General Safety Precautions

Precautions taken for the safety of all members of the public conducting business with Broward County Government and the County staff that serves them include the following:

- Required facial coverings by members of the public while in County facilities
- Required facial coverings and other personal protective equipment (such as gloves and face shields, where appropriate) for employees and staff serving members of the public in County facilities
- Hand sanitizer and/or disinfectant wipes in public areas
- Signage and floor markings to mark 6-foot social distancing in public areas
- Protective plexiglass shields at public counters and reception areas
- Daily or more frequent deep cleaning of County facilities
- Increased cleaning of restrooms, elevators and other high-touch areas (e.g. door handles, water fountains, etc.) in County facilities
- Reconfiguration of lobbies, public meeting rooms and spaces to accommodate social distancing
- Flex appointments for customers in some locations
- Curbside service where available (e.g. libraries)
- Continued online options for delivery of public services
- Air filtration and purification systems in certain facilities (e.g. Port Everglades, Medical Examiner) and on Broward County fixed-route buses and Paratransit vehicles; planned improved ventilation systems in others
- Remote participation opportunities for public speakers for public meetings
- Reduced public hours in some facilities to allow time for staff cleaning and sanitizing before opening and after closing
- Public education and awareness messaging, including print and digital signage, public service announcements and social media announcements
Accounting Division
Finance & Administrative Services Department

SERVICES
- Accounts Payable
- Payroll, Retirement and Deferred Compensation Processing
- Financial Reporting including Grants
- Accounting Administration
- Asset Inventory
- Holding Performance Bonds

METHODS OF SERVICE DELIVERY AVAILABLE
- Online
- Mail

HOURS OF SERVICE DELIVERY
- Monday through Friday, 8:30AM-5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Accounting services described above:

- Accounts Payable may deliver check pick-up in person, and receives mail from an enclosed vestibule with pass-through opening.
- Accounting Administration receives mail from behind a clear plastic partition.

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Accounting
eMail: accounting@broward.org
Phone: 954-357-7140
Animal Care and Adoption Division (ACAD)
Environmental Protection & Growth Management Department

**SERVICES**

- Adopt or foster a pet
- Pet surrenders
- Lost-stray pet intake
- Foster pet care
- Rabies tag registration
- Trap/Spay/Neuter Return (TNR), Return to Field programs for feral/community cats – maintained at current throughput levels until a date to be determined, as resources and budget permit
- Spay and Neuter Incentive Program (SNIP) for owned dogs and cats – maintained at current throughput levels until a date to be determined, as resources and budget permit
- Animal care calls for assistance
- Wellness Clinic

*Services Not Opening/Delayed Opening:*

- The Wellness Clinic is still preparing for opening and will not be part of the initial reopening.

*Additional Services:*

- Virtual adoption services will continue for the time being.

**METHODS OF SERVICE DELIVERY AVAILABLE**

- In-Person (lost/stray pet intake and pet adoptions, and ad hoc walk-in rabies tag registration customers)
- Online or In-Person by Appointment Only (foster, rescue, pet surrender, rabies tag registration, TNR, RTF and SNIP)
- Field (animal calls for assistance)

**HOURS OF SERVICE DELIVERY**

- Tuesday through Sunday, 11AM – 6PM; Closed Monday
- Customer Service Assistance closed from 1:30-2:30PM (but kennel assistance available)

**PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES**

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Animal Care services described above:

- Customer capacity for the entire facility will be up to 20 people at one time (18 in the Main Lobby and 2 in the Admitting Lobby); once capacity is reached, customers may remain outside in a socially distanced line, or in their vehicle until called for service.
• Groups will be asked to social distance as a unit
• Provisions have been made to monitor and communicate with customers about parking overflows at the ACAD facility; energy efficient parking spaces will also be used for standard vehicles when necessary to address overflow parking capacity
• All seating has been removed from customer areas, except for those in front of the three customer service counters; chairs will be sanitized between each customer use
• Intake will be suspended any time the shelter animal capacity has been reached.

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Animal
eMail: animalcare@broward.org
Phone: 954-359-1313
Aviation Department

SERVICES

- All actions associated with commercial traffic operations to and from Fort Lauderdale-Hollywood International Airport (FLL) and general aviation operations at North Perry Airport (HWO).

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person

HOURS OF SERVICE DELIVERY

- FLL and HWO are operational and open for business 24/7, 365 days per year.
- Main Administrative Office is open Monday through Friday from 8AM – 4:30PM.

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Aviation services described above:

- Public safety campaign called “FLLy Safer, FLLy Smarter, FLLy Better” as part of an overall Communications Plan
- Public service announcements for reminders on guidelines
- Information on the airport’s website and Flight Information Display Systems in the terminals.
- Posted reminders about guidelines on social media platforms (Facebook, Twitter and YouTube)
- Splash page announcement for airport guests who use the free Wi-Fi service
- Ongoing efforts to provide free facial coverings to airport guests
- Ongoing communication with airport stakeholders (e.g. airlines, concessionaires, etc.) about requirements and changes implemented in the airport campus

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: fll.net
eMail: FLLNews@broward.org
Phone: 954-359-1329
SERVICES

- Biopsychosocial Assessments
- Triage Assessments

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person

HOURS OF SERVICE DELIVERY

- 6AM – 10PM
- 24/7 for emergencies, such as law enforcement drop-offs

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the BARC services described above:

- Wellbeing screenings including temperature checks for all staff, clients and visitors prior to admittance to BARC premises
- Scheduled appointments to reduce number of clients in the waiting areas
- Walk-in hours and client limits set up to reduce the number of clients in the waiting area
- Clients not allowed guests, other than collaborating provider staff
- “COVID Monitors” are used to walk the facility to ensure staff and clients are wearing facial coverings and complying with social distancing

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/AddictionRecovery
eMail: BARC@broward.org
Phone: 954-357-4880
SERVICES

- Medical Detoxification
- Clinical Support

Services Not Reopening/Delayed Reopening:

- BARC Detoxification Services will return to full bed capacity (50 beds) with the caveat that clients with pending COVID-19 test results (versus those with negative test results) are isolated in single occupancy rooms. Capacity will fluctuate based on the numbers of these two groups.

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person

HOURS OF SERVICE DELIVERY

- 24/7

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the BARC services described above:

- Wellbeing screenings including temperature checks for all staff, clients and visitors prior to admittance to BARC premises
- All new admissions tested for COVID-19; newly admitted clients will be in single occupancy rooms until COVID test results are obtained
- Start prophylactic therapy in triage to decrease possible exposure (melatonin, iodine, Vitamin C, D3 and Zinc)¹
- Mealtimes and client activities will be staggered to ensure social distancing
- “COVID Monitors” are used to walk the facility to ensure staff and clients are wearing facial coverings and complying with social distancing.

