

# REOPENING RIVER FOREST MUNICIPAL OPERATIONS

## Introduction



The Village of River Forest is working with the other taxing bodies to create a joint framework to provide the community with information regarding how each agency plans to safely and gradually move toward resuming normal operations in a manner that protects the health of those that live, work, and visit River Forest, including our most vulnerable residents. The Reopen River Forest Municipal Operations Plan provides guidance specific to Village Hall operations.

This Plan is organized into five phases and aligns with the State of Illinois’ “[Restore Illinois](#)” plan. Under the State’s plan, River Forest is included in the Northeast Health Region and must meet certain health metrics in order to move from phase to phase. The Village and its partner agencies will continue to monitor these metrics, which are available at [www.dph.illinois.gov/restore](http://www.dph.illinois.gov/restore).

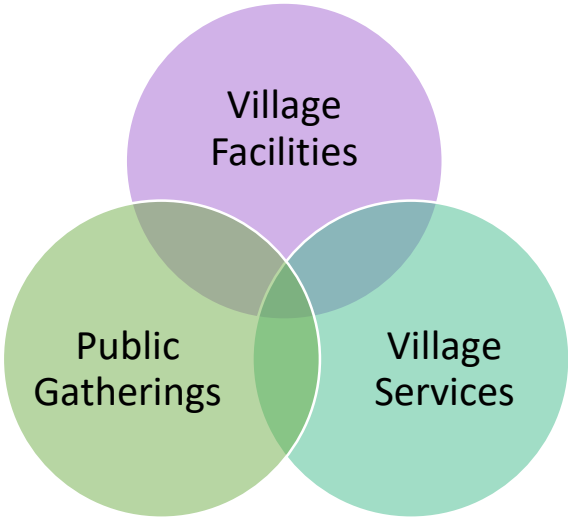
River Forest will continue to look to the data and guidance provided by the Illinois and Cook County Departments of Public Health, as well as the Centers for Disease Control, in identifying the steps that must be taken to reopen to the public in a manner that balances the needs of the community with the top priority of protecting public health. As a result, the plan to reopen municipal operations will be evaluated and refined when needed, and the Village and its partnering agencies will keep residents informed of this important information.

The public can continue to stay informed regarding the measures the Village has taken, and will continue to take, to address this unprecedented situation by visiting [www.vrf.us/virus](http://www.vrf.us/virus) or signing up to receive the Village’s [e-news](#) alerts.

## Reopen River Forest Municipal Operations Plan

Within each of the five phases, the River Forest Municipal Operations Plan has been grouped into three broad categories:

1. Village Facilities: How and when Village Hall is made available to the public to conduct Village business; and
2. Public Gatherings: Whether and how public gatherings will be allowed, including Village Board of Trustee and advisory Board and Commission meetings to ensure compliance with the Open Meetings Act, the Restore Illinois Plan, CDC/DPH guidelines, and in alignment with the Village’s efforts to operate transparently; and
3. Village Services: How to deliver all Village services and conduct transactions with customers and stakeholders.



