



Florence: Return Stronger Plan

A Response to COVID-19



May 2020

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Reconstitution is the process whereby an organization has regained the capability and physical resources necessary to return to pre-disaster operations. The objective during reconstitution is to effectively manage, control, and, with safety in mind, expedite a return to normal operations. This is of utmost importance when reconstituting during a pandemic. While subsequent waves have been the norm in previous pandemics, it is important for communities to begin reconstituting themselves as soon as possible to mitigate persistent secondary and tertiary impacts of the outbreak, including the further significant adverse economic consequences.

The Town of Florence has developed reconstitution plans and procedures in conjunction with guidance released by the White House, the Centers for Disease Control and Prevention (CDC), the Arizona Department of Health Services, and the Pinal County Department of Public Health regarding the COVID-19 pandemic and mitigation strategies for preventing the spread of disease.

Taking into consideration the importance of ensuring public and employee health and safety, the following levels have been developed to return Town services to their normal operations. It is understood that the timing of the onset of each level is predicated on actions taken at higher levels of government and specific public health guidance that is issued. As such, there is some flexibility assumed within each level, and any dates provided are merely best estimates based on a current survey of conditions.

Level 1: Recovery efforts should allow employees to maintain appropriate physical distancing and proper personal protective equipment (PPE) usage. In many cases, this means that employees are continuing to work remotely on an intermittent basis and working staggered schedules in the office. Individuals who are high risk or are responsible for providing care to high risk family members or have children at home due to the statewide school closures are working remotely as appropriate. All Town facilities are closed to the public, and most meetings will be held through electronic means.

Trigger: The Governor relaxes or rescinds Executive Order 2020-18: *Stay Home, Stay Healthy, Stay Connected*.

Anticipated Timeframe: On or around May 16th, 2020

Level 2: Recovery efforts should allow employees to continue to maintain appropriate physical distancing and proper personal protective equipment (PPE) usage. During this Level, most employees will return to the workplace and those employees who have worked in alternative assignments to support essential Town services will return to their normal functions. It is anticipated that there will still be restrictions for individuals who have been identified as “high risk”. It is during this Level that Town Hall and most other Town facilities and amenities will reopen, following CDC Guidelines, with the possible exception of facilities used by “high risk” individuals. Openings will be dependent on State Executive Orders. Most meetings will continue to be held through electronic means. In-person meetings will need to meet CDC Guidelines.

Trigger: The Governor relaxes or rescinds almost all executive orders issued as a result of the COVID-19 pandemic.

Anticipated Timeline: Late May / Early June

Level 3: All Town functions and operations return to normal, including public outreach and education programs that were suspended. Department directors are encouraged to capitalize on efficiencies learned and developed as a result of the shift in operations in response to the pandemic.

Trigger: Pinal County and Zip Code 85132 experience significantly fewer new positive cases or close to zero new cases over several days.

Anticipated Timeframe: On or around July 1st, 2020

The pages that follow outline the specific Town services impacted, recovery efforts, as well as efficiencies identified for each Town department.



FINANCE DEPARTMENT
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	<ul style="list-style-type: none"> • Budget • Accounting • Procurement • Customer Service and Billing • Tax and License • Grants 		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ol style="list-style-type: none"> 1. Maintain physical distancing. 2. Limit in-person meetings and continue with video and teleconference meetings. 	<ol style="list-style-type: none"> 1. Maintain physical distancing. 2. Limit in-person meetings and continue with video and teleconference meetings. 3. Review temporary policy on suspending water disconnects and assessment of fees and penalties. 4. Review options for opening first floor cashiering to the public for limited business hours while maintaining physical distancing and safety of our employees. 5. Consider options and implement operational efficiencies gained and process improvements 	<ol style="list-style-type: none"> 1. End temporary telecommuting. 2. Continue with video and teleconference meetings. 3. All Finance operations return to normal. 4. Cashiers open to the public. 5. Review and eliminate temporary policy on suspending water disconnects and assessment of fees and penalties.
Recovery Efforts	Assist customers in signing up for online bill payment options	Assist customers in signing up for online bill payment options	Resume normal operations
Permanent Operational Changes/New Efficiencies	Increased use of online bill payments, due to residents signing up during Town Hall closure		



