

RELAUNCH VOLUSIA





COVID - 1 9 P A N D E M I C

A message from the Volusia County Council

The Volusia County Council is working tirelessly during these extraordinary times to address the unprecedented challenges we face as County Government and as a community. We've enacted policies to protect the public and our employees and ensure that critical services continue with little or no interruption. The County is partnering with health care professionals and first responders as well as governmental agencies and human service organizations to ensure an effective, integrated and coordinated COVID-19 community response. And we're working in conjunction with numerous groups to make assistance available to residents, families and businesses that have been negatively impacted during this emergency.

To minimize person-to-person contact, the County's strategy for mitigating the spread of the coronavirus has included a phased-in scaling back of our programs, services and facilities. Still, throughout this crisis, the County has continued to serve and support our residents and protect their health, safety and welfare.

These are difficult times. But because of the remarkable medical and public safety response and the public's cooperation and sacrifice, the data indicates that we are flattening the curve. The time has now come to look beyond mitigation and plan for recovery and rejuvenation. This, too, will be a phased-in process. This Relaunch Volusia plan gives us a roadmap of how to safely and responsibly reopen our community and position Volusia County to not only rebound and recover, but come back stronger and more resilient than ever.

The Council would like to acknowledge our County public safety employees, health care personnel, and the many essential workers in the community for responding to this crisis with great dedication, professionalism, leadership and courage. We also would like to thank the public for its cooperation, understanding and patience. We are truly all in this together, and we will make it through together to a better tomorrow!



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Updated Oct. 2, 2020

SITUATIONAL OVERVIEW

In December 2019, cases of “pneumonia of an unknown cause” began appearing in Wuhan, China. The number of cases would continue to rise throughout the country over a short period of time. Other diseases with similar respiratory effects were quickly ruled out as it became clear to scientists that this new virus had never been seen before in humans. The World Health Organization (WHO) declared coronavirus a global emergency on January 30, 2020, and named the new disease coronavirus disease 2019, or COVID-19. On March 11, WHO declared COVID-19 a pandemic.

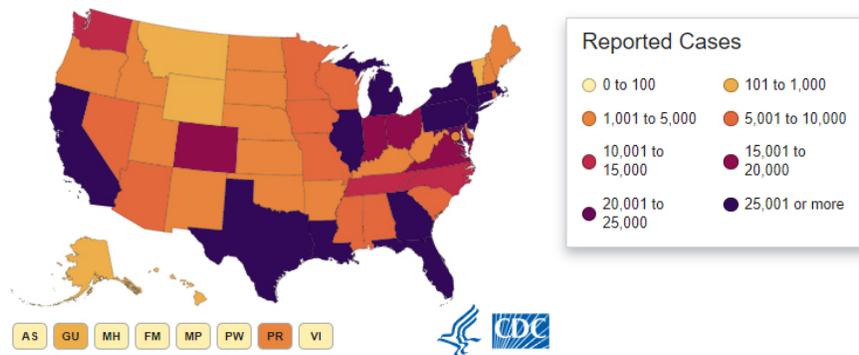


Figure 1. Confirmed and probable COVID-19 cases reported by U.S. states, U.S. territories, and the District of Columbia as of May 2, 2020. Source: Centers for Disease Control.

On January 21, 2020, the United States reported its first known case of COVID-19 in Washington state. Shortly thereafter on January 30, 2020, WHO issued a global health emergency as cases began to appear in numerous countries outside China and on several cruise ships.

On March 1, Florida announced its first case. Six days later, on March 7, it was announced that the pandemic had reached Volusia County with its first case. Governor Ron DeSantis declared a State of Emergency on March 9 and issued a statewide stay-at-home order effective April 3. By early April, Florida was averaging 1,100 new cases daily. Face masks and gloves became necessary safety accessories, and social distancing – people remaining at least six feet apart from each other when in public – became the order of the day.

By March 17, all 50 states had at least one confirmed case of COVID-19 and a national emergency had been declared by President Trump in preparation for large-scale community spread of the virus.

Based on modeling from the University of Washington’s Institute for Health Metrics and Evaluation (IHME) that indicates resource needs and daily deaths in a state-by-state breakdown, researchers originally suggested Florida may be able to safely begin relaxing social distancing measures by June 22, 2020. Projected resource needs and number of deaths had assumed social distancing was in place until this time. More recent updates to the IHME projections do not suggest a specific date, but instead account for states that are already easing social distancing measures and allow for close monitoring of potential changes in the trajectory of resource needs or additional deaths. Continued monitoring of trends is important, as the County will also take into account the State of Florida’s guidance and the White House’s opening guidelines, which state that an area should consider reopening after a consistent 14-day decrease in the daily amount of confirmed cases.

VOLUSIA COUNTY TIMELINE

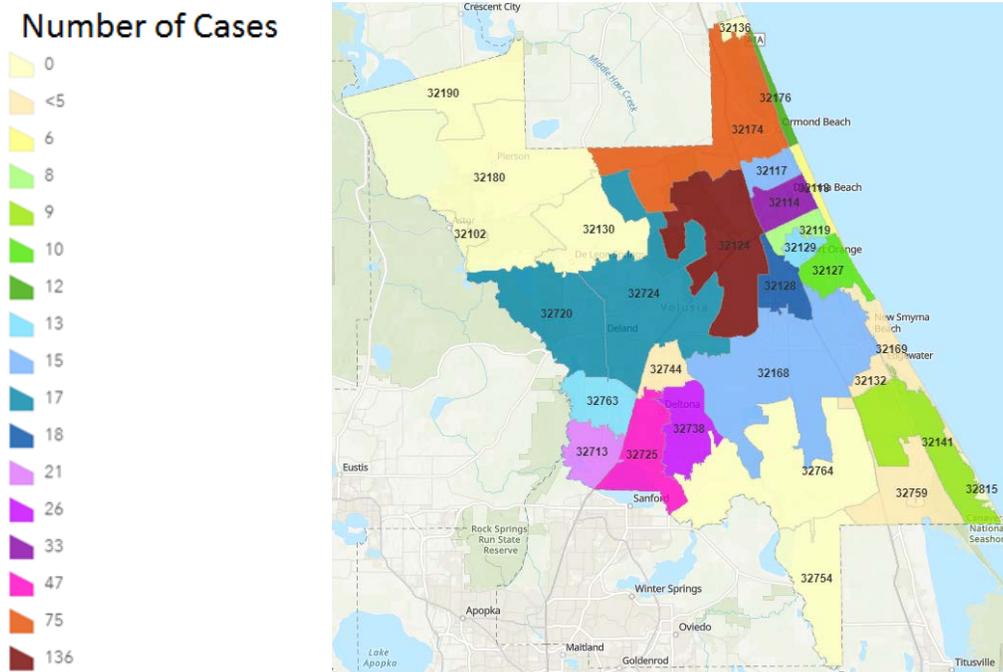


Figure 2. Distribution of COVID-19 cases in Volusia County on May 4, 2020. Source: fdoh.maps.arcgis.com.

The following is a timeline of COVID-19 occurrences and county actions.

- March 7 Volusia County’s first reported COVID-19 case was reported.
- March 13 The Volusia County Council declares a Local State of Emergency.
Volusia County Schools close.
The Emergency Operations Center (EOC) goes into partial activation.
Volusia County Water Resources and Utilities waives late fees.
Volusia County Government hosts the first news conference at the Emergency Operations Center to address the county’s preparations and actions in response to COVID-19.
- March 17 Crowd size and social distancing restrictions are enacted for the beach.
County jails suspend on-site visitation.
County Council meets, limiting the agenda and limiting staff and audience size to 50.
- March 19 Marine Science Center closes to the public.
- March 20 Beach vehicle access ramps are closed.
- March 21 Lyonia Environmental Center closes to the public.

- March 22 Volusia County libraries close to the public.
- March 23 County offices reduce hours of operation for the public.
- March 23 Public Protection and Ocean Center staff convert 94,000 square feet of Ocean Center exhibit space into a staging area for critically needed personal protective gear.
- March 26 All playgrounds in county-operated parks and campsites in county-operated parks and preserves are closed.
- March 28 Volusia County's first COVID-19 death is reported.
The EOC moves to Level 1 activation.
- March 29 Daytona Beach International Airport implements screening procedures for passengers arriving from COVID-19 hot spots.
- April 2 Volusia County Government activates the Citizens Information Center.
Votran waives bus fares.
The Community Assistance Division announces two programs to provide relief to families and individuals impacted by the coronavirus through loss of employment.
- April 3 Volusia County Government offices close to the public, but employees continue to work – either from home or the office.
Beaches are closed.
- April 4 County relaxes the beach closure to allow walking, jogging, biking, fishing, surfing and swimming.
- April 7 The Volusia County Council meeting is closed to the public, but accommodations are made so the public can submit comments through a web-based submission form.
County Council members vote to meet weekly.
- April 20 Economic Development launches the VolusiaBusinessResources.com microsite.
- April 25 Three beach vehicle ramps open for ADA access, and parking along beach ramp rights of way open as the first part of a phased-in reopening of the beaches.
- April 27 Volusia County begins hosting news conferences four days a week to provide the public with updated COVID-19 information.
- April 28 Economic Development unveils plans for a grant program to help small businesses reopen and rebound from the economic devastation brought on by coronavirus crisis.
- May 2 Volusia County initiates phased reopening of beaches and library services, lifting restrictions on beach activities, opening a limited amount of additional off-beach parking, and providing public access to library computers by appointment.
- May 20 Beach vehicle access ramps opened with vehicles parked 25 feet apart.
Beach concessions opened.

- June 1 Libraries reopen with limited hours and capacity.
- June 2 Coastal playgrounds and SunSplash Park splash pad reopen.
- June 18 Coastal pavilion rentals permitted.
- June 26 County launches Step Up Volusia Program, encouraging residents and visitors to wash up, mask up and back up.
- July 1 Notice sent to utility customers announcing resumption of late fees and service disconnections for nonpayment and offering financial assistance and payment plans.
- July 9 County begins distributing 50,000 free face masks to residents, along with household care packages that include masks and hand sanitizer.
- Aug. 2 Animal Services coordinates pet food giveaway and microchipping event.
- Aug. 14 County arranges for Florida Division of Emergency Management to provide free testing at the Volusia County Fairgrounds through Oct. 15.

REOPENING STRATEGY

The COVID-19 pandemic is expected to continue in some capacity for at least the next 12 to 24 months. Private and public institutions will have to contend with regular localized outbreaks until a vaccine has been developed and widely disseminated.

It is believed that regular to intermittent periods of social distancing and restrictions on mass gatherings may have to remain in effect until 2022 to overcome the risk of a large-scale outbreak of COVID-19 following the initial global wave of infections currently being seen. This date estimation comes largely from the lack of knowledge regarding COVID-19's characteristics and how the virus will respond to a vaccine. It is possible a new vaccine will be required each year to counter a new strain of the virus in much the same way a flu shot works. This could delay and further complicate vaccine development, therefore delaying a return to "normal" operations.