## Reopen River Forest Municipal Operations Plan Overview

	Phase 1 Rapid Spread	Phase 2 Flattening	Phase 3 Recovery	Phase 4 Revitalization	Phase 5 Restoration
<i>Village Facilities</i>	<ul style="list-style-type: none"> <li>- Village Hall customer service windows closed to the public</li> <li>- Village Hall lobby bins available for drop off &amp; pickup</li> <li>- Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li> <li>- Exterior drop box available</li> </ul>	<ul style="list-style-type: none"> <li>- Village Hall customer service windows closed to the public</li> <li>- Village Hall lobby bins available for drop off &amp; pickup</li> <li>- Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li> <li>- Exterior drop box available</li> </ul>	<ul style="list-style-type: none"> <li>- Village Hall customer service windows closed to the public</li> <li>- Village Hall lobby bins available for drop off &amp; pickup</li> <li>- Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li> <li>- Exterior drop box available</li> </ul>	<ul style="list-style-type: none"> <li>- Village Hall customer service windows open to the public within CDC/IPDH guidance Mon–Fri, 8 a.m. to 4:30 p.m.</li> <li>- Virtual Village Hall remains available</li> <li>- Exterior drop box available</li> </ul>	<ul style="list-style-type: none"> <li>- Village Hall customer service windows open to the public Mon–Fri, 8 a.m. to 4:30 p.m.; Monday evening hours TBD</li> <li>- Virtual Village Hall remains available</li> <li>- Exterior drop box available</li> </ul>
<i>Public Gatherings</i>	<ul style="list-style-type: none"> <li>- Critical meetings held with limited in-person attendance to 10 people</li> <li>- Virtual participation available</li> <li>- Non-essential gatherings aren't allowed</li> <li>- Social distancing &amp; PPE required</li> <li>- Open Meetings Act compliance</li> <li>- Adjudication postponed</li> </ul>	<ul style="list-style-type: none"> <li>- Essential meetings held with limited in-person attendance to 10 people</li> <li>- Virtual participation available</li> <li>- Non-essential gatherings aren't allowed</li> <li>- Social distancing &amp; PPE required</li> <li>- Open Meetings Act compliance</li> <li>- Adjudication postponed</li> </ul>	<ul style="list-style-type: none"> <li>- All meetings held with limited in-person attendance to 10 people</li> <li>- Virtual participation available</li> <li>- Gatherings of up to 10 people allowed</li> <li>- Social distancing &amp; PPE required</li> <li>- Open Meetings Act compliance</li> <li>- Modified adjudication held</li> </ul>	<ul style="list-style-type: none"> <li>- All meetings held with limited in-person attendance to 50 people</li> <li>- Virtual participation available</li> <li>- Non-essential gatherings of up to 50 people allowed</li> <li>- Social distancing &amp; PPE as required by CDC/IPDH</li> <li>- Open Meetings Act compliance</li> <li>- Modified adjudication held</li> </ul>	<ul style="list-style-type: none"> <li>- All meetings held with no limits on in-person attendance</li> <li>- Public gatherings resume without attendance limits</li> <li>- Open Meetings Act compliance</li> <li>- Adjudication held without limits</li> </ul>
<i>Village Services</i>	<ul style="list-style-type: none"> <li>- Village services continue</li> <li>- Contact-free transactions &amp; service delivery used for non-first responder staff &amp; public</li> <li>- Contact between first responders &amp; public requires PPE</li> <li>- Minimal staff on-site; remote work &amp; modified schedules used where needed &amp; available</li> <li>- Workstations reassigned as needed</li> <li>- IDPH/CDC guidance for social distancing &amp; PPE use</li> </ul>	<ul style="list-style-type: none"> <li>- Village services continue</li> <li>- Contact-free transactions &amp; service delivery used for non-first responder staff &amp; public</li> <li>- Contact between first responders &amp; public requires PPE</li> <li>- Limited staff on-site; remote work &amp; modified schedules used where needed &amp; available</li> <li>- Workstations reassigned as needed</li> <li>- IDPH/CDC guidance for social distancing &amp; PPE use</li> </ul>	<ul style="list-style-type: none"> <li>- Village services continue</li> <li>- Contact-free transactions &amp; service delivery used for non-first responder staff &amp; public</li> <li>- Contact between first responders &amp; public requires PPE</li> <li>- Staff on-site; limited remote work &amp; modified schedules used where needed &amp; available</li> <li>- Workstations reassigned as needed</li> <li>- IDPH/CDC guidance for social distancing &amp; PPE use</li> </ul>	<ul style="list-style-type: none"> <li>- Village services continue</li> <li>- In-person service delivery follows CDC/IPDH guidelines for social distancing &amp; PPE use</li> <li>- Contact-free transactions &amp; service delivery methods remain available</li> <li>- All Staff on-site; minimal remote work &amp; modified schedules used where needed &amp; available</li> <li>- Workstations reassigned as needed</li> </ul>	<ul style="list-style-type: none"> <li>- Village services continue</li> <li>- Contact between Staff &amp; public resumes following CDC/IPDH guidelines</li> <li>- Contact-free transaction &amp; service delivery methods remain</li> <li>- All Staff on site</li> </ul>