**TOWN ATTORNEY’S OFFICE
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Town contracts requiring attorney review submitted and processed electronically Litigation proceedings and meetings attended/conducted telephonically		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ul style="list-style-type: none"> • Reduce telecommuting • Continue to accept and process contracts electronically 	<ul style="list-style-type: none"> • Reduce telecommuting • Continue to accept and process contracts electronically 	<ul style="list-style-type: none"> • Discontinue telecommuting • All department functions and operations return to normal
Recovery Efforts	<ul style="list-style-type: none"> • Staff Telecommuting- Reduce telecommuting by 50%. • Social Distancing- Continue telephonic meetings of 10 or more. 	<ul style="list-style-type: none"> • Staff Telecommuting – Further reduce telecommuting, if any. • Social Distancing – Continue telephonic meetings of 10 or more. 	<ul style="list-style-type: none"> • Staff Telecommuting – Discontinue telecommuting, while allowing further telecommuting in accordance with Town policy • Attend litigation proceedings in-person
Permanent Operational Changes/New Efficiencies			



**TOWN CLERK'S OFFICE
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Core Department Services have not been impacted Restricted access to the Town Clerk's Office for non-Town personnel		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and "high risk" restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ul style="list-style-type: none"> Records Center to provide request requests online Business licenses online Council meetings on Zoom, with limited public involvement 	<ul style="list-style-type: none"> Clerk's Office – allow for adequate physical distancing, continue to encourage citizens to use online requests for all areas Councilmembers in the Council Chambers with Social Distancing and use of PPE 	<ul style="list-style-type: none"> Normal over the counter functions for all divisions
Recovery Efforts	Utilize PPE (if necessary) and physical distancing when interacting with the public	Utilize PPE (if necessary) and physical distancing when interacting with the public	Resume counter services.
Permanent Operational Changes/New Efficiencies	N/A		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Community Library		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain essential service to the community while minimizing the need for in-person contact by offering curbside services.	Maintain essential service to the community while minimizing the need for in-person contact. Improve staff capacity by bringing back part time Staff in order to address the increased service demand as a result of the expanded curbside pick-up and Library Services.	Resume normal business operations while incorporating process/service delivery efficiencies that have made it easier to deliver services without requiring in-person contact when appropriate.
Recovery Efforts	<ul style="list-style-type: none"> • Three (3) Full time employees are assisting with the curbside book pickup, print on demand and the ask a Librarian services. • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 40 masks ○ Gloves ○ Sanitizer 	<p>Circulation desk will be temporarily relocated to the Teen Room where patrons will have limited access and time to check out select items.</p> <ul style="list-style-type: none"> • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 40 masks ○ gloves ○ Sanitizer refills, as needed 	<ul style="list-style-type: none"> • Staff with underlying medical conditions return to the office, may be permitted to telecommute intermittently depending on circumstances • Staff with childcare issues will be handled on a case-by-case basis • Remaining two (2) reassigned employees will return to regular duties • No PPE needs, normal operations resume
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Reduce reliance on telephone and in-person appointments to process materials • All incoming items are placed in a quarantine area where they will sit for 72 hours and then be sanitized before being checked in and available for check out (this will be the standard for all Levels). 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Fitness Center		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain essential service to the community while minimizing the need for in-person contact by offering curbside services.	Maintain essential service to the community while minimizing the need for in-person contact.	Resume normal business operations
Recovery Efforts	<ul style="list-style-type: none"> • Fitness Center remains closed • PPE Needs (monthly): <ul style="list-style-type: none"> o 240 masks o 3 boxes gloves o 5 no-touch hand sanitizing stations o Disinfectant spray/wipes 	<ul style="list-style-type: none"> • All five (5) part-time staff to return to work • Temperature check required before shift • Staff required to wear masks • Open Fitness Center • Max occupancy 10 to 12 (including Staff) • Block off every other piece of equipment in cardio room to allow for social distancing • Limit weight room to 3 people at a time • Signs posted throughout facility; facility limitations, hand washing, social distancing, how to clean, and advisory on ‘if you appear sick stay home’ • PPE Needs (monthly): <ul style="list-style-type: none"> o 240 masks o 3 boxes gloves o 4 hand sanitizer refills for stations o Disinfectant spray/wipes 	<ul style="list-style-type: none"> • Staff encouraged to wear masks, but it is not required • Staff maintain regular cleaning schedule • Allow for usage of all equipment • Allow for maximum occupancy
