

JUNE 4, 2020



# REOPENING ULSTER COUNTY

## REOPENING AND SAFETY PLAN

PATRICK K. RYAN  
ULSTER COUNTY EXECUTIVE



Dear County Resident,

In conjunction with “NY Forward” reopening guidance, all businesses must implement and enforce a workplace safety plan to protect employees and customers and to lower the risk of infection in the business. Ulster County has one of the largest workforces in the county and will implement its own workplace safety plan in order to keep our employees and the public safe. All employees must be trained in safe practices and are required to follow all measures in the plan.

Ulster County Government has been operating throughout the Governor’s “New York State on Pause” executive order period and I am so proud of the work that we have done over the past three months to tackle this pandemic and protect all of our residents. Our employees have truly risen to the occasion and worked around the clock to build testing sites, feed our residents, and help our workers and businesses apply for the support that they need.

We must continue this great work while also adapting our processes to operate safely and effectively as we reopen our offices to the public. That is why we have created this Workplace Safety and Phased Reopening Plan. We want to think critically about what safety precautions are needed as we increase our in-person services and activities.

This is an evolving process, one that will take strategic planning to execute properly. County employees have proven that they are up for the task, and I look forward to continuing to adapt and grow together.

Sincerely,

Patrick K. Ryan  
Ulster County Executive

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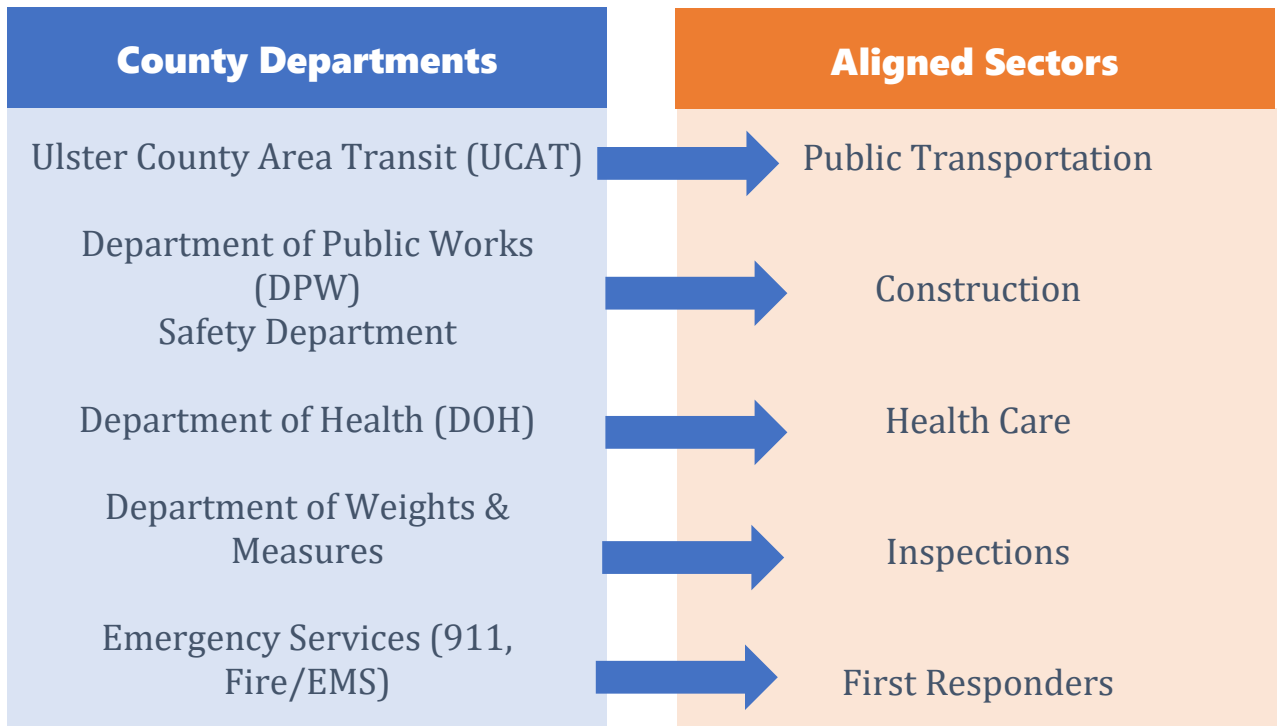
## **Safely Reopening Ulster County**

At the beginning of May, New York Governor Andrew Cuomo released the NY Forward plan, which outlined the regional metrics that would determine the start of a four-phase reopening process in each of the state's 10 regions. Consistent with the requirements and guidelines offered in that plan, Ulster County Executive Patrick K. Ryan has directed the heads of all County Departments to prepare updated protocols and steps that they will undertake to shift from just essential business operations to full operations over the coming weeks and months.

