



Operational Service Plan

Department:	Environmental Health	Date: March 25, 2020 Updated 4/20/2020 Updated 7/13/2020 Updated 6/8/2021
<p align="center">Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)</p> <p>Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).</p>		

Procedures below are for the “new normal”, should the Governor re-enact a “Stay at Home Order” we will re-evaluate procedures to ensure we meet the new Governor guidelines.

Function A: Addressing General Public Questions

Protocols

- Planning and Resources Management (PRM) counter is under construction and we will use the Health and Human Services (HHS) lobby for customer services.. Post signs in GCW hallway and in HHS lobby encouraging customers to complete activities electronically or by appointment.
- Continue to provide service via Cityview, phone, email and video conferencing.
- If necessary, in-person meetings at the counter will occur by appointment. Staff will practice social distancing.
- Minimize face to face contact.

Function B: Septic Permit Processing

Protocols – Permit intake

- Staff will require all permit applications and information are submitted via CityView portal or by appointment in person.
- Staff will create handouts on how to submit application via Cityview or by appointment.
- Permit information will be sent to other departments/agencies through Cityview or email. All comment memos will be sent back via Cityview or email.
- Pump permit requests will be done through mail or appointment.. Instructions will be mailed to pumpers.
- Keep website updated providing direction for customers to contact staff and how to receive services.

Protocols – Permit field review

- Staff will conduct soil verifications and check setbacks, fencing, and staking at field site visit. Staff will eliminate soil verifications with septic designers, unless the design and inspector determine it is problem site that requires in person meeting.
- Staff will request as-built and pictures from installers that are routinely in compliance for tank only, sewer lines, and misc. inspections. Inspector may inspect a tank or sewer line if determined it may be a difficult install.
- Staff will continue to inspect drainfield installation with septic installer. Inspector will maintain social distancing.
- Inspection time will be limited to between 9:30am to 3pm

Function C: Building Permit and Land Use Permit Review

Protocols

- Staff will review building permits, per septic ordinance, through Cityview. Any interaction with the applicant or other staff will be via email through the Cityview portal or by phone. No face to face contact with the public is necessary for this function. Staff will review land use permits requested by the Planning department via e-mail, phone or, if necessary, an appointment set up by the Planner.
- DRT and IR meetings will continue as Skype meetings. Staff may attend in person DRT or IR meeting.
- Staff will continue site/soil verifications of subdivisions independently. We will not meet septic designer on-site, unless it is determined there is a problem site and designer/inspector need meet in-person to review the soils together. Inspector will maintain social distancing. We will provide septic professionals information on what we need to complete our review of site verifications of subdivision reviews. (prepare procedures and share with Planning and septic professionals.)

Function D: Code Enforcement

Protocols for responding to complaints or routine inspections of high risk facilities:

- Complaints will be generated through email, phone calls and through the mail.
- All communication on complaint activity should be done via phone, email and video conferencing when possible. If face to face contact is necessary, it will be conducted outside on-site or by appoint and meeting in HHS interview rooms; ask for photos of the violation and the resolution; request receipts for work completed
- During field work including site inspections/investigation encourage no face to face contact, any time in-person contact is necessary social distancing will apply.
- Staff will work with Manager on how to address complaints that require close contact or higher risk to COVID, for example the need to go into a resident home or a business.

Function E: Household Hazardous Waste Facility

Protocols

The manager and director responsible for the HHW facility have developed a separate Operational Services Plan specific to the needs and functions of that facility.

Function F: Solid Waste and Hazardous Waste Routine Inspections (7/13/2020)

- Inspector will call the facility 24-48 hours ahead, at a minimum, to inform them of the inspection.
- When notifying the facility of the inspection, ask if the facility has any special protocols need to be followed.
- Inspector will wear a mask if required by the business.
- Inspector will try to take measures to shorten length of inspection and minimize the number of people with whom the inspector has contact during the inspection:
 - Request that all solid waste/hazardous waste records be submitted electronically prior to the inspection when possible.
 - Records will be reviewed prior to inspection in the office when possible and discuss any concerns via phone, email or skype.
 - New businesses will be requested to submit the application paperwork (electronic or drop box) prior to the inspection.
 - For indoor inspections, inspections will be focused on areas where waste is generated and stored, to minimize amount of time spent at the facility.
 - Inspectors will ask for a route directly to where hazardous waste is generated or stored

