

COVID-19 PANDEMIC RESPONSE PLAN (Plan)

Town of Queensbury, NY

Adopted by Town Board: Monday, March 16, 2020

Revised Wednesday, March 18, 2020

Revised Monday, March 23, 2020

In effect: Monday, March 16 to Friday, April 17, 2020

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INTENT & PURPOSE

In an effort to keep our workers, visitors and residents healthy, and mitigate the migration of COVID-19, Town Board and Town Managers have developed policy and protocol in regards to restricting building use and on-campus social gatherings.

LEGISLATIVE ENACTIONS

- March 23, 2020, Town Board ratifies adoption of this revised Plan.
- March 18, 2020, 11:15 AM the Town Supervisor issued a Declaration of a State of Emergency, in accord with New York State Executive law Section 24; in order to take whatever steps are necessary to protect life and property, public infrastructure and provide such emergency assistance deemed necessary in the Town of Queensbury related to the Coronavirus 2019 (COVID-19) Pandemic and the threat of travel-related cases and community contact transmission of COVID-19.
- March 16, 2020. Town Board Resolution recognizing the pandemic and need to adopt plan – COVID-19 Pandemic Response Plan to help deal with this emergency situation. Authorizes Town Supervisor to make modifications to the Plan as he determines that in his discretion are necessary as the situation changes and further information becomes known, with the Town Board to later have the

MEETINGS

- March 16, 2020. Emergency Town Board/Department Managers meeting.
- March 17, 2020. Emergency Town Board/Department Managers meeting
- Attendees: Town Board members, Department Managers, CSEA Representative, Safety Officer, Activities Center Management, Town Supervisor Executive Assistant, Town Court Judges and Others.

TOWN OFFICE AND HIGHWAY DEPARTMENT BUILDINGS:

- As of March 17, 2020, closed to the public.
- Residents are encouraged to do town business via phone, email or website.
- All others must make appointments with the department they seek to have business with. See website for contact information.

WATER BUILDING:

- Water Department is closed to all outside visitors unless by appointment. Doors will be locked after 8:30AM.
- Public Water Samples will be dropped off in the Vestibule. Private Water Sample will not be accepted.

DEPARTMENT CONTACT INFORMATION – TOWN & PUBLIC

- ASSESSOR – Tammie Landers: 518-761-8244 tammiel@queensbury.net
- BUILDING & CODES --Kate Deck: 518-761-8256 kated@queensbury.net
- PLANNING/ZONING – Maria Gagliardi: 518-761-8219 mariag@queensbury.net
- CLERK – Caroline Barber: 518-761-8234 carolineb@queensbury.net
- COUNSEL – Pam Hunsinger: 518-761-8251 pamelah@queensbury.net
- ACCOUNTING – JoAnne Watkins: 518-761-8239 joannew@queensbury.net
- PARKS & REC – Main #: 518-761-8216
- SUPERVISOR – Victoria: 518-761-8229 victorial@queensbury.net

PROTOCOLS: TOWN FACILITIES, EMPLOYEES AND TOWN-RELATED ACTIVITIES

From this day forward, until otherwise permitted, the following protocols will be followed:

- Every effort will be made to maintain the recommended six foot social distancing.
- Employee gatherings that violate recommended social distancing are prohibited.
- In accord with the Centers for Disease Control and Prevention (CDC), employees who have symptoms of acute respiratory illness are recommended to stay home and not come into work until they are free of fever (100.4 F or greater using an oral thermometer), sign of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
- Committee meetings or more than ~~four~~ six attendees in the Supervisor's Conference Room will be prohibited. Of course, remote meetings/conferences are permitted and encouraged. (Live streaming of meetings is being investigated)
- Town Board (including workshops) meetings will be held in the Activities Center:
 - One person at a time only will be permitted to use the public microphone. Sanitized wipes will be located adjacent to the microphone and the most recent user will be asked to wipe the microphone and take the wipe with them when finished.
 - An additional table will be added to accommodate additional distance between Town Board members.
 - Public will be encouraged to view the Town Board meeting's resolutions on line, town website.
- Other meetings of town employees/visitors/etc. are allowed but limited to six, if a distance of about 6 foot separation can be maintained.
 - Any town functions that could violate the social distancing standard are prohibited, that includes cookouts, department meetings, etc.
- Department Managers will work with the Town's Building & Grounds Department to assure that all door knobs and handles that are used by employees/visitors/etc. are periodically sterilized.
- All counters and desk tops accessible and used by the public:

- Must be wiped sterilized periodically.
- Must post signage that informs visitors that social distancing standard of six foot is to be followed; whether in line or at the counter.
- Avoid sharing pens and pencils.
- When cash money or documents transfer occur, sterilize hands immediately after and before next transaction.
- COVID-19 related information posters will be placed in prominent places on all public access doors and employee work areas.
- Employees who have fever, cough, difficulty breathing or shortness of breath or bluish lips or face should stay home and avoid public places.
- Employees will avoid touching others, sharing dishes, glasses, cups, eating utensils, towels and pets.
- Employees will regularly wash hands with use soap and water and hand sanitizer: Especially before and after eating; after sneezing, coughing or nose blowing; after using the restroom; before handling food; after touching or cleaning surfaces that may be contaminated; after using shared equipment and supplies.
- Employees will be accommodated if:
 - In accord with the Governor's
 - COVID-19 related school closings require home care of their young children and/or they or other family members need care because of their COVID-19 sickness.

MEETING CANCELLATIONS

- ALL Planning Board and Zoning Board of Appeals meetings are herewith cancelled until further notice.

EMPLOYEE HEALTH

- Employees are being instructed to not report to work if they are sick. If ill, stay home and report such to your Department Manager.
- Town Managers will make their department's employees informed as to the following:
 - Town employees are encouraged to take advantage of virtual doctor visits, available through their health plan if they require medical services for common health conditions.
 - The New York State Department of Financial Services (DFS) issued a directive requiring private health insurers in New York to make COVID-19 testing free for patients by waiving any out-of-pocket costs. This includes any fees associated with testing for novel coronavirus including emergency room, urgent care and office visits to an in-network health care provider for the purpose of being tested for COVID-19. On March 11, 2020 the IRS issued Notice 2020-15 advising that High Deductible Health Plans (HDHP's) can pay for COVID-19 testing and treatment before plan deductibles have been met.
- All copays related to COVID-19 testing and treatment will be reimbursed, if not waived by the provider.

SECURITY

- The public intending to use the Town Office building will be restricted to using the northern front entry, the entry monitored by security.
- Town Security will account for the visiting public; in that each person attending will be documented, this includes the following: name, destination, and time entering and leaving. All visitors as of March 19, 2020 will be expected to make appointments prior to their visit to the announced limited access buildings.
- All departments who have appointments will share those with security; please supply security with the following information: who, what time, etc.
- Will visually observe persons entering the building; Fever, cough, difficulty breathing or shortness of breath or bluish lips or face may be symptoms of COVID-19. At a distance of 6 feet, security will interview the suspect. If, through observation and interview, it is determined that the visitor may be ill, they will be asked to leave the premises.
- Screening questions:
 - Do you have a fever and/or respiratory symptoms, like a cough or difficulty breathing?
 - Did you travel outside the US in the last 14 days?
 - Did you have contact with someone with possible COVID-19 in the past 14 days?

WATER/WASTEWATER DEPARTMENT

- Water Department is closed to all outside visitors unless by appointment. Doors will be locked after 8:30AM
- Public Water Samples will be dropped off in the Vestibule. Private Water Sample will not be accepted.
- Installing/changing out meters in private residences will be prohibited.
- The public will be allowed to drop samples off, filing for permits and apply for water service if the above practices are abided by.
- The water department must remain manned, therefore will have to adopt proper practices that will limit COVID-19 exposure and at the same time insure its role in Public Health.
- The Town's COVID-19 Response Plan was distributed Tuesday to all water and wastewater employees.
- All doors are locked except for one entry – to enable the reception of municipal water samples.
- Employees asked to abide by social distancing and Response Plan.
- New customers and seasonal install of meters will be allowed (other than meter emergencies)