This document describes the overall County government's enhanced safety protocols related to reopening and provides detailed reopening plans for each department which are aligned with the 3 phases of reopening in the Hudson Valley Region.

## Phase 1 Reopening Departments

The NY Forward plan identifies several HIGH priority and LOW risk sectors reopening as part of Phase 1. Consistent with those sectors, this plan focuses on County Departments that are aligned with Phase 1 sectors.



## Phase 2 Reopening Departments

- Comptroller's Office
- County Attorney
- County Clerk
- Social Services (DSS)
- Economic Development
- Environment
- Finance
- Human Rights
- Information Services (IS)
- Insurance
- Personnel
- Planning

- Probation
- Public Defender
- Purchasing
- Veterans
- Youth

## Phase 3 Reopening Departments

- Aging
- Board of Elections (Primary)
- DMV
- Employment and Training
- Tourism

**What will each department do to ensure a safe reopening?**

All departments must follow the Countywide Workplace Safety Plan. In addition, each department is required to implement a tailored safety plan for reopening to the public. Having this safety plan in effect prior to reopening will ensure the safety of our employees and the public as we transition throughout NY State's reopening plan.





## Public Safety Plan

In addition to having a plan for reopening our departments, we must have a plan to safely interact with the public when they arrive at our county buildings to receive services.

### Procedures for Entering a County Facility

- Anyone entering a county building must wear a mask.
- Prior to entering county buildings all staff and members of the public must be screened for symptoms of Covid 19, which may include a temperature check using a no-touch thermometer, and temperatures will be logged. Any staff member with symptoms, including a fever over 100.3 degrees will be sent home immediately. Any member of the public displaying symptoms or having a fever over 100.3 will not be allowed entry to the County facility.
- Each Department will work with the Department of Public Works to ensure physical distancing of at least six feet between all staff and all clients (unless protected by a plexiglass barrier). This can include use of



physical partitions or visual cues including floor markings, colored tape, or signs to indicate where the public and/or employees should stand.

### **Educate the Public on Procedures for Safely Receiving Services**

- Ask members of the public to call ahead: Many departments are still serving clients over the phone. Please call the department before arriving to see if you can be served remotely.
- Require appointments for services: Appointments are recommended to limit the number of people in each facility.



## Workplace Safety Plan

### Requirements for Returning to Work

- All employees shall wear a face covering when social distancing cannot be consistently maintained and whenever walking throughout county facilities.
- No-touch thermometers will be used to check temperatures prior to each shift. Any employee with a fever over 100.3 degrees will be sent home immediately.
- Employees using the thermometers should wear a face masks and face shield when taking an individual's temperature, and should be trained on appropriate procedures for taking someone's temperature.
- All masks must be washed, disinfected, or replaced after each shift.
- All persons on site must wash their hands upon entering the worksite and periodically over the course of their shift with soap and water or alcohol-based hand sanitizer.

### Maintaining Physical Distance

- A "No Congregation" policy is in effect at all work sites. All employees must adhere to social distancing protocols by maintaining a minimum distance of 6 feet from other individuals. If an activity must be performed and it is infeasible to perform that operation while

maintaining social distancing, employees will be provided with the appropriate PPE as recommended by the CDC.

- Separate workstations by a minimum of 6 feet or stagger the employees time in the office so that no employees are within 6 feet of another while at their desks.
- No more than two people should ride in an elevator at the same time.
- Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
- Provide for social distancing in shared facilities such as breakrooms by removing seating as needed and marking off safe distances. Provide conveniently located sanitizing wipes to ensure routine cleaning of such seating or commonly touched areas.
- Do not convene meetings of more than 10 people. All face-to-face meetings must be conducted while maintaining social distancing. Employees should utilize cell phones, texting, web meeting sites and conference calls for meetings when practical. All nonessential travel should be discontinued.
- Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing appropriate PPE. Any areas occupied by more than one person should keep occupancy under 50% of maximum capacity.

