



Operational Service Plan

Department:	Facilities Management – Regional Training Facility	Date:	5/20/20
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: Building Operations and Maintenance: - Continuous

Staffing and Facility Maintenance

- While activities have been suspended, staff have continued to maintain the routine operation of the facility.
- All employees and customers are required to maintain social distancing, and wear facemasks when away from their work stations.
- Staff maintain scheduled routine cleaning and disinfecting of bathrooms and common areas
- Facilities staff will be responsible for cleaning and disinfecting areas utilized by visitors including meeting spaces, classroom spaces, and outdoor training spaces.
- All touchable surfaces such as door handles, tables, sink, etc must be wiped or sprayed with sanitizer on a routine schedule when non-staff are moving through the building.
- All outdoor area touch surfaces used for training will be sanitized each morning prior to a scheduled session and again when each session ends.

Communications

- Customers will be able to use the RTF via appointment only.
- Customers can make appointments by contacting the RTF Administration
- Signage will be posted at the RTF informing customers of appointment only and limitations of public access to the facility. Participant will be directed to stay in the area of their event only. Participants will not be allowed to wander within the building or on the grounds.
- All occupancy limits – as determined by governor’s order or county directive will be posted in the specific service area
- Notification of effective Protocols will be added to the RTF webpage, and will be given to each instructor
- Appointments will limit potential contact between customers

Appointment setting:

Appointments will not be accepted for groups or individuals other than law enforcement, fire fighters, or other first responders.

An appointment setter script includes information meant to prepare visitors for their appointment and includes information related to specific business needs and health and safety protocols. Event facilitators should will be advised of the following:

- The facilitators must cancel their event if they become ill or have any covid-like symptoms on the day of the presentation.
- Only the necessary person should be attending any event.
- The group leader/facilitator is responsible to conduct a health screening (using a Client/Employee Health Screening tool provided by RTF staff) as participants arrive.
- Any participant responding positively (yes) to the health screening will not be allowed to enter the Training Facility

- Facemasks are required at all times within the facility, and when outside if distancing can not be maintained.
- The facilitator or participants of an event are required to provide their own facemasks
- Participant will be directed to stay in the area of their event only. Participants will not be allowed to wander within the building or on the grounds.
- During breaks, participants must not congregating on the grounds, including sidewalks and parking lot space.

Function: Meeting (Classroom) space –

Meetings –Meetings should be conducted virtually whenever possible.

- When meetings are allowed, and size will be limited to the current governor’s orders (documented on the Scott Co Safety website.)
- Meetings will be allowed for SCALE Member (internal) groups by appointment only
- Meetings will be allowed for SCALE Member (internal) groups and will follow the protocols outlined
- Classrooms have been laid out for 6’ Social Distancing protocols
- All employees and customers must wear facemasks
- Meetings – Law Enforcement/Fire Fighters (Non-SCALE)Can be scheduled under the same parameters as a SCALE member

Function: Training All classroom training sessions are suspend.

Classroom Training:

Outdoor Ranges and Fire training - Continuous

- Appointments will not be accepted for groups or individuals other than law enforcement, fire fighters, or other first responders.
- All outdoor facilities have been open, and following social distance guidelines, as part of the critical employee training program.
- Training has been allowed for SCALE and Non-SCALE Law Enforcement, Fire Fighters, and First responders groups by appointment only
- Range Officers will direct their Staff attendees to follow current CDC guidelines for 6’ Social Distancing
 - **Private Party/Group range use: All private group range use is suspended**

MILO – Decision making Simulator - All MILO Simulator services are suspended.

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.

Customer/participant screening:

The Training/Meeting organizer will will conduct a health screening using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site. This screening tool will be provided to the event facilitator by RTF staff.

Identifying Sick Customers:

A customer who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escort out of the building. The workstation and equipment used by the customer will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill person must be disinfected before allowing other customers to enter those areas.

Training:

Staff providing services and back up functions will receive initial procedural training

Staff will hold periodical safety meetings to review all protocols.

Outside facilitators will receive a copy of the RTF operation expectations and will be required to perform safety briefs with all or their participants

Staff will be asked to report safety concerns to their supervisor immediately so processes can be re-examined and improved if necessary

Enforcement:

Managers and supervisors 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).

- Facility staff, including one Manager and one facilities maintenance person currently staff the RTF
- Backup facilities staff may be brought in to cover if needed.
- No extra resources are required to begin services

PPE:

- Masks: Kevin will provide cloth masks to employees; Logistics will refill RTF supply of N95 masks used to protect workers from environmental hazardous materials protection;
- Gloves: to protect workers from hazardous materials
- Sanitizing Products: will continue to use building sanitizer products

Division Director Comments

The SCALE Regional Training Facility is staffed by two county employees. Given the nature of this facility, both staff need to work on-site, but can perform their duties solo or in a socially distant manner.

Requested official opening date is June 1, 2020.

Strategic Branch Comments

May 26, 2020:

Strategy Team is supportive of the event coordinator handling health screening questions with participants because only first responders will be getting services at the RTF and they are well informed of symptoms and risks. Event coordinators are also responsible for sanitizing space and equipment at the end of trainings. If the training is occurring in the evening when no staff are present, RTF will clean the space and equipment again the next day.

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion 6/5/2020

Operational Service Plan Updates
Please include date the change goes into effect and reason for change.

The Governor's Executive Order 20-56 allows for non-critical operations to resume with restrictions. Use of our service to training and maintain the skill proficiencies of our Law Enforcement and Fire Fighting Services is imperative. Based on the order we plan to provide these services by appointment only, following all restrictions and ensure social distancing protocols.

Recommending June 1, 2020 opening date