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- If the inspection is out-door, maintain social distance.
- Inspectors will keep handling of materials to a minimum. If not possible, will wear gloves.
- Consistent with metro area inspectors, Healthcare or food processing for human consumption facilities will not be inspected at this time (due to the high risk nature of the facility) unless by request, due to a complaint or to license a new business (hospitals, dentists, assisted living, healthcare clinics, vets).
 - Protocols for responding to inspections in high risk facilities are listed above in Function D: Code Enforcement
- Facilities that deny access will be reported to the manager. Manager will determine if inspection is necessary

Function G Drinking water test kits updated 7/13/2020

- Water test kits are available for purchase through the mail. Customers may mail the payment (check) and request a kit from our office and we will send them a kit with instructions. Customer may pick up kit for purchase by appointment at GCW.
- Customers may drop off their sample by appointment at GCW.
- A certified lab (MVTL) will pick up the samples by appointment at GCW.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Function A: Addressing General Public Questions

- Staff have laptops to support them working remotely. A staff rotation schedule has been created to ensure coverage of Cityview, e-mails, and phone calls. A rotation schedule will be created to ensure no more than two staff are in the office each day, appropriately spaced apart.
- Supervisors continue daily supervision/communication with staff via phone/email/in office discussion to assess status of overall work, assign projects and manage process.
- Continue weekly staff meeting with staff via skype/conference call to manage workload and flow
- Signs in entryway and HHS lobby explaining service methods.

Function B: Septic Permit Processing

- Three staff will be assigned to review septic applications and inspections. Assigned staff will have a rotation schedule to cover septic application review and inspections.
- E-mail/mail new service methods to septic professionals

Function C: Building Permit and Land Use Permit Review

- Staff have laptops to support them working remotely. A staff rotation schedule has been created to ensure review of building and land use permit reviews.

Function D: Code Enforcement

- Staff and Code Enforcement Officer have laptop to support working remotely however they will need to access County cars for field work. Staff will follow appropriate motor pool protocols.

- Supervisors continue daily supervision/communication with staff via phone/email/in office discussion to assess status of overall work, complaints and needs.

Function F: Solid Waste and Hazardous Waste Inspections

- Two staff will be assigned to administer programs, and conduct inspection if necessary.

Division Director Comments

April 2020: Environmental Services consist of ten (10) staff. ES staff provide a non-critical service. Given the nature of their work, most ES staff need to work periodically in the field for inspections or on-site at the HHW facility. Increasingly, staff can perform most of their customer transaction duties (i.e., permitting) remotely or in a work-shift environment.

Strategic Branch Comments

April 1, 2020: The highest need for face to face customers in the field for septic inspections, or if HHS opens; protocols needs to establish how these interactions should occur. Customers can go to the state for water test kits and can return the results to avoid in person contact. This area provides grant funds to cities for clean up days, how is this being addressed and should be stated in the document.

Director will review state guidance for how long some of these programs can be postponed. If we close HHW for too long, it may impact neighboring communities that would potentially experience overflow if they keep their facilities open.

County Administrator Comments

April, 2020: All county vehicles need to be wiped down prior to using – steering wheel etc and when trip is completed.

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

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

The Planning and Resource Mgmt Division developed a specific Operational Services Plan for the HHW, scheduled to re-open to the public on May 20, 2020. Other changes included in this document reflect updates based on the Governor's extension of the Stay at Home order.

7/13/2020: The OSP plan was updated to resume routine hazardous and solid waste inspections because 1) many business within the cities have a city conditional use permit that requires a hazardous waste/solid waste license in order

for them to open their new business. New businesses have been calling for their inspections so they can open. We need to meet with these business to issue license, 2) we are experiencing an increase in abandoned waste and inspectors need to assist businesses with proper disposal, 3) metro county inspectors have met and discussed procedures to resume inspections safely, inspectors would like to be consistant throughout the metro counties on education and enforcement.

August 2020,

Plan updated to reflect current Governor Executive Order 20-81 requiring Minnesotans to wear a face covering in certain settings.

June 2021,

Plan updated to reflect opening of Scott County facilities.