# Accela COVID-19 Response Solution

# Temporary Structure/Medical Facility Inspections

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 solutions are designed 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**

# **Temporary Structure/Medical Facility Inspections**

As the COVID-19 virus continues to spread across the world, cities and counties along with medical centers are working to prevent the disease from advancing by constructing temporary structures to support drive-thru testing, rapid response triage, and makeshift hospitals. And this effort is in full force with an anticipated surge in patients that have contracted COVID-19.

Accela can help in these efforts by enabling agencies to quickly provide online permit applications and mobile and virtual inspections to ensure these structures are safe for occupancy.

Features in this solution include:

- > Online temporary structure applications
- > Document upload
- > Mobile inspections
- > Virtual inspections
- Self-certified inspections for cities that cannot perform the inspection
- > Electronic plan review
- > Payment processing if applicable
- Email notifications or online alerts/notifications of process changes, instructions, etc.

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#### How Citizens and Employees Engage Online

The solution provides a rich system for project owners requesting services and helps citizens:

- > Upload temporary structure applications, plans and documents via the citizen portal
- > Check status of their applications at any time
- > When applicable, pay fees via commonly used payment services
- Schedule inspections for temporary structures or medical facilities from the device of their choosing

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# Essential Business Solutions: Temporary Structure/Medical Facility Inspections

Agency staff can leverage Accela to:

- Receive incoming requests for temporary structure permits/medical facility inspections and adds processing tasks in their secure UI
- Collect address, parcel owner and contact information of person responsible for the structure and supporting documentation
- Review plans for temporary structures and medical facilities
- Conduct mobile or virtual inspection of structure or facility
- > Collect permit or inspection fees when applicable

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# Implementation

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

#### STEP 1 - WEEK 1

- > Discovery and solution detail
- > Send list of temporary structure permit types
- Provide payment provider information if applicable (standard payment providers only)
- > Provide online web meeting URLs

# STEP 2 - WEEK 2

> Training and go-live

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# Conclusion

Accela stands with its government partners to keep civic services running and communities safe during this challenging 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.