

New 12/23/20

Municipal Based Transportation¹

Critical Functions/Responsibilities

Connecticut's 169 municipalities often provide transportation services other than those secured through public-transit providers. Municipalities may own/operate one or more buses or vans for specific populations transportation needs - most often for seniors and persons with disabilities. Operating these services during COVID-19 presents multiple challenges that must be addressed to ensure the safety of such services.

Connecticut has approximately 200 Senior Centers and three (3) Regional Senior Centers. According to the National Council on Aging*:

- ✓ Approximately 70% of senior center participants are women; half of them live alone.
- ✓ The majority are Caucasian, followed by African Americans, Hispanics, and Asians respectively.
- ✓ Compared with their peers, senior center participants have higher levels of health, social interaction, and life satisfaction and lower levels of income.
- ✓ The average age of participants is 75.
- ✓ 75% of participants visit their center 1 to 3 times per week. They spend an average of 3.3 hours per visit.

And that:

- ✓ Senior centers serve as a gateway to the nation's aging network—connecting older adults to vital community services that can help them stay healthy and independent.
- ✓ More than 60% of senior centers are designated focal points for delivery of OAA services—allowing older adults to access multiple services in one place.
- ✓ Senior centers offer a wide variety of programs and services, including:
 - ▶ Meal and nutrition programs
 - ▶ Information and assistance
 - ▶ Health, fitness, and wellness programs
 - ▶ Transportation services
 - ▶ Public benefits counseling
 - ▶ Employment assistance
 - ▶ Volunteer and civic engagement opportunities
 - ▶ Social and recreational activities
 - ▶ Educational and arts programs
 - ▶ Intergenerational programs

*<https://www.ncoa.org/news/resources-for-reporters/get-the-facts/senior-center-facts/>

According to OLR* - "Adult day care centers," (also known as "adult day centers," "adult day health centers," or "senior day care centers") are facilities where frail seniors and disabled adults can go during the day if they cannot, or do not wish to, be home alone. They provide supervision, social and recreational activities, personal care, lunch and snacks, and often medical care and health monitoring from a nurse on the premises. Most attendees need some supervision or medical services and are able to travel to the center during the day. Family members care for them at night and on weekends. The centers are one way for the elderly or disabled to avoid or delay entering a nursing home and to give family members who care for them a chance to continue working at their jobs or have some respite during the day. The state does not license adult day care centers. But, in order to receive any per-patient fees for their services from the state, they must be certified by the Connecticut Association of Adult Day Centers (CAADC). There are currently 48 CAADC-certified centers in Connecticut serving clients who receive state assistance and centers in border states also serving Connecticut clients. There is at least one uncertified center in Connecticut."

*Adult Day Care Centers - 2011-R-0012, <https://www.cga.ct.gov/2011/rpt/2011-R-0012.htm> Statutory Issues/References

¹ This guide is not intended to cover public transit districts

Many towns operate buses or vans acquired through the Federal 5310 Program, which according to CONDOT's website:

"Section 5310 is a federal grant program intended to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

It supports transportation services planned, designed and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas of Connecticut and provides funding for both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

The Section 5310 grant program is open to private nonprofit organizations, states or local government authorities, and operators of public transportation. Typical projects include the purchase of accessible vehicles, mobility management programs, travel voucher programs, and operating support of volunteer driver programs or demand response services.

<https://portal.ct.gov/DOT/Publictrans/Bureau-of-Public-Transportation/Section-5310-Program-Enhanced-Mobility-for-Seniors-and-Individuals-with-Disabilities>

Statutory Notes and other References

- Sec. 17b-423-1. Community services policy manual, Regulations of DSS
- Locally Coordinated Human Services Transportation Plan (LOCHSTP). <https://www.ct.gov/dot/cwp/view.asp?a=1386&q=415016>.

Executive Orders

Declaration of Public Health and Civil Preparedness Emergencies, Governor Ned Lamont:

*...since first declaring emergencies in March of this year, we have learned of unanticipated health effects from COVID-19 that are not well understood by the medical community, that no vaccine or effective treatment for COVID-19 has been approved or made available for wide distribution, and that our residents, businesses, and government agencies face new and unanticipated economic, fiscal, and operational challenges as a result of the COVID-19 pandemic, which require the flexibility and responsiveness provided by the emergency powers in Sections 19a-131a and 28-9 of the Connecticut General Statutes in order to protect the public health and promote civil preparedness. As a result, out of an abundance of caution and to eliminate any confusion about the extent of my emergency powers to address the many risks and concerns that will arise in the coming months and did not constitute clear justifications for the original emergencies I declared in March of this year, and pursuant to Sections 19a-131a and 28-9 of the Connecticut General Statutes, **I hereby declare that new states of public health and civil preparedness emergency exist throughout the State... The new states of emergency shall run concurrently with the renewed states of emergency and shall remain in effect until February 9, 2021, unless earlier terminated by me.***

(September 1, 2020)

Executive Order 9L (Executive Order Extensions)

