Rutherford County Government

ADAPT & ADVANCE: NCACC 113TH ANNUAL CONFERENCE

Building and Fire Inspections
Sheriff's Office
Emergency Medical Services
Animal Control
Planning Department
Register of Deeds Office
Department of Social Services
Senior Center
Solid Waste Department
Human Resources
Parks & Recreation
911 Operations
Veterans Services
Airport
Transit
Board of Elections
IPDC
Rutherford County School System
Isothermal Community College
Public Works
Court Services
The citizens of Rutherford County
Information Technology
Soil & Water
NCSU Extension Office
Revenue Department
Finance Department
County Administration
Emergency Management
Regional Health Department
Library System
Non-Profit Funding
Economic Development

- Contingency planning is critical
- No “one size fits all” policy – Flexibility required
- Continuity and consistency of messaging critical

PURPOSE:
Rutherford County Government operations provides emergency/public safety and other mandated services that must be performed, or rapidly and efficiently resumed, in an emergency. This document establishes policy and guidance and assists all departments with the ability to determine risk assessment across service lines to ensure the execution of the essential functions for Rutherford County Government operations in the event that an emergency in our service areas threatens or incapacitates operations.

SCOPE:
The plan is applicable to all Rutherford County Government departments and personnel.

POLICY:
It is the policy of Rutherford County Government to respond quickly and offer mandated services at all levels in the event of an emergency or threat, to include human, natural, and other emergencies or threats, in order to continue essential internal operations and to provide support to our citizens, emergency management and response agencies, our community partner agencies and service providers that may be affected by the emergency.

The objectives of this plan are as follows:

- Maintain command, control and direction during emergencies;
- Reduce disruptions to operations;
- Protect essential facilities, equipment, records, and other assets;
- Assess and minimize damage and losses;
- Provide organizational and operational stability;
- Facilitate decision-making during an emergency;
- Achieve an orderly recovery from emergency operations;
- Assist affected employees and their families;
- Provide for the line of succession to critical management and technical positions;
- Provide resources and capabilities to develop plans for restoring or reconstituting regular activities, depending upon the scope, severity, and nature of the incident; and,
- Fulfill the agency's responsibilities in local, regional and state emergency operations plans and agreements with local emergency response and management and community partner agencies.

Utilization of a layered effect: Infection Control, Work plan Protection, Community Mitigation, and Essential Tasks create multiple layers of protective measures against exposure to lower respiratory viruses for employees and citizens we interact with.

STANDARD OPERATING PROCEDURE

Infection Control:

- Frequent handwashing and hand sanitizer use
- Cover your cough into your elbow
- Practice social distancing

Workplace and Staff Protection:

- Encourage sick employees to stay at home.
- Cancel all none essential/required work related out-of-county, out-of-state and international travel.
- Sanitize and disinfect all facilities and work spaces twice a day.
- Keep work surfaces and equipment disinfected. Pay special attention to common surfaces such as phones, door handles, copiers/printers, steering wheels, electronic equipment (with approved electronic device cleaner), etc.
- Use technology for updates and information exchange instead of in-person meetings. Conference calls will be utilized when possible for admin and staff meetings.
- Limit non-business-related office visits from family and friends. Obtain Supervisor approval for necessary visits.
- Wear personal protective equipment where indicated for specific specialized jobs (e.g., EMS, Transit, Sheriff's Office, etc.).
- Clean equipment and uniforms on high temperatures if soiled with potentially infectious materials or you or your staff have been in close proximity to others who may be exhibiting signs of a fever, heavy coughing or other signs of infection.
- Ensure that all county vehicles are equipped with hand sanitizer and wipes.
- Early recognition of employees that are ill is important to protecting your entire staff. Contact the Human Resources Director if the Health Department or other local health provider is requesting that an employee self-quarantine/isolate or if greater than 10% of your agency workforce is unable to come to work due to being symptomatic or they are self-quarantined.

Community Mitigation:

- Isolation, treatment, voluntary home quarantine of those with confirmed or potential lower respiratory illness (fever with a cough or other signs of illness)
- Voluntary closure of non-essential business functions / consider telework when appropriate. Special consideration: High risk populations such as those who are older than 65 or have cardiac/respiratory issues, diabetes, and/or a compromised immune system.

Essential Operational Tasks and Functions:

Essential Personnel:
All County Government personnel are classified as essential personnel during a State of Emergency especially our emergency services/public safety staff and staff who operate within a department that provides mandated services and must maintain public access.