## Phase 1: Rapid Spread

Village Facilities	Public Gatherings	Village Services Summary
<ul style="list-style-type: none"><li>•Village Hall customer service windows closed to the public</li><li>•Village Hall lobby remains open with bins available for drop off &amp; pickup</li><li>•Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li><li>•No Monday evening hours</li><li>•Exterior drop box available</li></ul>	<ul style="list-style-type: none"><li>•Critical meetings are held with up to 10 people allowed in the meeting room</li><li>•Virtual participation is available and encouraged</li><li>•Non-essential gatherings of any size are not allowed</li><li>•Social distancing &amp; PPE required as directed by the CDC/IDPH</li><li>•Compliance with Open Meetings Act requirements, including temporary provisions</li><li>•Local administrative adjudication hearings postponed</li></ul>	<ul style="list-style-type: none"><li>•Village services continue</li><li>•Contact-free transactions and service delivery used for non-first responder staff &amp; public</li><li>•Contact between first responders &amp; public requires PPE</li><li>•Minimal staff on-site; remote work &amp; modified schedules used where needed &amp; available</li><li>•Workstations reassigned as needed</li><li>•Village follows IDPH/CDC guidance for social distancing &amp; PPE use</li></ul>

### General Considerations

- The Village President and Board of Trustees take necessary steps to enable the Village’s emergency response to COVID-19 and to respond to the economic impacts of the pandemic.
- Village services are deemed essential remain in effect. Services and operations are modified to provide contact-free transactions where possible and are delivered in a manner that aims to protect public safety and complement the modified staffing and operating capacity of each Village Department.
- The Village expands public services offered as needed to respond to the emergency, and volunteer resources needed, to deliver services to vulnerable individuals and support the community, including local businesses.
- Staffing at Village facilities is reduced to minimal staffing requirements and other staff may be placed on rotating or remote work assignments. Where needed, employee workstations and work schedules are reassigned. The Village procures and adopts the use of PPE, social distancing practices, and enhanced facility cleaning procedures to reduce the possibility of transmitting COVID-19 and to ensure that sufficient staffing resources remain available to deliver essential Village services. The Village also adopts policies and procedures regarding employee attendance requirements, health screening protocols, and available benefits in the event of exposure to or contraction of the COVID-19 virus.
- The Village considers and provides sources of financial relief and or assistance to residents and businesses by suspending and/or relaxing certain requirements (e.g. parking fees, bill payment deadlines, etc.).
- The Village will seek all available sources of funding and financial relief. The Village will also evaluate the anticipated short- and long-term economic impacts of the COVID-19 pandemic and modify expenditures as needed.
- The Village will evaluate and implement reasonable modifications to facilities and equipment to provide a safe environment for Staff and visitors.

- The Village’s communication channels, and implementation of new channels, will be used to disseminate public information and educational materials.

### *General Staff Protocols*

- Employees must practice social distancing and remain six (6) feet apart and should not make physical contact with others unless necessary and required to perform their job duties;
- The Village will work to provide PPE to employees for use consistent with IDPH/CDC guidelines in order to avoid the spread of COVID-19;
- Employees should not wear a respirator without medical clearance;
- Employees may be cross-trained or assigned work outside their typical job duties to assist, for example, in ensuring the continuity of operations;
- The Village will work to provide hand sanitizer, soap, and cleaning supplies for use by employees to practice good hygiene and to clean workspaces and surfaces, particularly those areas that are shared;
- Employees must participate in self-monitoring/health screening processes established by the Village which may include logging symptoms, taking body temperatures, and leaving the facility if experiencing symptoms of COVID-19;
- Virtual meetings are the preferred meeting method. In-person meetings should be avoided and, if held, should be conducted in a manner that allows participants to comply with IDPH/CDC guidelines regarding, for example, social distancing and the use of PPE; facilities/meeting spaces used for in-person meetings should be cleaned immediately following the meeting;
- Employees should not congregate in shared spaces such as a breakroom or lunchroom;
- Employees should not use each other’s phones, desks, offices, or other work tools and equipment, when possible
- Employees are reminded that they are ambassadors and representatives of the Village when in public acting in their capacity as a Village of River Forest employee and must comply with all applicable policies and statutory requirements, including applicable Executive Orders;
- Employees should continue to follow the training they have been provided regarding modified operations as a result of the COVID-19 pandemic;
- Employees will continue to follow COVID-19 related policies, practices and procedures as well as the provisions of the Personnel Manual, Safety Manual, and respective Departmental policies, procedures, general orders, standard operating procedures, and the like; and
- The Village reserves the right to amend these staffing requirements, operating procedures, protocols, etc.