The Institute for Health Metrics and Evaluation (IHME) at the University of Washington provides regular updates of anticipated deaths due to COVID-19 through Jan. 1, 2021. The projected number of U.S. deaths total 371,509 assuming current masking and restrictions, and potentially 425,919 deaths if restrictions were eased. IHME also projects that Florida could see 26,945 COVID-19 deaths by Jan. 1, 2021, with restrictions and masking as of Sept. 24 continued, and an anticipated 38,839 with restrictions eased. As mobility increases due to easing of restrictions, it is believed that the number of cases and subsequent deaths, could increase as well.

Proposed State or Regional Gating Criteria

Satisfy before proceeding to phased comeback

SYMPTOMS

Downward trajectory of influenza-like illnesses reported within a 14-day period

AND

Downward trajectory of COVID-like syndromic cases reported within a 14-day period

CASES

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

HOSPITALS

Treat all patients without crisis care

AND

Robust testing program in place for at-risk health care workers, including emerging antibody testing



Figure 3. Official White House criteria for reopening.

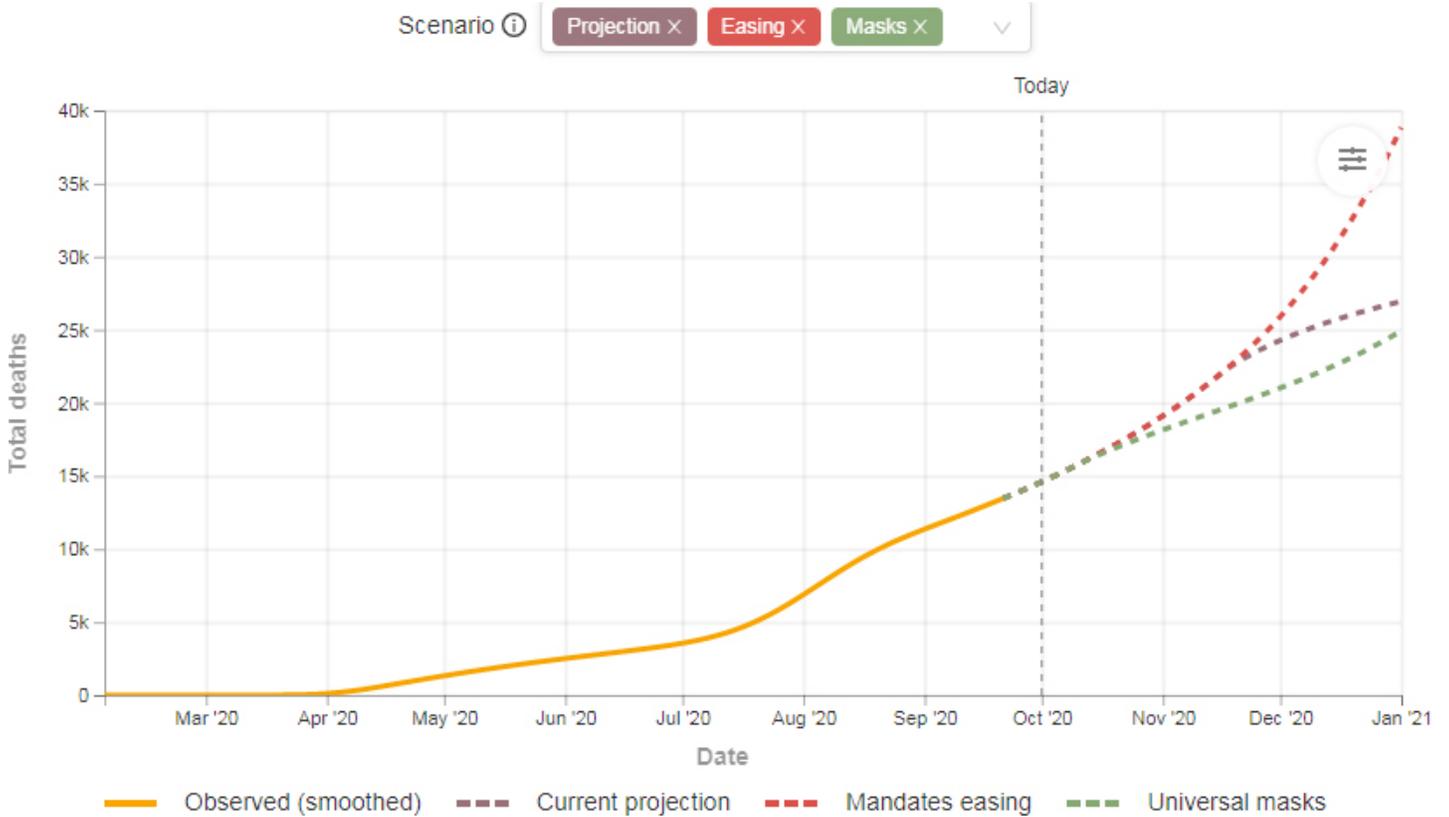


Figure 4. IHME forecast model depicting COVID-19 related deaths in Florida (updated Sept. 24, 2020).

At any time, the County should be prepared to implement strict social distancing and mass gathering restrictions in the event of another large-scale COVID-19 epidemic. Acting quickly to combat the spread of COVID-19 is critical. If for any reason, state or federal action is slow, County staff must take the initiative to establish the necessary protocols to protect lives. This could come in the form of closing public beaches, issuing some type of stay at home order, or closing public facilities.

Other important points for a safe reopening include:

- The Facilities Division will introduce Ultraviolet-C (UVC) treatment systems, which perform microbial disinfection of air handler interior surfaces, and install hand sanitizer stations, Plexiglas barriers in customer service areas, and door pullers in restrooms.
- County employees practice good hygiene at all times and wear face masks whenever meeting with a member of the public. They are also told to stay home if they are sick.
- County employees are allowed to use their Paid Leave (PL) time – pending no further lockdowns or travel restrictions – but they are expected to practice social distancing and wear personal protective equipment when using their time off. Possible self-quarantine protocols after a staff member’s use of PL time should they engage in travels will be discussed on a case-by-case basis with the County Manager and Human Resources Director.
- In-office training sessions and all travel-related business by staff will be canceled until such activities are deemed safe by the County Manager and Human Resources Director.
- All staff members have easy access to COVID-19 testing, are aware of where testing can be performed and the health requirements to be tested (if any).

Strategy for COVID-19 Testing

Volusia County is developing a strategy for COVID-19 testing. This strategy is focused on obtaining test kits that identify active infection (RT-PCR testing), which is a critical screening tool in controlling ongoing spread. Testing will include the general public and county employees, and will include strategies for sustained containment of potential subsequent waves of the virus.

The strategies contemplate the availability of PCR tests on a mass scale and available laboratories to conduct necessary analysis on a rapid basis. Ideally, the implemented strategies will include “test early, test thousands, and test often.”



The strategies will be developed with the understanding that a single test of an individual only benchmarks that on that given moment of the test, the individual is either positive or negative. To have an effective program that minimizes spread of the virus, testing of the population has to be repeated over time. As an example, the literature points to testing health care and public safety workers every day, or at a minimum every 14 days, which would require several hundred tests daily.

To develop and implement a countywide COVID-19 testing program, Volusia County will partner with our in-county health care systems and the Florida Department of Health – Volusia County. Volusia County will also leverage CARES Act funding to acquire the necessary test kits. Additionally, Volusia County is contemplating hiring, on a part-time contractual basis, an Epidemiologist or Infectious Disease physician to provide overarching guidance to the testing strategies and program. To test on a mass scale, Volusia County will partner with area businesses and county agencies that have space and resources, including appropriate personal protective equipment (PPE), required to launch such a program.

The testing program will also be built to include collaboration with the Florida Department of Health – Volusia County to identify focused containment strategies and contact tracing for areas of the county where an increase in positive cases emerge. This may include conducting targeted testing at specific businesses, long-term care facilities, public safety facilities, health care facilities, day care centers and schools. Locations for large-scale public testing will be identified through consideration of population size and density as well as the presence of new cases.

REOPENING TIMELINE

The three-phase reopening and recovery strategy, known as Relaunch Volusia, should be considered a dynamic plan that will be re-evaluated and extended as needed based on the progression of the COVID-19 disease, guidelines from the Centers for Disease Control, and directives from Governor Ron DeSantis. Based on epidemiology, federal and state recommendations and new case reporting, actions in these phases may be a jagged return to normal, with the possibility of reinstating operation limitations at any time. At the time of this report, we are operating under Phase 1 provisions.

Milestones within the timeline are set within ranges to accommodate for the fluidity of the situation.

Phase 1: Continue to Slow the Spread

Phase I consists of community-level physical distancing measures to continue to “slow the spread” and reflects the phase the County is operating at the time of publication of this report. In addition to asking community members to minimize their movements and maintain social distancing, the community will use Phase I to increase access to diagnostic testing and monitor public health and medical system capacities. These capacities are needed to safely identify and treat COVID-19 patients and to prepare for a shift from community mitigation (what we are doing now) to case-based interventions (when we try to control spread by focusing testing and resources on individuals with disease who may be infectious and their close contacts).

- To reduce the spread of the coronavirus, County facilities remain open to the public by appointment only.
- Remote staffing assignments implemented in March 2020 remain in effect, while maintaining response levels of service to the community.
- Staff meetings continue to be held virtually with employees remaining in their offices. In-person meetings are discouraged; when held, social distancing shall be implemented.
- Employees must:
 - Conduct wellness self-assessments before entering the workplace.
 - Take their temperature upon arrival at a checkpoint and record the temperature in a log, as well as log other COVID-related symptoms.
 - Use hand sanitizer stations and wash their hands often with soap and water for at least 20 seconds.
 - Wear face masks when they are in direct contact with the public. Those who do not have public contact may wear a face mask if they wish.
 - Avoid touching their eyes, nose and mouth with unwashed hands.
 - Cover their mouth and nose with a tissue or use the inside of their elbow when they cough or sneeze.
 - Frequently clean and disinfect frequently touched surfaces.
 - Avoid using other employees' phones, desks, offices or other work tools and equipment when possible.

- Practice social distancing by avoiding large gatherings and maintaining a six-foot distance from others when possible.
- Not congregate in breakrooms.
- Stay home if they are sick, except to get medical care.
- Inform their supervisor if they have a family member at home with COVID-19.
- The Volusia County Public Library reopens at limited capacity and hours. Items are quarantined for 48 hours before they are redistributed to the public.
 - Limited public access computer service is provided by appointment only in branches with direct access to a meeting room. Limited staff assistance is provided using screen-sharing software to assist at a distance. Computer users must wear face masks and limit their computer time to one hour.
- The UF/IFAS Extension, DeBary Hall Historic Site, Marine Science Center and Lyonia Environmental Center remain closed to the public but continue to offer online programs.
- Votran continues full fixed route operations and brings Votran Gold employees back as demand drives the need.
 - Fares continue to be waived.
- Beach Safety and the Coastal Division began opening beach for full activities on May 2, 2020.
 - Beachfront parks and off-beach parking lots are open with limited capacity where necessary to ensure social distancing compliance.
 - Groups must maintain 10 feet of social distancing.
 - Groups of six or fewer will be allowed (larger if part of family unit).
 - Face covering is encouraged.
 - Showers and bathrooms reopened with enhanced cleaning schedules. Playgrounds and splash pads remain closed.
 - Cars allowed onto the beach in selected areas, and with parking only at designated posts. Some access may be limited for ADA access, only.
 - Beach concessions may return.
 - Port-o-Let services are maintained at the off-season level.
 - Ramps and toll booths are prepared for reopening, and placed into operation as ramps are opened for vehicle access.
- Community Information continues to disseminate information to the County Council and the general public through news releases, social media, Volusia.org and news conferences.
- County Council and Advisory Board meetings are conducted virtually subject to executive order of the Governor.
- County hosted and organized public events may be canceled or modified to ensure that groups of people greater than 10 are not permitted to congregate in any public space that does not readily allow for appropriate physical distancing.
- The Declaration of Emergency remains in effect until either Volusia County or the state rescinds its declaration.