### **Promoting Hygiene for Staff and Visitors**

- The Department of Public Works will provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that contains at least 60% alcohol.
- Hand sanitizer will be placed in multiple locations to encourage good hand hygiene practices. Dispensers will be on every floor of a county building and near any elevators or commonly used areas.
- Posters that encourage staying home when sick, the importance of hand hygiene, and coughing and sneezing etiquette will be placed at the entrance of each county facility and in other areas where employees are likely to see them.

- Tissues and no-touch disposal receptacles will be provided.
- Discourage handshaking.
- Avoid touching eyes, nose, and mouth with your hands.

### **Fleet Vehicle Policy**

- Employees should avoid carpooling in County vehicles whenever possible. If more than one employee is traveling in a vehicle, facemasks must be worn and windows should be opened.
- County vehicles must contain disinfecting wipes and all touched surfaces, including steering wheel, seats and gear shifter should be cleaned and disinfected between uses.
- Disinfect car handles and steering wheels if you are using a vehicle for the first time.

### **Procedure for Sick Employees**

- Sick Employees are not to report to work. The County does not require sick employees to provide a COVID-19 test result or a healthcare provider's note to validate their illness, qualify for sick leave, or to return to work.
- Employees with symptoms (fever, cough, or shortness of breath) at work should immediately be separated and sent home.
- Notify the Deputy County Executive who manages your department, the Ulster County Health Department, your staff, and clients immediately of a possible case of COVID-19 while maintaining confidentiality. Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and to follow CDC guidance if symptoms develop.
- Close off areas used by the sick person until after cleaning and disinfection.
- Be prepared to close temporarily if there is a confirmed case of COVID-19 in the workplace.



### **Contact tracing can slow the spread**

Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area. If someone becomes sick, we will be able to contact trace and isolate exposed individuals.



## **Phase 1 Department Reopening Plans**

### **Ulster County Area Transit**

*Our commitment is to keep our riders and drivers safe*

UCAT has been operating a limited schedule throughout the COVID 19 pandemic. UCAT increase this service to a Saturday Schedule on June 1st.

### **Phase 1 Reopening Protocols**

- All drivers and passengers must wear masks to enter the bus.
- Every other row will be blocked off to allow social distancing.
- Additional buses will be provided to busy routes if the buses become to full.
- Buses are cleaned daily and disinfected as needed.
- Drivers will have hand sanitizer available for their own use.

### **Emergency Services (911, Fire/EMS)**

*Our commitment is to keep our community safe through 911, EMS and Fire response.*

Emergency Services has been operating throughout the COVID 19 pandemic by leading the Emergency Operations Center which coordinated our COVID 19 response with our Health Department, the County Executive team, and municipalities. They also coordinated with the Governor's office to receive and distribute PPE and testing supplies.

### **Phase 1 Reopening Protocols**

- At the Public Safety Answering Point (911 Center) dispatchers are to utilize console positions that include in place partitions and consoles that allow for greater than 6 feet of spacing between all employees.
- While working in the field, The Fire Coordinator's staff as well as the Fire Investigators shall wear proper PPE as defined by OSHA and the CDC if their duties cannot be performed while maintaining social distancing.

### **Department of Public Works (DPW)**

*Our commitment is to keep our buildings, roads and properties safe*

Our Department of Public Works has been working throughout COVID 19 to make sure our County Buildings are disinfected and safe. In Phase 1 they are now increasing their field work to make sure our roads are paved and parks are maintained.

### **Phase 1 Reopening Protocols**

- All employees must clean up after themselves. No person shall be responsible for moving, unpacking and packing up tools or other personal belongings for another individual.
- All employees shall be encouraged to maintain appropriate social distancing when traveling to work or returning home from work. Employees that utilize company vehicles are not to share their vehicle with others to get to and from work. If a construction activity requires more than one employee to occupy the vehicle, appropriate PPE must be worn and windows should be opened. Machines and vehicles should be disinfected between uses including door handles, steering wheel, etc. The department will provide disinfecting wipes for each machine and or vehicle.