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Staff maintain clearly posted cleaning schedule • Staff temperature checks, as necessary 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Aquatic Center		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Facility Closed	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Hiring of Pool Manager, Head Lifeguards, Lifeguards and Cashiers for training.	Maintain essential service to the community while minimizing the need for in-person contact.	Resume normal business operations while incorporating process/service delivery efficiencies that have made it easier to deliver services without requiring in-person contact when appropriate.
Recovery Efforts	<ul style="list-style-type: none"> • Aquatic Center will remain closed to the public • New Staff orientation • In-service training on Emergency Action Plan (EAP) <ul style="list-style-type: none"> • PPE Needs (monthly): <ul style="list-style-type: none"> o 20 masks o 1 box gloves o 2 small sanitizer refills 	<ul style="list-style-type: none"> • Chairs and equipment arranged to allow for social distancing • Open swim and lap swim only (swim lessons, swim team and water aerobics cancelled for this season) • Operate at ¼ Max Occupancy (100 people including staff) • Adjust open swim hours to be open 7 days a week for two shifts. <ul style="list-style-type: none"> o Shift A: 12:00 p.m. to 2:00 p.m. o Closed 2:00 p.m. to 3:00 p.m. for staff to sanitize facility. o Shift B: 3:00 p.m. to 5:00 p.m. • Staff to monitor guest’s use of social distancing <ul style="list-style-type: none"> • PPE Needs (monthly): <ul style="list-style-type: none"> o 20 masks o 1 box gloves o 2 small sanitizer refills 	<ul style="list-style-type: none"> • Return to normal operations for open swim • Operate at Max Occupancy • Allow for reservations in the Multi-Purpose Room
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Clearly posted cleaning schedule. 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Recreation		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Allow virtual recreation options and challenges through social media. Encourage the public to maintain healthy and positive lifestyles.	Maintain essential service to the community while minimizing the need for in-person contact.	Resume normal business operations while incorporating process/service delivery efficiencies (like online contests and programming) that have made it easier to deliver services without requiring in-person contact when appropriate.
Recovery Efforts	<ul style="list-style-type: none"> • Online programming • Virtual events and challenges • PPE Needs (monthly): <ul style="list-style-type: none"> ○ None 	<ul style="list-style-type: none"> • Continued use of online programming • Discussion with vendors and recreation program providers about next steps • PPE Needs (monthly): <ul style="list-style-type: none"> ○ None 	<ul style="list-style-type: none"> • Return to normal operations for open swim • Operate at Max Occupancy • Allow for reservations in the Multi-Purpose Room
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Clearly posted cleaning schedule. 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Community Center		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain essential service to the community while minimizing the need for in-person contact.	Maintain essential service to the community allow curbside services for Rec on the Go and Take and Make Kits	Resume normal business operations while incorporating process/service delivery efficiencies that have made it easier to deliver services without requiring in-person contact when appropriate.
Recovery Efforts	<ul style="list-style-type: none"> • Facility will remain closed to the public • Allow employees to maintain physical distancing and proper Personal Protective Equipment • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves ○ 5 No-touch hand sanitizer stations 	<ul style="list-style-type: none"> • Rehiring of part-time Staff • Arrange Lobby to allow for Social Distancing • All group classes cancelled • No reservations of 10 people or more • Facility limitation of ½ maximum occupancy • Adjust operating hours • Post signs: Facility limitations, hand washing, social distancing, and advisory to ‘stay home if you’re sick’ • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves ○ 5 No-touch hand sanitizer stations 	<ul style="list-style-type: none"> • Regular PPE needs will be addressed by the department as normal operations resume, may need assistance procuring the appropriate equipment if supply shortages continue
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Staff temperature checks • Continue to encourage the community to register for a CivicRec account to register for programming and reserve facilities online 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Senior Center		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain essential service to the community while minimizing the need for in-person contact.		Resume normal business operations
Recovery Efforts	<ul style="list-style-type: none"> • Facility remains closed • Meals curbside pickup • Home delivered meals • Give-A-Lift • Grocery and Prescription pick and delivery 	<ul style="list-style-type: none"> • Facility to remain closed • Meals curbside pickup • Home delivered meals • Give-A-Lift • Grocery and Prescription pick and delivery 	<ul style="list-style-type: none"> • Patrons would have wi-fi and computer access • Access to all materials • Access to limited programming (if approved) • Patrons who appear sick will be asked to leave • No large events or trips
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves 		
	<ul style="list-style-type: none"> • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves 		
	<ul style="list-style-type: none"> • Consider ongoing use of Welfare Check program 		



