
Fourth Judicial Circuit



Clay - Duval - Nassau

MELISSA NELSON
STATE ATTORNEY'S OFFICE

FLOOR CAPTAIN GUIDANCE

(June 2020)

Contents

Floor Captains	3
SAO Floor Captains.....	3
Primary Duties.....	3
Reopening Phases	3
Hygiene.....	4
Social Distancing.....	4
Masks or Face Covering.....	4
Scheduling	4
Telework and IT.....	5
Exposure and Contact Tracing	5
Confidential Medical Information.....	5
Contact Tracing and Isolation.....	6
Administrative Operations	6
Human Resources.....	7
Business Office -Supplies.....	7
Common Areas and Furniture.....	8
Additional Protective Measures.....	8
Information Sharing/ Employee Survey	8
What measures could the SAO4 put in place that would make you more comfortable?.....	10
What are your biggest concerns with returning to the office to perform your work?.....	10
What suggestions do you have to make the transition back to the office as smooth as possible?.....	11
City of Jacksonville Reopening Guidelines for City Buildings	12

Floor Captains

Floor Captains are attorney and staff leadership teams from units housed on each floor, and in Nassau and Clay. Floor Captains will work with the Unit Supervisors and Attorney Leadership in all three counties to establish work schedules and promote adherence to our reopening protocol.

SAO Floor Captains are:

Basement	Donna Cornellier
First Floor	Coral Messina and Becky Hurtado
Second Floor	John Kalinowski and Hope Kavalow
Third Floor	Lara Mattina and Teresa Lewis
Fourth Floor	Mark Caliel and Lisa Foreman
Fifth Floor	Steve Siegel and Lisa Page
Clay County	Pam Hazel and Sarah Forbess
Nassau County	Donna Thurson and Dawn Carter

Primary Duties

Floor Captains are responsible for:

- Ensuring that employees understand and follow our reopening protocol
- Creating occupancy work schedules
- Information sharing

Reopening Phases

As we reopen our office, we intend to do so safely and in steps consistent with the guidelines from the State of Florida and the City of Jacksonville, as well as state and local public health officials. Additionally, we intend to implement guidelines for social distancing and employee behavior designed to reduce the potential transmission of COVID-19.

Our reopening protocol is based on three pillars: hygiene, social distancing, and the use of face coverings.

Hygiene

- Employees should not come to work who are sick and those who become ill at work or exhibit symptoms should go home.

Social Distancing

- Employees should practice social distancing by remaining at least six feet apart from others.

Masks or Face Covering

- The CDC recommends wearing a mask or cloth face-covering in public settings where social distancing measures are challenging to maintain.
- Employees should wear a mask in open areas of the office such as common areas, entrance ways, and hallways unless they can remain a distance of at least six feet from others.
- Employees may bring their own mask to wear while at work. We have a limited supply of medical/surgical masks for employees who may forget or lose their mask.

Scheduling

To achieve our reopening protocol occupancy levels, Floor Captains should create an in-office duty schedule for their floor with:

- 25% of staff working in-office on any given day in phase one
- 50% of staff working in-office on any given day in phase two

The purpose of this phased or divided duty schedule is to reduce the transmission of the virus, minimize potential exposure across the staff, and facilitate contact tracing if an employee is either exposed or contracts the virus.

Developing an in-office work schedule will necessarily include considerations related to our court responsibilities, and priority should be given to attorneys and staff who may have court-related responsibilities in each phase. Moreover, teleworking continues in both phases as an alternative to in-office work. In phases one and two, for further guidance:

Attorneys: Attorneys should work remotely unless their managerial duties, court schedule, law enforcement filing schedule, or other circumstances require their presence.

Investigators: Investigators should work remotely. If specific duties or tasks require their presence in the office, it should be limited to the duration necessary to perform the job or function.

Paralegals: Paralegals should work remotely. Brian Hughes, Lead Paralegal, can determine those tasks which may require a physical presence in the office.

