

Topic: Re-open?

Question by: Kyle Phillips

Jurisdiction: Iowa

Date: May 13, 2020

Jurisdiction	Question(s)		
	<p>Question 1 Have any of you re-opened your public lobbies yet?</p>	<p>Question 2 Whether you have or haven't, what are your plans for re-opening in these categories? * Protecting employees at your front desk * Social distancing within your lobby * Other precautions to protect staff on site</p>	<p>Question 3 For work from home staff, will some staff continue to work from open even if your office re-opens?</p>
Manitoba			
Corporations Canada			
Alabama			
Alaska			
Arizona			
Arkansas			

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<p>California</p>	<p>California SOS has not opened up our counters in Sacramento but have continued to have locked drop boxes in our first floor lobby. Our Los Angeles office remained open but reduced hours and limited the number of people at the counter to 2 at a time. We also installed a protective barrier of plexi-glass to limit exposure.</p>	<p>We are in the process of installing a protective barrier of plexi-glass/sneeze guard to limit exposure between the employees and customers in our Sacramento office. We likely will not open the counters until this is completed. Caveat: this is very fluid and could change.</p> <p>In the first floor lobby, we have added stanchions, signage and tape to the floor to help with people flow through the lobby. Also may require people entering the building to wear face covering and maintain social distancing.</p>	<p>We have some staff teleworking and are trying to social distance staff as much as possible. We have staff alternating between telework and working in the office to split the staff to help with social distancing.</p>
<p>Colorado</p>			
<p>Connecticut</p>			
<p>Delaware</p>			
<p>District of Columbia</p>			
<p>Florida</p>			
<p>Georgia</p>			
<p>Hawaii</p>			

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Idaho			
Illinois			
Indiana			
Iowa			
Kansas			
Kentucky			
Louisiana	<p>Louisiana SOS will open our customer service area with some restrictions, beginning May 20th. This will be done on an appointment only schedule. We will limit it to 4 customers in 30 minute time increments. We will rearrange our lobby to add the required social distancing between kiosks, by removing chairs/seating and cutting down on the number of computer screens. Pens will be at one time use for customers to take with them.</p>	<p>We already had plexiglass in place prior to the quarantine; masks will be required for our staff and customers. We also have face shields for our front desk staff. We will not go into the lobby area to assist the customer, they will need to operate the computer kiosks themselves, we will assist as we can from the customer service desk. We will wipe down the lobby after that group of 4 leaves and before the next set of appointments enter.</p> <p>If customers trying to file through our online system become a hardship, we will allow paper under these circumstances.</p>	<p>Our office staff is still primarily operating remotely, but we will add in document filers as needed once the system gets running. Once our Governor's Phase 2 plan is made known (@ June 1st) , we will tweak the system and staff as we need to.</p>

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Maine			
Maryland	<p>State offices have not yet reopened and we don't have an expected state to do so, but we're moving in that direction. For our agency, to be honest as most transactions can be completed online we aren't in a huge rush to reopen.</p>	<p>We are working with a vendor to renovate our public area, which will include greater separation between stations and sneeze guards. Although this didn't exist pre-COVID, we are also going to an appointments-only system once we are open to the public. This will allow us to limit the number of people in the room at any given time, as well as some other benefits. We aren't sure whether this will be temporary or permanent. Hand sanitizer, wipes, and masks will most likely be a requirement.</p>	<p>Although this also didn't exist pre-COVID we are planning on allowing teleworking for all staff who show they are capable of doing so one or two days a week, but not on Mondays or Fridays.</p>
Massachusetts			
Michigan			
Minnesota			
Mississippi			
Missouri			
Montana			
Nebraska			
Nevada			

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<p>New Hampshire</p>	<p>Our Customer Service Lobby remains closed as our building on the State House Complex also remains closed to the public. No date to reopen has been set, but like others, we are making preparations and plans to be ready when the time comes.</p>	<p>So far, we have Plexiglas shields ordered for our customer service windows. We also intend to install pen dispensers with pens for "one-use" or "take it with you " for customers. To make social distancing possible in our small lobby, we will likely add floor markers and remove most of the chairs and tables. A limit of 3 persons in the service lobby at any one time will be my recommendation. We are also looking at the possibility of adding contactless payment methods such as Apple Pay or Google Pay for use by walk-in customers. I am also researching virtual queueing and appointment systems that could help us manage walk-in traffic and potentially allow customers to wait outside or in their car until they are ready to be served by a team member. If any of you have info on systems you may have considered or purchased, I would greatly appreciate it.</p>	<p>Currently, of our 17 FTEs, 4 are teleworking fulltime. We have moved a few staff here to promote social distancing within the office. Masks are provided to staff but currently use is only recommended. Teleworkers will likely return to the office when the Governor's Stay-at-Home Order expires (now 5/31/2020) or when he allows state buildings to reopen (TBD).</p>