### *Village Staffing Plans*

During the Rapid Spread Phase, Village staff may be assigned to modified schedules, remote work assignments and different workstations in order to minimize the number of staff on-site and to help slow the rate and spread of infection. The Village’s staffing plan is intended to provide guidance but may be modified.

### Senior Leadership Team

- Village Administrator: Alternating remote work and in-office work as needed
- Department Heads & Assistant Village Administrator: Alternating remote work and in-office work as needed and approved by the Village Administrator
- Assistant to Administrator and Management Analyst/Deputy Clerk: Working remotely; in-office as needed and directed by the Village Administrator or Assistant Village Administrator

- Assistant Finance Director: Alternating remote work and in-office work as needed and approved by the Finance Director
- Patrol Commander: Alternating remote work, in-office work and shift schedules as needed and approved by the Police Chief
- Public Works Superintendent: Attendance in accordance with the employee's regular work schedule
- Village Engineer: Working remotely; in-office only as needed and directed by the Public Works Director; work schedule will take into account the need for in-office/in-field attendance to manage weather-dependent capital project work

#### Administration & Finance Departments

- Administrative Clerk: Administrative Clerk: Working remotely up to 40 hours per week with on-site attendance as-needed to complete tasks that cannot be done remotely and to provide support to the Building Department as directed by the Assistant Village Administrator
- Utility Billing/Accounts Payable/Customer Service Clerks: Modified attendance may be implemented to increase social distances (e.g. staggered shifts, rotating shifts) as directed by the Finance Director

#### Building Department

- Building Official and Permit Clerk: Attendance in accordance with the employee's regular work schedule; use of benefit leave as approved by the Assistant Village Administrator and in coordination with each other to ensure there is always at least one primary member of the Building Department in attendance

#### Police Department

- Administrative Sergeant/Community Policing Officer/Community Service Officer: Attendance in accordance with the employee's regular work schedule
- Records Division: Records Supervisor alternates remote and in-office work as needed and approved by the Police Chief. Records Clerk in attendance in accordance with the employee's regular part time schedule
- Traffic Enforcement Analyst: Attendance in rotation with Records Division as-needed and approved by Administrative Sergeant
- Police Sergeants & Officers: Employees not assigned to work in the Second Floor of the Village Hall will continue to attend work as required by the Police Chief or his designee in accordance with the employee's collective bargaining agreement

#### Fire Department

- Fire Marshal and Administrative Assistant: Working remotely; in office only as needed and directed by the Fire Chief
- Employees not assigned to work in the Second Floor of the Village Hall will continue to attend work as required by the Fire Chief or his designee

#### Public Works Department

- Public Works Crew Leader, Water Operators and Maintenance Workers: Attendance requirements/modified schedules may be implemented to increase social distances
- Custodian: Attendance in accordance with the employee's regular work schedule