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/AddictionRecovery
eMail: BARC@broward.org
Phone: 954-357-4880

¹ According to the Center for Disease Controls and Prevention (CDC) and the Florida Department of Health, these prophylactic treatments have been shown to have positive outcome and decrease the likelihood for critical COVID-19 symptoms, adjutant in anti-inflammation, anti-oxidation, immune response and body homeostasis regulation. In addition, this treatment modality repeatedly demonstrated reduced induced respiratory infections and its associated complications as they boost the natural human immune system to fight virus such as COVID-19 and other viruses such as the common cold and flu.
Broward Addiction Recovery Center (BARC) – Outpatient Services
Human Services Department

SERVICES
• Intake/Orientation
• Individual, Group and Family Counseling
• Urinalysis and Breathalyzer Testing
• Case Management Services
• Medication Assisted Treatment (MAT)

Services Not Reopening/Delayed Reopening:
• In person services at Carver Ranches
• Outside providers coming to BARC locations (until those providers resume in-person services); services offered virtually when available

METHODS OF SERVICE DELIVERY AVAILABLE
• In-Person
• Online (contingent upon eligibility)
• Telephone (contingent upon eligibility)

HOURS OF SERVICE DELIVERY
• Mills Facility – Monday through Thursday 8:30AM – 8:30PM and Friday 8:30AM – 5PM
• Central BARC – Monday, Wednesday and Friday from 8AM – 9PM and Tuesday and Thursday from 8AM – 4:30PM
• Carver Ranches – Monday through Friday from 8:30AM – 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the BARC services described above:
• All in-person services scheduled to allow for adherence to proper social distancing requirements
• Guests will not be permitted inside BARC while waiting for clients
• Wellbeing screenings including temperature checks for all staff, clients and visitors prior to admittance to BARC premises
• “COVID Monitors” are used to walk the facility to ensure staff and clients are wearing facial coverings and complying with social distancing

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/AddictionRecovery
eMail: BARC@broward.org
Phone: 954-357-4880
SERVICES

- Individual, Family, Group counseling
- Biofeedback
- Case management
- Nutritional services (food management and nutrition)
- Psychiatric services
- Medical and Nursing services

Services Not Reopening/Delayed Reopening:

- Weekly family visitation and outside providers with clients will remain virtual at this time
- Residential Services will return to full bed capacity (92 beds) with the caveat that clients with pending COVID-19 test results, versus those with negative test results) are isolated in single occupancy rooms. Capacity will fluctuate based on the numbers of these two groups.
- Only clients with dire medical appointments will be allowed to attend outside appointments and each situation will be on a case-by-case basis

METHODS OF SERVICE DELIVERY AVAILABLE

In-Person:

- Individual counseling
- Group counseling (hybrid of on-line with outside providers and in-person with staff)
- Biofeedback
- Case management
- Nutritional services (Food management & nutrition)
- Psychiatric services
- Medical & Nursing services
- AA/NA meetings (hybrid of on-line with outside providers and in-person among clients)

Online:

- Group counseling (hybrid of on-line with outside providers and in-person with staff)
- Family counseling
- Client court appearances
- Client family visitation
- Individual client and outside provider meetings
- AA/NA meetings (hybrid of on-line with outside providers and in-person among clients)

HOURS OF SERVICE DELIVERY

- 24/7
PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the BARC services described above:

- Wellbeing screenings including temperature checks for all staff, clients and visitors prior to admittance to BARC premises.
- All new admissions tested for COVID-19; newly admitted clients will be in single occupancy rooms until COVID test results are obtained
- Start prophylactic therapy in triage to decrease possible exposure (melatonin, iodine, Vitamin C, D3 and Zinc)²
- Client visitations will remain virtual
- Client outside appointments will remain suspended (only clients with dire medical appointments will be allowed to attend outside appointments; each situation will be on a case-by-case basis)
- Larger rooms will be used for process groups to accommodate increased attendees
- Additional groups will be added to the schedule to allow for fewer attendees in each group
- Mealtimes will be staggered to ensure social distancing
- “COVID Monitors” are used to walk the facility to ensure staff and clients are wearing facial coverings and complying with social distancing

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/AddictionRecovery
eMail: BARC@broward.org
Phone: 954-357-4880

² According to the Center for Disease Controls and Prevention (CDC) and the Florida Department of Health, these prophylactic treatments have been shown to have positive outcome and decrease the likelihood for critical COVID-19 symptoms, adjutant in anti-inflammation, anti-oxidation, immune response and body homeostasis regulation. In addition, this treatment modality repeatedly demonstrated reduced induced respiratory infections and its associated complications as they boost the natural human immune system to fight virus such as COVID-19 and other viruses such as the common cold and flu.
Broward County Transit (BCT) 
Transportation Department

SERVICES
- Fixed Route Bus
- Paratransit
- Community Shuttle (via Interlocal Agreements with municipalities)

Services Not Reopening/Delayed Reopening:
Fares will remain suspended. Bus pass sales are delayed pending the reinstatement of bus fares.

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person
- Online

HOURS OF SERVICE DELIVERY
- BCT is providing Fixed Route Bus and Paratransit service Monday – Friday from 5AM – 1AM; Saturday from 5AM to Midnight; and Sunday from 6AM – Midnight.
- Community Shuttle service is provided on varied modified schedules in each municipality.

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Transit services described above:

- Passengers must enter the bus through the rear door
- Buses allow no more that 50% of previous capacity to maintain social distancing
- Paratransit is limiting service to one passenger per trip, no multoloading
- All Fixed-Route buses have been equipped with ionizing air cleaners to improve overall air quality and neutralize 99.9% of viruses and other airborne microbes circulating through the HVAC system

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/BCT
eMail: cservice@Broward.org
Phone: 954-357-8400 (Customer Service Line)
Building Code Services
Environmental Protection & Growth Management Department

SERVICES

- Building Permitting for Broward Municipal Services District (BMSD), FLL Airport and Contract Cities
- Building Inspections for BMSD, FLL Airport and Contract Cities
- Building Plan Reviews for BMSD, FLL Airport and Contract Cities
- Building Code Enforcement
- Building County Operated Facilities Inspections
- Property Research and Records Requests
- Lien Searches
- Elevator Permitting and Licensing (Countywide)
- Elevator Enforcement (Countywide)
- Contractor Licensing (Countywide)
- Contractor Enforcement (Countywide)

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online
- Telephone
- Mail, Email and Dropbox

Note: In-person plan review and code enforcement meetings with the public will be held virtually and/or via conference calls.

HOURS OF SERVICE DELIVERY

- Staff reports Monday – Friday from 7:30AM to 5:00 PM
- Public operating hours are 8:00 AM – 3:30 PM (to allow staff time to sanitize all areas at the beginning and end of the workday)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Building Code services described above:

- Seats have been removed from waiting areas at Government Center West lobby
- Customers will be required to sign into a digital queuing system (QLess) prior to being serviced; service wait times have been adjusted to allow only one transaction at a time
- Containers will be available for drop-off and pickup service; however, Building Permitting and Elevator Safety pickups will be by appointment only
• Customers will enter through the main northwest security entrance and then proceed to Customer Information (Donut) to log into QLess, maintaining the limit of 2 persons at the Donut and 4 in line (3 preferred) as indicated by floor markings
• There will be separate doors for entry and exit
• Queueing systems are operated by staff members wearing gloves and masks

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Building
eMail: building@Broward.org
Phone: 954-765-4400
Code Enforcement
Planning & Development Management Division
Environmental Protection & Growth Management Department

SERVICES
• Code enforcement services (for Broward Municipal Services District only)
• Code Board and Citation Hearings
• Rental Registration Program
• Code Enforcement lien searches and releases

METHODS OF SERVICE DELIVERY AVAILABLE
• In-Person (Field Inspections)
• Online (all services)
• Telephone and Email (customer service/assistance)

HOURS OF SERVICE DELIVERY
• Monday through Friday, 8AM – 4:30PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Code Enforcement services described above:

• All fees are payable online by e-check or credit card (e-check is the only acceptable form of payment of impact fees)
• Customers are seen by appointment only, using QLess app, and are notified by text when they can enter Government Center West
• Hearings are held in-person before magistrate, with social distancing and enhanced sanitation for customer safety
• Field officers are available to respond to code compliance complaints and may be contacted through the MyBroward.Broward.org app or by calling the Call Center at 311

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Planning/CodeEnforcement
eMail: codecomplaint@broward.org
Phone: 311 (code violation complaints)
         954-357-9793 (all other customer services)
Community Partnerships Division
Human Services Department

SERVICES
- Information and referral services for individuals and families experiencing homelessness and people living with HIV
- Contract development
- Host Broward County Advisory Board and Committee Meetings (Children Services, Homeless Continuum of Care and HIV Planning Council)
- Review and process payments for all contracted services
- Troubleshoot provider and client issues

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person (limited)
- Online
- Telephone

HOURS OF SERVICE DELIVERY
- Monday through Friday, 8:30AM – 6PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Community Partnerships services described above:

- Seats have been removed from waiting area
- Conference room capacity has been reduced
- Promote the use of virtual meetings (internal and external) where appropriate
- Implemented virtual/electronic monitoring and invoice processing

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/HumanServices/CommunityPartnerships
eMail:
Phone: 954-357-8647
CONVENTION & VISITORS BUREAU, GREATER FORT LAUDERDALE (GFLCVB)

SERVICES

- Visitor information (online only)
- Outreach to hospitality business to business clients (online or via appointment)
- Group, sports, and convention center sales (online or via appointment)

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person (by appointment)
- Online

HOURS OF SERVICE DELIVERY

- Staff are available Monday through Friday, 8:30AM – 5PM
- Hours for in-person service to the public are Monday through Friday, 9AM – 4:30PM. The office is open to deliveries, meeting planners and other business-to-business clients with appointments.

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the GFLCVB services described above:

- Seats have been removed from the waiting area
- Only one person at a time permitted in the reception area
- Brochures and other visitor information has been removed from the office reception area; tourists seeking information should visit Sunny.org
- Visitor guides can be ordered online and will be mailed to the public

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Sunny.org
eMail: gflcvb@broward.org
Phone: 954-765-4466
Crisis Intervention & Support Division
Nancy J. Cotterman Center (NJCC) – Child Protection Team (CPT)
Human Services Department

SERVICES
CPT provides the following services to families and child victims of physical abuse, sexual abuse, emotional abuse, neglect, and threatened harm:

- Forensic medical examinations
- Forensic interviews
- Specialized interviews
- Medical consultations
- Social assessments
- Multi-disciplinary staffings
- Psychological evaluations and consultations
- Case coordination
- Court testimony and depositions
- Education

METHODS OF SERVICE DELIVERY AVAILABLE

In-person:
- CPT services for children and families (medical examinations, psychological evaluations, and interviews) are provided in-person, and at times via telephone

On-line:
- CPT services for stakeholders (education and multi-disciplinary staffings) are provided online or via telephone; court testimony and depositions are provided online

HOURS OF SERVICE DELIVERY

- The CPT is available to provide in-person services to children and families on a 24-hour basis, including scheduled exams at the office, or responding to the hospital for emergency services.
- Service hours are Monday through Friday from 8AM – 5PM; after hours from 5PM until 8AM; weekends and holidays from 8AM to 8AM the following business day

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Crisis Intervention services described above:

- All individuals coming into the building are being screened using approved screening form and protocol including temperature checks; clients are pre-screened on the phone as possible before entering the building
- Clients check in when they arrive and remain outside until time of service
- Waiting room chairs in the lobby area have been minimized to allow for social distancing
• During forensic medical exams, staff wear at minimum a mask and additional PPE equipment to include N95 mask, goggles, gowns and gloves as indicated
• Staff will continue to respond to the office only when exams/interviews are scheduled, to reduce the number of staff in the office and minimize interaction

**CONTACT FOR QUESTIONS FROM THE PUBLIC**
Website: [Broward.org/nancyjcottermancenter](http://Broward.org/nancyjcottermancenter)
Email: [humanservices@broward.org](mailto:humanservices@broward.org)
Phone: 954-357-5775
Crisis Intervention & Support Division –
Nancy J. Cotterman Center (NJCC) – Crisis and Counseling
Human Services Department

SERVICES
Agency provides the following services to victims of sexual assault, child abuse and human trafficking:

- Individual and Group Therapy
- Crisis Intervention
- Advocacy – court, law enforcement, services providers, etc.
- 24-hour Helpline
- Accompaniment during forensic medical exams, court and other services
- Forensic Interviews
- Case Coordination
- Outreach and Education
- Multi-disciplinary staffing

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person (on site and in hospital, as needed)
- Online
- Telephone
- Tele-health/Video

Emergency services have been provided in person throughout the pandemic. Clients who request in-person non-emergency service are accommodated.

HOURS OF SERVICE DELIVERY

- Crisis Unit I – available 24/7
- Counseling Unit – Monday through Thursday from 9AM – 8PM; Friday and Saturday from 9AM – 5PM
- Crisis Unit II – Monday through Friday from 8:30AM – 5:30PM; after hours and weekends as needed

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Crisis Intervention services described above:

- Seats have been removed from the waiting area; only one person at a time permitted
- All individuals coming into the building are being screened using approved screening form and protocol including temperature checks; clients are pre-screened on the phone as possible before entering the building
- Clients check in when they arrive and remain outside until time of service
• During forensic medical exams, staff wear at minimum a mask and additional PPE equipment to include N95 mask, goggles, gowns and gloves as indicated.
• Continue providing tele-health services and meetings/outreach via video platforms as much as possible to reduce the number of clients and stakeholders in the building.

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/nancyjcottermancenter
Email: humanservices@broward.org
Phone: 954-357-5775
SERVICES
The Medical Team of NJCC provides the following services to victims of child abuse and medical neglect, sexual assault, and human trafficking:

- Read daily Florida Safe Families Network (FSFN) narrative reports and document Child Protection Team (CPT) recommendations on the abuse reviews
- Triage cases referred by Child Protection Investigation Services (CPIS) or law enforcement (LE)
- Forensic medical exams (child and adult sexual assault evidentiary exams) – performed at NJCC or a Broward County hospital
- Peer review
- Quality assurance chart review
- Court testimony/Depositions
- Outreach and Education
- Multi-disciplinary staffing
- Maintain and order medical supply

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person
- Online
- Telephone
- Tele-health/Video

Medical Services have been provided in person throughout the pandemic. Indirect services are provided via tele-health/video.