COMMUNITY SERVICES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Parks		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Open Turf areas and trails remain open	Allow areas for Public to utilize for physical activity and mental clarity	Resume normal business operations while incorporating process/service delivery efficiencies that have made it easier to deliver services without requiring in-person contact when appropriate.
Recovery Efforts	<ul style="list-style-type: none"> • Open Public restrooms • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves 	<ul style="list-style-type: none"> • Open Pickleball courts for regular play (no tournaments) • Open tennis courts for regular play (no tournaments) • Basketball courts open for regular play (no tournaments) • Open Skate Park • Small Ramadas available for regular use (no reservations for groups or parties allowed) • Open Dog Park • Playgrounds remain closed • Padilla Park remains closed • No Facility reservations for tournaments or private parties • PPE Needs (monthly): <ul style="list-style-type: none"> ○ 20 masks ○ 1 box gloves 	<ul style="list-style-type: none"> • Open Playgrounds • Open Padilla Park • Ramadas available for reservations and group parties • Allow Facility reservations
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Staff temperature checks • Continue to encourage the community to register for a CivicRec account to register for programming and reserve facilities online 		



**COMMUNITY DEVELOPMENT
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	<p>Core department services have not been impacted</p> <p>Development Services Department Restricted access for non-Town personnel</p> <p>Plan Review and Permit Issuance Provided customer plan pick-up and payments via exterior entrance by appointment. Issue permits electronically</p> <p>Inspections – Maintain social distancing and wear PPE when necessary</p> <p>Meetings – Conduct via Zoom or other electronic means</p>		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	Resume normal business operations while incorporating process/service delivery efficiencies that have made it easier to deliver services without requiring in-person contact when appropriate
Priorities by Division/Area	<ul style="list-style-type: none"> Maintain electronic plan reviews and permit issuance Maintain teleconferencing for meetings Maintain social distancing of 6 feet Maintain cleaning and disinfecting of surfaces All Employees in the office either have offices or have individual workspaces with a minimum of 6 feet of separation Limit any necessary in-person meetings to 5 people with social distancing and PPE Continue employee health checks Continue handwashing and use of hand sanitizer and gloves when handling plans, etc. Business travel for training, meetings, etc. is restricted to teleconferencing only Vulnerable employees may be allowed to continue to telecommute if practical and approved. 	<ul style="list-style-type: none"> Maintain electronic permit issuance and plan review as submitted Maintain teleconferencing for meetings unless meetings are limited to 5 attendees and PPE and social distancing is maintained Allow Community Development employees to assist customers at the counter by appointment (with protective screening installed at Counter) Allow in-person meetings by appointment and limiting to group size where social distancing can be maintained (no more than 10) Maintain cleaning and disinfecting of surfaces Continue handwashing and use of hand sanitizer and gloves when handling plans, etc. Continue employee health checks Business travel for training, meetings, etc. is restricted to teleconferencing only Vulnerable employees may be allowed to continue to telecommute if practical and approved. 	All Community Development employees will return to working conditions prior to COVID- 19 operations (exceptions based on efficiencies learned and work schedules)
