

Manual and Section Number: 319		
Procedure/Policy Name	Position Responsible	Unit
Provision of Services During Pandemic Outbreak or Emergency Operation Plan	All	All

I. Procedure Summary

In conjunction with the Licking County Commissioners and with the assistance of the Licking County Office of Homeland Security and Emergency Management, the Licking County Job and Family Services (LCJFS) Emergency Operational Plan is provided below. All plans herein listed are contingent upon the operational plan as developed and directed by the Licking County Board of Commissioners for county services and subject to their discretion. It is the intent of the Licking County Board of County Commissioners and LCJFS that every precaution be taken to provide a safe working environment for all employees.

In attempting to prepare guidelines for the possibility of a Pandemic Flu, or any other emergency in which agency staff members may be unable to come to the worksite, we have identified key areas of consideration. This plan will serve as our template for emergency services should the need arise. The plan will involve the use of the agency for operations, and the use of another facility or satellite station if needed.

II. Procedure Steps

In all phases of the pandemic outbreak, LCJFS will make every effort to remain responsive to the county we serve, while attempting to maintain hygiene procedures to prevent the spread of an outbreak within the agency. The staff will be advised of any suspected cases or any updates regarding possible outbreak via email, or after hours at all times the staff can contact the office to receive a recorded message regarding the status of the agency office operation for the day (open or closed).

All methods of local media will be utilized to alert the public regarding the stage of emergency plan designation and inform if the offices are open or closed to the public. This will be done by the Director, Human Resources Administrator or designee. The incoming telephone system will also alert the public regarding the level of service provided at the respective time period. This will be done by the Human Resources Administrator or designee.

All staff members available to work will be utilized on an emergency basis and will be utilized to provide the best available services to the citizens of Licking County.

Personal hygiene policies will include:

Cleaning and precautionary materials needed:

- Alcohol and/or chlorine cleaning products
- Latex (and a small supply of non-latex) sterile gloves
- Masks
- Biohazard container for disposal of all eating utensils, food products, tissues
- Waterless hand sanitizer

Hand hygiene policies will include:

- Stressing to the staff the need to effectively wash their hands on a regular basis.
- Hand sanitizer should be used after every interview.
- Notices will be posted and distributed to staff members reminding of the importance of proper hand hygiene practices.

Cough etiquette policies will include:

- Covering of the mouth by all staff members.
- Filtering sneeze utilizing a facial tissue and dispose of tissue immediately.
- Keep hands away from all mucous membranes of the eyes, mouth, and nose.
- Develop hand-washing practice particularly after coughing, sneezing, and/or using a tissue.

Cleaning precautions:

- Staff will be provided antibacterial cleaning products to reduce environmental germs by utilizing alcohol and/or chlorine.
- Telephone sets, counter and desk areas, common doorknobs, railings, control access keypads, washbasins, and toilets will be cleaned with a suitable anti-bacterial cleaning solution.
- Staff will be cautioned not to use another employee's telephone or specific desk area (personal computer, calculator, general desk equipment), and when sharing respective areas, that they clean the respective machinery (copiers, shredders).
- Staff will be instructed to dispose of all eating utensils, tissues, etc. in a designated waste receptacle to avoid further contamination.

Cleaning personnel will establish a nightly cleaning regimen as pursuant to the direction of the Board of Commissioners and the established janitorial contract.

Avoid gathering of large number of staff members:

- Staff will be advised to attempt to avoid gathering in groups during this time period.
- Staff will be advised to communicate to other staff members via telephone or e-mail whenever possible to avoid chances of further contamination.
- E-mail communication will take place whenever possible in place of staff meetings. Staff will be advised not to share cups, dishes, etc.
- Staff members will be advised to avoid social gatherings within the office and be encouraged to utilize telephone and e-mailing of messages.

Removal of all unnecessary reading materials:

To avoid further contact with staff and with customers, all magazines, brochures, and other reading materials will be removed from the lobby and common kitchen area.