HOURS OF SERVICE DELIVERY
- Staff reports Monday through Thursday from 8AM – 8 PM; and Friday from 8AM – 6PM
- Staff are on call 8PM to 8AM weekdays; 6PM – 9AM Fridays; and on call 9AM to 8AM Saturday through Monday
- Public operating hours are 24/7, 365 days a year
- Medical Unit Services are available 24/7

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Crisis Intervention services described above:

- All individuals coming into the building are being screened using approved screening form and protocol including temperature checks. Clients are pre-screened on the phone as possible before entering the building.
- Clients are checking in when they arrive to the agency while remaining outside until service time
- Waiting room chairs have been minimized to allow for social distancing
- For the forensic medical exams, staff are to wear at minimum a mask and additional PPE equipment to include N95 mask, goggles, gowns and gloves as indicated
- Trainings and meetings are conducted via online platform

**CONTACT FOR QUESTIONS FROM THE PUBLIC**

Website: Broward.org/nancyjcottermancenter  
Email: humanservices@broward.org  
Phone: 954-357-5775
Crisis Intervention & Support Division – Justice Services
Human Services Department

SERVICES
- Assessments
- Case Coordination
- Court Advocacy
- Community Service Activities
- Moral Reconation Therapy Groups

Services Not Reopening/Delayed Reopening:
- Moral Reconation Therapy Groups will be delivered digitally until further notice. Groups will meet Tuesday and Thursday at 4PM and Saturday at 10:30AM

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person
- Online (to continue unless funder mandates in-person service)

For those who wish to avoid coming into the office to transaction business:
- Justice Services will continue to offer services telephonically or via digital means unless prohibited by the funder(s).
- No services will be conducted in-home; however, staff will be allowed to drop off and pick up required paperwork with the appropriate Personal Protective Equipment

HOURS OF SERVICE DELIVERY
- Monday through Friday, 8:30AM – 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Crisis Intervention services described above:

Justice Services Building (JS): Adult and Juvenile Civil Citation
- Seats will be removed from waiting areas; only the participant and his/her legal guardian(s) (as applicable) will be permitted to enter the building, at the scheduled appointment time, for face-to-face assessments
- A maximum of 3 individuals will be allowed in the building at a given time
- A maximum of 3 individuals from the same household will be allowed in the waiting areas at a time
- All assessments will take place in the conference room; a maximum of two assessments can take place at a time
• No services will be conducted in-home; however, staff will be allowed to drop off and pick up required paperwork with the appropriate Personal Protective Equipment

**Juvenile Assessment Center (JAC): Juvenile Predisposition Staff (JPS) location**

• There are no waiting areas for JPS program participants at the JAC
• Youth who have been required to report to the JAC for Department of Juvenile Justice (DJJ) monitoring equipment and have been court-ordered to the JPS program will participate in an intake in the JAC’s conference room; only the participant and their legal guardian will be allowed in the conference room
• All other assessments will take place via telephonic or digital means unless the JPS schedules an appointment at the Justice Services building; if the appointment occurs at the Justice Services Building, all JS rules apply
• A maximum of 5 Justice Services staff will be allowed in the building at a time

**CONTACT FOR QUESTIONS FROM THE PUBLIC**

Website: [Broward.org/JusticeServices](http://Broward.org/JusticeServices)

Email: [humanservices@broward.org](mailto:humanservices@broward.org)

Phone: 954-357-6611
Cultural Division

SERVICES

• Grants
• Public Art
• Marketing

METHODS OF SERVICE DELIVERY AVAILABLE

• In-Person (by appointment)
• Online

HOURS OF SERVICE DELIVERY

• Monday through Friday, 10AM – 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Cultural services described above:

• Instituted a Customer Drop Box to be used by the grantees for the purpose of dropping off contracts in person
• Public and sunshine meetings, such as Cultural Council, Public Art and Design, Artist Selection Panels, and Grant Review Panels, will observe recommended CDC guidelines and County ordinances for facial coverings and social distancing

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/arts
eMail: culturaldiv@broward.org
Phone: 954-357-7457
SERVICES

These sections:

• Administration
• Behavioral Health Section
• Community Care for the Elderly
• Customer Relations and Senior Services Section
• Veterans Services Section

Provide these services:

• Assessments
• Assisted Living Facility Community Support Plans
• Assisted Living Facility MOU Cooperative Agreements
• Caregiver Training and Support – Group and Individual
• Case Management
• Case Aide
• Comprehensive Service Plans
• Counseling and Therapy
• Medical Risk Assessments
• Mental Health Peer Recovery Support Services
• Nursing Services
• Outreach and Education for community entities and contracted network of providers
• SOAR - SSI/SSDI Outreach, Access, and Recovery
• Targeted Mental Health Case Management
• Veterans Benefits Applications and Appeals
• WRAP - Wellness Recovery Action Plan
• In-House Staff Trainings

Services Not Reopening/Delayed Reopening:

• Adult Day Care: This service is dependent upon the contracted Adult Day Care Centers being open.
• In-Person Community Outreach and Education: All community events were canceled April 2020 and resuming these events has yet to be determined.
• PEARLS – Program to Encourage Active and Rewarding Lives for Seniors: Similar to the State of Florida Department of Elder Affairs (DOEA) suspension of in-person visits, EVS will commence in-person PEARLS service when its DOEA-funded programs are required to conduct in-person visits once again, and when PEARLS clients allow in-person visits. During this time, PEARLS counselors remain in regular contact with their clients via telephone.
• All outside agencies funding in-home case management and case aide services (such as the Florida Department of Children and Families and Florida Department of Elder Affairs) have authorized all services to be performed via telephone rather than in-home. Once this provision is lifted, in-home services provided directly by Elderly and Veterans Services Division staff will resume.
- Mental Health Court has been suspended so no courtroom visits have occur until the Mental Health Court reopens.
- Jail visitations, state hospital visitations and psychiatric ward visitations are suspended.

**METHODS OF SERVICE DELIVERY AVAILABLE**

- In-Person
- Telephone, email and fax
- Virtual platforms (e.g. Zoom, Microsoft Teams)

**HOURS OF SERVICE DELIVERY**

- Monday through Friday, 8AM – 5PM

**PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES**

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Elderly & Veterans services described above:

- Before scheduling in-home visits, staff inquire if client has tested positive for COVID-19, is exhibiting any symptoms of COVID-19, and/or been exposed to or in contact with anyone in the past 14 days who tested positive for or are exhibiting symptoms of COVID-19
- Staff making home visits are supplied with full PPE and hand sanitizer including shoe protectors, face mask and gloves
- If client needs a pen during in-home visits, they are provided a new pen and they keep it – it is not re-used by staff or other clients
- Providing new, disposable masks to clients, if needed

**CONTACT FOR QUESTIONS FROM THE PUBLIC**

Website: Broward.org/ElderlyAndVeterans
eMail: ElderlyAndVeterans@broward.org
Phone: 954-357-6622
Environmental & Consumer Protection Division
Environmental Protection & Growth Management Department

SERVICES
- Auto Body and Paint Shop Licensing and Technician/Trainee Registration
- Auto Repair Shop Licensing and Technician/Trainee or Lube and Tire Licensing
- Chauffer Licensing
- Child Care Home/Child Care Facility Licensing
- Consumer Complaints Investigation
- Environmental Storage Tank Facilities Licensing/Tank Modifications
- Environmental Records Search
- Hazardous Material Management Facility Licensing
- Local Mover’s Registration
- Nonemergency Medical Transportation Service Licensing, Certificates of Public Convenience and Necessity and Vehicle Permitting
- Vehicle-for-Hire Permitting
- Vehicle Immobilization or Towing Licensing
- Enforcement Hearings and Boards

METHODS OF SERVICE DELIVERY AVAILABLE
- 24/7 online through Broward County ePermits and other virtual applications
- Virtual pre-scheduled consultation with analyst and by telephone
- In-Person by advance appointment
- In-Person unscheduled walk-in (limited availability)

HOURS OF SERVICE DELIVERY
- Online – 24/7
- Otherwise, Monday through Friday 8AM – 4PM (advance appointment recommended)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Environmental and Consumer Protection services described above:

- Customers arriving at Government Center West for appointments, hearings or boards will enter through the smaller southeast security entrance, presenting proof of appointment or hearing as they enter; customers will check in at the Customer Assistance Center and then proceed to the designated service counter location or the hearing room
- All other customers will enter through the main northwest security entrance and proceed to the Customer Assistance Center to log into the online queuing system (QLess), maintaining the limit of 2 persons at the Customer Assistance Center and 4 in line as indicated by floor markings.
• Once logged in, customers will exit through the small southeast entrance to wait in the waiting area, or they may exit through the main exit and wait in their car until texted by the queuing system.