Recovery Efforts	<ul style="list-style-type: none"> Community Development Counter will remain closed to the public and will operate virtually or by appointment Community Development Department website and emails continued updates with information “how to conduct business” – no public in Community development unless necessary and PPE and social distancing are adhered to <p>PPE NEEDS MONTHLY: 1 boxes of gloves 1 bottle of hand sanitizer 2 containers of disinfecting wipes</p>	<ul style="list-style-type: none"> Install “clear shields” for staff interacting with the public at the Community Development Counter to provide social distancing and minimal contact Keep 6-foot separation tape on floor to maintain social distancing Department website and emails continued updates with information “how to conduct business” – public by appointment only <p>PPE NEEDS MONTHLY: 2 boxes of gloves 2 to 3 bottles of hand sanitizer 2 containers of disinfecting wipes</p>	<ul style="list-style-type: none"> Normal operations Community Development Department website and email continued updates with information “how to conduct business”
Permanent Operational Changes/New Efficiencies	<p>Efficiencies learned:</p> <ul style="list-style-type: none"> Electronic permit issuance will continue, and electronic plan review will be enhanced Virtual meetings will continue as an option when needed 		



**ECONOMIC DEVELOPMENT
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Core Department Services have not been impacted Town Hall (public facility) – Restricted access for non-Town personnel		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain intermittent telecommuting Continue to engage with Chamber virtually and by phone.	Reduce telecommuting Continue to engage with client base virtually and by phone.	<ul style="list-style-type: none"> • End telecommuting and only allow in accordance with standard Town policy* • All Econ Dev functions and operations return to normal • Implementation of new operating efficiency
Recovery Efforts	<ul style="list-style-type: none"> • Staff Telecommuting <ul style="list-style-type: none"> ○ Social Distancing - Continue video/tele-conferencing with internal and external clients • Outreach Efforts <ul style="list-style-type: none"> ○ Continue to provide updated resources for the business community on the Florenceaz.com/business site and push out relevant resource content immediately through our social media channels and to the Chamber for their distribution to newsletter subscribers and their social media followers 	<ul style="list-style-type: none"> • Staff Telecommuting – Reduce telecommuting <ul style="list-style-type: none"> ○ Social Distancing - Continue video/tele-conferencing with external clients ○ Offer/utilize PPE for employees when social distancing cannot be maintained ○ Limit gathering in common areas • Outreach Efforts <ul style="list-style-type: none"> ○ Continue to provide updated resources for the business community on the Florenceaz.com/business site and push out relevant resource content immediately through our social media channels and to the Chamber for their distribution to newsletter subscribers and their social media followers 	<ul style="list-style-type: none"> • Staff Telecommuting – End telecommuting and only allow in accordance with standard Town policy* <ul style="list-style-type: none"> ○ Social Distancing - Continue video/tele-conferencing with external clients as a primary option ○ Reduce meeting room occupancy to maintain 6’ ○ Offer/utilize PPE for employees when social distancing cannot be maintained • Outreach Efforts <ul style="list-style-type: none"> ○ Continue to provide updated resources for the business community ○ Create CARES Act programming, if applicable ○ If prudent, send out additional mailer to business community as part of education efforts
Permanent Operational Changes/New Efficiencies	Implement video/tele-conferencing more frequently as appropriate.		