Risk control measures:

All measures available will be taken as follows:

- All staff members with influenza symptoms will be restricted from the workplace until determined influenza free (approximately eight days per ODPS Pandemic Plan), and document all employees they have been in contact with.
- Practicing and reminding of personal hygiene and workplace cleaning habits.
- Increase and recommend social distancing.
- Manage staff that becomes ill at work.
- Restrict travel whenever possible.

- Any employee reporting or observed as having symptoms will be advised to go home and stay at home until otherwise contacted. The employee will be advised to contact their physician. Arrangements will be made for clean-up of employee's workstation.
- The agency will set up a workstation notification chart for cleaning personnel to advise them of any workstations where influenza was suspected and the need for additional cleaning caution.

Entry restriction will take place should it be necessary. Signs will be posted to advise anyone entering the building NOT to enter if they are experiencing influenza symptoms. All precautions will be taken to ensure that staff members and the public maintain a restricted distance if at all possible.

Travel:

All agency travel will be cancelled with the exception of emergency meetings and Children Services referrals of abuse/neglect and ongoing case management/monitoring as prioritized.

Licking County Job and Family Services Pandemic Operation Plan A: Offices Open to the Public

The Director, Human Resources Administrator, or assigned designee will:

- A. Follow its own procedure for emergency notifications (local radio stations, etc.) Refer to Procedure 325: Emergency Notification to ODJFS and Local Media
- B. LCJFS will follow its Service-Level Agreement with ODJFS.
- C. The Director, Human Resources Administrator, or assigned designee should call the OIS Service Desk at (800) 686-1580, option 2, to inform state staff of the problem. If the problem necessitates a closure, the county should indicate the length of time the agency is expected to be closed, which offices or locations are involved, and the county identification number. The OIS Service Desk will notify the appropriate OIS work units of the problem. It will create a trouble ticket, assign it to the appropriate area, and enter the problem in the incident log.
- D. If the county agency must close, OIS will inform the ODJFS Chief Inspector's Office and the ODJFS Office of Communications to post a general closure notice to www.jfs.ohio.gov instructing customers to call before visiting any county office. This message will remain posted for one day unless a county agency informs OIS that the closure will continue longer.
- E. OIS will follow established escalation procedures to resolve the problem. Once the issue is resolved, OIS will complete incident documentation.

Incoming calls will be received and responded to as normal. Staff will utilize their individual phones and workstations to answer all incoming general public calls. All qualified staff members will be utilized to handle incoming telephone calls. Staff members at the appropriate level will also handle customer inquiries in person via protocol below.

The agency will maintain the same level of service and respond to calls regarding abuse and neglect meeting the required federal and state mandates. There will be no change to the after-hours emergency system.

Reception area:

Lobby area reception office will have the door closed at all times. Open communication area in the glass front of reception area will be covered over. Public will utilize the window to speak with the receptionist(s).

Any necessary paperwork that must be left in the agency will be left in an enclosed drop box provided for the public. If an original document cannot be left, the customer may use the copier that will be relocated and accessible to the public. Envelopes will be provided for each customer's paperwork.

Payment window:

Envelopes will be provided for customers to indicate their case number, name, social security number, other party to the action, and amount to be paid. These envelopes will be completed and passed to the information window.

Hearings/Interviews/Appointments:

Whenever possible, all interviews, appointments, and hearings will be held via telephone. When this is not possible, interview cubicles may be used. Cubicles will be disinfected after each use.

Use of the Children Services visitation rooms will continue with all personal hygiene policies being observed. All toys and surface areas will be cleaned using an anti-bacterial solution after each visit. If children are transported using an agency vehicle, the door handles and seats (including portable car seats) will be cleaned using an anti-bacterial solution or wipe.

Notices:

Notices will be posted in the entranceway advising that precautions are in effect to limit exposure due to influenza. Said notices will inform that should staff feel that symptoms are present in any visitor, they will be asked to leave the building for the general safety of all concerned. Please note: should the staff members feel there is a danger of contamination, based upon the protocol established by the World Health Organization regarding identifying influenza, they will not proceed with any hearing, appointment, or interview, but will advise the parties of the need to exit the building for the safety of all parties.