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Consumer
Email: Consumer@broward.org
ChildCareLicensing@broward.org
Phone: Division Main Number and Environmental: 954-519-1260
Child Care Licensing: 954-357-4800
Consumer Protection: 954-765-1700
Environmental Engineering & Permitting Division
Environmental Protection & Growth Management Department

SERVICES

- Air Licenses
- Asbestos Certifications
- Aquatic and Wetland Resources Licenses (Includes docks and seawalls)
- Contamination Sites/Environmental Assessment and Remediation (General)
- Cooling Tower Licenses
- Dewatering Approvals
- Domestic Wastewater Licenses
- FEMA Flood Maps
- Non-Domestic Wastewater Licenses
- Surface Water Management Licenses
- Tree Removal Licenses
- Waste Transporters
- Solid Waste Licenses
- Environmental Complaint Field Investigation
- Environmental License Compliance Field Investigations

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online
- Field Investigations

HOURS OF SERVICE DELIVERY

- Monday through Friday, 8AM – 4PM (staff will sanitize all areas at the beginning, during and end of the workday)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Environmental Engineering and Permitting services described above:

- Instituted a Customer Drop Box to be used by the customers without having to enter the building
- Updated the QLess System (digital queuing system)

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/Environment
eMail: EEPD@Broward.org
Phone: 954-519-1483
SERVICES

- Rent/Mortgage Assistance
- Utility Bill Assistance
- Financial Capability Coaching
- Homelessness Services
- Self-Sufficiency Assistance

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online
- Telephone

HOURS OF SERVICE DELIVERY

- Monday through Friday, 8AM – 6PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Family Success services described above:

- Limited seating at all lobbies to comply with social distancing

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/FamilySuccess
eMail: familysuccess@broward.org
Phone: 954-357-6367
Housing Finance & Community Redevelopment
Environmental Protection & Growth Management Department

SERVICES
- Affordable Housing

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person - limited
- Online (strongly encouraged)
- Telephone (strongly encouraged)

HOURS OF SERVICE DELIVERY
- Monday through Friday, 8:30AM – 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Housing services described above:

- Public service is limited to the first and second floor lobbies
- Dropbox provided in first floor lobby

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Planning/CodeEnforcement
eMail: codecomplaint@broward.org
Phone: 311 (code violation complaints)
Human Resources
Finance & Administrative Services Department

SERVICES

• **Staffing Services** to include in-person interviewing, job fairs, one-on-one employee coaching and career planning and collaborating with Professional Standards to address ADA staffing accommodations

• **Labor and Employee Relations** to include in-person meetings to discuss performance and/or disciplinary meetings which involve staff County-wide as well as external stakeholders (i.e. union representatives)

• **Employee Benefits Services** to include in person employee discussions concerning benefits and retirement, meetings with benefit providers, meetings with consultants and staff external to the Human Resources Division, health fairs open to all County employees, wellness events and meetings with retirees

• **Learning and Organizational Development** services to include class-room training, on-line training, employee assessments, interaction with the Employee Education Benefits committee, and interactions with instructors

• **Employee Assistance** to include one-on-one counselling services, county wide needs assessments and group grief counseling

• **Compensation Services** to include pay plan maintenance, classification descriptions and salary management

• **Employee Records** to include maintaining all public employee records

To minimize ‘direct contact’ and continue social distancing, the following services will remain virtual for the time being:

- Job fairs, annual HR “Open House”
- Wellness events
- Staff training sessions (New Employee Orientation, Fast Forward, Situational Leadership II, etc.)
- Early phases of the interview process

METHODS OF SERVICE DELIVERY AVAILABLE

• In-Person
• Online
• Telephone

HOURS OF SERVICE DELIVERY

• In-person service to the public from 9AM to 5PM, by appointment only, to allow time to sanitize shared space

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Human Resources services described above:

• See General Safety Precautions
CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/HumanResources
Email: careers@broward.org
Phone: 954-357-6001
Libraries Division

SERVICES

- **Staff Assistance**: Staff are available to assist with borrowing materials, account information, fine collection, answering reference questions and providing assistance accessing the print and digital collections and resources as well as navigating the diverse technology available.
- **Collection**: Access to a broad collection of physical and digital books, movies, music, newspapers and journals, as well as online databases and reference subscription-based resources; access to materials from other libraries via InterLibrary Loan as well as providing access to our collection to customers of other libraries.
- **Workforce Development**: Creation Station Business, as well as professional assistance from staff and community partners.
- **Social**: programs and events that span a broad range of topics that satisfy informational, educational and recreational needs.
- **Technology**: internet access via computers and WiFi, software such as Microsoft Office suite and Adobe Creative suite; audiovisual hardware and software, including cameras, microphones, music and podcasting equipment via Creation Stations; virtual reality hardware and software.
- **Miscellaneous**: selling bus passes.

*In Addition:*

- Book drops – opened in all locations along with curbside service in June 2020.
- Late fees suspended beginning in March 2020 – items checked out after November 9 will be subject to late fees if not returned when due.
- Lost item fees – assessed beginning in June 2020.

*Services Not Reopening/Delayed Reopening:*

- 1-on-1 Computer assistance.
- In-person programs and events.
- Meeting room/tutor room/group study room reservations.

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online
- Telephone

HOURS OF SERVICE DELIVERY

- Libraries will be open 5 days a week, 8 hours a day, with most libraries open Monday through Friday, from either 10AM – 6PM, or 11AM – 7PM.
- Regional Libraries (except for Northwest and Southwest Regional Libraries) will be open Monday through Thursday from 10AM – 6PM, and Saturdays from 9AM to 5PM.
• Northwest and Southwest Regional Libraries will be open Monday through Friday to accommodate grade schools on the premises

**Monday – Friday, 8AM – 4PM**

• Pembroke Pines/Walter C. Young

**Monday – Friday, 10AM – 6PM**

• Beach
• Carver Ranches
• Century Plaza
• Collier City
• Dania Beach
• Davie/Cooper City
• Deerfield Beach
• Fort Lauderdale
• Galt Ocean Mile (Currently closed due to interior refresh project)
• Hallandale
• Hollywood
• Hollywood Beach
• Imperial Point
• Lauderhill Central Park
• Lauderdale Towne Centre
• Margate
• Miramar
• North Lauderdale
• Northwest
• Pompano Beach
• Riverland
• Stirling Road
• Sunrise
• Dan Pearl
• Tamarac
• Tyrone Bryant
• Weston
• Young at Art

**Monday, Wednesday 11AM – 7PM**

**Tuesday, Thursday, Saturday, 10AM – 6PM**

**Closed Friday**

• African American Research Library and Cultural Center
• North Regional/Broward College Library
• South Regional/Broward College Library
• West Regional Library

**Monday, Wednesday, Friday, 10AM – 6PM**

**Tuesday, Thursday, 11AM – 7PM**
Closed Saturday and Sunday

- Northwest Regional Library
- Southwest Regional Library

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Libraries services described above:

- Building capacities will be limited in accordance with social distancing guidance
- Seating has been reduced and rearranged to accommodate social distancing guidance
- Pens/pencils/markers/etc. that the public are offered to use will be provided out of a container marked “new” or “clean” and used items will be returned into a container marked “used”; items in the “used” container will be sanitized at the end of each workday, allowed to dry overnight, and returned to the clean container
- Library card application forms will be sanitized with the handheld UV Light or put in a large clear bag for processing and then quarantined for 72 hours before filing (if quarantining, use one bag per day, and stack the applications so the newest form is on the top)
- If customers do not have a facial covering, one will be offered to them or the customer will be offered curbside service
- If a library had an assigned day porter pre-shutdown, they will maintain service upon reopening
- Returned items remain in quarantine for 72 hours from receipt then checked in (fine-free check-in) and shelved; bins used for quarantine are to be spray sanitized after they are emptied
- Water fountains will remain uncovered for use by the public, sanitized regularly by staff and/or day porters
- Every other computer will be taken offline to accommodate social distancing guidance

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/Library
eMail: Lib-CustomerSvc@broward.org
Phone: 954-357-7444
Parks Division

SERVICES
Several park amenities are open; several park amenities are pending opening and some park amenities are closed until further notice.