PUBLIC WORKS
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Engineering - Located at Community Development		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and "high risk" restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	No telecommuting	No telecommuting	Allow telecommuting in accordance with Town policy. Telecommuting will be criteria based.
Recovery Efforts	<p>Counter</p> <ul style="list-style-type: none"> Building closed to outside customers <p>Internal/Project Meetings</p> <ul style="list-style-type: none"> Held in large rooms that allow for social distancing protocols <p>Staffing</p> <ul style="list-style-type: none"> Standardized work schedules 	<p>Counter</p> <ul style="list-style-type: none"> Building to open once sneeze guards are installed and floor markings can be added. Continue distancing efforts <p>Internal/Project Meetings</p> <ul style="list-style-type: none"> Less than 6 persons; all other via WebEx <p>Staffing</p> <ul style="list-style-type: none"> Standardized work schedules 	<p>Counter</p> <ul style="list-style-type: none"> Distance markers removed <p>Internal/Project Meetings</p> <ul style="list-style-type: none"> WebEx meetings are encouraged where appropriate <p>Staffing</p> <ul style="list-style-type: none"> Standard work schedule
Permanent Operational Changes/New Efficiencies	<p>CIP Invoicing Vendors are submitting invoices electronically and processed by staff online</p> <p>Project bidding Bids for projects under \$25,000 are submitted electronically. Bids over \$25,000 will still be submitted in person, if needed.</p>		



PUBLIC WORKS
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	<p>Water/Wastewater Core Department Services have not been impacted</p> <p>Water Distribution Service Reduction – Ceased valve turning and flushing programs and limited contractor shut-downs Field Customer Service – No changes</p>		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ul style="list-style-type: none"> No changes to normal priorities 	<ul style="list-style-type: none"> No changes to normal priorities 	<ul style="list-style-type: none"> No changes to normal priorities
Recovery Efforts	<p>Social Distancing - Continue video/tele-conferencing</p> <ul style="list-style-type: none"> Limited in-person meeting to 10 or less <ul style="list-style-type: none"> Water Distribution Service Reduction – Restore Townwide valve turning program <ul style="list-style-type: none"> Social Distancing - Offer/utilize PPE for work crews when social distancing cannot be maintained Field Customer Service - No change Social Distancing - Offer/utilize PPE when social distancing cannot be maintained Conservation and Sustainable Living – No change 	<ul style="list-style-type: none"> Social Distancing - Continue video/tele-conferencing Limit gathering in common areas Water Distribution Service Reduction – Restore Townwide flushing program and contractor shut-downs <ul style="list-style-type: none"> Social Distancing - Offer/utilize PPE for work crews when social distancing cannot be maintained Field Customer Service – Follow guidance from Finance Warehouse – Follow guidance from Logistics <ul style="list-style-type: none"> Social Distancing – One occupant per vehicle or offer/utilize PPE when social distancing cannot be maintained 	<ul style="list-style-type: none"> Social Distancing - Continue video/tele-conferencing Limit gathering in common areas Social Distancing – Reduce meeting room occupancy to maintain 6’ <ul style="list-style-type: none"> Offer video /teleconferencing for meeting attendees Water Distribution Service – Restore valve turning and flushing programs, and contractor shut-downs Field Customer Service – Follow guidance from Finance
Permanent Operational Changes/New Efficiencies	<p>Implement video/tele-conferencing for monthly internal meetings Implement video/tele-conferencing for most consultant meetings</p>		



PUBLIC WORKS DEPARTMENT
 COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Fleet Management and Facilities		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and "high risk" restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ul style="list-style-type: none"> Continue to monitor, procure, and distribute PPE. 	<ul style="list-style-type: none"> Continue to monitor, procure, and distribute PPE. 	<ul style="list-style-type: none"> All Field Operations functions and operations return to normal
Recovery Efforts	<p><u>FLEET MANAGEMENT</u></p> <ul style="list-style-type: none"> Continue to sanitize vehicles on the down- line prior to entering the shops Continue to sanitize vehicles on the ready- line after leaving the shops <p><u>FACILITIES</u></p>	<p><u>FLEET MANAGEMENT</u></p> <ul style="list-style-type: none"> Continue sanitizing vehicles on the downline prior to entering the shops- (May have to use mechanics, if additional Town staff are no longer available) Continue to sanitize vehicles as they leave the shops <p><u>FACILITIES</u></p> <ul style="list-style-type: none"> Support Buildings Re-opening Help install sneeze guards and other protective equipment Town Hall will reopen 	<p><u>FLEET MANAGEMENT</u></p> <ul style="list-style-type: none"> Return all borrowed laptops and equipment Recommend keeping VPN and remote access capability active for all Fleet administrative staff Redistribute vehicles obtained from departments for loaned workers <p><u>FACILITIES</u></p> <ul style="list-style-type: none"> Departments will revert to normal occupancy
Permanent Operational Changes/New Efficiencies	Better cleaning practices after returning vehicles.		