Risk Assessment and Continuity Planning for Essential Services:

Department/Office	Director/Appointed or Elected Official Name
Task	**Comments/Action**
Define your customer base (who do you primarily serve and who accesses your services?) that your staff are exposed to daily.	☐ 0-5 ☐ 6-18 ☐ 19-30 ☐ 31-50 ☐ 51-65 ☐ Over 65 ☐ All age groups Comments:
Define the core function of your department/office and the primary services offered.	
Define the average number of people who may visit your office on any given business day.	
Number of personnel (please attach a copy of your organization chart and staff emergency contact list).	• Full-Time: • Part-Time: • Reserve/On-Call/Back-up: • Inmate Labor:
List the number of staff that you have that work out in the field and their primary function.	
List the number of staff you have cross-trained for other functions.	• # of staff cross-trained: • Functions staff are cross-trained for: • Gaps in functions where staff are not cross-trained:

	• Define your plan for covering these function areas when primary and cross-trained staff are not available:
Define whether offering flex schedules (even after hours) is possible for your staff who are struggling with balancing work and childcare due to school closures or other familial disruptions.	
Define the specific skills and certifications necessary for your staff to perform their tasks within your operations.	
Define the staff positions you manage that utilizing an employment/professional staffing service may be an option.	
Define whether your department/office provides services that continuity of service and access to services is required or mandated by federal or state law or local ordinance or by virtue of being defined as emergency/public safety services.	☐ Yes ☐ No ☐ Some, but not all services Comments:
Define what access to services you offer on-line and list the web address for these services.	Available on-line services: • • • • How will you disseminate this information to the public (e.g., website, media, social media, etc.)?:
Define what areas within your facilities you can restrict customer/client access and whether you could restrict access to the facilities and services	

temporarily if this became necessary.	
Define staff who could conceivably work from home and/or telework.	What obstacles prevent your staff who could work from home or telework from doing so?
Define what other agencies and/or other local governments that you have interlocal agreements with, a working Memorandum of Understanding or partnership with who can provide back-up/support for some services if needed.	
Define any federal and/or state resources that may be available if you have a temporary staff reduction.	
Other than County Administrative staff, list your primary federal, state and/or local program oversight contacts and their contact information in the event of an emergency.	
Define your department/office Order of Succession in the event that you or members of your leadership team are unavailable during an emergency.	
Define the minimum number of staff required to ensure completion of core tasks and functions for each service area you manage.	•

	Comments:
Define any predictable changes/modification in your operations that may be necessary based on a 25% or greater reduction in staff.	
Define any specific technologies and facilities needed to replicate operations external of your current work environment if this becomes necessary.	
List the essential supplies, equipment and vendor services (paper products, equipment, electronic, software, etc.) necessary for you to maintain operations and who your supplier/vendor is.	Essential supplies, equipment and vendor services: Suppliers/vendors: Backup suppliers/vendors:

Summary:

Current risks/obstacles:	•
Strategies for maintaining continuity of services:	•

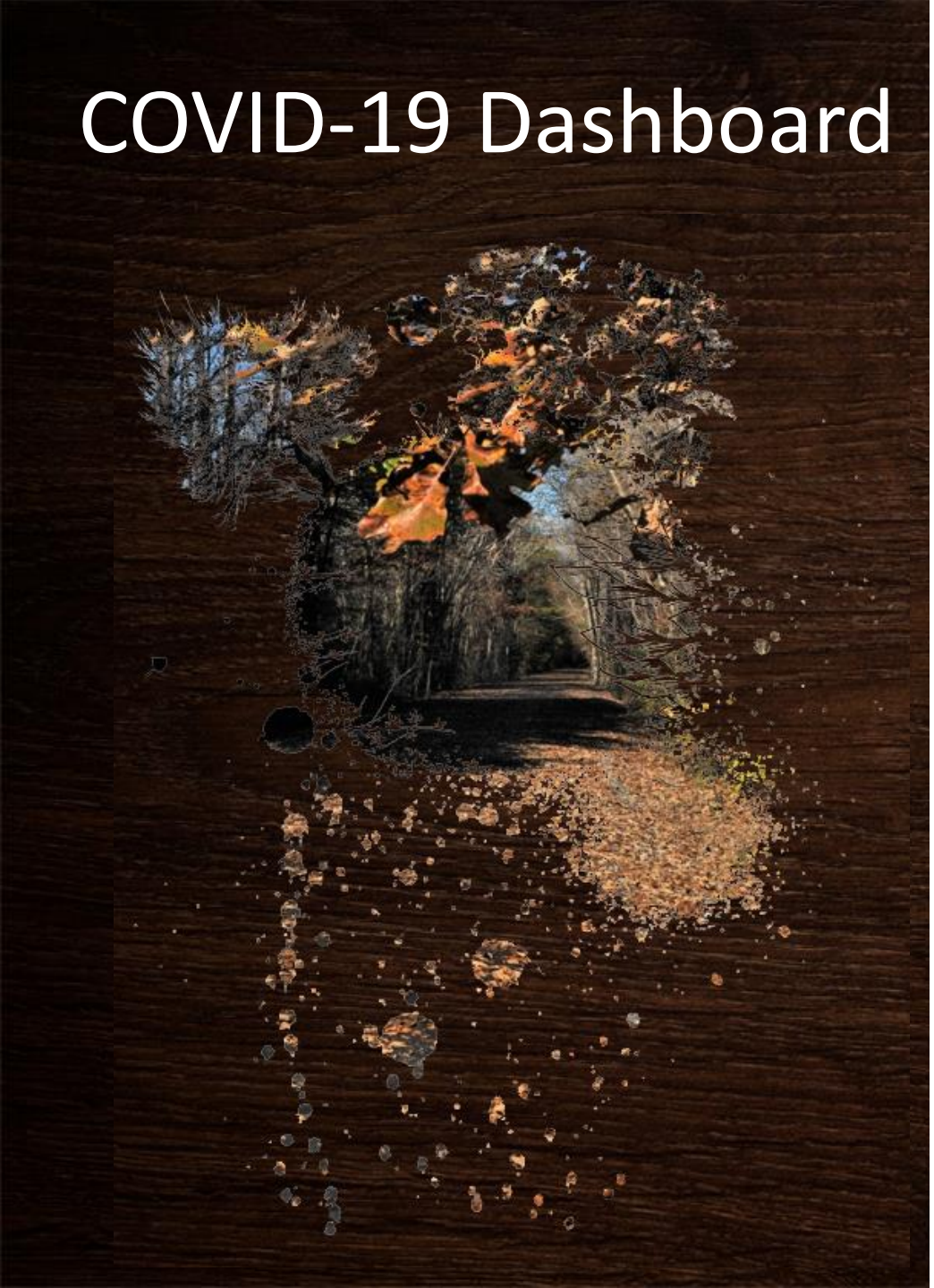
Community Incident Response Team

- Formation of Community Incident Response Team
  - Objectives:
    - COVID-19 Updates – Health Department and Emergency Management/EOC
    - Perform risk assessments – Identify and close gaps in services
    - Identify resource needs
    - Share best practices
    - Public communications
  - Team Members:
    - Health Director
    - EM Director
    - Federal, State, and Local Elected Officials
    - Towns, County Departments and COG
    - Community, health and human services reps
    - Public safety and emergency services reps
    - Education systems
    - Justice system
    - Philanthropic, non-profits and faith based
    - Business & tourism sectors
    - Public utility service providers

Enhancing COVID-19 Communications

- Social Media communications
- Public news media communications
- Mobile alert notifications
- Comprehensive Dashboard