## Phase 2: Flattening

Village Facilities	Public Gatherings	Village Services Summary
<ul style="list-style-type: none"><li>•Village Hall customer service windows closed to the public</li><li>•Village Hall lobby remains open with bins available for drop off &amp; pickup</li><li>•Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li><li>•No Monday evening hours</li><li>•Exterior drop box available</li></ul>	<ul style="list-style-type: none"><li>•Essential meetings are held with up to 10 people allowed in the meeting room</li><li>•Virtual participation is available and encouraged</li><li>•Non-essential gatherings of any size are not allowed</li><li>•Social distancing &amp; PPE required as directed by the CDC/IDPH</li><li>•Compliance with Open Meetings Act requirements, including temporary provisions</li><li>•Local administrative adjudication hearings postponed</li></ul>	<ul style="list-style-type: none"><li>•Village services continue</li><li>•Contact-free transactions and service delivery used for non-first responder staff &amp; public</li><li>•Contact between first responders &amp; public requires PPE</li><li>•Limited staff on-site; remote work &amp; modified schedules used where needed &amp; available</li><li>•Workstations reassigned as needed</li><li>•Village follows IDPH/CDC guidance for social distancing &amp; PPE use</li></ul>

### General Considerations

- The Village President and Board of Trustees continue to take necessary steps to enable the Village's emergency response to COVID-19 and to respond to the economic impacts of the pandemic.
- Modified Village services and operations remain in effect and continue as established in Phase 1.
- The Village continues to evaluate and implement public service offerings, and volunteer resources needed, to deliver services to vulnerable individuals and support the community, including local businesses.
- Staffing at Village facilities continues to be limited with some staff on a rotating and remote work assignment as allowed. Reassigned workstations are maintained where needed. The Village continues the use of PPE (and procures replacement supplies where needed), continues the use of social distancing practices, and enhanced facility cleaning procedures to reduce the possibility of transmitting COVID-19 and to ensure that sufficient staffing resources remain available to deliver essential Village services. The Village continues the use of policies and procedures regarding employee attendance requirements, health screening protocols, and available benefits in the event of exposure to or contraction of the COVID-19 virus.
- The Village evaluates the continued use, reduction and expansion of financial relief programs and or assistance to residents and businesses.
- The Village will continue to seek all available sources of funding and financial relief. The Village will also continue to evaluate the anticipated short- and long-term economic impacts of the COVID-19 pandemic and modify expenditures as needed.
- The Village will continue to evaluate and implement reasonable modifications to facilities, equipment and operations to provide a safe environment for Staff and visitors.
- The Village's communication channels, and implementation of new channels where necessary, will continue to be used to disseminate public information and educational materials.

## *General Staff Protocols*

Village Staff will continue to make use of the general protocols established in Phase 1.

## *Village Staffing Plans*

During the Flattening Phase, Village staff will continue to utilize modified schedules, remote work assignments as allowed, and modified workstations as needed in order to limit the number of staff on-site and to help slow the rate and spread of infection. Employees may be called back to work on-site. The Village's staffing plan is intended to provide guidance but may be modified.

## Senior Leadership Team

- All members working remote and in-office assignments as established in Phase 1 with possible increased in-office presence to ensure continuity of operations and as directed by the employee's supervisor and/or Village Administrator.

## Administration & Finance Departments

- Administrative Clerk: Working as assigned in Phase 1 and directed by the Assistant Village Administrator
- Utility Billing/Accounts Payable/Customer Service Clerks: Working as assigned in Phase 1 with modifications to attendance requirements implemented at the direction of the Finance Director

## Building Department

- Building Official and Permit Clerk: Working as established in Phase 1 and directed by the Assistant Village Administrator

## Police Department

- Administrative Sergeant/Community Policing Officer/Community Service Officer: Working as established in Phase 1 at the direction of the Police Chief.
- Records Division: Working as established in Phase 1 and as directed by the Police Chief
- Traffic Enforcement Analyst: Working as directed in Phase 1 at the direction of the Administrative Sergeant
- Police Sergeants & Officers: Employees not assigned to work in the Second Floor of the Village Hall will continue to attend work as required by the Police Chief or his designee in accordance with the employee's collective bargaining agreement

## Fire Department

- Fire Marshal and Administrative Assistant: Working as established in Phase 1 and directed by the Fire Chief
- Employees not assigned to work in the Second Floor of the Village Hall will continue to attend work as required by the Fire Chief or his designee

## Public Works Department

- Public Works Crew Leader, Water Operators and Maintenance Workers: Attendance requirements/modified schedules may continue to be utilized to increase social distances
- Custodian: Working as established in Phase 1 and as directed by the Public Works Director