Phase 2: Gradual Return

The shift to Phase 2 will begin when the following criteria have been met:

1. The number of new cases has declined for at least 14 days, or ceased altogether.
2. Rapid diagnostic testing capacity is sufficient to test, at minimum, all COVID-19 symptoms, as well as close contacts and those in essential roles.
3. The health care system remains capable of safely caring for all patients and has appropriate personal protective equipment for health care workers.
4. There remains sufficient public health capacity to conduct contact tracing for all new cases and their close contacts.

- Remote staffing assignments implemented in March 2020 begin to shift toward return of staff to their assigned offices.
- Staff meetings continue to be held virtually with employees remaining in their offices. In-person meetings are discouraged; when held, social distancing shall be implemented.
- Employees must:
 - Continue to conduct wellness self-assessments before entering the workplace.
 - Take their temperature upon arrival at a checkpoint and record the temperature in a log, as well as log other COVID-related symptoms.
 - Use hand sanitizer stations and wash their hands often with soap and water for at least 20 seconds.
 - Wear face masks when they are in direct contact with the public. Those who do not have public contact may wear a face mask if they wish.
 - Avoid touching their eyes, nose and mouth with unwashed hands.
 - Cover their mouth and nose with a tissue or use the inside of their elbow when they cough or sneeze.
 - Frequently clean and disinfect frequently touched surfaces.
 - Avoid using other employees' phones, desks, offices or other work tools and equipment when possible.
 - Practice social distancing by avoiding large gatherings and maintaining a six-foot distance from others when possible.
 - Not congregate in breakrooms.
 - Stay home if they are sick, except to get medical care.
 - Inform their supervisor if they have a family member at home with COVID-19.
- The County Council and Advisory Boards meet in hybrid virtual/in-person meetings with social distancing subject to executive order of the Governor. Procedures include:
 - Council, board and staff members maintain social distancing in the council chambers. Others will conduct the meeting virtually.
 - Only a limited number of public audience and staff members are allowed inside the Council Chambers with each individual being spaced at least two chairs apart. Hand sanitizer is made available.
 - All public audience members, staff and elected officials are urged to wear face masks.

- A thorough cleaning takes place Monday evening before each Council meeting for disinfection of the Council Chambers.
- All County hosted and organized public events that can be conducted with proper social distancing practices are resumed. Crowd sizes are increased per directives from local, state and federal guidelines. All County hosted and organized public events should also be outdoors where possible.
- The beach remains open to full activities.
 - Beachfront parks, including pavilion rentals, continue to be open with increased capacity.
 - Individuals must maintain 10 feet of social distancing in groups of six or fewer (larger if part of a family unit).
 - Cars allowed onto the beach all driving areas on May 20, with parking only at designated posts.
 - Face covering is encouraged.
 - Showers and bathrooms open.
 - Port-o-Let services are maintained at appropriate levels.
 - Concessions and toll booths remain reopen.
- The UF/IFAS Extension, DeBary Hall Historic Site, Marine Science Center and Lyonia Environmental Center may open to the public at limited occupancy capacity and continue to offer online educational programs.
- Enhanced cleaning procedures continue at all County facilities on a biweekly basis or as needed. This should include fleet vehicle interiors. Onsite porters at high-volume facilities are continuously sanitizing common areas and touchpoints.
- Votran continues full fixed route operations and brings Votran Gold employees back as demand drives the need.
 - Fare collection is reinstated.
- Community Information continues to disseminate information to the County Council and the general public through news releases, social media, Volusia.org and news conferences.
- County operated playgrounds may be reopened to the public upon guidance from health officials.
- Staff continues to monitor local and national confirmed COVID-19 cases.

Phase 3: Mitigation and Active Monitoring

Phase 3 will begin after new cases reported in the community are low and sporadic, and/or social distancing guidelines are suspended. Community tracing is rapidly performed for any new case, and contacts are isolated to prevent community spread. This phase reflects a “new normal” that includes the potential to reinstitute any element of a prior phase until a successful vaccine or treatment is readily available.

- The Declaration of Emergency is rescinded pending a consistent decrease in confirmed Volusia County cases.
- Regular operating hours resume for the public.
 - Staff moves from appointments to open customer service hours with enhanced social distancing improvements and other customer enhanced protections.
 - Staff continues to offer phone and in-person appointments as requested.
 - Visitors are asked to wear face masks. Staff may need to provide masks to visitors who do not have one.
- Employees work primarily in their offices. Limited flexible schedules will be allowed in areas that can accommodate them.
- In-person County Council and Advisory Board meetings are intended to resume.
- Internal and external large group meetings resume with any CDC limitation guidelines.
- County-operated playgrounds and campsites fully reopen. Pavilion rentals and league play permitting resumes.
- Regular work schedules resume.
 - Employee trainings and in-person staff meetings resume. Attendees are encouraged to remain at least six feet apart.
 - Break areas reopen to employees.
 - Employees conduct daily health self-assessments and continue to practice good hygiene.
 - Human Resources continues to require employees who are sick to remain home until they are well.
 - Human Resources maintains a plan for employees who test positive for COVID-19.
- The beach remains open to full activities and normal operations.
 - Concessions and beach ramps remain open.
 - Driving on the beach is allowed.
 - Cars must be parked at least 25 feet apart until a determination that distancing standards are not necessary.
 - Beachfront parks continue to be open for 100% capacity.
 - Showers and bathrooms remain open.
 - Social distancing is encouraged.

- Face covering is encouraged.
 - Port-o-Let services are maintained at appropriate levels.
- Library facilities reopen to public use with probable limits on the number of patrons in a building at one time and the amount of time they can spend in the building.
- Enhanced cleaning procedures continue at all County facilities on a biweekly basis or as needed. This should include fleet vehicle interiors. Onsite porters at high-volume facilities are continuously sanitizing common areas and touchpoints.
- Votran returns to normal schedules for fixed-route operations and Votran Gold paratransit services.
- Community Information continues to disseminate information to the County Council and the general public through news releases, social media, Volusia.org and news conferences.
- Staff continues to monitor local and national confirmed COVID-19 cases.

COUNTY DEPARTMENT PLANS

The County Manager's Office will continue to offer guidance to elected department heads for their use, and expects that they will continue to follow the same protocols for employees and operations.

Aviation and Economic Resources

The Airport and Economic Development Divisions did not close or reduce hours of operation throughout the coronavirus pandemic.

Daytona Beach International Airport

Status as of June 1, 2020

Daytona Beach International Airport has implemented best practices of the travel industry to provide a safe and healthy environment for travelers. The Ready To Fly initiative combines enhanced safety practices such as deep cleaning and disinfection, social distancing, sanitizer stations and public messaging.

- In early March, the airport began enhanced cleaning of the facility with special attention to high-touch surfaces. Also, additional hand sanitizer stations were installed and are located throughout the airport.
- The airport has installed protective, transparent barriers at customer service stations, including airline ticket counters, rental car counters and retail shops.
- Signs will soon be displayed throughout the terminal reminding people to keep safe distances and practice good hand hygiene. There will also be information about COVID-19 symptoms and local health resources.
- In the coming months, the airport will make personal care kits available for passengers. The DAB Cares Kits include hand sanitizer and a face mask. The airport encourages travelers to follow CDC guidance on face coverings; Delta Air Lines and American Airlines require face coverings while traveling. Specific requirements vary by airline and travelers should consult the airlines for details.
- As of June 1, American Airlines has two scheduled flights but is adding two more flights in July, one of which is the Airbus a319 – a larger mainline plane. American will also be adding back its Saturday flight to LaGuardia.
- As of June 1, Delta Air Lines is at one flight per day but will add a second flight on June 27 and a third flight on July 2.

- The airport enterprise fund has approximately \$22.4 million in reserves, or approximately two years of operating revenue.
- The Embry-Riddle Aeronautical University Daytona Beach campus resumed aircraft training operations on April 30.
- Pursuant to the 2020 CARES Act Grants – Airports, DAB has been identified to receive \$21,053,492 additional funds from the FAA through the Federal Department of Transportation. These funds will be used for operations and maintenance for the foreseeable future.
- Airport landside tenants, such as the four hotels and two restaurants, are experiencing a dramatic reduction in operations and loss in revenue.

Phase 1

- Install Plexiglas protection shields at the ticketing, gate and rental car areas.
- Fourteen hand sanitizer dispensing stations installed throughout the terminal building.
- Employees are required to wear face coverings when they are in direct contact with the public.
- Gloves have been made available to staff.
- Additional hours and tasks have been added to the janitorial contract.
- Public announcements play throughout the terminal reminding patrons of the CDC Social Distancing recommendation of remaining six feet apart.
- Embry-Riddle is gradually ramping up aircraft operations beginning May 1.

Phase 2

- Phase 1 standards remain in place.
- The Air Traffic Control Tower (ATC) ramps up over time.
- Staff continues to work on a Resiliency Program that addresses tenant relief.
- Staff is drafting a reopening plan utilizing all mandates, guidance and best industry practices, including the use or mandate of face masks.
- Staff is drafting a ready plan utilizing all mandates, guidance and best industry practices for providing a safe and healthy environment for passengers and guests.
- The airport may limit entry to the terminal to passengers only (i.e., no “meet and greet”) unless the passenger needs assistance.

Phase 3

- Phase 2 standards continue; however, there is an expectation that screening forms from the state may be discontinued.
 - Continue to collect forms from passengers on direct flights from the tri-state and other areas as long as the Governor requires them.
- It is likely that all passengers and staff in the terminal building will be required to wear protective masks.
- Tenant agreement adjustments are completed.

Economic Development

The Division of Economic Development (DoED) established an Economic Recovery Task Force with a three-tier structure consisting of the county DoED executive team in partnership with city economic development professionals, chambers, Team Volusia, CEO Business Alliance, Small Business Development Center (SBDC), CareerSource Flagler Volusia, SCORE and local universities. The mission of the taskforce has been to develop short- and long-term countywide business recovery strategies; assist in retraining dislocated employees; and coordinate grant application and management.

The task force also:

- Created and launched the Volusia Business Resources microsite (VolusiaBusinessResources.com), which offers a One-Stop-Shop for County Business Assistance related to COVID-19.
- Designed and developed the \$10 million Small Business Reopening Grant.