## **Safety Department**

*Our commitment is to keep our buildings, roads and properties safe*

Our Safety Department is an essential service to keep our buildings safe. They will follow all Countywide Social Distancing Guidance and do the following:

### **Phase 1 Reopening Protocols**

- Limit occupancy in county vehicles to one person to the extent possible.
- Use all available means (telephone, online, email, telephone and video conferencing, etc.) to avoid the need for field activity such as inspections and other visits.
- When such activities are deemed necessary, we will adhere to the following:
  - Upon arrival, make initial contact by phone or text from outside.
  - Provide business cards, proof of identification, and any required notices or information electronically.
  - Discuss the need to conduct task at hand while following social distancing rules, minimizing the number of participants, and avoiding unnecessary contact with frequently touched surfaces.

## **Department of Health and Mental Health**

*Our commitment is to keep our staff safe so they can keep the public safe*

Our Health Department has been working throughout the pandemic to provide COVID 19 testing, contact tracing, and public health guidance to our community. Our Health Department is an essential service and plays a crucial role in keeping our public safe from COVID 19, however all Countywide Social Distancing Guidance must be a priority when conducting their work.

### **Phase 1 Reopening Protocols**

- All staff must have access to appropriate PPE to safely perform testing and any other duties.
- Contact tracers must be trained in accordance with NY State policies.
- All inspections of permitted facilities shall be done remotely where possible. If not possible, proper PPE must be worn and social distancing will be maintained
- A plexiglass barrier will be installed at the WIC reception desk and markers will be installed to enable appropriate distancing for members of the public.



- An appointment-based system for serving the public will be utilized. Should an individual walk into the building they will not be turned away, however they will be required to wear a mask and practice social distancing.

## **Department of Weights and Measures**

*Keeping the public safe from COVID-19*

### **Phase 1 Reopening Protocols**

- Weights and Measures is a two-person team that inspects gas stations, fuel trucks, and the accuracy of price labeling. They will continue to work on outdoor projects (such as finding credit card skimmers at gas stations) to protect our consumers.
- The Department will conduct outside inspections on gas stations, oil trucks, as well as gas sampling, while still practicing social distancing.
- Department staff has all the safety equipment needed to perform these inspections while keeping distanced.
- Inside inspections (such as scales) will be postponed until later in the year.

## **Phase 2 Department Reopening Plans**

### **Comptroller's Office**

The Comptroller's office has continued operations throughout the COVID 19 pandemic. The Comptroller's office will be open to visitors beginning in phase 2.

### **Phase 2 Reopening Protocols**

- Visitors will be required to stay behind a large counter and the staff at reception is set back from counter by 10 feet. There is a bell that visitors can ring if no one is at the reception desk and the counter and bell will be routinely disinfected.
- The reception counter has a drop box where people can leave materials. Individual meetings with constituents will be scheduled by phone.
- Any field work conducted will be done with mandatory social distancing, appropriate PPE and in a way that least disrupts county operations.

## County Attorney

Our County Attorney has been working throughout COVID 19 to support all of our legal needs and contracts.

### Phase 2 Reopening Protocols

For family court matters the following will be in effect:

- Any meetings with victims or witnesses from a case that is not sensitive in nature will take place remotely. If the victim has electronic capabilities for skype, facetime, zoom, or google video the Assistant County Attorney will meet with them remotely in a video format.
- In the event it is necessary for Assistant County Attorneys to meet with the victim of a case that is sensitive in nature, that meeting will take place at the Children's Advocacy Center in Kingston. While at the Children's Advocacy Center, social distancing policies will be practiced, and all parties will wear proper PPE to ensure the safety of all present.
- Should there be a case that is sensitive in nature that the Children's Advocacy Center is not involved with, the Assistant County Attorney will travel to the police station in the jurisdiction of which the crime occurred to meet with the victim. While meeting with the victim, social distancing policies will be practiced, and all parties will wear proper PPE to ensure the safety of all present.
- The County Attorney's Office will follow all protocols in the Workplace Safety Plan.

## County Clerk

### Phase 2 Reopening Protocols

- All court filings for Court Records will continue to be done electronically through NYS Court Electronic Filing or regular mail as mandated by the NYS Office of Court Administration.
- Our Records Room will be accepting 12 appointments for public search per day. For further information call 845-340-3040.
- We encourage E-Recording of all land records. For over the counter transactions a drop box will be available.
- In-person transactions when required will be restricted to two customers at the recording counter per transaction.
- Passport Services are suspended at this time.

