will be observed.

On-Site Training

- On-site classes may require an assistant for participant screening and support.
- Technology Utilized: SCOOP, Infor, Neogov, MS Office Programs, including Access. We also have various connections and file transfers with several vendors largely related to benefits and payroll.

Division Director Comments

April 2020: Payroll is another function that is intertwined with Employee Relations and reports through Accounting. Our two department collaborate on the delivery of this function. The Payroll Operations Plan was submitted previously by Accounting.

The ER department is working diligently to balance:

- 1. Regular operations (all employees continue to be working so our ongoing ER obligations and responsibilities as an employer continue)*
- 2. Reinventing business on the fly and managing our office functions remotely*
- 3. Supporting the needs of employees amid this pandemic and amid changing terms and conditions of operations*
- 4. Learning and implementing Federal and state mandates related to COVID-19*

Strategic Branch Comments

April 2020: Considerations for next steps:

- *Understanding that there is tremendous demand on the ER staff right now, cross training for those single-incumbent positions may not be timely. If requested, the Strategy Team will put forward a request for volunteers based on the direction of the ER director.*
- *Also understanding that both EM staff are in the EOC full-time, are there options for developing recorded or on-line training for NIMS 100 and 700?*

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion

Operational Service Plan Updates

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

Proposed changes 7/20/20

Minnesota statues (DOC) require First Aid, CPR and AED training and certification for all *New* Juvenile and adult correctional employees as well as annually for all current juvenile and adult correctional staff. Department of health mandates the way in which first aid, CPR and AED are trained, and require hands on skill testing.

POST board licensing systems require these same trainings for *New* and current deputies.

We are currently experiencing a back log in our training requirements for these personnel.

August 4, 2020

The annual employee Influenza vaccination clinic is an Employee Relations Occupational Health initiative that partners with Scott County Public Health to increase the health of our workforce. There are several reasons that offering the Flu vaccinations to our employees is important, but first and foremost, we believe the flu vaccination this year is crucial to building immunity, and ensuring our employees aren't hit with both Covid and the seasonal flu. Another important factor includes the financial loss that could be incurred if the vaccines, which are purchased earlier in the year, are not used before they expire at the end of the year.