Phase 1

- Maintain current remote staffing planning with partial team working remotely.
- Employees are issued face masks and for crowded areas at the employees' discretion.
- Employees conduct wellness self-assessments before entering the workplace.
 - Take their temperature upon arrival at a checkpoint and record the temperature in a log, as well as log other COVID-related symptoms.
- Employees use hand sanitizer stations and wash their hands often with soap and water for at least 20 seconds.
- Employees wear face masks when they are in direct contact with the public. Those who do not have public contact may wear a face mask if they wish.
- Staff and partner meetings continue to be held virtually with employees remaining in their offices. In-person meetings are discouraged; when held, social distancing shall be implemented.
- Implement enhanced janitorial services including frequently cleaning and disinfecting frequently touched surfaces.
- Avoid using other employees' phones, desks, offices or other work tools and equipment when possible.
- Practice social distancing by avoiding large gatherings and maintaining a six-foot distance from others when possible.
- Employees may not congregate in break rooms.
- Gloves have been made available to staff.
- Additional hours and tasks are added to the janitorial contract as part of airport management plan.
- Staff presents to the County Council the Business Resiliency Grant Program funded by the CARES Act. Implementation is done in coordination with municipalities and chambers.
- Develop Business Reopening guidance including mandates, guidance and best industry practices, including the use or mandate of face masks.

Phase 2

- Phase 1 standards remain in place.
- Remote staffing assignments begin to shift toward return of staff to their assigned offices.
- Staff meetings continue virtually with employees remaining in their offices. In-person meetings are discouraged; when held, social distancing shall be implemented.
- Develop a comprehensive county business database that includes Emergency Response and Economic Resiliency, providing real-time metrics and evaluations, including targeted, sortable communication programming and program dashboards and reports.
- Track recovery, recruitment and retention prospects, entrepreneur initiatives, incentive status, stakeholder relations, site availability and readiness, etc.
- Increase one-on-one interaction with the business community. Various programs and “touch” opportunities are based on highest need and highest return.
- Implementation of the Business Resiliency Grant Program continues. Monitoring of utilization shared with the County Council and management. Adjustments to standards or criteria are examined.

Phase 3

- Staff works in their offices. Limited flexible schedules are allowed in areas that can accommodate them.
- The Business Resiliency Grant is examined for close-out or adjustments necessary to meet support of small business needs.
- Provide support for future growth of economy.
- Reintroduce quarterly events.

Budget and Administrative Services

Phases 1 and 2

- The Administrative Coordinator, one Budget Analyst, the Department Director and/or Operation Manager are in the office daily.
- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Weekly team meetings are conducted via GoToMeeting.
- Budget Analyst budget meetings with the Director and Operation Manager are held throughout the day via conference call.
- Employees must practice good hygiene, including handwashing and use of hand sanitizer stations.
- Individuals in direct contact with the public must wear face masks; others may wear face masks if desired.
- Continue with accommodations for vulnerable employees*.
- Continue to require employees who are sick to remain home until they are well.
- Revisit the plan if an employee tests positive for COVID-19.

Phase 3

- Resume regular work schedule.
- Encourage use of GoToMeeting for internal and external meetings.
- Use of face masks is encouraged.
- Continue to promote good hygiene (handwashing, hand sanitizer, etc.).
- Continue to require employees who are sick to remain home until they are well.
- Revisit the plan if an employee tests positive for COVID-19.

*Vulnerable employees are those defined by the CDC as high-risk. They include individuals 65 and older as well as those with underlying health conditions including high blood pressure, diabetes, chronic lung disease, obesity, and those who are immunocompromised.

Business Services

Facilities

Phase 1

- Day porter duties include wiping down of all touch point surfaces (door handles, etc.). Day porters are located in the following buildings:
 - City Island Courthouse: Upon reopening, eight hours a day, five days a week
 - Emergency Operations and Sheriff's Communications Center: one hour a day, five days a week
 - Foxman Justice Center: Upon reopening, eight hours a day, five days a week
 - Historic Courthouse: eight hours a day, five days a week
 - Thomas C. Kelly Administration (TCK) Center: eight hours a day, five days a week
 - Volusia County Courthouse: Upon reopening, eight hours a day, five days a week
- A second day porter was hired to conduct proactive cleaning at TCK.
- Conduct special cleaning before and after public meetings. AJI requests a minimum of two days' notice to ensure adequate staff is available.
 - County Council meetings – AJI will do a deep clean the Monday evening prior to all meetings including a wipe down of all hard surface areas in council chambers. The county project manager for the AJI contract will perform an inspection at 7:30 a.m. the morning of the council meeting and address any issues. After each council meeting, AJI will do a second deep clean that will include a wipe down of all hard surface areas.
- Continue special cleanings as required.
- The regular evening cleaning crew will wipe down touchpoint surfaces (door handles, etc.) for the regular evening cleaning schedule.
- All buildings remain on a five day a week cleaning schedule.
- All hand sanitizer dispensers remain, and additional dispensers will be installed as they are received by the vendors.
- HVAC evening schedules remain the same.
- Begin installing Plexiglas barriers for customer service areas in county facilities and libraries.
- Move up projects that would be done during off hours to regular time for Courts while closed, eliminating overtime.
- Issue bid for UV lights.
- Identify employees/department within high density spaces and relocate to available facilities which can provide adequate room to social distance while working.
- There will be a hold on all events in the Historic Courthouse.

Phase 2

- Janitorial services remain the same as Phase 1.
- HVAC evening schedules remain the same as Phase 1.
- All hand sanitizer dispensers remain. Additional dispensers are installed as they are received.

- Ensure that all Plexiglas barriers for requested customer service areas are completed and replace temporary plywood barriers with permanent metal frames.
- Award project and begin installing UV-C lighting at specified buildings.
- Award project for hot water upgrades for the six identified buildings.
- Order and install thermal imaging cameras for integration into County's camera system.
- Ensure all appropriate signage and floor markings are posted and placed.
- Continue to retrofit restrooms to touchless faucets.
- Continue relocating County employees to buildings that provide adequate space for social distancing.
- Continue hold on all events in the Historic Courthouse through end of December, to be re-evaluated as needed.

Phase 3

- The following janitorial services are stepped down:
 - Return to one day porter at the TCK.
 - Shift all evening cleaning schedules back to previous contract service levels; however, evening services staff will still wipe down all touch point surfaces.
 - Janitorial services will be on call for all special and emergency cleanings.
- Janitorial services that remain the same include the special cleaning before and after public meetings upon request from divisions and departments. In addition, council chambers will continue to be cleaned before and after meetings.
- HVAC evening schedules remain the same.
- All hand sanitizer dispensers remain, and additional dispensers are installed as needed. This will be an ongoing standard for the County.
- Dependent on the timeframe for Phase 3, complete work on the UV lights for the six identified buildings as well as the hot water upgrade, retrofit of faucets, and any relocation of county departments into better suited working environments.
- Begin evaluating small events for Historic Courthouse use.

Fleet Management

Fleet Management has been working very close to “business as unusual” throughout the shutdown. Because the division is tasked with keeping all emergency response vehicles and equipment operational, a shutdown was neither practical nor prudent. With very limited interaction with the general population, Fleet Management was able to maintain full operational capacity with minimal exposure risk. Fleet Management has taken extra precautions to protect the employees when interacting with vendors and when working on vehicles and equipment. All precautions will remain in effect until we reach Phase 3.

Phases 1 and 2

- Fleet staff will continue to use social distancing and continue with good hand sanitation practices.
- All frequent touch surfaces are cleaned with a disinfectant several times a day.
- All technicians are provided latex or similar type gloves and are wearing them as needed.
- All technicians have masks available and are encouraged to use them when in close contact with others.
- Vehicles will continue to be sanitized before and after repair.
- Fleet will continue to have no direct contact with outside vendor employees. Parts are dropped off, and a no-signature process was adopted.
- Parts are sanitized before processing into inventory or issued to technicians.
- In Phase 2, all employees are working in office.
- All employees are wearing masks in common areas.
- Breakroom seating has been limited to allow for social distancing. Upstairs training area has been converted to an additional breakroom.

Phase 3

- Social distancing will be monitored.
- The use of gloves will be relaxed where appropriate.
- The use of masks will be available if needed, but the use would be relaxed.
- Sanitizing of vehicles will be reduced to an as needed basis.
- Vendor contact restrictions will be lifted, and staff will sign delivery slips.
- Sanitizing of parts will no longer be required, but will be based on packaging and delivery.

Purchasing and Contracts

Phase 1

- Maintain current remote staffing planning with majority team working remotely.
 - Conduct weekly remote team meetings.
 - Conduct weekly team leader meetings.
 - Communicate critical information as needed.
 - Open lines of communication with all team members.
 - Review and assess team needs on weekly basis.
- Maintain current solicitation submittal protocols.
 - Accept third-party deliveries only.
 - Solicitations should be submitted by USB or CD, not paper.
 - Conduct virtual solicitation openings.
 - Conduct virtual evaluation committees and meetings.
- Continue with evaluation and award of approved projects.
- Continue to seek County Manager approval prior to releasing new projects.
- Continue to assist in emergency procurements.
 - Maintain emergency PO logs.
 - Maintain and reconcile emergency P-card purchases.
 - Maintain emergency vendor logs and continue to seek vendors as needed.
 - Stay up to date on required reimbursement requirements and include appropriate contract language as needed.
- Continue to work with IT on electronic solicitation submittal lockbox within our current website.
- Start implementation with Negometrix for E-Procurement Platform.
 - E-procurement Team is assigned.
 - Document templates are shared.
 - Kick-off meeting took place April 4, 2020.
 - Begin timeline development.
- Continue to maintain social distancing and hygiene practices.
- Conduct limited trainings and workshops in virtual format or with small groups only.
- Bid is out for UVC lights for installation on air handling units for Facilities. Work with Facilities on the process for hot water project.

Phase 2

- Revise remote staffing planning with procurement analysts working in building.
 - Conduct monthly staff meetings (required attendance either in person or virtual).
 - Conduct biweekly team leader meetings.
 - Review and assess team needs on weekly basis.
 - Implement demarcation of six-foot distance to reception desk.
 - Evaluate computer equipment (desktops vs. laptops with docking).
- Revise solicitation submittal protocols.

- Electronic submittal through current website with lockbox security is available and encouraged.
- Third-party and in-person deliveries are accepted.
- Offer solicitation drop-off station without staff interaction.
- Solicitation is submitted electronically or by USB or CD. Paper solicitations are not accepted.
- Conduct virtual solicitation openings.
- Conduct virtual evaluation committee meetings and presentations until public meeting requirements are reinstated.
- Use large conference spaces if needed for in-person presentations and meetings (must have prior approval).
- Continue with evaluation and award of approved projects.
 - Maintain communications with using departments on progress.
 - Fast track awards for projects that put community back to work.
 - Meet required agenda deadlines.
 - Seek approvals as required for general fund projects.
 - Move projects through as priority with COVID-19 funds.
- Continue to seek County Manager approval prior to releasing new projects.
 - Fast track projects with economic and workforce impacts for Volusia County.
 - Limit pre-bids and response time.
 - Expedite projects with grant funding already in place.
- Continue to assist in emergency procurements (as long as declaration is in place).
 - Maintain emergency PO logs.
 - Maintain and reconcile emergency P-Card Purchases. Currently two cards have been issued.
 - Maintain emergency vendor logs and continue to seek vendors as needed.
 - Stay up to date on required reimbursement requirements and include appropriate contract language as needed.
- Continue implementation with Negometrix for E-Procurement Platform.
 - Work on Solicitation Module and review documents and testing.
 - Vendor outreach includes user guide available on website and Negometrix registration on website.
 - Conduct Purchasing staff training.
 - Maintain and update implementation timeline.
- Continue to maintain social distancing and hygiene practices.
- Offer limited trainings and workshops in virtual format or small groups only.
- Award contract for UV lights and NTP.