- In person research is by appointment only. One researcher at a time in the Records Center.
- The County Clerk's Office will follow all protocols in the Workplace Safety Plan.

### **Department of Social Services (DSS)**

*Our commitment is to maintain the safety of both staff and clients while ensuring that all DSS mandates are met both effectively and efficiently.*

Social Services district offices provide essential services and therefore we continued to have staff available during core business hours to address and meet the needs of individuals and families throughout the pandemic.

### **Phase 2 Reopening Protocols**

- Temporary Assistance, Supplemental Nutrition Assistance (SNAP), Home Energy Assistance Program (HEAP) and Child Support services will mostly be completed via telephone or online. Most program recertifications have also been extended. This suspension of in person or "face-to-face" interviews and allowance for telephone interviews for certain programs has been crucial in maintaining social distancing during this time.
- Those who are applying for or receiving benefits and/or assistance through these programs are encouraged to contact the department prior to coming to the agency to determine the need for in-person visits.
- Clients may drop off applications & documents to the agency but are encouraged to use the NYDocSubmit mobile application for document submission whenever possible.
- Districts will determine if an emergency circumstance exists and constitutes an immediate need, and in these situations face-to-face interactions with applicants will be necessary and precautions will be taken.
- DSS will follow all protocols in the Workplace Safety Plan.

### **Economic Development**

*Helping businesses stay and thrive in Ulster County*

Economic Development has been working throughout COVID 19 to help local businesses apply for PPP and other loans to keep their businesses stable

throughout the pandemic. They have also been coordinating the reopening process for our roughly 7,000 local businesses.

### **Phase 2 Reopening Protocols**

Economic Development will follow all protocols in the Workplace Safety Plan. They do not have additional protocol needed to complete their work safely.

## **Department of the Environment**

### **Phase 2 Reopening Protocols**

- Our most common interaction with the public is through people who call us (or email us) with questions regarding various environmental issues (wildlife, energy conservation, etc.). We will have staff in the office to continue to receive and respond to these calls and perform this function.
- Building is equipped with an "airphone" which allows us to communicate with anyone who may come to the door, as well as unlock the door remotely if they need to come in. This will allow us to maintain appropriate social distance from anyone who does in fact need to come into the office.
- The Department of the Environment will follow all protocols in the Workplace Safety Plan.

## **Finance**

The Department of Finance has been working throughout the pandemic to ensure the delivery of critical County services such as ongoing tax collection, payroll for all County employees, and accurate accounting and financial reporting.

### **Phase 2 Reopening Protocols**

- A dropbox has been installed outside of the building for tax payments and other correspondence to limit direct contact. Plexiglass shields will be installed at public counters ensuring separation between employees and members of the public.
- The Department of Finance will follow all protocols in the Workplace Safety Plan.

## **Human Rights**

*Protecting the rights of all of our residents*



Human Rights has been operating throughout COVID 19 to protect residents who have been discriminated against during the pandemic.

### **Phase 2 Reopening Protocols**

- Human Rights will conduct a majority of its business through phone calls and emails.
- When an in-person meeting is required we will meet clients in open air and wear appropriate PPE.
- Human Rights will follow all protocols in the Workplace Safety Plan.

### **Information Services (IS)**

Information Services has been working throughout COVID 19 to provide the technology needed to serve our residents remotely. They created our coronavirus dashboards and COVID 19 hotline as well as ramped up our video conferencing and conference call capability.

### **Phase 2 Reopening Protocols**

Information Services will follow all protocol in the workplace safety plan. They do not have additional protocol needed to complete their work safely.

### **Insurance**

#### **Phase 2 Reopening Protocols**

- Virtually all claims handling processes can be handled efficiently via telephone and email communication and work will be done remotely whenever possible.
- If there is a need to meet in person, appointments will be set up beforehand and the person will call upon arrival.
- The Insurance Department will follow all protocols in the Workplace Safety Plan.

### **Personnel**

Personnel has been working throughout COVID 19 to ensure that our employees know of any procedural changes due to the pandemic. They also continued to aid people with benefit and civil service exam needs.

#### **Phase 2 Reopening Protocols**

- Plexiglass barriers will be installed at the reception area and between the public computers to ensure safety.