PUBLIC WORKS DEPARTMENT
 COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Streets Division		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and "high risk" restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Maintain projects, or expedite any street projects (if possible)	Normal business operations	Implementation of new operating efficiencies.
Recovery Efforts	Continue roadwork	Continue roadwork	Continue roadwork
Permanent Operational Changes/New Efficiencies	None		



**FIRE DEPARTMENT
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Core Department services not impacted. Fire Administration – Closed to public access; support staff telecommuting. Classrooms – Closed to public access; all meetings and non-essential training cancelled.		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	Continue telecommuting for non-emergency staff, where appropriate	Continue telecommuting for non-emergency staff, where appropriate	<ul style="list-style-type: none"> • End telecommuting and only allow in accordance with standard Town policy • All programs return to full operational levels • All departmental and regional training resumes
Recovery Efforts	No change to current operational approach.	Fire Administration –Continue to work normal schedules. Classrooms – No change to current operational approach.	Fire Administration – Continue to work normal schedules. Classrooms – Resumption of all public, departmental, and regional training.
Permanent Operational Changes/New Efficiencies			



HUMAN RESOURCES
COVID-19 Return Stronger Plan

	Level 1	Level 2	Level 3
Impacted Services/Facilities	Hiring Freeze for Non-Essential Positions/Multiple Departments/Facilities Emergency Leave or Emergency Family Medical Leave (HR administering) All other HR/Risk Services are still functioning/Town Hall		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	Town Revenue estimates/schools in session in both summer and fall/diminished number of cases
Objective	Continue to allow employees to work from home or maintain physical distancing and proper Personal Protective Equipment (PPE) including monitoring of symptoms on site (fever)	Physical distancing guideline still in place and allow low risk employees to return to the workplace. Keep high risk employees working from home.	All functions and operations return to normal,
Priorities by Division/Area	For all Divisions, continue services normally with exception of recruitments (essential hires only).	Continue to reduce telecommuters.	All employees back to the workplace, resume hiring of non-essential positions once Town revenues are back.
Recovery Efforts	Continue reduction of telecommuting, assist departments with bringing back telecommuters and part-time staff	As Town Hall opens, resume staffing of front desk area, continue to monitor PHEL and EFMLA leaves as appropriate, assist all departments with reduction of telecommuters, achieving appropriate staffing levels. Continued fever monitoring and social distancing practices	All Telecommuting reverts to only approvals through regular HR policy. PHEL and EFMLA removed with opening of school summer programs and day care facilities.
Permanent Operational Changes/New Efficiencies	Review of HR policies to incorporate special processes for pandemics and other similar emergencies, continuation of social distancing in the workplace, wellness enhancements to include flu season preparation with facility cleaning and hand sanitizer availability. Resources for employee education and wellness monitoring.		