Gatehouse and gate fees were suspended in the spring of 2020 and will resume on January 9, 2021, providing visitors with the opportunity for fee-free attendance during the fall and winter holiday season, including Thanksgiving, Christmas and New Year’s Day.

Park Amenities That are OPEN:
• AllGolf, C.B. Smith Park
• Basketball (closed at Central Broward due to proximity to testing site)
• Bicycling
• Boat docks
• Boat ramps
• Boat rentals/marinas
• Bridges Enterprises
• Broward Ski & Wakeboard School
• Butterfly World
• COVID-19 Specimen Collection Test sites: Brian Piccolo Sports Park & Velodrome, C.B. Smith Park, Central Broward Park & Broward County Stadium, Markham Park & Target Range, Quiet Waters Park, Tradewinds Park & Stables, Vista View Park
• Cricket fields (closed at Piccolo due to proximity to testing site)
• Disc golf (partially closed at Quiet Waters Park due to proximity to testing site)
• Dog parks
• Drone field
• Equestrian trails
• Equine-Assisted Therapies of South Florida
• Extension Education (virtual only)
• Fishing
• Food Distribution site (biweekly through mid-December at Quiet Waters)
• Football/soccer fields
• Jogging/walking paths
• Koslov Tennis Academy
• Mountain bike trails (closed at Quiet Waters Park due to construction)
• Nature trails
• Open-space grills/grilling
• Organized sports leagues and practices
• Park hours return to normal
• Personal watercraft area
• Pickleball (closed at Central Broward due to proximity to testing site)
• Picnic tables
• Programs – Virtual or drive-through
• Racquetball/handball courts
• Registered Instructor classes (up to 9 participants)
• Remote-control cars and boats
• RV campgrounds (no tent camping)
• Ski Rixen USA
• Softball/baseball fields (closed at Tradewinds and half of a complex at Piccolo due to proximity to testing sites)
• Tennis courts (closed at Central Broward due to proximity to testing site)
• Trail rides
• Velodrome
• Volleyball
• Zack’s Snacks

Park Amenities that are SCHEDULED TO OPEN:

• Gatehouses and gate fees (opening Saturday, January 9, 2021)
• Hall/meeting rooms (opening Thursday, November 12, 2020)
• Holiday Fantasy of Lights (starting Thursday, November 13, 2020)
• Marine Environmental Education Center (coincide with NSU)
• Model steam train rides (starting Thursday, November 21, 2020)
• Neighborhood parks until Full-Day Youth Program ends
• Park offices (opening Thursday, November 12, 2020)
• Rumble in the Jungle Mountain Bike Race (Sunday, November 29, 2020)
• Shelter rentals (opening Thursday, November 12, 2020) (closed at Central Broward due to proximity to testing site)
• Silver Bells Drive-Through for seniors (Sunday, November 6, 2020)

Park Amenities CLOSED until further notice:

• Educational farm
• Food concessions at water parks (season is over)
• Fox Observatory
• Indoor gyms
• Nature Center exhibit halls
• Netball court (closed at Central Broward due to proximity to testing site)
• Outdoor fitness equipment areas
• Playgrounds
• Pony rides
• Splash pad
• Tent camping
• Water parks (season is over)
METHODS OF SERVICE DELIVERY AVAILABLE

- In person
- Online

HOURS OF SERVICE DELIVERY

Note: Many County parks are designated as COVID-19 test collection sites. Parks not being used as COVID-19 test collection sites will be open for public use as follows:

- Park Hours (8AM – 6PM)
- Office Hours (9AM – 5:30PM)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Parks services described above:

- Strict 8AM park opening time to allow for equipment inspection and normal cleaning to occur before patrons can enter park
- Educational signage is posted in numerous places (facial coverings, social distancing, hand sanitizer, CDC guidelines)
- Rental shelters are cleaned the evening prior to or morning of rental before patrons arrive
- Tables have been removed from non-rental gazebos/shelters to discourage groups from gathering and staying any length of time
- Rentals are capped at 50 percent capacity, not to exceed 100 patrons in total
- For rentals, permittee is responsible for ensuring compliance with social distancing and facial coverings rules, but park staff will continue to patrol parks and provide a limited number of warnings to those not following the CDC guidelines before the rental is suspended and permittee forfeits their security deposit
- Patron capacity will be clearly marked by entrance doors
- All flyers and handouts on counters or display racks will be removed to limit touch points and browsing within the office
- Encourage patron contact/reservations by phone and email whenever possible
- Emphasis on payments by credit card and/or with exact change to limit cash handling
- Patrons not allowed in employee restrooms
- Limited check-ins for indoor rentals with large gatherings; encouraging all rental permittees to tie garbage bags and place away from parties to allow staff to pick up as needed without coming in close proximity
- Emphasis on payments by credit card and/or with exact change for cash to limit cash handling
- Patrons are responsible for ensuring compliance with social distancing rules; park staff may provide a limited number of warnings before the rental is suspended and patron forfeits their deposit; Police Department/Broward Sheriff’s Office can be called in if issues escalate

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/Parks
eMail: ParksMarketing@Broward.org
Phone: 954-357-8100, Ext. 0
Planning and Development Management
Environmental Protection & Growth Management Department

SERVICES
- Development and Environmental review for issuance of Certificates, Licenses and Permits
- Impact fee assessment and payment
- Review of plat-related applications
- Review of easement and right-of-way vacations
- Review of site plans within Broward Municipal Services District
- Issuance of addresses for properties within Broward Municipal Services District

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person (Limited services, by appointment only)
- Online (all services)
- Telephone (Customer Service/Assistance)

HOURS OF SERVICE DELIVERY
- Monday through Friday, 8AM – 11AM, by appointment only – for ePermits, Development and Environmental review
- Monday through Friday 2PM – 4 PM, by appointment only – for Site Plan or to meet with planner (limit 1 hour/meeting)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Planning and Development Management services described above:

- All services are available on-line
- All fees are payable online by e-check or credit card (Note: e-check is the only acceptable form of payment of impact fees)
- Some services are only available through ePermits, including review of new construction plans and non-residential commercial interiors
- Customers are seen by appointment only, using QLess app, and are notified by text when they can enter Government Center West
- Staff will sanitize work space after each completed review
- Customers will be encouraged to log into the QLess digital queuing system before entering the building and to enter the building only when called by staff or having received a QLess text message
- Upon receipt of the QLess text, customers will enter through the nearest security entrance (southeast entrance preferred) and proceed to the designated customer service area
- Customer can make a Flex Appointment online from home/business using the QLess HomeKiosk link or app; customers arriving for Flex Appointments will be directed via QLess text messaging at time of appointment to park and enter through the smaller southeast Security entrance 10 minutes prior to their appointment
<table>
<thead>
<tr>
<th>CONTACT FOR QUESTIONS FROM THE PUBLIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://Broward.org/Planning/Development">Broward.org/Planning/Development</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:PDMDInfo@broward.org">PDMDInfo@broward.org</a></td>
</tr>
<tr>
<td>Phone: 954-357-6666 or 954-357-6633</td>
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</tbody>
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Port Everglades Department

SERVICES
- All industry actions associated with seaport operations related to cruise, cargo, energy/petroleum, real estate, and security within the Port jurisdiction

METHODS OF SERVICE DELIVERY AVAILABLE
- In Person

HOURS OF SERVICE DELIVERY
- Operational and open for business 24/7, 365 days a year
- Administrative Office is open Monday through Friday from 7:30AM – 6PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Port services described above:

- Communications Plan includes written memos and emails and employee and tenant Zoom meetings discussing current safety regulations
- Providing safety information on the port website
- Periodic safety informational guidelines posted on social media platforms
- On-going provision of free washable face coverings to all County Port Employees and all Port tenant employees
- Ongoing implementation of deep cleaning at the Administration Building every weekend

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: PortEverglades.net
Email: PortEverglades@Broward.org
Phone: 954-523-3404
## Public Communications, Office of

### SERVICES
- Government Meeting Support
- Call Center Operations

**Services Not Reopening/Delayed Reopening:**
- Public, in-person participation in government meetings (until further notice)

### METHODS OF SERVICE DELIVERY AVAILABLE

**Government Meeting Support**
- In-Person (for commissioners and select staff)
- Online
- Broadcast/Webcast
- Telephone

**Call Center Operations**
- Telephone (Live Call Taker Response and Call-Back Message Capability)
- Online (MyBroward.Broward.org)
- Mobile App (MyBoward.Broward.org)

### HOURS OF SERVICE DELIVERY
- Regular 311 Call Center Operations – Monday through Friday, 8:30AM – 5PM
- Homeless Helpline – Monday through Friday, 8AM – 6PM; Saturday and Sunday, 8AM – Noon
- COVID-19 Hotline/Business Complaint Line Operations – 7 days, 8AM - 10PM

### PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Public Communications services described above:
- “Register to Speak” process implemented for public participation in County Commission meetings

### CONTACT FOR QUESTIONS FROM THE PUBLIC

**Website:** [Broward.org/CallCenter](http://Broward.org/CallCenter)  
[RegisterToSpeak.Broward.org](http://RegisterToSpeak.Broward.org)

**eMail:** publicinfo@broward.org

**Phone:** 311 or 954-831-4000  
954-357-9500 (COVID-19 Hotline)  
954-563-HELP (4357) (Homeless Helpline)
Purchasing
Finance & Administrative Services Department

SERVICES

- Procurements of goods, general services, construction services, and professional services
- Voluntary and Mandatory Pre-Solicitation Meetings with potential bidders/proposers
- Site Visits
- Competitive Negotiations
- Pre-Solicitation Strategy Meetings
- Selection Committee/Evaluation Committee Meetings
- Various Countywide Trainings
- Bidders/Proposers submission of financial documents, bid bonds, performance/payment bonds
- Collection of Fees (i.e. protest bond, public records request)
- Fulfillment and production of Public Records Requests documents
- Fulfillment of Personal Protection Equipment

Services Not Reopening/Delayed Reopening:

- Voluntary and Mandatory Pre-Solicitation Meetings with potential bidders/proposers
- Pre-Solicitation Strategy Meetings
- Selection Committee/Evaluation Committee Meetings
- Various Countywide Trainings
- Competitive Negotiations
- Fulfillment and production of Public Records Requests documents

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online

HOURS OF SERVICE DELIVERY

- Monday – Friday from 8:30AM to 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Purchasing services described above:

- Limited access by the general public to the Lobby Area

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/Purchasing
eMail: PurchasingInformation@broward.org
Phone: 954-357-6066
Records, Taxes & Treasury (RTT) Division
Finance & Administrative Services Department

SERVICES

- Tax Payments (Real and Personal Property Taxes, Local Business Taxes)
- Tourist Development Taxes
- Hunting and Fishing Licenses
- Vehicle and Vessel Registration Renewals and Title Transactions
- Disabled Parking Permits
- Document Recording
- Public Document Search
- Passport Services

**Services Not Reopening/Delayed Reopening:**

The following services remain closed to the public until further notice:

- Passport services
- In-person Official Records Public Search

The Official Records Public Search area in the Governmental Center Room 114 remains closed to the public until further notice; however, search requests are accepted via mail, email and the Governmental Center dropboxes.

METHODS OF SERVICE DELIVERY AVAILABLE

- In-Person
- Online
- Dropboxes in all locations, during regular business hours

HOURS OF SERVICE DELIVERY

- Monday through Friday, 9AM-4:30PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the RTT services described above:

- Seats have been removed from waiting areas
- Only the person conducting a transaction is permitted to enter customer-facing sections
- Staff are available to ensure the public maintains social distancing in designated waiting areas
- Facial coverings are available to members of the public, if needed
- Where possible there are separate location entrances and exits
- Alternating transaction windows are open for service to ensure distancing
- Ticketing/queueing systems are operated by a staff member wearing gloves and a mask
• A maximum number of individuals permitted in each RTT section has been established based on space available and social distancing guidance, as follows:
  • Tax Collection Section – maximum 10 customers at a time
  • Auto Tag Office in Plantation - maximum 14 customers at a time
  • Recording Section – maximum 8 customers at a time; limit five transactions per customer
• Tax Payment and Document Recording dropboxes are located outside the RTT office in the Governmental Center Annex, Room A100, in the Governmental Center main lobby and inside the west (Brickell Avenue) Governmental Center entrance
• Auto Tag dropbox is located inside the reception area at Plantation Auto Tag office

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/RecordsTaxesTreasury
Email:  
  Property Taxes: revenue@broward.org
  Vehicle/Vessel Transactions: autotags@broward.org
  Official Records: records@broward.org
  Tourist Development Taxes: touristax@broward.org
  Hunting/Fishing Licenses: revenue@broward.org
Phone:  
  Property Taxes: 954-831-4000 or 954-357-6200
  Vehicle/Vessel: 954-765-7697 or 954-797-8733
  Official Records: 954-357-6716
  Tourist Development Taxes: 954-357-8455
  Hunting/Fishing Licenses: 954-357-6200
Risk Management Division
Finance & Administrative Services Department

SERVICES
- Workers’ compensation claims services
- Liability claims services
- Safety and Occupational Health (S&OH) training and building inspections
- Insurance management services

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person (by appointment)
- Online

HOURS OF SERVICE DELIVERY
- Monday through Friday from 8:30AM – 5PM, appointments preferred
- Telephonic services available after normal working hours

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Risk Management services described above:

- Services for the public are conducted in the reception/waiting areas
- Personal Protective Equipment including facial coverings, gloves and other equipment is required for Risk Management and Safety & Occupational Hazards Specialists when performing field work or interfacing with other employees and the public
- Some conference room chairs have been removed to allow for social distancing during meetings

For those who wish to avoid coming into the office to transaction business, several options are available:

- The online interview entry system allows divisions to report liability incidents
- A telephone interview entry system allows employees to report workers’ compensation incidents and/or injuries

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: broward.org/riskmanagement
Email: riskmain@broward.org
Phone: 954-357-7200
Solid Waste and Recycling Services
Broward County Landfill
Public Works Department

**SERVICES**
- Solid waste/landfill disposal services primarily serving Broward County businesses and residents

**METHODS OF SERVICE DELIVERY AVAILABLE**
- In-Person

**HOURS OF SERVICE DELIVERY**
- Modified schedule of Wednesday through Saturday from 8AM to 4PM

*Services Not Reopening/Delayed Reopening:*
- Return to normal landfill hours on Monday and Tuesday will not resume until 2021.

**PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES**
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Waste and Recycling services described above:

- The only in-person interactions between landfill staff and customers are at the scale house (where fees are charged, and disposal authorization is given) and landfill disposal areas
- The scale house utilizes transactional drawer systems which provide a physical barrier between staff and customers
- Staff at the landfill disposal areas communicate with customers from inside their equipment and work trucks utilizing hand signals, bull horns and 2-way radios (communication between staff)
- The landfill administration building is closed to the public, but the entrance to the building contains contact telephone numbers and website address information

**CONTACT FOR QUESTIONS FROM THE PUBLIC**
Website: [Broward.org/WasteandRecycling](http://Broward.org/WasteandRecycling)
Email: recycle_recover@broward.org
Phone: 954-357-533
Solid Waste and Recycling Services
Bulk Waste/Household Hazardous Waste
Public Works Department

SERVICES
- Accepting household hazardous waste, end-of-life electronics, and bulk trash/yard waste from residents of participating municipalities at our three Residential Drop-off Centers

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person

HOURS OF SERVICE DELIVERY
- Service for bulk trash and yard waste collections resumes Saturday, November 7, from 9AM to 3PM on an alternating schedule at the three Residential Drop-Off Centers. Thereafter, municipalities will be scheduled for use at a designated drop-off center every other Saturday (see schedule below). The alternating schedule permits social distancing.
- Residents with bulk trash/yard waste should refer to County or municipal website for their scheduled drop-off day. Residents showing up with bulk/yard waste on a non-scheduled day will be redirected to our North Residential Drop-Off Center in Pompano.
- Only two individuals per vehicle will be allowed to unload their bulk/yard waste at the Regional Drop-Off Center.
- Residents will be required to wear a facial covering while unloading bulk/yard waste at the Residential Drop-Off Center.
- Residents will be required to follow CDC guidelines for social distancing and other safety measures which will be communicated through posted signage located throughout the Centers.

Saturday Collection, November 7th, November 21st, December 5th, December 19th, January 2, 2021
- North Residential Drop-Off Center
  - Oakland Park
  - Lazy Lake
  - All municipalities with immediate needs
- Central Residential Drop-Off Center
  - BMSD
  - Weston
- South Residential Drop-Off Center
  - Hollywood

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Waste and Recycling services described above:

- Permitted residents will receive instructions using bull horns, coned lanes, and signage
- Staff will gather required proof of address through a closed vehicle window
• Residents will be instructed to stay in their vehicle while staff unload the vehicle trunk; if the household hazardous waste is located within the customer’s vehicle cabin, the resident will be directed to a marked, unstaffed onsite drop-off area for the customer to unload manually.
• Residents dropping off bulk/yard waste will be instructed that only two individuals per vehicle will be allowed to unload their bulk waste, and must wear a facial covering while unloading.

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Waste
Email: RECYCLE_RECOVER@broward.org
Phone: 954-765-4999
Value Adjustment Board  
Finance & Administrative Services Department

SERVICES
- Accept Petitions
- Value/Homestead/Exemption/Agricultural/Qualifying Improvement/Tangible/Legal hearings (2nd Floor)

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person
- Online

For those who wish to avoid coming into the office to file a petition or to attend their hearing(s):
- Petitions: Dropbox - Located in the main lobby of the Governmental Center where petitions and or evidence can be dropped off
- Hearings: Hearings are being conducted virtually via Microsoft Teams until December 15; in-person hearings will begin after December 15. Phone hearings can continue upon a written request by the petitioners/agents.

HOURS OF SERVICE DELIVERY
- Special Magistrates report Monday through Friday, 8AM – 4:30PM
- Hours for in-person service to the public are 7:30AM- 5PM to allow staff to sanitize all areas at the beginning of the workday

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the VAB services described above:
- Petitioners/Agents can contact the Value Adjustment Office via email or phone
- Chairs will be removed from the waiting areas in Room 120 and on the second floor main lobby
- A maximum of two people will be permitted in the lobby in Room 120 at a time
- Maximum of four people in the hearing rooms at a time, which will include the Special Magistrate, Hearing Clerk, Property Appraiser Representative and Taxpayer or agent
- Tables in the hearing rooms (Rooms 200A, 200B and 211) have been separated to provide social distancing
CONTACT FOR QUESTIONS FROM THE PUBLIC

VAB Website: broward.org/VAB
Axia Website: bcvab.broward.org/axiaweb2020 – This website is available for petitioners/agents who filed a petition and would like to check the status of their petition, upcoming hearings, and to upload their evidence. The Axia Website is also available to the property appraiser representatives to upload evidence and view agendas for upcoming hearings. Special Magistrates and the VAB Counsel can also utilize this website to review and complete worksheets.

Email: vab@broward.org
Phone: 954-357-7205
Water Services
Public Works Department

SERVICES

• Customer payment of water service utility bill

METHODS OF SERVICE DELIVERY AVAILABLE

• In-Person

NOTE:

• Pompano Beach and Lauderdale Lakes customer payment centers reopen for walk-in payments effective November 2, 2020
• Payments may still be made at the Pompano Beach drive-through
• Payments may still be made via the 24-hour automated phone system; call 954-831-3250 and select Option 1.
• Payments may still be made via website at www.Broward.org/WaterServices
• Payments may still be made by cash at any Amscot location that is open

HOURS OF SERVICE DELIVERY

• Monday through Friday, 8AM – 5PM

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES

In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Water Services described above:

• Six customers will be allowed in the two Payment Centers (2 customers at the service window and 4 customers waiting at designated spots in line); if capacity is reached, customers will line up outside until inside capacity permits entry.

CONTACT FOR QUESTIONS FROM THE PUBLIC

Website: Broward.org/WaterServices
Email: www_customer_svc@broward.org
Phone: 954-831-3250
Zoning
Planning and Development Management Division
Environmental Protection & Growth Management Department

SERVICES
- Zoning services for Broward Municipal Services District only
- Certificates of Use

METHODS OF SERVICE DELIVERY AVAILABLE
- In-Person
- Online
- Telephone (Customer Service/Assistance)
- Email

HOURS OF SERVICE DELIVERY
- 8:30AM – 3:30PM (by appointment only)

PUBLIC PROTECTIVE MEASURES SPECIFIC TO THESE SERVICES
In addition to the General Precautions listed at the front of this Back to Business Plan, here are additional public protective measures related to the Zoning services described above:

- All application services are available online
- All fees are payable online by e-check or credit card
- Customers are seen by appointment only, using QLess app, and are notified by text when they can enter Government Center West

CONTACT FOR QUESTIONS FROM THE PUBLIC
Website: Broward.org/Planning/Zoning
eMail: gday@broward.org
Phone: 954-357-9785 or 954-357-6618