TOWN COURT

- In light of the State of Emergency declared by Governor Cuomo regarding the COVID-19 virus and pursuant to the recommendations and Order of Chief Administrative Judge Marks dated Sunday March 15, 2020, and related orders thereafter the Queensbury Town Court is postponing all non-essential court functions through at least April 13, 2020 and adopting the following procedure: Effective immediately, and continuing through April 13, 2020, with the exception of the events listed below, all in-person court events for civil and criminal dockets are adjourned and will be rescheduled EXCEPT: Arraignments or matters involving Order of Protection, Hearings, or other proceedings granted on motion in consultation with the Administrative Judge. If you are scheduled for any matters including Arraignment, contact the court at the number posted below for information on how to proceed. The above matters may be heard in a “Specialty Part” of the Warren County Courts at 1340 State Route 9. All other matters, call the number listed below for instructions on how to proceed. (Also, if you are a party in a case and have an attorney, call your attorney immediately and report your situation). Please be patient with our expected call volume. Notices of Adjournment, Appearance, or re-scheduled Court dates will be sent to attorneys of record or via US mail and, where possible, in accordance with form UCS-517. If your mailing address needs to be updated with the court, please call the number: 518-745-5571
- The Town Judges continue working with the NYS Court System/Office of Court Administration (OCA) and the Governor’s Office in an effort to address the abatement of the migration of COVID-19.

HIGHWAY

- Breakroom meeting and other potential group gatherings/occasions must meet the directives of this Plan.
- Two persons per vehicle only.
- Administration and all other Highway Department Buildings are closed to the public.
- The Town is participating in the Warren County’s mutual highway aid program.

TOWN CLERK

- NOTICE: If you are here to make a PAYMENT IN CASH for taxes, water/sewer bills, or dog licenses, please call (518) 761-8234.
- US Post Office Postmaster contacted. Daily carrier needs to contact the Town Clerk's Office upon arrival and be met by a Town Clerk employee to exchange out-going mail and our in-coming bins. It is the Town Clerk's position that maintaining the flow of mail is an "essential" process.
- FedEx, UPS, DHL, and USPS* will be asked to call the Town Clerk's Office prior to deliveries and an employee will meet them at the front door.

ACCOUNTING

The following rules have been adopted:

- Please use the mail box to drop off items for Accounting
- Retirees have been notified to mail health insurance payments and to make an appointment if they need to conduct other business with Accounting as staffing may be intermittent
- VOUCHERS: Please process in multiple batches and leave in mail box. They will be processed for the next warrant date unless there is an issue.
- PAYROLL: Please finalize by 9am on Mondays, if at all possible. If payroll is locked prior to you finalizing your Department's payroll, hours will be paid in the next check. If you know you are missing hours for an employee, please advise Maura and/or Denise first thing on Monday.
- Use the phone, email and scanning systems to communicate as much as possible

ACTIVITIES CENTER/QUEENSBURY SENIORS

- All Queensbury Senior Citizens activities and programs are suspended.

PARKS & REREATION

- The department is suspending all scheduled recreational programming and activities indefinitely. This cancellation includes the remainder of all current programs and any upcoming programs that may have been slated to begin over the next few weeks to a month.

POSTERS/SIGNS

- POSTER #1
 - To be placed on Town's website, Facebook and all doors used by the public:
 - NOTICE TO VISITING PUBLIC (valid to April 17, 2020)
 - To better abate the spread of COVID-19, please avoid direct visits to town facilities.
 - Please consider using phone, mail and email, website or depository box:
 - Town phone: (518) 761-8200
 - Town address: 742 Bay Road, Queensbury, NY 12804
 - Town website: www.queensbury.net
 - Town depository box is located adjacent to south entry Town Office building.
 - Public use of Town facilities will be strictly limited – if you must physically visit a town facility, please make an appointment.
- POSTER #2 (To be placed in the Activity Center Library on the entry doors)
 - NOTICE to activities/meetings being held in Activities Center.
 - No more than 20 audience attendees at any one time.
 - 6 Foot social distancing must be maintained at all times.
 - Activities Center Library area must also abide by these rules.
- POSTER #3
 - Informative/symptoms, etc.
- POSTER #4
 - STOP, BUILDING CLOSED TO PUBLIC, PLEASE CALL TO MAKE APPOINTMENT
- TOWN CLERK NOTICE: If you are here to make a PAYMENT IN CASH for taxes, water/sewer bills, or dog licenses, please call (518) 761-8234. We will make immediate arrangements
- POSTER: DEPARTMENT CONTACTS:
 - ASSESSOR – Tammie Landers: 518-761-8244 tammiel@queensbury.net
 - BUILDING & CODES --Kate Deck: 518-761-8256 kated@queensbury.net
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TOWN/DEPARTMENT PLAN TO REDUCE EMPLOYEE EXPOSURE TO THE COVID-19 VIRUS

DEPARTMENT MANAGERS PLANS TO EFFECT GOVERNOR'S EXECUTIVE ORDER # 202.4: "Any local government or local subdivision shall, effective March 17, 2020, allow non-essential personnel as determined by the local government, to be able to work from home or take leave without charging accruals, except for those personnel essential to the locality's response to the COVID-19 emergency. Such non-essential personnel shall total no less than fifty-percent (50%) of the total number of employees across the entire workforce of such local government or political subdivision.