Phase 3

- Staffing planning with procurement analysts working in the office (remote working by approval only):
 - Continue demarcation of six-foot distance to reception desk.
 - Computer equipment is updated (desktops vs. laptops with docking if feasible logistically and financially).

- Solicitation submittal protocols:
 - Concurrent electronic submittal through current website with lockbox security and Negometrix is available and encouraged.
 - Third-party and in-person deliveries are accepted.
 - Offer solicitation drop-off station without staff interaction.
 - Solicitation is submitted electronically or by USB or CD. Paper solicitations are not accepted.
 - Virtual and public present solicitations openings.
 - Virtual evaluation committees meetings and presentations with ability for public to attend.
 - Begin implementation of evaluation through Negometrix Platform (see item 5 for details).
 - Use large conference spaces if needed for in-person presentations or meetings.
 - Additional web cameras after October 1 with tripods for presentations.
- Continue with evaluation and award of approved projects.
 - Maintain communications with using departments on progress.
 - Fast track awards for projects that put community back to work.
 - Meet required agenda deadlines.
 - Seek approvals as required for general fund projects.
 - Move priority COVID-19 funded projects through and expedite.
- Continue to seek County Manager approval prior to releasing new projects.
 - Fast track projects with economic and workforce impacts for Volusia County.
 - Limit pre-bids and response time.
 - Expedite projects with grant funding already in place.
- Continue implementation with Negometrix for E-Procurement Platform.
 - Solicitation module is available and in use.
 - Vendor outreach includes notifications, user guide available on website, and Negometrix registration on website.
 - Begin implementation of evaluation platform.
 - Develop training materials for County staff and schedule virtual training meetings.
 - Maintain and update implementation timeline.
- Continue to maintain social distancing and hygiene practices.
- Training and workshops:
 - Vendor workshops (including Negometrix) are conducted in webinars.
 - Purchasing 101 is conducted webinars or recordings.
 - CGI initiators and approvers meet in person in large training space.
 - P-Card training is conducted virtually.
- Hot water project with Facilities is on street and closing. The contract may be awarded depending on the timeframe and costs.

Revenue

Phase 1

- Continue with appointment only with two appointments every 15 minutes for each office.
- Frontline associates are required to wear masks.
- Plexiglas barriers were installed for a minimum of two stations per office, with the goal of installing them in all stations.

Phase 2

- Discontinue appointments and limit customer capacity in buildings. Update websites to reflect limitations of customers allowed in at one time while still encouraging online transactions.
- We will open every other counter for distancing. As one spot at the counter opens up, we will allow another customer into the office.
- Two employees from each office will work the line outdoors – one at the door and the other will encourage social distancing to those in line, while offering instructions to complete their transactions online.
- Flyers with QR codes will be available to hand them with the goal of reducing the lines by educating them on the ease of completing their transactions online.
- Face masks are required for staff.
- Entrance to the lobby will be limited to only those who are conducting business. Friends and family who may have accompanied the person conducting business will not be allowed inside, except for minor children that would be otherwise unaccompanied outside. Other exemptions may be granted as deemed necessary and appropriate.
- Chairs will be removed from the lobbies, except where social distancing is possible. Customers will be allowed to wait inside as safe distancing allows.

Phase 3*

- Return offices to walk-in business with all counters open along with the lobby.
- Plexiglas barriers will remain.
- Eliminate waiver of online e-check fee.

Revenue will be implementing line queuing software in October that will allow for online appointment setting and more effective social distancing measures. Appointments will be staggered throughout the day to allow for regular walk-in business to continue. The software allows for text and email communications, so we will be able to allow customers to wait outside or in their cars, and we will text/email when their appointment is ready. The purchase also includes 55" TV monitors for the lobby and a public address system to call numbers for those who do not receive text or email.

Community Services

Community Assistance

Phase 1

- Continue phone appointments for as long as necessary.
 - Schedule in-person appointments as needed or requested.
 - Lobbies are closed
- Host remote advisory board meetings.
- Large group (over 10) in-person meetings (internal or external) are not allowed.
- Staff continues working a flexible schedule to reduce exposure.

Phase 2

- Continue phone appointments for as long as necessary.
 - Schedule in-person appointments as needed or requested.
 - Open lobbies for deliveries, basic information and scheduled appointments.
- Staff completes field appointments and office appointments with external grant recipients and vendors (small groups only).
 - Remote pre-bid and pre-construction meetings held following established COVID-19 protocol.
- Host remote advisory board meetings, with the option to attend in person.
- Large group (over 10) in-person meetings (internal or external) are not allowed.
- Staff begins shifting from flexible schedules toward a return to their offices.

Phase 3

- Open lobbies for business.
 - Continue to offer phone appointments as requested.
 - Continue to offer in-person appointments as requested.
 - Allow walk-in appointments.
- Staff completes field appointments and office appointments with external grant recipients and vendors.
 - Pre-construction meetings resume.
- In-person advisory board meetings resume.
- Internal and external large group meetings resume
- Staff primarily works in their offices. **Limited** flexible schedules will be allowed in areas that can accommodate them.

Extension Services

This plan is subject to change based on new University of Florida guidance or directives.

Phase 1

- Continue phone and virtual appointments for as long as necessary.
- Schedule in-person appointments as needed or requested, and practice social distancing.
- Continue to provide county-made masks to faculty and staff as needed.
- Lobbies are closed.
- Continue delivering weekly educational programs via Zoom (i.e., webinars).
- Only small group in-person meetings (less than five, internal or external) are allowed.

Phase 2

- Regular operating hours resume for the public.
 - Open lobbies for business.
 - Faculty and staff have moved from appointments only to open customer service hours with enhanced social distancing improvements and other enhanced protections (i.e., barriers).
 - Faculty and staff continue to offer phone and in-person appointments as requested.
 - Face coverings will be recommended for visitors and will be provided to visitors who would like a mask, but do not have one.
- Continue delivering weekly educational programs via Zoom (i.e., webinar), but some small in-person classes and meetings (less than 10) are resuming provided that social distancing is observed when participants are seated and face coverings are worn. Classroom tables and chairs will be sanitized before and after each use.
- Faculty may complete pre-approved site visits (i.e., essential activities for clients with justification).
- Master Gardener volunteers who have read and understand Section 2, Part B, of Executive Order 20-112 and do not self-identify as belonging to the CDC's definition of a vulnerable population may begin volunteering again.

Phase 3

- Continue to offer phone and virtual appointments as requested.
- Continue to offer in-person appointments as requested.
- Allow walk-in services.
- Faculty may complete site visits for clients, meet with walk-in clients, and resume the delivery of in-person educational programs with less than 10 participants. Larger in-person events will be allowed with pre-approval by the University of Florida.
- Volunteers return to the office to staff the plant clinic, meet with walk-in clients, lead 4-H club meetings in the community, and assist in the delivery of educational programs.
- Resume attending and planning internal and/or external group meetings and educational programs.

Library Services

Phase 1

- Library facilities remain closed with curbside material service.
- Continue telephone reference service (assistance with digital content, reserve materials for pickup, research assistance, etc.).
- Continue Storytime Live and craft events and videos on Facebook.
- Continue periodic briefing with Library Advisory Board members via email and USPS.
- Staff who can continue working from home will do so on a scheduled basis.
- Reduce materials quarantine to 48 hours.
- Provide limited public access computer service in branches with direct access to a meeting room. The six regional branches will have four computers; DeBary, Edgewater and Dickerson will each have two.
 - By appointment only.
 - Limited to residents applying for unemployment, SNAP and other government assistance.
 - Limited staff assistance – use screen sharing software to assist at a distance.
 - Computer user would be required to wear a face mask.
 - One-hour time limit.
 - Free printing.
 - Detail computer cleaning protocol.
- Prepare buildings for reopening.
 - Install Plexiglas for all public service desks.
 - Determine any limits on number of library users in buildings at one time.
 - Determine amount of time user can be in building.
 - Determine number of public access computers to accommodate social distancing.
 - Determine staff workroom rearrangements to accommodate social distancing.
 - Determine placement of self-checkout stations – additional self-checkout stations
 - Install floor markers for social distancing spacing at service desks, etc.
 - Purchase other supplies for reopening (keyboard covers, etc.).
 - Determine table and chair arrangements for distancing in reading rooms.
 - Purchase additional self-checkout stations as appropriate.

Phase 2

- Reopen library facilities for public use.
 - Limit number of library users in a building to 50% capacity at one time.
 - Limit amount of time users are in the building to one hour if the library is at capacity.
- Continue reduced library hours of operation.
- Continue telephone reference service (assistance with digital content, reserve materials for pickup, research assistance, etc.).
- Continue Storytime Live three days a week on Facebook.

- Continue Facebook craft and other how-to videos.
- Continue periodic briefing with Library Advisory Board members via email and USPS.
- Library Advisory Board resumes bimonthly meetings with a combination of virtual and face-to-face meeting attendance.
- Continue 24-hour library materials quarantine.
- Reinstate public access computers in all library branches.
 - Limited computers to ensure distancing requirements.
 - Limit computer time to one hour at a time, up to two hours a day per person.
 - Utilize screen-sharing software to assist users.
- Reinstate e-Lab Computer Labs
 - By appointment only
 - Utilize screen sharing software to assist users.
- Continue virtual programming
 - No public meetings or programming in meeting rooms
- Continue fine-free. Invoice for unreturned items.
- Continue curbside pick-up service.

Phase 3

- Library facilities remain open with restored hours.
- Discontinue library materials quarantine.
- Fully restore public access computers.
- Fully resume E-Lab services.
- Resume access to meeting rooms for public meetings.
- Resume library sponsored programs.

Parks, Recreation and Culture

Phase 1

- With the exception of playgrounds and campsites, the Parks, Recreation and Culture Division has kept parks and trails fully open during the coronavirus pandemic.
- Continue phone appointments for as long as necessary.
 - Schedule in-person appointments as needed or requested.
 - Lobbies are closed.
- Host remote advisory board meetings.
- No internal or external large group (over 10) in-person meetings.
- Staff continues working a flexible schedule to limit exposure.

Phase 2

- Continue phone appointments as long as necessary.
 - Schedule in-person appointments as needed or requested.
 - Open lobbies for deliveries, basic information and scheduled appointments.
- Staff completes field appointments and office appointments and vendor meetings (small groups only).
 - Remote pre-construction meetings
- Host remote advisory board meetings.
- No internal or external large group (over 10) in-person meetings.
- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Parks, playgrounds and conservation lands are open and operating as normal with social distancing in effect.
 - Pavilion rentals have resumed.
- Camping is allowed at Lake Monroe, Gemini Springs, Lake Ashby and Lake Dias parks.
 - All preserves are open for camping, but are limited to one permit per site.
 - Campsites are open, initially at 50% capacity with potential increase to full capacity with assurance for social distancing.
- Summer camps opened and follow CDC guidelines.
- League play follows CDC and Florida Department of Health guidelines for COVID-19.