- If a visitor has an appointment they will be let in, they will need to have a face covering and will have to sign in with a name and phone number in the designated book as well as time visited. If they do not have a face covering they may conduct business by phone to the receptionist or other staff member or through the intercom at the door. This information will be posted at the door.
- New Employee Orientation – Each Monday when there are new hires they meet in the Personnel Conference Room. In order to maintain a safe distance there will need to be a limit of no more than 5 new hires and 1 instructor in the room at a time. There are wipes to be used to wipe down the tables and handles and other surfaces before and after the meeting. Face coverings are required.
- Mandatory Trainings (Summer): Using online/virtual resources where applicable and smaller sessions when not (for Depts without internet access). More sessions, but fewer people to maintain appropriate social distancing measures.
- When a new employee is enrolling using the timeclock it is difficult to maintain a 6 foot distance. Therefore, during an enrollment face masks will be worn. When employees are punching in or out they must maintain a 6 foot distance and wait their turn. Sanitizer for your hands should be used when done.
- Personnel will follow all protocols in the Workplace Safety Plan.

### **Planning**

Planning will follow all protocol in the workplace safety plan. They do not have additional protocol needed to complete their work safely.

### **Probation**

*Our commitment is to provide services to our clients while keeping staff and clients safe*

### **Phase 2 Reopening Protocols**

- The Restorative Justice Center will not be reopening in phase 2. It will reopen in phase 4 when events and education reopen.
- Buildings will reopen by appointment only. Call the main number or your Probation Officer, assistant or counselor directly.

- Clients should call from the parking lot prior to their appointment to limit time spent in the building.
- Clients will be seen in designated reporting stations or interview rooms that will provide safety screens or extra spacing to allow for social distancing.
- Community service will be by appointment at pre-determined locations that allow for social distancing in groups of 2-3 clients. Masks will be provided as well as appropriate training to adhere to appropriate social distancing and mask wearing requirements.
- Planning will follow all protocols in the Workplace Safety Plan.

### **Public Defender**

The Public Defender has continued to work throughout COVID 19 to aid defendants awaiting trial. They also created a new tenant protection unit to aid Ulster County residents facing evictions during the pandemic.

### **Phase 2 Reopening Protocols**

- Any meetings with defendants, victims, or witnesses from a case that is not sensitive in nature will take place remotely.
- When a client must come into the office for trial prep, we will hold those meetings in our conference room. Our conference room is large enough to allow at least a 12 foot distance between us and our clients. To the extent possible, we will ask clients to transmit documents electronically. But if an original is required for evidence, we need to ensure that the sanitizer is available at exchange. After the meeting, the space will be disinfected.
- The Office of the Public Defender will follow all protocols in the Workplace Safety Plan.

### **Purchasing**

*Committed to the safety of staff and service to the vendor community.*

### **Phase 2 Reopening Protocols**

- Inquiries: In-person meetings with vendors are prohibited at this time, except for site visits related to solicitations. Most inquiries to the department can be handled over the phone. Please call the department

to have your questions addressed remotely. If an issue cannot be addressed remotely, an appointment will be considered.

- Bid openings: due to social distancing guidelines, sealed bids will be opened by Purchasing staff in the office without the attendance of vendors. Those who wish to view the bid opening live will receive access via a Zoom account weblink, which will be made available in the bid document and on the Purchasing Department page within the Ulster County website.
- Site visits: any solicitation (Request for Bids/Request for Proposals) which requires an on-site visit to a designated location or facility will include specific language addressing COVID-19 safety precautions.
- Deliveries: mail, packages and Bid/RFP submissions are to be dropped off at entrance to UCOB. Mailroom staff will make deliveries directly to departments.
- The Purchasing Department will follow all protocols in the Workplace Safety Plan.

## **Veteran Services**

*Helping our veterans get the services they need*

Our Veterans office has been operating throughout COVID 19 to provide all transportation services, all VA benefit services, and solve emergency issues as they arise.

### **Phase 2 Reopening Protocols**

- Services are being provided in person by appointment only for both in office and transportation needs.
- Emergency walk-ins will be allowed and social distancing will be managed with two separate waiting areas, prior to being walked into a private office for services.
- The Veteran Services Department will follow all protocols in the Workplace Safety Plan.