- ACCOUNTING: Staff schedules and regular hours will be reduced; to accommodate needs, some staff will rotate schedules. Staff will be working remotely whenever possible. Staff will be in the office to process payroll and vouchers as necessary.
- ASSESSMENT: The assessor and appraiser will continue to work full time. All other workers (2 full-time and 2 part-time) will be asked to stay at home; work from home if possible.
- BUILDING & CODES: Staff will be asked to work from home or other remote locations.
- BUILDING & GROUNDS: Because cleaning and housekeeping measures that are required to best respond to the COVID-19 mitigation efforts. However, Building & Codes will cut everyday staff by half, alternating every other week.
- CEMETERY: Everyday staff will be halved and schedules alternated.
- CLERK'S OFFICE: Hours will be from 9 a.m. to 3 p.m. with appointments from 10 a.m. to 2 p.m. The 1st Deputy Town Clerk and 1st Deputy Tax Receiver will be working 4 hours each day for the forthcoming week. The records staff will be home and utilized on an as-needed-basis. The rest of the staff are considered non-essential and will be home.
- COURT: At least two staff members will remain home and placed "on call," or will otherwise "work from home."
- HIGHWAY: All non-essential employees as of March 18, 2020 will be told not to report to work until April 1, 2020 (about 30 employees). All employees must be available for call in emergencies. Employees who are at risk because of pre-existing illness, family illnesses that need attending to, and those employees who may have been in contact with an infected person will be asked to remain home and will not be on call in list.
- LEGAL: Staff will work flex time, reduced hours, on non-essential days and full time on essential days.
- PARKS & RECREATION: Reduce Town Office building staff from five to two – some staff will work remotely with laptops and communicate electronically. 175 employees involved with the Town's parks & Recreation activities will be asked to stay at home.
- PLANNING & ZONING: Staff will alternate work; work every other day.
- SUPERVISOR'S OFFICE: Two non-essential employees (school crossing guards) will be asked to stay home.
- TRANSFER STATIONS: One employee, who due to health issues is an at-risk" employee, will be asked to stay home. Two full time and three remaining part time workers will have reduced schedules. Transfer Station hours will be reduced to half days with the

hours 7:45 AM to 11:30 AM. Ridge Road Transfer Station will be open Tuesday, Thursday and Saturday. Luzerne Road Transfer Station will be open Wednesday, Friday and Saturday.

- WATER/WASTEWATER: Both Water Maintenance Supervisors will be home dispatched as needed. One has permission to take home a vehicle. I have given the other Maintenance Supervisor permission to take a vehicle home. Wastewater will only have the Working Supervisor reporting to 823 Corinth Rd. Building Maintenance will only have one individual reporting to work. The Lab Operator will not report to work. The Principle Account Clerk will not report to work. Alex Benway will not report to work.

TELEMEDICINE/LIVE HEALTH ON LINE

- Employees are encouraged to set up an account for telemedicine, prior to any symptoms.
- Using telehealth offered through your health plan may lower your risk of getting sick or exposing others to illness. We strongly urge you to not to wait and register until you are feeling ill. The first step is going directly to www.livehealthonline.com where you can complete the registration process. Once you register, you will be able to video visit a doctor online all within the privacy and safety of your home. Please call all toll free at 1-888-LiveHealth (548-3432) or email help@livehealthonline.com if you have any problems registering.

COVID-19 SANITATION PLAN (Buildings & Grounds)

The following precautions and proactive actions have and will be implemented regarding the cleaning and sanitation processes during the period of this outbreak for as long as it is deemed practical and effective.

Common areas: All common area surfaces as well as wall switches will be sanitized as part of daily cleaning routine. All exterior door handles and touch points will be sanitized as part of the daily cleaning routine. Carpet cleaning will take place monthly or as dictated by the types and amounts of soils encountered.

Office spaces: Daily: Currently each department has been issued either an aerosol can of disinfectant, box of latex gloves or both to immediately respond to what they feel are possible contamination issues and proactive area upkeep.