Phase 3

- Open lobbies for business. Continue to offer phone appointments as requested.
- Continue to offer in-person appointments as requested.
- Allow walk-in appointments.
- Staff completes field appointments and office appointments
- Pre-construction meetings resume.
- Resume in-person advisory board meetings.
- Staff primarily works in their office. Flexible schedules will be allowed in areas that can accommodate them.
- All playgrounds, ballfields, pavilions, campsites, parks, trails and boat launches are open.
- Permitted activities are restricted to 50 participants or fewer.

Veterans Services

Phase 1

- Continue phone appointments as long as necessary.
 - Schedule in-person appointments if necessary.
 - Lobbies remain closed, except for scheduled appointments.
- No internal or external large groups (over 10) in-person meetings.
- Staff continues working a flexible schedule to limit exposure.

Phase 2

- Continue phone appointments for as long as necessary.
 - Schedule in-person appointments as requested.
 - Open lobbies for paperwork drop-offs and scheduled appointments.
- No internal or external large groups (over 10) in-person meetings.
- Staff resumes working from the office.

Phase 3

- Lobbies open for business.
 - Maintain social distancing, limit number of clients in lobbies.
 - Clients see counselors primarily by in-person appointments.
 - Interview clients by phone appointments if requested.
 - All offices open to serve walk-ins on first-come, first-served basis.
- Staff works in the office.

Votran

Phase 1

- Continue full fixed route operations and bring Votran Gold employees back as demand drives the need.
- No public meetings (such as TDLCB) in Votran meeting rooms.
- No internal or external large group (over 10) in-person meetings.
- Employees who have been working four 10-hour workdays continue this practice to limit exposure.

Phase 2

- Continue full fixed route operations and bring Votran Gold employees back as demand drives the need.
- No public meetings (such as TDLCB) in Votran meeting rooms.
- No internal or external large group (over 10) in-person meetings.
- Employees who worked four 10-hour workdays returned to a five-day work week June 1.
- Fare collection resumed June 1.
- Mandatory masks for employees.

Phase 3

- Votran Gold paratransit continue to return to normal demand.
- Resume public meetings (such as TDLCB) in Votran meeting rooms.
 - Institute group size and social distancing as advised by county management in conjunction with health advisories.
- Large group meetings (internal or external) resume.
- Office staff is primarily working normal Monday through Friday schedules, allowing limited flexible schedules in areas that can accommodate

Finance

Phases 1 and 2

- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Use GoToMeeting for meetings.
- Use of face masks is encouraged.
- Revisit plan if an employee tests positive for COVID-19.
- Continue with accommodations for vulnerable employees*.
- Continue to promote good hygiene (handwashing, etc.).
- Continue to require employees who are sick to remain at home until they are well.

Phase 3

- Resume regular work schedule.
- Encourage use of GoToMeeting for internal and external meetings.
- Use of face masks is encouraged.
- Revisit plan if employee tests positive for COVID-19.
- Continue to promote good hygiene (handwashing, etc.).
- Continue to require employees who are sick to remain at home until they are well.

* Vulnerable employees are those defined by the CDC as high-risk. They include individuals 65 and older as well as those with underlying health conditions including high blood pressure, diabetes, chronic lung disease, obesity, and those who are immunocompromised.

Growth and Resource Management

GRM Administration

Phase 1

- The counter in Room 200 is closed to the public. Customers can call to schedule appointments.
- The Operations Manager, Special Projects Coordinator and Administrative Aide rotate service at the Thomas C. Kelly Administration Center (TCK). The Staff Assistant II at TCK handles calls, emails, public record requests and any public requests for meetings with staff. The Administrative Coordinator II at TCK handles impact fees.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.

Phase 2

- The counter in Room 200 is open for regular hours of operation for the public. Limitation on the number of customers and social distancing will be based on county standards.
- Staff resumes normal operations.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.

Phase 3

- Room 200 resumes regular hours of operation for the public.
- Staff continues normal operations.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.

Building and Code Administration

Phase 1

- The Permit Center in Room 203 is closed to the public. Customers can call to schedule an appointment to review their questions regarding permit activities.
- Permit technicians are requested to be in the TCK and rotate time addressing the public and processing permits (scanning, plan prep, etc.)
- Inspectors are allowed to remotely access (trucks parked at county facilities near the inspectors residence, check in via laptops, inspections assigned electronically, GPS verifies inspectors are where they need to be).
- Inspections of inhabited residential structures are restricted. Inspectors to be on the property, but allow for the use of digital cameras or other electronic methods of providing a view of the improvements to be inspected.
- Masks and gloves have been issued to the inspectors with directions on use and maintenance.
- Administrative staff (Senior Assistants I and II and Senior Staff Assistant) is allowed to work remotely and rotate for in-house activities.
- The Contractor Licensing and Construction Appeals (CLCA) Board and Code Enforcement Board will be held remotely via GoToConference.

Phase 2

- The Permit Center is open regular hours of operation for the public. Limitation on the number of customers and social distancing shall be based on county standards.
- Permit technicians resume normal operations.
- Inspectors are allowed to remotely access (trucks parked at county facilities near the inspectors residence, check-in via laptops, inspections assigned electronically, GPS verifies inspectors are where they need to be).
- Inspections of structures with residence are restricted. Inspectors to be on the property, but allow for the use of digital cameras or other electronic methods of providing a view of the improvements to be inspected.
- Masks and gloves have been issued to inspectors with directions on use and maintenance.
- Administrative staff (Staff Assistants I and II and Senior Staff Assistant) returns to regular work hours and operations.
- The CLCA Board and Code Enforcement Board will continue to be held remotely with attendance allowable based on CDC guidelines and Executive Order.

Phase 3

- The Permit Center continues regular hours of operation for the public.
- Permit technicians continue normal operations.
- Inspectors return to normal operations.
- Masks and gloves have been issued to inspectors for optional use.
- Administrative staff continues to regular work hours and operations.
- CLCA and Code Enforcement Board normal meeting protocols with assumption that waiver of physical quorum of members is sunset.

Environmental Management

Phase 1

- The counter in Room 202 is closed to the public. Customers can call to schedule an appointment to review their questions regarding permit activities.
- Environmental Permitting field staff (permit review and inspections) is allowed to remotely access (trucks parked at county facilities near the inspectors residence, check-in via laptops, inspections assigned electronically, GPS verifies inspectors are where they need to be).
- Pollution Control (small quantity generators) and Manatee Protection shall be able to work remotely and carry out inspections as best they can (limited contact, social distancing, etc.). Remote working is authorized for report updates and management. Employees use the same protocol for responding to complaints. Staff is made available to Parks, Recreation and Culture for assistance with Land Management and other activities.
- Marine Science Center and Lyonia Environmental Center are closed to the public. Employees who are responsible for the care of the animals and facilities are required to be at the facilities. Staff members, contract employees and volunteers rotate for relief of animal care staff. Education staff is developing online activities and presentations for public viewing via web or social media.
- Green Volusia, Sustainability and Outreach (Explore Volusia) work remotely. All educational activities are canceled, but staff is encouraged to develop online or social media activities and presentations.
- Water Sampling staff carries on business as usual to the extent that employees are maintaining safe social distancing and following CDC protocols.
- Endangered Species staff carries on business as usual with remote access allowed for office personnel.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.
- Administrative staff (Staff Assistant II and Administrative Coordinator II) is allowed to work remotely and rotate for in-house activities.

Phase 2

- Room 202 is open for regular hours of operation for the public. Limitation on the number of customers and social distancing shall be based on county standards.
- Environmental Permitting field staff (permit review and inspections) are allowed to remotely access (trucks parked at county facilities near the inspectors residence, check-in via laptops, inspections assigned electronically, GPS verifies inspectors are where they need to be).
- Pollution Control (small quantity generators) and Manatee Protection shall be able to work remotely and carry out inspections as best they can (limited contact, social distancing, etc.). Remote working authorized for report updates and management. Staff shall use the same protocol for responding to complaints. Staffing at TCK is required.
- Marine Science Center and Lyonia Environmental Center offer limited access to the public based on volunteer and staff ability. This will be on-call decision.
 - Rotation of other staff members, contract employees and volunteers for relief of animal care staff will be based on the decision as to when to reopen the facilities.

- CDC guidelines and Executive Orders that limit the number of persons in a confined space, social distancing and other requirements will dictate building capacity.
- Education staff continues developing online activities and presentations for public viewing via web or social media.
- Staff prepares for and coordinates opening of summer camps with a limited number of participants.
- The gift shop may be open if staffing from volunteers and contract employees permits.
- Additional cleaning protocol established to ensure a safe environment for staff and visitors.
- Green Volusia, Sustainability and Outreach (Explore Volusia) begins shifting from flexible schedules toward a return to their assigned offices.
 - All educational activities shall be evaluated on the ability to comply with gathering and social distancing requirements.
 - Staff continues online and social media activities and presentations.
 - Available staff continues to assist other sections within the division and Parks, Recreation and Culture for assistance with Land Management and other activities.
- Water Sampling continue business as usual to the extent that employees are maintaining safe social distancing and following CDC protocols.
- Endangered Species carries on business as usual, staff begins shifting from flexible schedules toward a return to their assigned offices remote access allowed for office personnel.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.
- Staff begins shifting from flexible schedules toward a return to their assigned offices.

Phase 3

- Room 202 continues regular hours of operation for the public.
- Environmental Permitting field staff (permit review and inspections) continue to use technology to conduct their inspections and permit processing from the field. Trucks are parked at county facilities in various locations.
- Pollution Control (small quantity generators) and Manatee Protection return to normal operations.
- Lyonia Environmental Center will open to the public except for Sunday (to match the Library). Wearing of masks shall be encouraged but not required (no City of Deltona requirement). No student or other groups will be permitted larger than 10 individuals, or in keeping with Florida Department of Health recommendations. Will continue with expanded virtual learning opportunities.
- Marine Science to open to the public for normal operating hours with a limit of 50 guests in the building at any one time to facilitate social distancing. Wearing of masks shall be encouraged but not required (no Town of Ponce Inlet requirement). No student or other groups will be permitted larger than 10 individuals, or in keeping with Florida Department of Health recommendations. Will continue with expanded virtual learning opportunities.
- Green Volusia, Sustainability and Outreach (Explore Volusia) return to normal operations, with a limit of 10 individuals, or in keeping with Florida Department of Health recommendations.
- Water Sampling returns to normal operations.
- Endangered Species returns to normal operations.
- Masks and gloves have been issued to all staff who interface with the public with direction on use and maintenance.

- Administrative staff resumes normal business operations with limited remote work at discretion of the Department Director.