## Phase 3: Recovery

Village Facilities	Public Gatherings	Village Services Summary
<ul style="list-style-type: none"><li>•Village Hall customer service windows closed to the public</li><li>•Village Hall lobby remains open with bins available for drop off &amp; pickup</li><li>•Virtual Village Hall open Mon–Fri, 8 a.m. to 4:30 p.m.</li><li>•No Monday evening hours</li><li>•Exterior drop box available</li></ul>	<ul style="list-style-type: none"><li>•All meetings are held with up to 10 people allowed in the meeting room</li><li>•Virtual participation is available and encouraged</li><li>•Gatherings of 10 or fewer people are allowed</li><li>•Social distancing &amp; PPE required as directed by the CDC/IDPH</li><li>•Compliance with Open Meetings Act requirements, including temporary provisions</li><li>•Modified local administrative adjudication hearings resume if allowed under IDPH guidelines</li></ul>	<ul style="list-style-type: none"><li>•Village services continue</li><li>•Contact-free transactions and service delivery used for non-first responder staff &amp; public</li><li>•Contact between first responders &amp; public requires PPE</li><li>•Staff on-site; limited remote work &amp; modified schedules used where needed &amp; available</li><li>•Workstations reassigned as needed</li><li>•Village follows IDPH/CDC guidance for social distancing &amp; PPE use</li></ul>

### General Considerations

- The Village President and Board of Trustees continue to take necessary steps to enable the Village’s emergency response to COVID-19 and to respond to the economic impacts of the pandemic.
- Modified Village services and operations remain in effect and continue as established in Phase 1.
- The Village continues to evaluate and implement public service offerings, and volunteer resources needed, to deliver services to vulnerable individuals and support the community, including local businesses.
- Staffing at Village facilities resumes with staff primarily working in-office and using remote/alternative work schedules only as-needed unless otherwise directed. Reassigned workstations are maintained where needed. The Village continues the use of PPE (and procures replacement supplies where needed), continues the use of social distancing practices, and enhanced facility cleaning procedures to reduce the possibility of transmitting COVID-19 and to ensure that sufficient staffing resources remain available to deliver essential Village services. The Village continues the use of policies and procedures regarding employee attendance requirements, health screening protocols, and available benefits in the event of exposure to or contraction of the COVID-19 virus.
- The Village evaluates the continued use, reduction and expansion of financial relief programs and or assistance to residents and businesses.
- The Village will continue to seek all available sources of funding and financial relief. The Village will also continue to evaluate the anticipated short- and long-term economic impacts of the COVID-19 pandemic and modify expenditures as needed.
- The Village will continue to evaluate and implement reasonable modifications to facilities, equipment and operations to provide a safe environment for Staff and visitors.
- The Village’s communication channels, and implementation of new channels where necessary, will continue to be used to disseminate public information and educational materials.



## *General Staff Protocols*

Village Staff will continue to make use of the general protocols established in Phase 1.

## *Village Staffing Plans*

During the Recovery Phase, all Village Staff are expected to work primarily on-site, however, the Village may continue to utilize modified schedules, remote work assignments and alternative work stations as-needed. The Village's staffing plan is intended to provide guidance but may be modified.

### Senior Leadership Team

- All members working primarily on site with remote/alternative working assignments as needed and approved.

### Administration & Finance Departments

- Administrative Clerk: In-office work during regular business hours on a rotating basis; using remote work assignments as-needed but with decreasing frequency
- Utility Billing/Accounts Payable/Customer Service Clerks: Rotating schedules reduced or eliminated with on-site attendance required as directed by the Finance Director

### Building Department

- Building Official and Permit Clerk: Working as established in Phase 1 and as directed by the Assistant Village Administrator

### Police Department

- All positions working as established in Phase 1 and as directed by the Police Chief

### Fire Department

- Fire Marshal and Administrative Assistant: In-office work, using minimal remote work assignments as-needed and approved by the Fire Chief
- Employees not assigned to work in the Second Floor of the Village Hall will continue to attend work as required by the Fire Chief or his designee