COVID-19 Dashboard



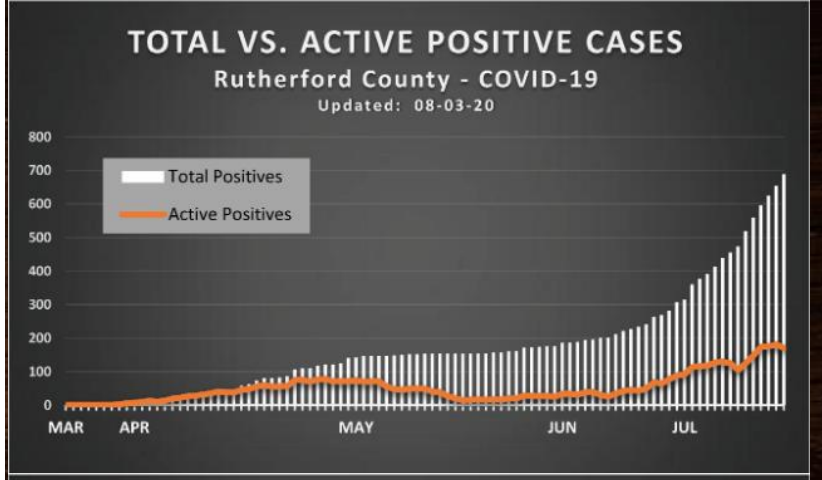
COVID-19 DAILY STATISTICS

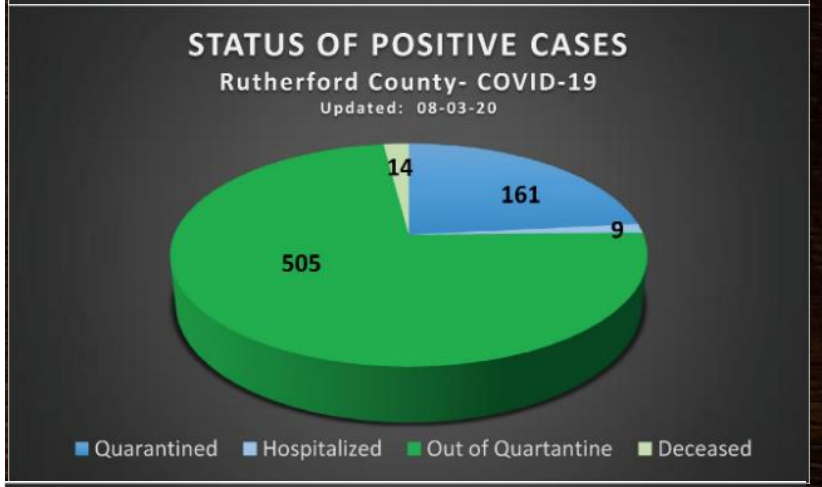
RUTHERFORD COUNTY

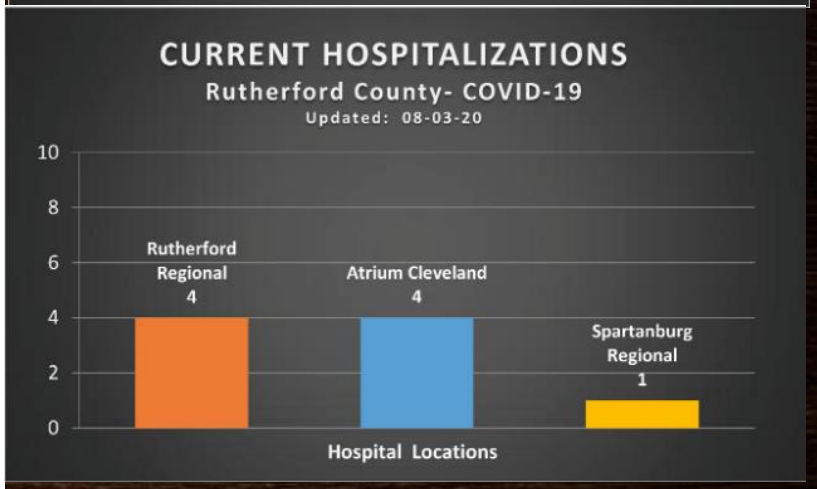
Data Source: Foothills Health District

AUGUST 3, 2020

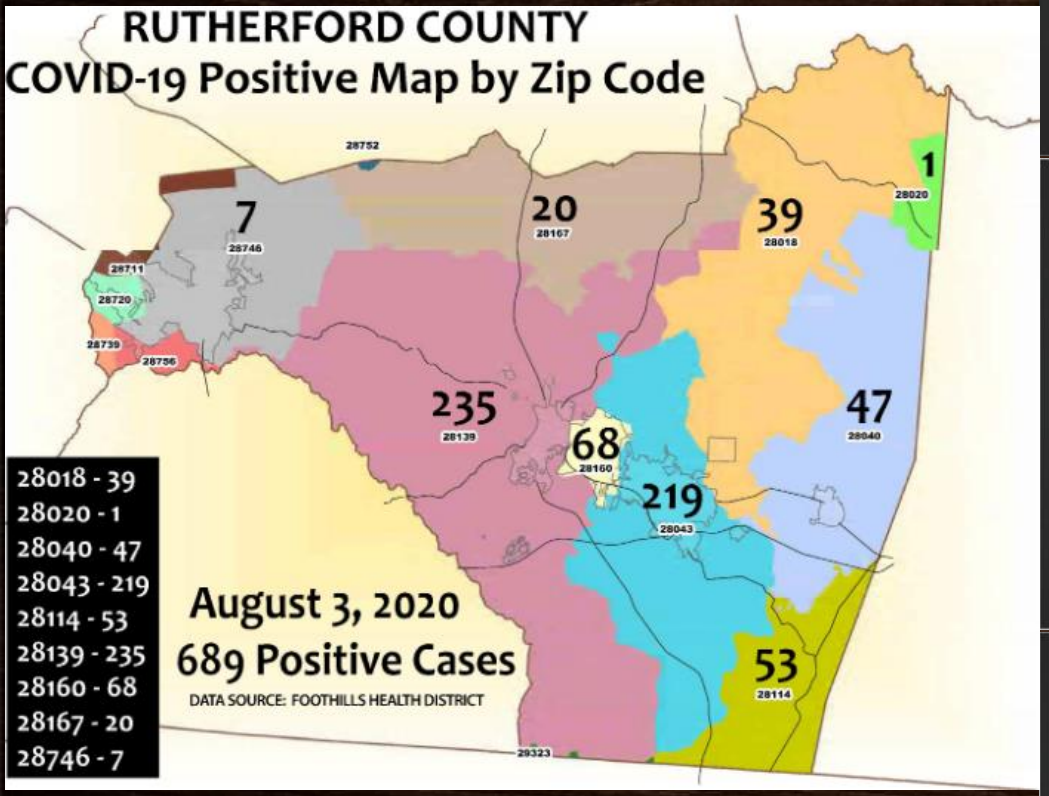
Total Tested		8,392
Total Negative Tests		7,317
Total Pending Tests		386
Total Positive Tests		**689**
Percent Positive of Individuals Tested		8.2%
Households Affected		442
Quarantined at Home		161
Quarantined at Hospital		9
Ages (25-49)	3	
Ages (50-64)	5	
Ages (65+)	1	
Total Active Positives		**170**
Out of Quarantine		505
Deceased - Total		14
Ages (25-49)	1	
Ages (50-64)	4	
Ages (65+)	9	
Breakdown of Positive Cases by Category		
Female		359
Male		330
Ages (0-17)		64
Ages (18-24)		89
Ages (25-49)		273
Ages (50-64)		167
Ages (65+)		96
28018 (Bostic)		39
28020 (Caser)		1
28040 (Ellenboro)		47
28043 (Forest City)		219
28114 (Mooresboro)		53
28139 (Rutherfordton)		235
28160 (Spindale)		68
28167 (Union Mills)		20
28746 (Lake Lure)		7
American Indian		2
Asian		3
Black		149
Hispanic		78
Pacific Islander		1
White		456

