



**Tooele County Recorder/Surveyor
COVID-19 Action Plan
March 12, 2020**

Purpose:

The purpose of this plan is to act as a guide for the Tooele County Recorder/Surveyor office to continue to provide necessary services in accordance with Utah State Code to the public and business community, and to interact with other governmental agencies in the event of recommended and/or mandated restrictions put in place due to an escalation in the COVID-19 outbreak.

It is the intention of the Tooele County Recorder/Surveyor office to continue to function at a required level of service so as keep the consumers and industries reliant upon said services functioning in as normal a way possible, given restrictions placed upon them, while maintaining the integrity of the records they are charged with keeping.

A current copy of the Action Plan will be available on the Tooele County Recorder/Surveyor website at <https://tooeleco.org/index.php/tooele-county-government/elected-officials/recorder-surveyor/> and updated as warranted.

Policies:

1. Policy Creation
 - a. Policies will be broken into three categories, Planning, Training, and Emergency and will be attached to this action plan as adopted.
2. Planning Policy
 - a. Planning policies are currently being drafted which will define direction and responsibilities.
 - b. They will instruct team members as to their assignments in preparation for implementation of planning, training, and partial and full implementation.
3. Training Policy
 - a. Training policies are currently being drafted and will first be given verbally and then documented in writing and will be attached to this action plan as adopted.
 - b. They will outline expectations, work from home guidelines, tracking and reporting of work hours, remote customer service guidelines, and feedback for improvement instructions.
 - c. They will include the preparation and construction of checklists and procedure manuals.
4. Emergency Policy
 - a. Emergency Policies are currently being drafted and will first be given verbally and then documented in writing and will be attached to this action plan as adopted.
 - b. They will outline full Action Plan implementation to include, but not limited to, work schedule, full checklist and procedure utilization, communication guidelines, onsite restricted access, account reconciliation, emergency deposit procedures, ect.

Planning:

1. VPN/RSA
 - a. The Recorder/Surveyor's office will coordinate with IT to purchase and set up Virtual Private Networks (VPNs) and Remote Software Applications (RSAs) for every employee enabling them to work from home in the event of a quarantine.
 - b. VPNs/RSAs will be setup according to the preference of the staff member. Some being on county assets and some on personal assets. This option is being exercised to facilitate immediate setup until additional laptops can be procured.
 - c. This scenario requires a minimum of one person to be allowed in the office to reboot computers and coordinate efforts as needed while ensuring minimum exposure.
 - d. Upon completion of VPN/RSA setup, the Recorder/Surveyor office will coordinate a work schedule which will allow one staff member per day to work from home. This will allow us to simulate a limited functioning office and work out any issues which may arise during an actual mandate.
2. Checklist and Procedures
 - a. During the simulation and setup stage, staff members will be assigned checklists and procedure manuals to draft for review, input and finalization.
 - b. Once finalized, checklists and manuals will be distributed to the entire team.
3. Ongoing Updates
 - a. As the process continues, lessons learned will be review and, where necessary, plans, checklists, and manual will be updated.

Training:

1. Pre-Training Setup
 - a. Training will be implemented as soon as the Information Technology Department (IT) as decided upon whether VPN/RSA direction is preferred according to March 11, 2020 discussion. Anticipating decision by Monday, March 16, 2020.
 - b. Recorder/Surveyor office will order two county owned laptops in anticipation of either option.
 - c. Training schedule is being prepared to allow for one or two team members at a time to work from home. The schedule will be in the form a shared internet calendar and will show availability, lunch schedules and PTO.
2. Training Phase
 - a. Training phase is for testing action plan implementation, identifying shortcomings, providing feedback and possible solutions, sharing experiences, updating Action Plan, policies, checklists, and procedure manuals, and verifying again.
 - b. Team members assigned to train at home, will utilize this time to become familiar with nuances while working in at "at-home" environment while completing real work and documenting items needing attention.
 - c. Every team member will participate on an evenly rotating basis, so everyone has equal opportunity to sharpen their skills.
 - d. As training progresses, the Recorder/Surveyor will adjust as needed.

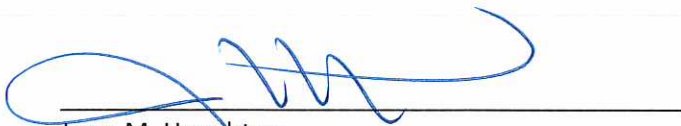
Partial Implementation:

1. Partial implementation is defined as government (local, state, or federal) mandated restrictions which do not include full quarantine.
2. Schedules will be implemented so on-site team members office participation will cut to 3 to 4 personnel with others scheduled to work from home.

3. Schedules will be created via a sharable calendar format.
4. Communications and call forwarding plans will be implemented to allow team members to share information and handle employee and customer needs.

Full Implementation:

1. During full mandated quarantine and if warranted, only one Tooele County Recorder/Surveyor team member will be in the office and all other team members will function in an “at-home” environment.
2. The Tooele County Recorder/Surveyor will be the primary point of contact for all communications with other county departments, municipalities, service agencies, customers. This is to make sure that services are prioritized and accomplished in an efficient and professional manner.
3. Through coordination with public safety and health department officials, the Tooele County Recorder/Surveyor will revise schedules and workplace requirements as needed.



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