Victim Advocates: Victim Advocates should work remotely.

Staff: Unit Supervisors have determined which duties and tasks within their units can be accomplished remotely, and those that cannot be performed remotely and require the presence of the employee in the office.

Telework and IT

Consistent with directives from the CDC and state and local health departments, the office intends to continue to rely on teleworking or remote working through the first two phases of reopening and for vulnerable employees throughout all phases.

Exposure and Contact Tracing

Confidential Medical Information

Should you learn the identity of an employee who is ill with the virus or exhibits symptoms of the virus, such information constitutes confidential medical information and should not be divulged beyond the employee's immediate supervisor, the First Assistant, and the Chief Investigator.

An employee suspected of exposure or exhibiting symptoms is subject to having his or her temperature checked. Requests for temperature checks should be sent to the First Assistant or the Chief Investigator.

Contact Tracing and Isolation

The First Assistant or Chief Investigator will review the details of the potential exposure to determine the correct level of risk by guidelines established by the CDC. If an employee is confirmed to have or suspected of having the COVID-19 virus, the following steps will be taken to identify others who may have been infected and to eliminate the spread of the virus further:

- The SAO will identify all primary contacts by the employee (close contact or 6 ft. or less) in the past 14 days.
- All office locations visited by the employee in the past 14 days will be identified. Areas for consideration include common work areas and high-traffic areas with physical contact (e.g., doors, elevators).
- All primary contacts will be informed of potential exposure and will self-quarantine for 14 days or until tested negative
- Secondary contacts will not be notified until primary contact exhibits symptoms.
- If primary contact tests positive or exhibits symptoms, all contacts will move up one category (i.e., secondary becomes primary, etc.)

Administrative Operations

Along with our Lead Unit Supervisors, Unit Supervisors are responsible for managing staff within their area of responsibility and are currently assigned as follows:

Lead Unit Supervisor	Donna Cornellier
Lead Paralegal	Brian Hughes
Lead Victim Advocate	Carl Harms
PRR	Miriam Nelson
Special Pros/Targeted	Toni Binder-Glase
Juvenile	Lisa Foreman
Circuit	Teresa Lewis
County	Hope Kavalow
MFD	Shannon Gibbs
SVU	Josie Rodriguez
FFD	Becky Hurtado
Diversion/Reception	Stacy Dale
Nassau	Dawn Carter

Clay

Sarah Forbess

Business Office
HR

Nike Campbell-Fatoki
Debbie Canada

The Floor Captain model contemplates that Floor Captains will work with our Unit Supervisors within our administrative operations framework as we begin to reopen, and as we move through the phases of reopening.

The administrative units of the SAO will support you in your position as a Floor Captain. To the extent you have questions about purchasing supplies or questions about administrative leave or flex hours you may contact the Business Office or Human Resources for guidance.

Human Resources

The current public health crisis does not relieve the office of its obligation to follow the laws and regulations associated with the management and protection of our workforce. For example, we must continue to follow the Americans With Disabilities Act (ADA), laws prohibiting discrimination, and laws regarding medical privacy.

The procedure for determining vulnerable employees and responding to concerns of employees with underlying health issues remains with the Unit Supervisors and Human Resources. Should an employee express concerns about his or her health to a Floor Captain, notify the employee's supervisor or Human Resources.

Business Office -Supplies

The Business Office began purchasing supplies at the outset of the crisis. Those items include:

- Masks
- Signage and social distancing placards
- Hand sanitizer
- Disinfecting supplies (alcohol, wipes)
- Plexiglass shields
- Bottled water

As we reopen, the SAO will provide supplies to the Floor Captains for use. Requests for additional items should be sent to the Business Office for approval.

Common Areas and Furniture

Before reopening, the office evaluated the common areas and the location of furniture on each floor. In Duval, additional requests to close conference rooms, breakrooms, or to move furniture should be sent to the Lead Unit Supervisor, Donna Cornellier. Please do not contact Ben Dulaj directly.