Supplies will be replenished as long as supplies are available so an emphasis on prudent usage has been stressed.

Normal cleaning practices will continue with final disinfecting taking place as a last task before exiting the space.

Weekly: Unless heavily soiled or contaminated with food, trashcan liners will be replaced every Friday during the cleaning process.

Monthly: High traffic carpets areas will be shampooed in all office areas.

Restrooms: Restrooms will be deep cleaned twice per day OR as needs dictate
Cleaning routines will be as follows: Third shift full cleaning, Noontime full cleaning.

As this situation unfolds it may be necessary to modify this action plan to better improve on this process.

EMPLOYEE WORK-FROM-HOME POLICY

POLICY SCOPE & PURPOSE

In this time of severe emergency in a common effort to prevent the further migration of the COVID-19 virus, and to better ensure or employees' health, welfare and safety, the Town will allow employees to work from home, if approved by their Department Managers and the Town Supervisor.

If possible, town employees are expected to conduct their town jobs from home as much as possible through telecommunication and/or other means.

All town employees are urged to take preventative measures to avoid exposing themselves and their families to the COVID-19 virus; preventive measures that might include, among other behaviors: Remain home, maintain social distance of one another (about 6 feet apart), wash hands, use sanitizer on hands and place and articles that are shared, avoid contact with people who are sick, throw used tissues in the trash, wear a facemask if you are sick, and avoid touching your eyes, nose and mouth. In light of this COVID-19 pandemic, please think about what you're doing – is it good judgement? Is it expanding my exposure? If it is expanding your exposure, and it is not essential, then don't do it. Please don't do behaviors that will put your family, fellow workers and others at risk.

Depending on Department Manager and Town Supervisor approvals, home/work arrangements may vary; work from home (or other remote location) may be full-time/everyday, full-time on certain days, or on certain days, dividing their schedule between being present at the town and home (or other remote location).

Work from home arrangements are expected to be temporary in duration.

In combination with the town's effort to be compliant with the Governor's Order 202.4 (the town should make every effort to reduce non-essential personnel by no less than fifty-percent (50%) of the total number of employees across the entire workforce of such local government or political subdivision), we advise both employees and Department Managers to consider these elements before asking/approving work from home: Is the employee eligible by nature of their job?; Are there any cybersecurity and data privacy concerns?; Will collaboration with the

employee's team become difficult?; Do employees have the necessary equipment or software installed at home?; What are the conditions of employees' home or alternative place of work (noise, internet connection etc.)?

COMPENSATION & BENEFITS

Work from home or other remote location will not affect regular employees' employment terms. Employees are being instructed to not report to work if they are sick. If ill, stay home and report such to your Department Manager.

If symptoms consistent with COVID-19 diagnosis persist, employees are expected to self-quarantine until symptoms disappear or until cleared by a physician.

Any employee who is sick for non-covid -19 related illnesses will use sick time for their absences.

WISP

Policy will remain in effect.

IT/PHONES

The Town is working to develop:

- Live streaming capabilities of its Town Board meetings.
 - To enable public viewing and participation.
- Greater telecommunication/teleconferencing capabilities to enable, to maximum extent possible, any telecommuting/teleconferencing from home.
- Develop ZOOM, or similar, conferencing capabilities.
- By remotely calling 518-761-8300, any employee with a desk phone can call to check their voicemail messages. You have to enter your extension, and your password when prompted, then the codes are the same for checking, deleting, etc. your messages.

OTHER

- The town's website will provide the following:
 - Information about the COVID Virus.
 - Information about federal, state and county plans and activities.
 - The Town's current COVID-19 policies and protocol.

HELPFUL WEBSITES

- Centers for Disease Control and Prevention (CDC):
 - www.cdc.gov/

- President's Coronavirus Guidelines
 - www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf
- New York State Governor's website Coronavirus
 - www.governor.ny.gov
- New York State Department of Health COVID19 Webpage:
 - www.health.ny.gov/diseases/communicable/coronavirus
- Glens Falls Hospital:
 - www.glensfallshospital.org
- Websites for talking with Children about COVID19
 - www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html
 - https://higherlogicdownload.s3.amazonaws.com/NASN/3870c72d-fff9-4ed7-833f-215de278d256/UploadedImages/PDFs/02292020_NASP_NASN_COVID-19_parent_handout.pdf
- Department of Homeland Security
 - www.dhs.gov