

# Accela COVID-19 Response Solution

## Business Re-Opening Management

In these unprecedented times, we know state and local government agencies must continue to provide critical services to citizens during the COVID-19 pandemic response.

Accela's **COVID-19 Response Solutions** program is designed to help agencies deal with high volumes of needed services during stay-at-home directives for citizens and employees. The program includes the following:

- > Pre-packaged solutions specific for COVID-19 response scenarios
- > Rapid implementation, from 1-14 days
- > Training assets at no cost
- > Special consideration for agencies with resource constraints



The set of solutions were chosen due to their ability to support the unique challenges agencies face in the response to COVID-19, and include:

### Business Continuity Solutions

- > Online Citizen Services
- > Mobile Capabilities for Agency Staff
- > Virtual Inspections (with video, pictures, video chat tools)

### Essential Business Support

- > Temporary Structure/Medical Facility Inspections
- > Temporary Childcare Facilities
- > Delivery Driver Registration
- > Health Professional and Volunteer Management
- > Citizen Hub
- > Employee Hub
- > Non-Essential Business Enforcement
- > Business Re-Opening Management

### Temporary and Immediate Impact Occupancy

- > Temporary Occupancy
- > Unauthorized Occupancy

## Essential Business Support

### Business Re-Opening Management

We know COVID-19 business closures of non-essential businesses will be reversed sometime later this year. Agencies are realizing it is not likely to be a onetime event, but a phased approach, with criteria for which businesses can open, and what rules and precautions must be in place when they do open. Businesses will need to rethink their business operations. Examples of these could be requirements for having shields in place at cash registers, providing added spacing of tables or lines where people gather, having forms of personal protection for employees who deal with the public, insuring social distancing can be achieved within a place of business, restricting hours of operation or shifts, or a set of new rules about engagement with customers.

We are also seeing agencies establish criteria for which types of businesses are likely to open early in the process or later. These generally fall into contact risk and how essential the business is to the public. A business deemed more essential with less risk of COVID-19 spread will likely be allowed to open sooner than one which is deemed not as essential combined with higher risk of human contact.

There are also requirements for cross agency collaboration and referrals during the reopening, especially due to public health and safety concerns. These may include the need to coordinate with Environmental Health Departments on a pre-opening inspection of restaurants which have been closed for extended periods, or swimming pools which had not been maintained, and a host of other businesses. Reopening could also might require updated occupancy inspections by fire departments, or other types of activities.

### The Accela solution for Business Re-Opening Management provides a solution for agencies to manage the reopening process. This includes:

- › Tracking of the types of business able to open and when (infection risk vs essential nature)
- › Publishing important information for businesses about the reopening process and rules of operation on a department website
- › The ability for agencies to apply for reopening
- › The management of applications to appropriate roles in the agency
- › The scheduling and management of onsite inspections
- › The granting and issuance of a reopening permit
- › Ongoing inspections to ensure proper precautions are being followed
- › The management of citizen complaints by citizens if they suspect a business is not operating properly
- › Providing businesses that are permitted to be open to local enforcement teams so they can assist with the support of proper social distancing

### Major Components of the Solution

- › The Business Re-Opening Management solution includes a powerful workflow engine, preconfigured for the processes needed to manage the reopening process. This ensures high productivity and speed for what could be large volumes of applications once reopening is underway.
- › Field Inspectors and Code Officers can leverage mobile devices to review the list of scheduled investigations and provide result status, a real-time list of essential businesses permitted to be open, supporting documentation, and comments directly from the mobile device back to the back-office system, without the need for paper or rekeying of information.
- › For citizens, the system can publish and update important information relevant for a reopen, and can accept applications, make payments, and capture complaints. The citizen interface is responsive to the device being used so they can access an agency's site on any devices they want, from anywhere and at any time.

### Implementation

This solution is designed rapid implementation, to help you better engage with citizens during shelter-in-place mandates as quickly as possible. An example of a standardized implementation is the following:

#### STEP 1 - WEEK 1

- › Onboarding and solution enablement
- › Capturing information needed for businesses for reopening
- › Setting up the back-office system for employees

#### STEP 2 - WEEK 2

- › Setting up of citizen portal with logo and contact information, including information describing the process and requirements for reopening
- › The set up mobile devices if in use for inspectors, code officers, etc.
- › System testing
- › User training

### Conclusion

Accela stands with its government partners to keep civic services running and communities safe during this unprecedented time. We know your primary responsibility is to protect the safety and health of residents in your community, and we are here to support you in leveraging technology to lift some of the burden.

For more information about our COVID-19 Response Solutions, please visit [accela.com/covid](https://accela.com/covid).