Additional Protective Measures

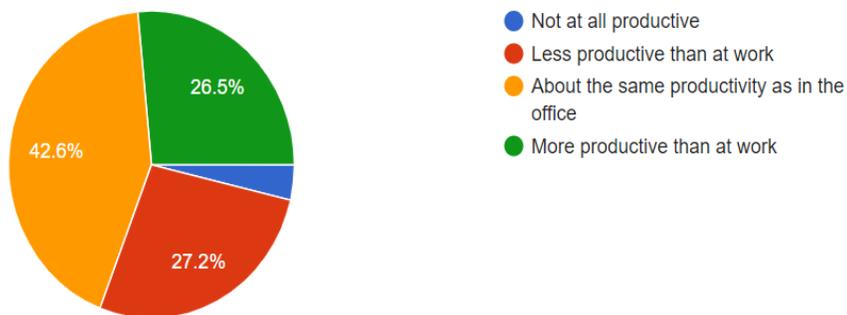
Consistent with the needs of each area, additional hygiene or social distancing measures may be necessary. Approval for implementation of additional protective measures should be sent to the First Assistant.

Information Sharing/ Employee Survey

As we proceed through reopening, information sharing is critical. Floor Captains should continue to share concerns or issues employees might raise regarding reopening. Earlier this month, the SAO asked our employees questions about their work experience during the crisis and their concerns about returning to work. Their responses are summarized as follows:

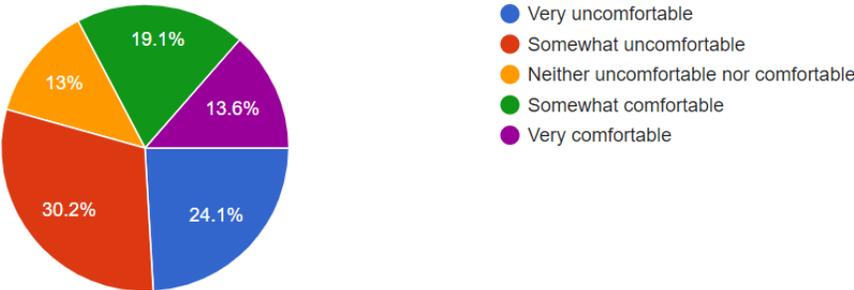
How would you rate your productivity while working from home?

162 responses



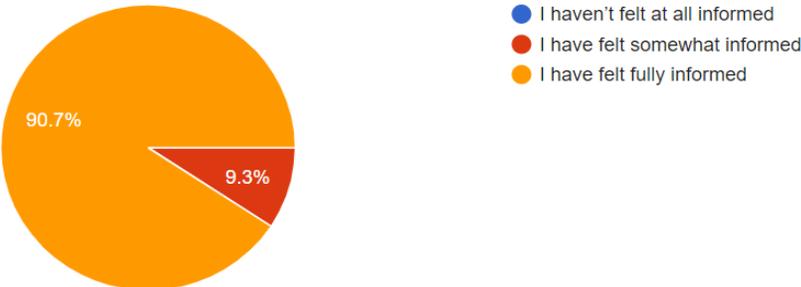
As city and state leaders loosen restrictions to reopen businesses, how comfortable do you feel returning to work at the office?

162 responses



How informed did you feel because of the office's communication during this period of work-from-home?

162 responses



What measures could the SAO4 put in place that would make you more comfortable?