Workstations:

While workstations are in close proximity to each other and often share a common wall, staff members will be asked to avoid congregating in groups or utilizing face-to-face contact. When possible, all staff members should utilize telephone contact or e-mail. Staff members will be permitted to eat their respective snacks and/or lunch at their work areas.

Use of common equipment such as copiers, fax machines, printers:

Staff will take extra precaution to keep common equipment clean by utilizing chlorine wipes provided at the site of the common equipment, for use by each employee before utilizing the machine.

Interoffice Meetings:

All necessary meetings between line staff and/or management and/or supervisors will be held via telephone or e-mail communications.

Transfer of files to respective agency staff members:

Only those files absolutely necessary will be pulled and transferred to respective staff members. Caseworkers will maintain their own files. All staff will be notified to utilize the appropriate computer program whenever possible to avoid contact file transfers. The utilization of the imaging system's capabilities effectively reduces physical transfer of files and related documentation to Income Maintenance caseworkers.

Children Services - Investigations, placement of children in substitute care, and visits to children in substitute care:

All necessary healthcare precautions will be observed. Staff will be provided with latex gloves and masks should they come into contact with a family known to have the influenza virus. If a child(ren) is being placed in a substitute care setting, they will receive a medical assessment prior to going to the home of the substitute caregiver. The substitute caregiver will be provided with all medical information including, but not limited to, the proper care of a child with the influenza virus, and precautionary steps to prevent the further spread of the virus. The agency will make every effort to maintain compliance with all Ohio Administrative Code rules regarding the visitation of children in their substitute care setting. If staffing levels drop to a point where this is not possible, contact will be made by phone. The contact will include talking with the substitute caregiver and the foster child (when appropriate). Documentation will be kept in SACWIS and/or the case file regarding attempts made to maintain compliance with Ohio Administrative Code and information discussed during the phone contact.

OhioMeansJobs | Licking County:

OhioMeansJobs will follow the same protocol as it relates to the above topics. In addition, the Resource Room will be closed and employment needs will be addressed individually. Employer recruitment events will not be conducted on site, but we will continue to process job orders and make referrals. Phone stations in the main lobby will be equipped with phone lists for staff, and instructions for making contact, in order to limit face to face contact. We will also utilize the mail system to handle plan amendments and other documents requiring customer signature.

Licking County Job and Family Services

Pandemic Plan of Operation

Plan B: Offices Closed to the Public

The Director, Human Resources Administrator, or assigned designee will:

- A. Follow its own procedure for emergency notifications (local radio stations, etc.) Refer to Procedure 325: Emergency Notification to ODJFS and Local Media
- B. LCJFS will follow its Service-Level Agreement with ODJFS.
- C. The Director, Human Resources Administrator, or assigned designee should call the OIS Service Desk at (800) 686-1580, option 2, to inform state staff of the problem. If the problem necessitates a closure, the county should indicate the length of time the agency is expected to be closed, which offices or locations are involved, and the county identification number. The OIS Service Desk will notify the appropriate OIS work units of the problem. It will create a trouble ticket, assign it to the appropriate area, and enter the problem in the incident log.
- D. If the county agency must close, OIS will inform the ODJFS Chief Inspector's Office and the ODJFS Office of Communications to post a general closure notice to www.jfs.ohio.gov instructing customers to call before visiting any county office. This message will remain posted for one day unless a county agency informs OIS that the closure will continue longer.

- E. OIS will follow established escalation procedures to resolve the problem. Once the issue is resolved, OIS will complete incident documentation.

Incoming Calls:

Each unit's telephones will be forwarded to one line or several lines which will be staffed on a rotating basis. The telephone message will indicate that the office is not open at this time due to influenza outbreak.

Children Services will attempt to maintain a normal level of response to the community and to meet its' mandates with regard to referrals of abuse and neglect. However, in the event that is not possible, incoming referrals will be screened and prioritized based on the information presented. Available staff will be dispatched to handle emergency situations.

Payments:

A drop box will be utilized for all payments. Signs will be posted to alert the public that all payments must be placed in the drop box, and explaining the information necessary to process payments. We will request a telephone number be listed on all payment envelopes so we may contact the payer if necessary for additional information. Payments will be collected twice daily from the drop box. Following the normal protocol for all deposits, the payments will be logged and will be processed as normal. For any questionable payments, contact will be made with the payer for additional information. The handling of all money will be done by staff members wearing protective gloves. A separate drop box will also be utilized for all incoming paperwork.