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New Jersey			
New Mexico			
New York			
North Carolina			
North Dakota			

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<p>Ohio</p>	<p>Ohio has lifted some of the restrictions and we did open our customer service center with limited staffing on May 1st. So far things are going well. The purpose of opening was to assist customers with filings that could not be completed online - prior to opening I had a few employees going into the office once a week to process apostilles/authentications, minister license applications, and summons. We still have the majority of the staff at home processing online business filings. We are not encouraging customers to file business filings in the customer service center, but not refusing them. If we get a business filing on paper, we are scanning it and sending it to an employee to process at home, so it is much quicker for customers to file online.</p>	<ul style="list-style-type: none"> * Employees must take temperature before coming to work * Employees and customers cannot enter if they are sick or have been exposed to Covid-19 in the last 14 days * We installed a clear shield at the desk to separate customers from staff * We only have 5 employees working in the office and made some moves to the seating arrangement so they are spread out * Removed chairs from the waiting area in the center so customers are not sitting next to each other in what used to be a waiting area * Installed a drop box in the vestibule leading into the center - customers are encouraged to drop off a filing if they can and we will mail the response * Limiting 3 customers into the center at a time * We put social distancing marks on the floor to show customers where to stand * Removed one of our 2 public computers from the lobby - we have an option for people to file online from the lobby, but did not want people next to each other so removed one computer * Bought inexpensive pens so we can provide one to the customer as a one-time use pen for them to keep or discard * Require employees to wear masks and offer a mask to any customer who arrives without one * Hand sanitizer in the vestibule to use before entering, gloves and hand sanitizer next to the public computer in the lobby and hand sanitizer for the customers at the desk. * Gloves, masks, hand sanitizer and cleaning products for staff to use * Frequent cleaning and wiping down counters * Suggesting employees wash their hands frequently - currently we are only getting about 10 customers a day so encouraging hand washing after each interaction. 	<p>These 5 employees still have laptops from the office at home, so on days we don't need everyone, they have the ability to work from home. The remainder of the office is at home as the Ohio Governor has directed people to work from home when possible, and we are accomplishing the work so we will stay home to keep those in the office safe with fewer people in the office. We have staff at home processing online business filings and helping the staff in the office by handling the paper business filings dropped off - although we have only had a few of those. We are addressing mail that has come into the office even though we are instructing customers not to mail filings. We have 2 employees going to the office twice a week to pick up mail, process at home, and return it to the office. We do not see bringing anyone else to the office anytime soon!</p>

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Oklahoma			
Oregon	<p>Oregon has not yet set a date for reopening state agencies that are physically located in the capitol city.</p>	<p>We are permanently installing sneeze guards at our public counter. I've ordered masks, gloves and other PPE for my staff to use when they are working at the counter or are unable to social distance in our back offices. We will require the public to wear a mask in order to be served; and will provide one if they don't have one. The civil rights issue associated with this requirement is an outstanding question.</p>	<p>Based on my conversations today, it appears that we will continue to have the bulk of our employees telecommute for the next several months. However, if I've learned anything during this pandemic, it is that things can change very quickly. So, we're preparing to reopen soon and will just delay implementation.</p>
Pennsylvania			
Rhode Island			
South Carolina			
South Dakota			
Tennessee			
Texas			
Utah			
Vermont			
Virginia			

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Washington			
West Virginia			
Wisconsin			
Wyoming			

Additional comments:

Full text of email:

Greetings from Iowa,

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Whether you have or haven't, what are your plans for re-opening in these categories?

- * Protecting employees at your front desk
- * Social distancing within your lobby
- * Other precautions to protect staff on site

For work from home staff, will some staff continue to work from open even if your office re-opens?

I can't answer these questions for Iowa today... but will soon. Our Gov is re-opening our state and state office buildings Monday.

Kyle

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