Planning and Development Services

Phase 1

- The counter in Room 202 is closed to the public. Customers can call to schedule an appointment to review their questions regarding permit activities.
- Zoning technicians rotate service at TCK. Two zoning technicians are allowed to work remotely to review permit and BTR applications. At least one zoning technician at TCK will handle calls, emails, and any public requests for meetings with staff.
- Planners are able to work remotely with rotating schedules for office presence.
- Land Development staff rotate so there is a member available in Room 202 to answer phones, emails and requests for meetings. The Land Development Manager oversees job duties as needed. The Development Review Committee (DRC) shall be subject to CDC guidelines and Executive Order for meeting limitations. Coordination is made with applicants in advance to ensure ability to join and participate via virtual software. All staff review and DRC meetings are held virtually via GoToMeeting. Public meetings have the virtual log-in information posted on the agendas that are posted on the County's website.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.
- Administrative staff (Staff Assistant II and Senior Staff Assistant) are allowed to work remotely and rotate for in-house activities.
- Planning and Land Development Regulation Commission (PLDRC) conducts virtual meetings. Coordination is made with applicants and public wishing to speak in advance to ensure the ability to join and participate via virtual meeting software.
- A permit drop box is provided outside of the TCK's main entrance and is checked frequently by permit technicians. A phone number is posted so that customers may call to notify that a permit has been dropped off for immediate pickup.

Phase 2

- Room 202 is open regular hours of operation for the public. Limitation on the number of customers and social distancing shall be based on County standards and CDC guidelines.
- Zoning technicians allow one zoning technician to work remotely to review permit and BTR applications. The division will have at least two zoning technicians at TCK to handle calls, emails and any public requesting meetings with staff.
- Staff returns to their assigned offices.
- Land Development staff returns to their assigned offices. The Land Development Manager oversees job duties as needed.
- The Development Review Committee shall be subject to CDC guidelines and County standards for meeting limitations. Coordination will be made with applicants in advance to ensure ability to join and participate via virtual software. All staff review and DRC meetings are

held with a virtual option via GoToMeeting. Public meetings have the virtual log-in information posted on the agendas that are posted on the County's website.

- Masks and gloves have been issued to all staff who interface with the public with direction on use and maintenance.
- Administrative staff (Staff Assistant II and Senior Staff Assistant) return to their assigned offices.
- Planning and Land Development Regulation Commission and Development Review Committee meetings in May and June are subject to CDC guidelines and Executive Order limitations.

Phase 3

- Room 202 continues regular hours of operation for the public.
- Zoning technicians, planners, Land Development staff and Administration staff resume normal operations.
- Masks and gloves have been issued to all staff who interface with the public with directions on use and maintenance.
- Planning and Land Development Regulation Commission and Development Review Committee resume normal meeting protocols with the assumption that the waiver of physical quorum of members is sunset.
- All staff review and DRC meetings continue to offer a virtual option.

Human Resources

Phase 1

- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- HR staff sees employees and applicants by appointment only.
- Use GoToMeeting for staff meetings and other meetings.
- New employee orientation is limited to groups of nine at a time (10 with the facilitator).
 - Temperature checks will be conducted for attendees.
- Wellness self-assessments for all employees entering the workplace include temperature checks for employees.
 - Employees take their own temperatures upon arrival at a checkpoint and record temperature in log.
- Employees must practice good hygiene, including handwashing and use of hand sanitizer stations.
- Employees may not congregate in breakrooms.
- Individuals in direct contact with the public must wear face masks; others may wear face masks if desired.
- Perform frequent cleaning of high-touch areas.
- Continue with accommodations for vulnerable employees*.

Phase 2

- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Continue accommodations for vulnerable employees*.
- New employee orientation resumes with larger groups. It remains in the Historic Courthouse training room with groups not to exceed what is allowable with safe social distancing.
 - Temperature checks will be conducted for attendees.
- Wellness self-assessments for all employees entering the workplace include temperature checks for employees.
 - Employees to take their own temperatures upon arrival at a checkpoint and record temperature in log.
- Use GoToMeeting for staff meetings and other meetings.
- Offices reopen to public for limited hours per day following County standards.
- Employees wear face masks in main areas, restrooms, hallways and breakrooms.

Countywide:

- Employees must conduct wellness self-assessments and temperature checks before entering the workplace.
- Communicate with employees about Volusia CARES and benefits available to assist them as they return to work.
- Require use of face masks for employees.
- Continue to work with departments on employee COVID-19 cases, contact tracing, return-to-work protocol, and leave time.
- Provide COVID-19 testing for employees who are exhibiting symptoms or have been exposed to a person positive for COVID-19.

- Business servicesContinue to work with departments regarding accommodations for vulnerable employees

Phase 3

- Resume regular work schedule.
- Resume regular operating hours to the general public.
- Maintain daily health self-assessments.
- Maintain plan if employee tests positive for COVID-19.
- Continue to promote good hygiene (handwashing, etc.).
- Continue to require employees who are sick to remain at home until they are well.
- Training resumes as normal.
- Break areas reopen to employees.

* Vulnerable employees are those defined by the CDC as high-risk. They include individuals 65 and older as well as those with underlying health conditions including high blood pressure, diabetes, chronic lung disease, obesity, and those who are immunocompromised.

After the emergency ceases to exist, Human Resources staff will:

- Review steps taken over the course of the pandemic and create a document for guidance going forward should we find ourselves in a situation of this magnitude in the future.
- Review data from this event. Review what worked and what did not work; define best practices.

Legal Services

Phases 1 and 2

- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Use GoToMeeting for meetings.
- Use of face masks is mandated.
- Revisit plan if an employee tests positive for COVID-19.
- Continue with accommodations for vulnerable employees*.
- Continue to promote good hygiene (handwashing, etc.).
- Continue to require employees who are sick to remain at home until they are well.

Phase 3

- Resume regular work schedule.
- Encourage use of GoToMeeting for internal and external meetings.
- Use of face masks may be encouraged or mandated.
- Revisit plan if employee tests positive for COVID-19.
- Continue to promote good hygiene (handwashing, etc.).
- Continue to require employees who are sick to remain at home until they are well.

* Vulnerable employees are those defined by the CDC as high-risk. They include individuals 65 and older as well as those with underlying health conditions including high blood pressure, diabetes, chronic lung disease, obesity, and those who are immunocompromised.

Ocean Center

Phase 1

- SPECTRA Food Services is preparing a nationwide COVID-19 recovery and reopening plan.
 - Scenarios under which food handling and serving protocols would be changed. For example, the days of folks serving themselves at buffets and each touching utensils and plates are gone for now. Options are available, but with only SPECTRA staff likely handling plates and utensils, etc., and serving items to customers.
 - The only self-serve options would likely be “grab and go” stations at concessions that offer individually packaged/wrapped items.
- Continue with enhanced sanitation protocols.
- Frequently clean touch services, including door handles, elevator cabs and handrails.

Phases 2 and 3 Health and Safety Guidelines

The health and safety of employees and guests is the Ocean Center’s No. 1 priority. These guidelines pertain to all Ocean Center employees and service partners.

- **Physical Distancing:** The OC Event Coordinator will work with the Event Planner on guidelines for each event. In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines or moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All meeting rooms will comply with local or state mandated occupancy limits. Non-contracted spaces will be monitored by security.
- **Hand Sanitizers:** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as entrances, stairs, elevator, escalator landings in OC public spaces.
- **Public Spaces and Communal Front of the House Areas:** The OC Operations staff conducts daily cleaning of all door handles throughout the building. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators and elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, all seating areas and tables.
- **Front of the House Signage:** Health and hygiene reminders will be placed throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.
- **Back of the House Areas:** The frequency of cleaning and sanitizing will be increased in high traffic back of house areas, with an emphasis on the employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices, kitchens, service desks and training classrooms.

- **Back of the House Signage:** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, appropriate use of gloves (in positions deemed appropriate by medical experts), hand washing guidance, appropriate sneezing and coughing protocols, and reminders to not touch their face.
- **Employee Health Concerns:** All employees' temperatures are checked on a daily basis. Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any COVID-19 symptoms on property are instructed to immediately notify their manager.
- **COVID-19 Training:** Employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for teams with frequent guest contact including environmental services, food and beverage, event operations, exhibitor services and security.
- **Personal Protective Equipment (PPE):** Appropriate masks and gloves will be worn by employees based on their roles and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the OC will be provided with a facemask and be encouraged to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined, including Operations and any public area attendants and security officers in direct contact with guests.
- **Case Notification:** If the OC is alerted to a presumptive case of COVID-19 at the OC, staff will work with Volusia County Human Resources Department and the Department of Florida Health to follow the appropriate actions recommended.
- **Daily Pre-Shift & Timekeeping:** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger divisions will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. The management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Public Protection

Public Protection divisions open and operating:

- **Fire Rescue:** Once the curve flattens (number of new cases and COVID-19 related deaths decline), resume day-to-day activities, open the Fire Training Center, and follow Centers for Disease Control (CDC) and Florida Department of Health (FDOH) social distancing and infection control guidelines.
UPDATE 9-23-20: Fire Rescue has resumed day-to-day activities and has implemented the following:
 - On and off-going employee screening
 - Face coverings are required when in direct contact with the public. Face coverings are encouraged at all other times and in-station within six feet.
 - Resumed training activities. Training center seating was adjusted to accommodate the six-foot rule.
- **Animal Services field operations:** Once the curve flattens (number of new cases and COVID-19 related deaths decline), resume normal operations following CDC and FDOH social distancing and infection control guidelines.
- **Emergency Management:** Transition from pandemic response to recovery/planning phase for second pandemic wave. Continue planning phase for hurricane season.
- **Emergency Medical Administration:** Once curve flattens (number of new cases and COVID-19 related deaths decline), resume normal operations following CDC and FDOH social distancing and infection control guidelines.
- **Emergency Medical Services:** Continue current response phase and planning. Follow CDC and FDOH social distancing and infection control guidelines. Plan for second wave of pandemic.

Public protection response, PPE and equipment resources considerations

- Face mask use is consistent with overall County protocols.
- Procure and secure stockpiles of personal protective equipment (PPE).
- Procure identified and needed equipment.
- Continue current Pandemic Plan implementation.
- Identify new mitigation strategies.
- Initiate response to resurgence of virus if or when this occurs.
- Continuous preparation for 2020 hurricane season.
- Plan and prepare for possible coinciding pandemic and hurricane season.

Animal Services Clinic

Phase 1

- The Trap-Neuter-Return program resumed April 20, 2020.
- Social distancing at the clinic is maintained.
- Face coverings are required when in direct contact with the public. Face coverings are encouraged at all other times.

- Face coverings are required of persons entering the facility.
- Drive-thru service for patient drop-off and pick-up is implemented to increase personal distancing. Residents remain in their vehicle throughout this process.
- Services for owned pets resumed May 4, 2020.
- Animal control officers are alerted when responding to households with quarantined persons and those testing positive for COVID-19. Officers refrain from entering homes unless responding to a direct threat to public safety. If entry is required, full PPE is required.

Phase 2

- The Spay/Neuter Program resumes.
- Drive-thru services for patient drop-off and pick-up continues to increase personal distancing.
- Social distancing within the clinic is maintained.
- Face coverings are required when in direct contact with the public. Face coverings are encouraged at all other times.
- Face coverings are required of persons entering the facility.
- Animal control officers are alerted when responding to households with quarantined persons and those testing positive for COVID-19. Officers refrain from entering homes unless responding to a direct threat to public safety. N-95 respirator and eye protection are required for entry into private homes.

