

SERVICE MODIFICATION REQUEST FORM TEMPLATE

DEPARTMENT

Library - Location(s): All Except Roseville which Completed the Pilot

1. Describe the service modification request.

Please including the reason for change

Pending approval, the remaining six Ramsey County Libraries (excluding Roseville, which modified services as of March 29th) plan to launch patron self-serve access to additional library services, including browsing library collections.

- The schedule is as follows:

April 12th, 2021	Shoreview
April 26th, 2021	New Brighton, North St. Paul, White Bear Lake
May 3rd, 2021	Maplewood, Mounds View

Listed below are the intended services to be offered and those services which will not be available:

SERVICES OFFERED

Pick up requested items.
Browse library materials.
Check out books, DVDs, music, and more.
Copy, scan, fax, and print.
Return library items.
Get a library card.
Brief reference transactions.
Public computing on a walk-in basis.

SERVICES NOT AVAILABLE

Study and meeting room access.
In-person programming, such as Storytimes, Homework Help, or History Programs.
Spaces to sit and read or study.
Furnishings to sit on.
Children's play items.
Newspapers to read.
In depth in-person tech help.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

Resuming offering additional services to Library patrons will allow for broader access to and support of the diverse communities served. This broader access also affects staff since more in person physical interaction will take place and for longer periods of time.

3. How will this change impact workplace safety during COVID-19?

Collaboration amongst Public Health, Property Management, Service Center, and Library management has occurred throughout the proposed changes. Below are physical adjustments which will be implemented to address workplace safety concerns. Occupation limits have been set and communicated to Library management. Physical layout changes implemented to help mitigate safety concerns:

- o Soft furnishings, tables and chairs have been stored.
- o Socially distanced public computing is available in the Community Program Room.
- o A limited number of PACs will be identified for public use.
- o Social distancing markers will be added as recommended.
- o Sanitizing stations will be offered for patron self-serve use on equipment

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- o Signage plan will be reviewed and modified as needed.

In addition to physical changes, detailed staff procedures have been developed for the circulation desk, public computing and copy/fax/scan services to address workplace safety concerns. These include mask enforcement, social distancing, time limits for interaction, and cleaning protocols to name a few.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

Use the [online service modification request form](#) to submit official requests

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DEPARTMENT**Public Health – Family Health Division**

1. Describe the service modification request.

Please including the reason for change

To safely initiate resumption of in-person maternal and child health visits in an indoor or outdoor environment. Some clients would like to have, and would benefit from, face-to-face interactions with the Public Health Nurses.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

All public health nurses and the families that we serve will be impacted by this change. In-person visits will be an option and at this time will be voluntary for both staff and clients.

3. How will this change impact workplace safety during COVID-19?

In-person visit guidance has been updated to include the latest research-based practice as well as consulted our medical director, Dr. Lynne Ogawa. Many staff are fully vaccinated and eventually all staff will be fully vaccinated.

4. Will this change bring additional staff or residents into your assigned county building?

- NO

5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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DEPARTMENT

Social Services

1. Describe the service modification request.

Please including the reason for change

ACT is a best practice, evidence based, mental health treatment program. It is interdisciplinary, including staff in roles such as psychiatry, nursing, therapy, vocational services, peer support services, substance use disorder treatment specialist, and general case management.

At it's core, the efficacy and quality of services provided to the clients served relies on frequent, in person interaction to collaborate, consult, treatment plan and be both proactive and reactive to crisis situations that our clients frequently are experiencing. This fundamental element of this particular treatment model allows for better services, more timely services and minimizing miscommunication or missed communication amongst team members, which only benefits the clients receiving these services.

Some particular aspects we feel are negatively affected by not meeting in person for team meetings are the following:

When we gather together physically, we physically hand out medication and make sure that all medication sets that need to go out are in the hands of a practitioner. When we do this, it prevents having to elicit coverage from a staff member working at home at the last minute. When this happens, the practitioner who provides coverage then ends up having to shorten their appointments with the regularly scheduled clients in order to fit in an additional one.

Having the process streamlined and having everyone in person at the time of medication distribution makes for ease of coverage by any staff member as they all are already in the community providing services for the day. This ensures that all clients get their meds on time/when they are supposed to and other clients appointments are not put on the back burner for coverage needs.

Sometimes people are not able to log onto meetings due to technical difficulties/Internet connectivity issues. When people have to miss team because of this, they miss a significant amount of important clinical information that enhances client service. In person team meeting would alleviate this.

2. Who will be impacted by the change?

Consider the racial equity impacts for both service users and staff

All ACT staff will impacted as this will be a change in what has been the norm for the past year. Staff will not be required to attend in person if they have continued concerns about doing so.

ACT shares space with the Mother's First team. The ACT supervisor has discussed with the Mother's First supervisor the implications to that team if ACT returns to being in the office more frequently and there were no objections. Mother's First staff will also continue with safety protocols of sanitizing hands, wearing masks, and distancing whenever possible.

3. How will this change impact workplace safety during COVID-19?

There will be more staff in the office at a given time, increasing the potential of shared exposure. However, the team does plan to continue to follow safety protocols such as hand sanitizing as we enter the office, keeping distance when possible and wearing a mask. The chance for actual exposure and spread is small given that all team members are fully vaccinated.

4. Will this change bring additional staff or residents into your assigned county building?

- YES

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5. Has this request been reviewed and approved by your Deputy County Manager or Executive Team member?

- YES

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