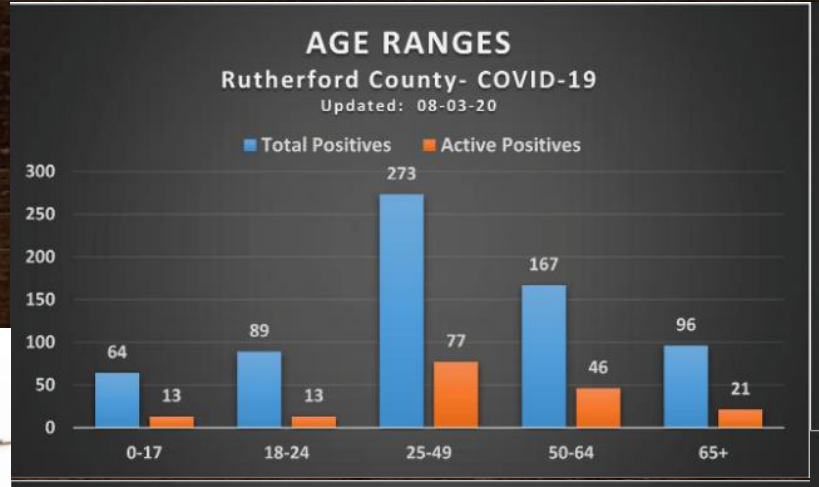


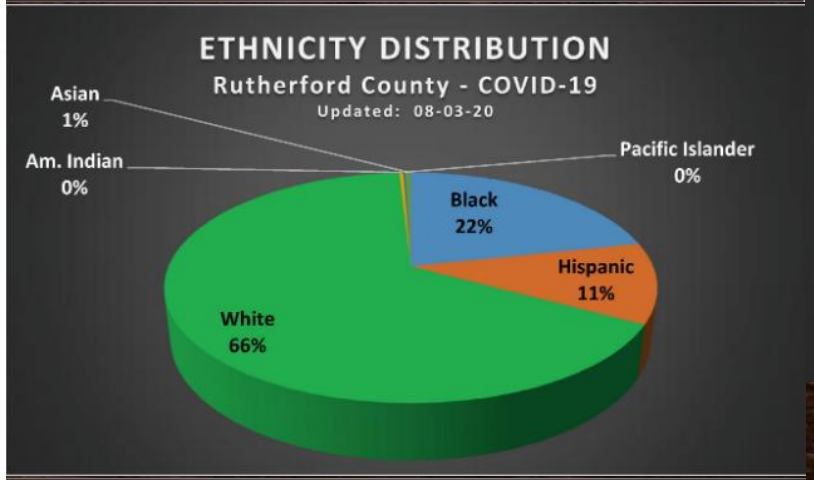


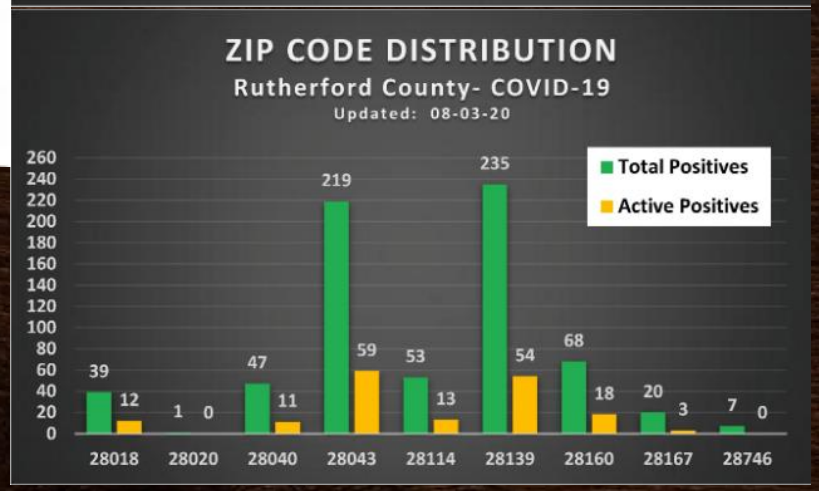


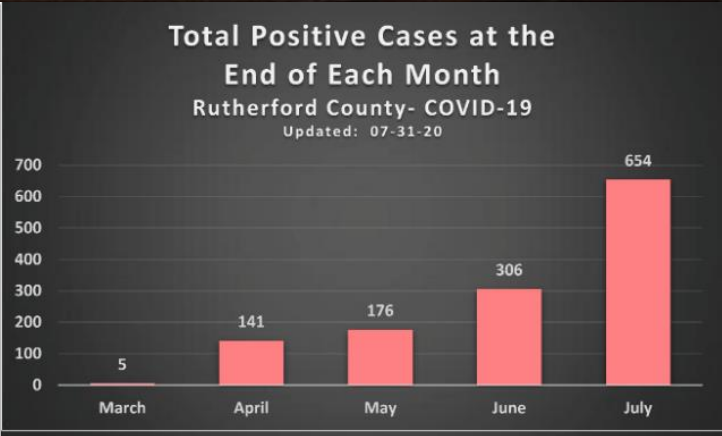
COVID-19 Dashboard

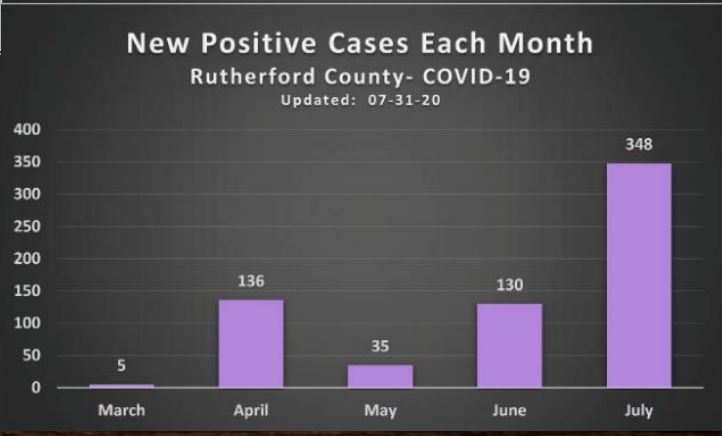