# Phase 3 Department Reopening Plans

## Aging

*Helping our seniors get the services they need*

Our Department of Aging has been working throughout COVID 19 to provide ready to eat meals and grocery deliveries to our seniors. They have significantly grown their client base to make sure that our most vulnerable population had additional support throughout this pandemic.

### Phase 3 Reopening Protocols

- Walk-ins will go to the Senior Hub where there is much more room both to wait and to meet. Staff will be present in the Senior Hub at widely spaced tables with portable barrier shields in place to greet clients.
- Appointments will be available for legal support and Medicare counselors.
- The receptionist in the main office will also have a shield barrier installed.
- The aides will begin seeing their clients who agree to be seen, and the aide will wear a mask and gloves, wash hands upon entering, and try to encourage the clients to be in a different room while they work.
- The Case Managers will continue to do their assessments over the phone to minimize exposure for our clients.
- The Office for the Aging will follow all protocols in the Workplace Safety Plan.

## Board of Elections

New York State will be holding our primary on June 23<sup>rd</sup>. The following safety precautions have been added to keep both voters and poll workers safe.

### Phase 3 Reopening Protocols

- At entry to the poll site there will be a glove station and a poster reminding voters to wear a mask at all times. Additional paper masks are available for voters who do not have a mask.
- At poll site exit there will be a hand sanitizing station and garbage can to discard disposable gloves.
- Informational posters will be placed at the front door, entry station, ballot marking station, and poll site exit sanitizing station.



- While the nature of voting check in does not allow for social distancing, colored tape and shoe footprint flyers are provided to be placed where lines form at each poll site. Any poll sites that exceed the capacity limits, voters should be asked to begin line formation outside.
- Each poll inspector will be provided with a face shield and mask to protect against airborne contaminants.
- Sanitizing wipes are provided for periodic wiping down of pens, door handles, and equipment.
- If the poll site allows, prop open the doors/and or window to improve air circulation.
- The Board of Election will follow all protocols in the Workplace Safety Plan.

### **County Clerk (DMV Office)**

As regions enter phase 3 of reopening, DMV will offer limited in-person transactions in the Ulster County DMV office by reservation only, prioritizing critical services, and will resume road tests for all drivers when authorized by the Governor. Until then, there will be no in-person transactions in any DMV office and reservations will only become available as our region enters phase 3.

### **Phase 3 Reopening Protocols**

- Appointments will be available for in person DMV transactions including permits by visiting our website at: <http://ulstercountyny.gov/countyclerk>.
- Individuals can contact the Ulster County DMV at 845-340-3700 for information.
- Drop Box will be in the front of the County Office Building for transactions not requiring in person processing. We encourage the use of this drop box or mailing for customer convenience. DMV will mail completed transactions back to customers.
- Ulster County DMV will be accessed through the front entrance of the Ulster County Office Building.
- Masks will be required upon entry to the DMV lobby. Employees will be available to provide customer service.
- Guidelines for social distancing will be strictly enforced in all public areas.
- DMV services will be available to Ulster County residents only.
- The DMV bus will reopen for service after the completion of Phase 3.

- The DMV will follow all protocols in the Workplace Safety Plan.

## **Employment and Training**

*Training our residents so they can advance in their careers.*

Employment and Training (OET) has been working throughout COVID 19 to help our residents file for unemployment. They have also been creating online training opportunities and planning their Summer Youth Employment Program.

### **Phase 3 Reopening Protocols**

- The public can call OET main line 845-340-3170 and then will be connected to a staff member to be assessed of whether the individual can be assisted by a phone appointment or if the individual needs to meet in-person due to limited access to a phone/internet.
- Set up the Training Room with 4 Interview Stations with Plexiglass for staff to meet briefly and safely with customers to complete paperwork.
- Staff will maintain a shared appointment calendar to manage appointments in the interview room.
- OET will follow all protocols in the Workplace Safety Plan.
- The resource room and public computers will reopen in phase 4.

## **Tourism**

### **Phase 3 Reopening Protocols**

- A maximum of 3 people at a time can enter the Visitors Center
- Visitors Center will only have one of the two entrances open to the public to ensure proper temperature checks and PPE.
- Visitors will be allowed to use the bathroom as usual and we will post a notice on the bathroom reminding them to please wash their hands after usage. After a visitor uses the restroom, one of our staff members will disinfect the surface where people wash their hands.
- Tourism will follow all protocols in the Workplace Safety Plan.