There are no measures that would make me feel more comfortable at this point.
Reopen very slowly, observe strict social distancing, no in-person meetings
Follow the CDC health guidelines & understand that we have not yet flattened the curve.
maybe work from home a few days a week
Cleaning Office equipment and desk distance
Scattered work hours/ continue social distancing and mandatory mask
Require mask-wearing outside of your own workspace/office.
We come in contact with a lot of members of society. Need measures to ensure contact with those people either in-office or CH can be done without health concerns
How will the office handle copier/printer stations?
Everyone coming back to the office needs to understand they have a role to play in keeping all of us safe.
Daily temperature check for employees and guests, all wearing face coverings, social distancing.
Have the cleaning crew disinfect all office surfaces daily, install hand sanitizer stations strategically in the building, require masks, and increase the number of times the break room is cleaned.
Make certain that employees who are sick are able to stay at home. The work at home method would be an excellent way to ensure those who are sick will stay at home while continuing productivity.
Having a daily reminder to all that social distancing is key.
Provide and require masks to be worn in the office. Continue social distancing.
Bringing employees back gradually seems to be a viable option. Or as overcrowded schools used to do we could implement a 'double session' workday to keep the numbers in the building smaller.

What are your biggest concerns with returning to the office to perform your work?

Childcare and getting the virus
Getting covid19, lack of social distancing
There are a lot of people touching the same surfaces/doors/files. It would be difficult to ensure social distancing
brining in people from the outside
being around a lot of people
Not having enough social distancing in place, especially for people that sit in cubicles.

How to comply with social distancing while in the office and the fear others won't follow the guidelines.
An employee coming to work asymptomatic and unknowingly exposing coworkers, employees having mild symptoms and coming to work anyway and employees coming to work after being unknowingly exposed to others that have the virus.
We're doing it too soon
Ensuring that all visitors to the office are actually being escorted by a staff member to ensure health and safety to all. Entrance and exits to the office and the exposure to potential virus
That we return too quickly
Employees not following the safety guidelines
people not taking social distancing seriously; others feeling pressured to hide symptoms that may seem to them mild, and coming to work while sick
None
Ensuring that social distancing measures and hand washing are practices by everyone to reduce transmission.
It's too soon, too many people, shared surfaces
I don't want to wear a mask all of the time.
Contact with LEOs and general public.
Infection particularly with the public

What suggestions do you have to make the transition back to the office as smooth as possible?

There should be hand sanitizer in every feasible location. Perhaps masks should be encouraged in the common areas. Finding ways to have less hands touching files would be ideal, but may not be possible.
The process should be slow, integrating small groups of people back at a time. Also, step up the cleaning of the building, make sure the cleaning crew is properly and thoroughly cleaning common areas especially.
Opening up responsibly
Staggered start times, maybe in bins outside of offices, required to wear a face mask
taking it slow
to be adamant about social distancing and hand washing and for everyone to assist with keeping the building sanitized.
Keep the attorneys and anyone who can work remotely at home for as long as possible for safety reasons.
Thank you. You guys are doing a great job.
Learn from what we have been through by Keeping the things that are working these couple months and remove the things that are not. Reduce the exposure people have to

files and paperwork: files, documents etc.(maybe scan hard copies into the computer, streamline the flow of documents, keep files in the ASA's Offices until the case has ended)
Have limited staff on the office. Break them into teams.
Making sure everyone is wearing a mask and office is clean
Communication, transparency on the decisions made, consistency among the different units of the office, and a better understanding of the different phases will make the transition back to the office as smooth as possible.
If the elevator is only going to accommodate 2 people at a time, staggered work start and end times of every 15 minutes.
Have that second floor restructured and move some of those folks back to other (less crowded) floors. There were way too many people jammed on that floor and even before COVID, they were sick and spreading germs.
Doors standing open (at least all inside doors) to prevent touching handles (security guards should be present and watching anyway so it should not pose a security issue).
More organization and workload evenly distributed.
Social distancing is a must. There should be limits as to how many people can be in the break rooms at one time. The same with elevators. Courtrooms could have tape where people can sit six feet apart as they are implementing in Church pews. At least until we have a vaccine.

City of Jacksonville Reopening Guidelines for City Buildings

The City of Jacksonville released its guidance for reopening City buildings. More information about the guidance is located in the following Adobe link.



Adobe Acrobat Document