**INFORMATION TECHNOLOGY
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	IT building will remain locked and only accessible by IT staff		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and “high risk” restrictions	All functions and operations return to normal. IT staff will resume staggered shift schedules 6am-3pm, 8am-5pm
Priorities by Division/Area	No change to telecommuting	No change to telecommuting	No change to telecommuting
Recovery Efforts	<ul style="list-style-type: none"> • Social Distancing <ul style="list-style-type: none"> ○ Continue web conferencing ○ Offer/utilize PPE to disinfect equipment brought in for servicing ○ Assist employees over phone or remote access when possible 	<ul style="list-style-type: none"> • Social Distancing <ul style="list-style-type: none"> ○ Continue web conferencing ○ Offer/utilize PPE to disinfect equipment brought in for servicing ○ Assist employees over phone or remote access when possible 	<ul style="list-style-type: none"> • Social Distancing <ul style="list-style-type: none"> ○ Continue web conferencing ○ Limit in-person meeting to 10 or less ○ Reduce meeting room occupancy to maintain 6’ ○ Offer/utilize PPE to disinfect equipment brought in for servicing ○ Assist employees over phone or remote access when possible
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> • Improved mobility for employees: <ul style="list-style-type: none"> ○ Implemented a Remote Desktop Infrastructure solution for remote employees to access the Town's network with personal devices ○ Increased number of laptops deployed to employees • Increased employee awareness of the capability and benefits of web conferencing: <ul style="list-style-type: none"> ○ Employees able to stay connected while maintaining social distancing ○ Council/Board & Commission members able to participate in meetings remotely ○ Staff able to participate in meetings remotely 		



**POLICE DEPARTMENT
COVID-19 Return Stronger Plan**

	Level 1	Level 2	Level 3
Impacted Services/Facilities	<p>Public lobbies closed at both police facilities. Property Room and Tow Administrator by appointment only. Records window closed, online, mail, fax, and phone requests at this time.</p> <p>Currently 4 employees working on an A or B Schedule. Community outreach efforts suspended (Coffee w/ a Cop, Angel Alerts, Volunteer Program, Guardian Angel, Youth Citizen Police Academy, Citizen's Academy, etc.). Meetings handled by conference call or Zoom when appropriate. Fingerprinting halted and restricted non-essential access to buildings and Dispatch implemented. Physical training discontinued due to social distancing requirements, web-based training continues Officers in the field asked to limit self-initiated contacts/traffic stops unless there is a clear public threat, dangerous or illegal action occurring. Response to Priority 1 and 2 calls for service, Priority 3 and 4 calls for service taken by telephone</p>		
Triggers	Governor relaxing the Stay at Home Executive Order	Governor release of nearly all Executive Orders	County experiencing minimal new cases over several consecutive days
Objective	Allow employees to maintain physical distancing and proper Personal Protective Equipment (PPE)	Physical distancing guideline still in place and "high risk" restrictions	All functions and operations return to normal, including public outreach and education programs
Priorities by Division/Area	<ul style="list-style-type: none"> Return employees working A and B Schedules to their work sites. This will be based upon our ability to achieve appropriate distancing. This will require additional cleaning, PPE, etc. For those employees working in the field, the current PPE guidelines and availability will continue. 	<ul style="list-style-type: none"> Police Department lobbies/ Tow Administrator/ Property Room will remain closed other than by appointment only. 	<ul style="list-style-type: none"> Resume all internal/external training. Resume normal business functions to include lobbies/records/property and tow. Resume Community engagement efforts. Reinstate Volunteer Program
Recovery Efforts	<p>Records/property: Assess workspaces for ability to distance appropriately, when not possible consider alternate work locations/hours.</p> <p>Patrol/Investigations/Special Ops: Continue PPE use and guidance.</p> <p>Communications: Continue to isolate room from visitors along with PPE use and appropriate distancing. Utilize the option of a call back officer when call volume high.</p>		<ul style="list-style-type: none"> Adapt outreach and engagement programs to allow social distancing whenever possible. Continue to look for ways to adapt training so that it meets our needs but allows social distancing when feasible. Continue to evaluate PPE, alternate work hours/locations, and workspace distancing in all areas.
Permanent Operational Changes/New Efficiencies	<ul style="list-style-type: none"> Work on a process to have on-line records requests Set a procedure in place for call back officers should communications become overwhelmed PPE Kit establishment and sanitizer issued for all patrol officers (built into budget) Supplemental officers pulled from investigations and Task Force to add to patrol 		