### Public Works Department

- Public Works Crew Leader, Water Operators and Maintenance Workers: It is anticipated that employee work schedules and attendance requirements may resume, however, modified schedules may continue at the direction of the Public Works Director to increase social distances
- Custodian: Working as established in Phase 1 and as directed by the Public Works Director

## Phase 4: Revitalization

Village Facilities	Public Gatherings	Village Services Summary
<ul style="list-style-type: none"><li>•Village Hall lobby and customer service windows open to the public Mon–Fri, 8 a.m. to 4:30 p.m.</li><li>•Village follows CDC/IDPH guidance for reopening (e.g. use of physical barriers)</li><li>•Virtual Village Hall remains open Mon-Fri., 8 a.m. to 4:30 p.m.</li><li>•No Monday evening hours</li><li>•Exterior drop box available</li></ul>	<ul style="list-style-type: none"><li>•All meetings are held within room capacity guidelines, not to exceed 50 people</li><li>•Virtual participation remains available and encouraged</li><li>•Non-essential gatherings of 50 or fewer people are allowed</li><li>•Social distancing &amp; PPE required as directed by the CDC/IDPH</li><li>•Compliance with Open Meetings Act requirements, including temporary provisions</li><li>•Local administrative adjudication hearings held within IDPH guidelines</li></ul>	<ul style="list-style-type: none"><li>•Village services continue</li><li>•Contact-free transactions and service delivery used for non-first responder staff &amp; public remain available</li><li>•In-person service delivery follows CDC/IDPH guidelines</li><li>•All Staff on-site; minimal remote work &amp; modified schedules used where needed &amp; available</li><li>•Workstations reassigned as-needed</li></ul>

### *General Considerations*

- The Village President and Board of Trustees continue to take necessary steps to enable the Village's emergency response to COVID-19 and to respond to the economic impacts of the pandemic.
- Village services remain in effect and continue to be modified as established in Phase 1 to provide contact-free transaction options where possible. Customers are encouraged use contact-free services but are able to return to the Village Hall to conduct business that cannot be conducted virtually.
- The Village continues to evaluate and implement public service offerings, and volunteer resources needed, to deliver services to vulnerable individuals and support the community, including local businesses.
- Staffing at Village facilities continues as established in Phase 3 with remote/alternative work schedules used on a minimal basis unless otherwise directed. Reassigned workstations are maintained where needed. The Village continues the use of PPE (and procures replacement supplies), social distancing and facility cleaning practices where needed to comply with CDC/IDPH guidelines to reduce the possibility of transmitting COVID-19 and to ensure that sufficient staffing resources remain available to deliver essential Village services. The Village continues the use of policies and procedures regarding employee attendance requirements, health screening protocols as permitted by the EEOC, and available benefits in the event of exposure to or contraction of the COVID-19 virus.
- The Village evaluates the continued use, reduction and expansion of financial relief programs and or assistance to residents and businesses.
- The Village will continue to seek all available sources of funding and financial relief. The Village will also continue to evaluate the anticipated short- and long-term economic impacts of the COVID-19 pandemic and modify expenditures as needed.
- The Village will continue to evaluate and implement reasonable modifications to facilities, equipment and operations to provide a safe environment for Staff and visitors.
- The Village's communication channels, and implementation of new channels where necessary, will continue to be used to disseminate public information and educational materials.

### *General Staff Protocols*

- The Village will continue to follow CDC/IDPH guidelines as they relate to required social distancing, the supply and use of PPE, encouraging employee hygiene practices, cleaning Village facilities and equipment, and the like.
- Employees may continue to be cross-trained or assigned work outside their typical job duties;
- Employees must continue to participate in the self-monitoring/health screening processes established by the Village;
- Virtual meetings will remain the preferred meeting method for meetings between Village Staff and other parties. In-person meetings, if held, must be held in compliance with IDPH and Open Meetings Act guidelines. Facilities/meeting spaces used for in-person meetings should be cleaned immediately following the meeting;
- Employees should avoid congregating in shared spaces such as a breakroom or lunchroom and may only gather in compliance with CDC/IDPH guidelines.
- Employees are reminded that they are ambassadors and representatives of the Village when in public acting in their capacity as a Village of River Forest employee and must comply with all applicable policies and statutory requirements, including applicable Executive Orders;
- Employees should continue to follow the training they have been provided regarding modified operations as a result of the COVID-19 pandemic;
- Employees will continue to follow COVID-19 related policies, practices and procedures as well as the provisions of the Personnel Manual, Safety Manual, and respective Departmental policies, procedures, general orders, standard operating procedures, and the like; and
- The Village reserves the right to amend these staffing requirements, operating procedures, protocols, etc.