Deposits:

All payments will be deposited in a timely manner contingent upon the operations of the County Auditor and the County Treasurer offices. Should their offices be closed, deposits will be securely stored in the agency's safe.

Appointments/Interviews:

No interviews will be held within the office or OhioMeansJobs at this time. Any interviews or appointments that can transpire via telephone will be scheduled. Other business will be conducted by mail.

Use of the visitation rooms will be suspended. Whenever possible, visits will be conducted outside of the agency using kinship or foster homes, birth family homes, or an alternative site. Any visitation that requires agency supervision will be suspended until further notice. All cancelled visitation will be rescheduled at the earliest convenience.

Notices:

Notices will be posted in the entranceway advising that the office is not open for business to the public at this time due to influenza. Said notice will include telephone information number to call with any questions, and a notice that any paperwork or payments can be deposited in the appropriate drop box.

Mail runs from post office and to postal drop:

During this stage, mail will be picked up as usual at the local Post Office and dropped nightly in the receptacle. Special care will be taken by staff handling incoming and outgoing mail, utilizing sterile gloves to prevent further risk of exposure.

Children Services - Investigations, placement of children in substitute care and visits to children in substitute care:

All necessary healthcare precautions will be observed. Staff will be provided with latex gloves and masks should they come into contact with a family known to have the influenza virus. If a child(ren) is being placed in a substitute care setting, they will receive a medical assessment prior to going to the home of the substitute caregiver. The substitute caregiver will be provided with all medical information including, but not limited to, the proper care of a child with the influenza virus and precautionary steps to prevent the further spread of the virus. The agency will make every effort to maintain compliance with all Ohio Administrative Code rules regarding the visitation of children in their substitute care setting. If staffing levels drop to a point where this is not possible, contact will be made by phone. The contact will include talking with the substitute caregiver and the foster child (when appropriate). Documentation will be kept in SACWIS and/or the case file regarding attempts made to maintain compliance with Ohio Administrative Code and information discussed during the phone contact.

OhioMeansJobs | Licking County:

OhioMeansJobs will follow the same protocol as it relates to the above topics. In addition, private office space will be utilized to temporarily house some of the staff members to reduce the issues of sharing common cubicle walls.

Other issues, such as use of common equipment, interoffice meetings, and transfer of files will follow the same protocol as stated in Plan A.

Payroll

Payroll Backups: Fiscal Supervisor, County H.R. Department.

HR Vantage Backup: Agency MIS Specialist

Detailed instructions to payroll will be maintained by the Human Resource Administrator.

MIS

If we have power, computers will work. Backup tape needs to be changed if we have enough staff. If not, it is not a necessity as long as fiscal backs up the accounting software. In regard to password resets on the state system, the IM Administrator, HR Administrator, Administrative Assistant, and MIS Representative can reset them here. The HR Administrator, Administrative Assistant, and MIS Specialist have access to reset county server passwords and CRIS-E passwords. If the three of them are not here, the State's helpdesk should be called at 1-800-686-1580. The IM Administrator can also reset CRIS-E passwords. There is a possibility that the Director or designated staff will have to e-mail the OIS_SERVICE_DESK to give them names of people who have access to call. For state pc's and printers that do not work, e-mail the OIS_SERVICE_DESK, and they will create a trouble ticket and send a tech out to evaluate. For any county owned equipment, the MIS Specialist should be contacted.

Fiscal

The fiscal department will insure cross training for all account clerks regarding fiscal matters. Detailed instructions will be kept by the Fiscal Supervisor.

Maintenance

County Maintenance will be used for repairs and preventive maintenance if needed. Supplies will be ordered by the Human Resources Administrator.

Licking County Job and Family Services

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Plan C: Office Closed/CRISE and SACWIS Statewide still Available

Upon approval from the County Board of Commissioners, the agency will be closed to the public and staff members. Such notice will be provided to staff members via utilization of the call list whenever possible, as well as provided message for the staff by dialing 670-8999.

