

**KAREN KINNEY
ROCK ISLAND COUNTY CLERK**

FOR PUBLIC RELEASE

Operations Continuity Plan re: COVID-19

This is preeminently the time to speak the truth, the whole truth, frankly and boldly. Nor need we shrink from honestly facing conditions in our country today. This great Nation will endure as it has endured, will revive and will prosper. --Franklin D Roosevelt, 1933

Pursuant to 55 ILCS 5/3-2003.2, the County Clerk has the sole right to control the internal operations of the clerk's office, and therefore has exclusive managerial rights, including determining the size & composition of the workforce, establishing work schedules and assignments, and introducing new or different methods of operation, within other statutory limitations or contractual agreements.

Furthermore, State & National Declarations of Emergency and a County Disaster Proclamation acknowledge the unprecedented challenges presented by the COVID-19 pandemic, and recognize that certain adjustments to normal routines must be undertaken. Some adjustments include social distancing, self-quarantining, enhanced cleaning and disinfecting efforts, working remotely, and ending any gatherings of more than 10 persons.

As the COVID-19 pandemic affects more and more people, the Rock Island County Clerk has decided to take the following steps, effective Monday, March 23, 2020, until Monday, April 6, 2020:

Hours of operations will be 12:30 pm to 4:30 pm, Monday through Friday.

Methods of Contact

- Appointment: as pre-arranged and pre-approved on weekdays between 2 and 3 pm.
- Web: www.rockislandcountyclerk.org
- Email: clerk@rockislandcountyclerk.org
- Phone: 309-558-3570 (press 2 for elections, press 3 for tax redemption, press 4 for vital records/other)
- Mail: 1504 3rd Avenue or PO Box 3577
Rock Island, IL 61201 Rock Island, IL 61204-3577

*Make certified checks payable to:
Rock Island County Clerk*

Services

- The office is closed to all persons of the public, except assigned staff and election officials.
 - All customers with scheduled appointments or vendors on business will be subject to temperature checks and shall complete a health declaration form upon entrance.
 - No cash will be accepted, only certified checks made out to "Rock Island County Clerk" or credit card payments where applicable.
- Birth, marriage, and death records can only be obtained through USPS mail with a certified check or internet purchase.
 - Order forms for mail-in orders are available at www.rockislandcountyclerk.org by clicking the Vital Records tab on the left, and online purchasing options are also available through the website link to VitalChek.
- Marriage licenses are only available by appointment pre-scheduled by phone.
- Public Notary registration must be done through the mail only with payment as a certified check.
- Persons needing documents Notarized may only do so by appointment made by phone.
- Liquor Licenses may only be transacted through the mail upon receipt of full payment as a certified check.
- Assumed Business Name Registration should be arranged in advance and handled through the mail.

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Operations Continuity Plan re: COVID-19 (continued)

- Statements of Economic Interests are only accepted through the mail or email.
- Title searching services are offered through phone & email for pre-approved searchers.
- Delinquent tax payments can only be made through a certified check mailed to the office.
 - Delinquent taxpayers are encouraged to call the office and confirm the amount due and to learn if there are any potential additional fees so that their certified checks can be accepted in the correct amount due.
- Signed plats and deeds are available by appointment only and payments are required as certified check.
- Documents from taxing bodies must be mailed or emailed to the office, not dropped off in person.
- Mobile home changes, time extensions, and take notices & deed petitions for tax buyers will be processed as time permits.
- Tax levy confirmation forms are accepted by mail or email.
- Election materials can only be requested by phone and sent through the mail or email upon receipt of certified check payment.
- Requirements of the Election Code will proceed as scheduled unless overridden by governmental orders.
 - Updates to the State Board of Elections will continue.
 - Counting of late absentee ballots is scheduled for 1 pm on Tuesday, March 31, 2020.
 - The official canvass of votes from the Primary Election is scheduled for Thursday, April 2, 2020 at 1 pm.
- Voter registration will be processed as they are received; individuals wishing to change information or register for the first time should wait until after full office functions resume, or attempt to register online through the link to the State Board of Elections at www.ricountyclerk.org.
- FOIA requests will be accepted through email or postal service, any associated costs must be paid by certified check upon billing.

Employees

- Hand sanitizers and disinfectant spray is available and staff are encouraged to wash hands often.
- Frequently touched areas (counters, doors, etc.) are being cleaned more often.
- Employees who are scheduled to work will have their temperatures taken and will complete a health declaration form at the start of each shift.
- Employees who feel ill are encouraged to stay home and use earned or benefit leave, if available.

These arrangements are subject to change and/or may be renewed for an additional period of time according to circumstances.