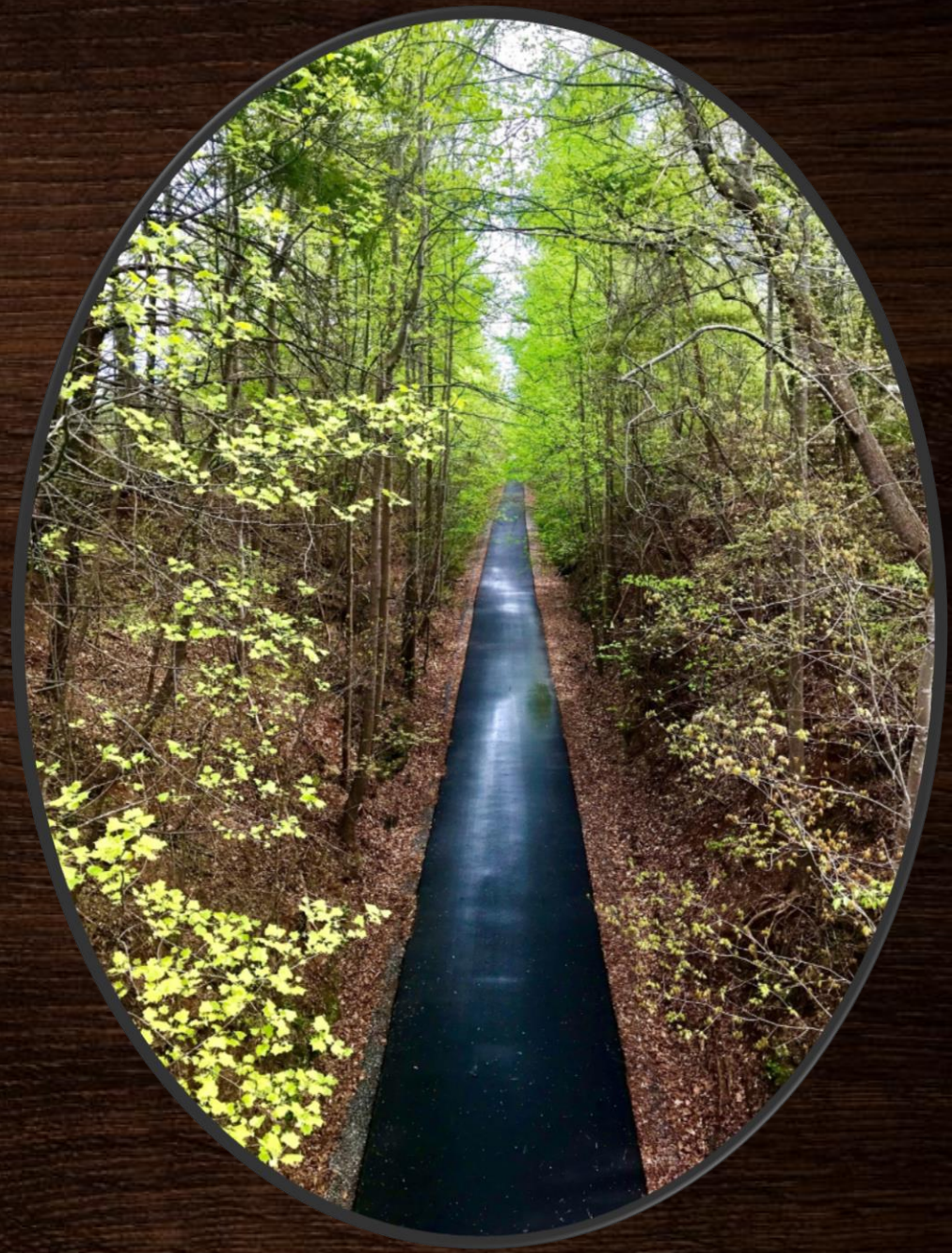




Rutherford County

Adapt & Advance: NCACC 113th Annual Conference

Steve Garrison, County Manager

steve.garrison@rutherfordcountync.gov

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