Phase 3

- Normal operations resume at the clinic.
- Drive-thru service is discontinued, and residents are allowed in the building for patient drop-off.
- Social distancing at clinic is maintained.
- Face covering is encouraged.

Beach Safety and Ocean Rescue

Phase 1: Partial opening

- Suspend essential exercise restrictions for the beach, effective May 2.
- Sunbathing is permitted. CDC social distance guidelines are in effect.
- Beachfront parks and off-beach parking lots are open with limited capacity where necessary to ensure social distancing compliance.
- Groups must maintain 10 feet of social distancing.
- Groups of six or fewer will be allowed (larger if part of family unit).
- Coastal parks – Parking
 - Open coastal parks at partial capacity beginning May 2.
 - Open inlet parks at partial capacity beginning May 2.
 - Lighthouse Drive remains closed to parking.
 - Restrooms, splash pad, playgrounds and showers remain closed.
- Beach services
 - Prepare coastal and inlet parks with cones and barricades to restrict parking.
 - CFB will deploy all trash cans and restore routine servicing.

Phase 2: Beach remains open to full activities

- The beach remains open to full activities.
 - Beachfront parks continue to be open with increased capacity.
 - Distancing is encouraged in accordance with CDC guidelines.
 - Beachgoers are encouraged to avoid groups of more than 50.
 - Driving on the beach is allowed.
 - Cars must park at least 25 feet apart.
 - Face covering is encouraged.
 - Showers and restrooms may reopen pending guidance.
 - Port-o-Let services are maintained at appropriate levels.
 - Concessions and toll booths fully reopen.

Phase 3: Return to normal

- The beach remains open to full activities and normal operations.
 - Concessions and beach ramps remain open.
 - Driving on the beach is allowed, and on-beach parking restrictions are lifted.
 - Beachfront parks continue to be open.
 - Showers and bathrooms remain open.
 - Social distancing is encouraged.
 - Face covering is encouraged.
 - Port-o-Let services will be maintained at appropriate levels.

Corrections

Phase 1

- To reduce the spread of the coronavirus, the Corrections Division continues to practice social distancing.
- Employees continue to:
 - Conduct self-assessments before entering the jails, which requires a temperature check and answering a four-question questionnaire.
 - Use hand sanitizer and wash their hands with soap and water for at least 20 seconds.
 - Wear face masks when they are in direct contact with inmates and groups of other staff members. Those who do not have direct contact with inmates or groups of other staff members may wear a face mask at their discretion.
 - Avoid touching their eyes, nose and mouth with unwashed hands.
 - Cover their mouth and nose with a tissue or use the inside of their elbow when they cough or sneeze and then dispose of tissue.
 - Frequently clean and disinfect frequently touched surfaces with approved chemicals.
 - Avoid using other employees' phones, desks, offices or other work tools and equipment when possible.
 - Practice social distancing by avoiding large gatherings and maintaining a six-foot distance from others when possible.
 - Not congregate in break rooms or offices.

- Stay home if they do not feel well, have come in contact with someone else who is sick, or may be concerned about their own health.
- Notify their supervisor if someone they share a home with or a loved one is sick or may have been exposed to COVID-19.
- Inmates remain on a modified lockdown status, which means they are only allowed out of their cell on a rotating schedule.
- Inmates are allowed to communicate with their family through phone calls, messaging and video visitation. Each inmate will get a free 30-minute visit each week.
- Inmates must wear a mask while out of their cell or they will lose all of their out-of-cell privileges.
- Attorneys can access their clients through free video visitation.
- All outside visitation continues to be suspended.
- All persons entering the jails, regardless of status, must complete the self-assessment prior to entry.

Phase 2

- All outside visitation continues to be suspended with exception to non-contact visitation between attorney and inmate.
 - Allow external inmate field work.
 - Face coverings are required when interacting with public.
 - Inmates must conduct self-assessments before leaving for outside work.
 - Social distancing and face covering are maintained.
- Inmate and employee self-assessments are maintained.
- Fourteen-day quarantine continues for newly booked inmates.

Phase 3

- This phase is dependent on the progression of COVID-19 in Volusia County and medical's recommendation.
- Allow visitation to resume.
- Inmate and employee self-assessments are maintained.
- Fourteen-day quarantine is lifted for new inmates based on the recommendation of medical.
- Tier rotation may continue based on the recommendation of medical.
- CDC guidelines will continue to be followed for correctional institutions.
- Contact Attorney visits will be authorized on a case-by-case basis.
- All persons entering the jails, regardless of status, must complete the self-assessment prior to entry.

Public Works

General Business Operations

Phase 1

- Face mask use is consistent with overall County protocols.
- Follow CDC guidelines for social distancing, personal hygiene, contact surface cleaning, etc.
- Employees must conduct daily health self-assessments and take their temperature each morning.
- At-risk personnel continue to work from home.
- Telecommuting is allowed where feasible.
- Staggered shifts are in place to eliminate group gathering.
- Employees have been moved to alternate sites to reduce potential contact.
- Personal protective equipment has been distributed to staff.
- Protective measures are in place to maintain social distancing at customer contact areas, including scale houses and customer service areas.
- Public contact is by appointment with social distancing and masks required.
- Meetings are conducted remotely.

Phase 2

- Follow CDC guidelines for social distancing, personal hygiene, contact surface cleaning, etc.
- Employees must conduct daily health self-assessments and take their temperature each morning.
- At-risk personnel continue to work from home.
- Staff begins shifting from flexible schedules toward a return to their assigned offices.
- Staggered shifts are in place to eliminate group gathering.
- Displaced employees are reassigned back to their normal job sites.
- Maintain personal protective equipment availability.
- Continue protective measures to maintain social distancing at customer contact areas, including scale houses and customer service areas.
- Meetings are conducted remotely with some in-person meetings with social distancing.
- Public contact is by appointment with social distancing and masks required.

Phase 3

- Follow CDC guidelines for social distancing, personal hygiene, contact surface cleaning, etc.
- Employees must conduct daily health self-assessments and take their temperature each morning.
- Staff is working a normal schedule at the normal location.
- Suspend telecommuting except where specifically permitted by the Department Director.
- Maintain personal protective equipment availability.
- Continue protective measures to maintain social distancing at customer contact areas, including scale houses and customer service areas.
- Public contact is by appointment with social distancing and masks required.
- Remote meetings are optional.

Coastal Division

Phase 1

Coastal Parks

- Coastal and inlet parks are partially reopened.
- Playgrounds, splash pad, restrooms and showers are closed.
- Ramp and right-of-way parking is open.

Beach Services – reduced

- Beach ramps are closed with exceptions for ADA access.
 - ADA access ramps are open at Williams Avenue, Dunlawton Boulevard and Third Avenue.
 - Parking is permitted 100 yards north and south of open ramps.
 - Toll operations are open for ADA ramps only.
 - Grading of emergency and ADA ramps is conducted.
- Pick up trash (every county public access has at least one can that is serviced once a day).
- Collect ground litter.
- Concessions may return in conjunction with seasonal turtle protocols.
- Port-o-Let service is provided at the off-season level.

Phase 2

Coastal Parks

- Open inlet and coastal parks at full capacity.
- Restrooms, splash pad, playgrounds and showers are opened.
- Ramp and right-of-way parking remain open.

Beach Services

- Return to routine grading at seasonal levels.
- Deploy all trash cans and restore routine servicing.
- Staff collects ground litter.
- Ramps open to vehicles at seasonal levels with parking at 25-foot intervals.
- Parking markers are installed between conservation poles to establish 25 feet on center spacing.
- Port-o-Let service is provided at seasonal levels.
- Concessionaires are operating.

Phase 3

- Coastal and inlet parks are open.
- Ramps open to vehicles at seasonal levels, and on-beach parking restrictions lifted.
- Restrooms, splash pad, playground and showers are open.
- All services return to customary operations.

Water Resources and Utilities

Phase 1

- Service disconnections for nonpayment continue to be suspended.
- Late fees continue to be suspended.

Phase 2

- Evaluate status of customer accounts for delinquencies.
- Issue public notice to reinstitute late fees and service disconnections for nonpayment.
- Establish payment recovery plan for economically challenged customers.

Phase 3

- Normal billing and service operations resume.
- Utility payment recovery plans:
 - A customer may request extended payment terms for adjusted bills.
 - No penalties or interest will be added provided the customer continues to make payment in a timely manner and stays current with ongoing monthly utility bills.

Adjusted bill amount	Payment plan terms
\$100 to \$500	Up to 3 months
\$501 to \$1,000	Up to 6 months
Over \$1,000	Up to 12 months

FUTURE PANDEMIC PREPARATION

For the foreseeable future, COVID-19 will be a consistent threat to County operations and residents. The disease's emergence into society will continue to shape socioeconomic and political policies for months, if not years. Its spread has brought to light numerous systemic infrastructural and procedural shortcomings across private and public entities that must be re-evaluated and hardened for increased resilience and sustainability. Society must not settle to "build back" after the conclusion of the COVID-19 pandemic, it must strive to "build back stronger."



Scientists and health officials warn of future pandemics at an increasing rate due to several factors that must be addressed. Factors like human-induced climate change, mass deforestation, animal agriculture, globalization and increasing growth of human population centers will contribute to greater chances of another pandemic involving a novel virus or some other type of contagion. International, national and local leaders must be prepared with mitigation strategies outlined over the short term.

Given its location as a tourist destination, Volusia County is more vulnerable to infectious diseases than many other counties in Florida. County staff should consider and review the following steps to help lessen the impacts of a future outbreak and lead to a quicker recovery.

Virus hardening of county facilities

- As noted in this report, the County will continue to investigate UVC technology and implement where appropriate. Facilities that see the most public engagement and travel, or are utilized by first responders, are being assessed as a first priority for UVC installations. Such systems could include the installation of permanent UVC lighting systems built in alongside existing LED lighting platforms. These installations could be turned on after hours for deep cleaning procedures on a regular basis. UVC systems should also be considered for installation inside building air handlers to kill airborne irritants and contagions such as mold, fungi and viruses.
- All County facilities and their occupants should have easy access to face masks and hand sanitizing stations.
- Implement permanent social distancing practices.

Create a resilient workforce

- Encourage employees to continue practicing good hygiene and stay home when they are sick.
- Continue to encourage employees to exercise and follow good nutrition.

Communications with medical professionals

- Continue to collaborate with the Florida Department of Health – Volusia County to identify risks and disseminate important health information.
- Maintain close communications with local medical leadership to understand the impact on local hospitals, clinics and health care professionals.

Create local community response

- Support food, rental assistance and other basic needs.
- Consider second phase of grants, loans and rental assistance to support small businesses.
- Promote testing resources and strong contact tracing protocols.
- Support maintained supply chain for the community.
- Support acquisition and distribution strategies for medical resources with hospitals and providers.
- Maintain awareness of innovations and resources (antibody testing, vaccines, etc.) as they become approved and available.
- Coordinate with municipalities for consistent service delivery and safety protocols.