### *Village Staffing Plans*

During the Revitalization Phase, Village staff are expected to work on-site. Remote work assignments and alternative work stations will be used minimally. Employees should generally expect to return to their pre-pandemic work schedule unless otherwise directed. The Village's staffing plan is intended to provide guidance but may be modified.

## Phase 5: Restoration

### Village Facilities

- Village Hall lobby and customer service windows open to the public Mon–Fri, 8 a.m. to 4:30 p.m.
- Virtual Village Hall remains open Mon–Fri., 8 a.m. to 4:30 p.m.
- Monday evening hours TBD
- Exterior drop box available

### Public Gatherings

- All meetings are held within room capacity guidelines
- Public gatherings resume without attendance limits
- Compliance with Open Meetings Act requirements
- Local administrative adjudication hearings held without restrictions

### Village Services Summary

- Village services continue
- Contact between Staff and public resumes following CDC/IDPH guidelines
- Contact-free transaction methods remain
- All staff on-site

### General Considerations

- The Village President and Board of Trustees continue to take necessary steps to enable the Village’s ability to respond to emergencies and address the economic impacts of the pandemic.
- Village services continue and customers remain encouraged to use contact-free transaction options. Customers are able to return to the Village Hall to conduct business.
- The Village continues to evaluate emergency and non-emergency public services, using available volunteer resources, to deliver services to those impacted by COVID-19.
- Staffing at Village facilities returns to pre-pandemic conditions unless otherwise directed.
- The Village evaluates the continued use, reduction and expansion of financial relief programs and or assistance to residents and businesses who have been impacted by COVID-19.
- The Village will continue to seek all available sources of funding and financial relief. The Village will also continue to evaluate the anticipated short- and long-term economic impacts of the COVID-19 pandemic and modify expenditures as needed.
- The Village will continue to evaluate whether additional reasonable modifications to facilities and equipment are required to provide a safe environment for Staff and visitors.
- The Village’s communication channels, and implementation of new channels where necessary, will continue to be used to disseminate public information and educational materials.

### General Staff Protocols

- The Village will continue to follow CDC/IDPH guidelines related to preventing the spread of infectious disease.
- Employees may continue to be cross-trained or assigned work outside their typical job duties;
- The Village complies with CDC/IDPH guidelines to reduce the spread of infectious disease and follows applicable laws regarding employee health screenings.
- Virtual meetings may remain the preferred meeting method for certain meetings. In-person meetings, if held, must be held in compliance with IDPH and Open Meetings Act guidelines. Facilities/meeting spaces used for in-person meetings should be cleaned following the meeting;
- No restrictions on employee gatherings;
- Employees are reminded that they are ambassadors and representatives of the Village when in public acting in their capacity as a Village of River Forest employee and must comply with all applicable policies and statutory requirements, including applicable Executive Orders to the extent they remain in place;

- Employees should continue to follow the training they have been provided regarding modified operations as a result of the COVID-19 pandemic;
- Employees will continue to follow all applicable Village policies, practices and procedures as well as the provisions of the Personnel Manual, Safety Manual, and respective Departmental policies, procedures, general orders, standard operating procedures, and the like; and
- The Village reserves the right to amend these staffing requirements, operating procedures, protocols, etc.

### *Village Staffing Plans*

During the Restoration Phase, Village staff will resume on-site work and work schedules as directed by the Village Administrator. The Village's staffing plan is intended to provide guidance but may be modified.