The Director, Human Resources Administrator, or assigned designee will:

- A. Follow its own procedure for emergency notifications (local radio stations, etc.) Refer to Procedure 325: Emergency Notification to ODJFS and Local Media
- B. LCJFS will follow its Service-Level Agreement with ODJFS.
- C. The Director, Human Resources Administrator, or assigned designee should call the OIS Service Desk at (800) 686-1580, option 2, to inform state staff of the problem. If the problem necessitates a closure, the county should indicate the length of time the agency is expected to be closed, which offices or locations are involved, and the county identification number. The OIS Service Desk will notify the appropriate OIS work units of the problem. It will create a trouble ticket, assign it to the appropriate area, and enter the problem in the incident log.
- D. If the county agency must close, OIS will inform the ODJFS Chief Inspector's Office and the ODJFS Office of Communications to post a general closure notice to www.jfs.ohio.gov instructing customers to call before visiting any county office. This message will remain posted for one day unless a county agency informs OIS that the closure will continue longer.
- E. OIS will follow established escalation procedures to resolve the problem. Once the issue is resolved, OIS will complete incident documentation.

Signs will be posted on the agency doors notifying the staff and customers that the agency is closed for business due to influenza outbreak. Signs will also be posted to indicate that all payments must be mailed to the agency address and must be via check or money order. Envelopes for this mailing will be provided in the drop box location. Notices will also be posted at OhioMeansJobs | Licking County.

Ohio Data Network utilization:

Should the CRIS-E system remain operational, various aspects of processing would be necessary. Key personnel, where possible, would need to provide assistance from a remote designation. To provide such access, existing tokens will be reassigned to key Public Assistance/Workforce personnel who have high speed access to the internet from home. All staff are encouraged to learn how to access Outlook from home in order to send and receive important communications.

Even in times of crisis, such as a pandemic outbreak, maintaining client confidentiality remains paramount. Reasonable efforts must be taken to ensure that security of client and agency information is preserved, including protecting information entered or accessed through the Ohio Data Network.

Children Services - Investigations, placement of children in substitute care and visits to children in substitute care:

All necessary healthcare precautions will be observed. Staff will be provided with latex gloves and masks should they come into contact with a family known to have the influenza virus. If a child(ren) is being placed in a substitute care setting, they will receive a medical assessment prior to going to the home of the substitute caregiver. The substitute caregiver will be provided with all medical information including, but not limited to, the proper care of a child with the influenza virus and precautionary steps to prevent the further spread of the virus. The agency will make every effort to maintain compliance with all Ohio Administrative Code rules regarding the visitation of children in their substitute care setting. If staffing levels drop to a point where this is not possible, contact will be made by phone. The contact will include talking with the substitute caregiver and the foster child (when appropriate). Documentation will be kept in SACWIS and/or the case file regarding attempts made to maintain compliance with Ohio Administrative Code and information discussed during the phone contact.

The following agency staff members, if available would be utilized during emergency coverage:

Director

Assistant Director

Agency Administrators (including OhioMeansJobs)

Agency Supervisors (including OhioMeansJobs)

MIS Specialist

Essential Functions:

All of the above staff members would be provided previous cross training. Key processing points would include processing Food Stamp eligibility, processing changes in address, income and household composition, verifying Medicaid eligibility and verifying NET eligibility.

Telephone Information:

An agency telephone message will be created to alert customers that the agency is closed due to influenza.

Back up of necessary documentation:

An offsite copy of all back-up documentation will be available if needed and will be e-mailed to necessary staff members. Correspondence between emergency personnel will be completed via email or phone contact.

III. Responsibilities

Administration has responsibility to ensure communication and operation of required services during a crisis.

IV. Date of Implementation of this Procedure

Upon approval.

V. Associated Forms

None.

COA Standards Reference: ASE 7.01, ASE 7.02, ASE 8.01, TS 2.04, TS 2.06, RPM 2.02

Date Approved: 10/10/08, 9/1/09, 9/1/10, 9/1/11, 9/1/13, 8/15, 2/17

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Next Review Date: 8/19


John Fisher, Director