1. **Extension of COVID-19 Executive Orders to February 9, 2021.** Pursuant to the emergency declarations issued on September 1, 2020, all executive orders issued pursuant to the public health and civil preparedness emergencies declared on March 10, 2020 and renewed on September 1, 2020 (COVID-19 Orders) that are unexpired and currently in effect as of the date of this order are hereby **extended through February 9, 2021**, unless earlier modified or terminated by me. Any individual section of any such order that is scheduled to expire on any other specific date shall remain in effect until such specific date, and any specific effective date or date for action contained in any such individual section shall remain valid. By way of illustration, and for the sake of clarity, Executive Order No. 9E has no specific duration because each individual section has specific dates for expiration or other action. The specific deadlines within such order, including the January 1, 2021 expiration of the eviction moratorium in Section 1 of that order and the February 9, 2021 expiration of the café liquor permits provided for in Section 2 of that order, shall remain unchanged and unaffected by this order.
2. **Extension of Agency and Municipality Orders of Concurrent Duration with Public Health and Civil Preparedness Emergencies.** Any unexpired order, rule, regulation, directive or guidance issued by any official, agency, department, municipality, or entity pursuant to an unexpired COVID-19 Order, which by its

own terms provides that it shall remain in place for the duration of the public health and civil preparedness emergency **shall remain in effect until February 9, 2021**, unless earlier modified or terminated by the issuing authority or a subsequent executive order.

Executive Order Link 9L - <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-9L.pdf>

- **7-1 Addressed social distancing - amended and superseded by Executive Order 7D and now 7N-1** - Restricts all social and recreational gatherings to no more than five people: The order modifies the governor's earlier executive order placing limits on the amount of people who can participate in social and recreational gatherings and reduces that number to no more than five people, through at least April 30, 2020 unless otherwise modified. This order includes, but is not limited to, community, civic, leisure, or sporting events; parades; concerns; festivals; plays or live performances; conventions and similar activities; except that religious, spiritual, or worship gatherings will remain subject only to the prohibition of 50 persons or more. This does not apply to government operations, private workplaces, retail establishments, or other activities that are not social or recreational gatherings.

Executive Order 7N Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7N.pdf>

Executive Order 7D Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7D.pdf>

Executive Order 7N Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7N.pdf>

- **7H-1 - Restrictions on workplaces for non-essential business:** The order directs all non-essential businesses and not-for-profit entities in Connecticut to prohibit all in-person functions if they are able to, effective Monday, March 23, 2020 at 8:00 p.m. The governor is encouraging all businesses to employ, to the maximum extent possible, any telecommuting or work-from-home procedures that they can safely implement. The governor's order excludes any essential business or entity providing essential services or functions, such as healthcare, food service, law enforcement, and similar critical services.

Executive Order 7H Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7H.pdf>

- **7L-3 - Suspends restrictions on the re-employment of retired municipal employees:** To enable municipalities to meet critical staffing needs caused by COVID-19 with skilled and experienced employees who require little to no additional training, the order modifies state statutes to allow certain retired employees who are in the municipal retirement system to work without any hourly or durational limitation while also continuing to receive retirement allowances. Sec. 7-438(b). Continuation of retirement allowance upon other public employment. Participation in state retirement system. Reemployment by participating municipality.

Executive Order 7L Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7L.pdf>

- **7V-1 - Safe workplaces in essential businesses:** Requires the Department of Economic and Community Development to work in consultation with the Department of Public Health on the development of legally binding statewide rules prescribing additional protective measures that every workplace in Connecticut deemed essential – and any other business or nonprofit allowed to remain open – must follow. Such rules will be mandatory throughout the state.

- Immediately upon Governor Lamont's signing of this executive order, the Department of Economic and Community Development published the Safe Workplaces Rules for Essential Employers on its website, outlining guidance for these businesses. These rules go into effect immediately.

- Nothing in such rules or this order shall supersede Executive Order No. 7S, Section 1, or the "Safe Stores" rules

- ✓ Go to DECD's website for the most recent guidance: <https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Safe-Workplace-Rules-for-Essential-Employers>

Executive Order 7V Link: <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7V.pdf>

- ☐ **7BB - 1 - Cloth face coverings or higher level of protection required in public wherever close contact is unavoidable (Now suspended by Executive Order 7NNN)** - Each employee shall be required to wear a mask or other cloth material that covers his or her mouth and nose at all times while in the workplace. Towns shall issue such masks or cloth face coverings to their employees. In the event a town is unable to provide masks or cloth face coverings to employees because of shortages or supply chain difficulties, towns must provide the materials and CDC tutorial about how to create a cloth face covering, or compensate employees for the reasonable and necessary costs employees expend on such materials to make their own masks or cloth face coverings.
- Nothing in these rules shall require the use of a mask or cloth face covering by anyone for whom doing so would be contrary to his or her health or safety because of a medical condition.
 - If a person declines to wear a mask or face covering because of a medical condition as described above, such person shall not be required to produce medical documentation verifying the stated condition.
- Executive Order 7BB Link:** <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7BB.pdf>
- ☐ **7PP-3 - Now, June 1, 2020 Amended by Executive Order 7TT)** Extension of Prohibition on Large Gatherings to June 20, 2020. Executive Order Nos. 7D, Section 1, and 7N, Section 1, prohibiting large gatherings, are extended through June 20, 2020, and for the removal of all doubt, the prohibition on gatherings of more than five (5) people shall apply to any group seated together at any of the establishments in subsection 1 (a) of this order, and any other group activity permitted by the Sector Rules for any business sector or by the Essential Business Guidance issued by DECD pursuant to Executive Order No. 7H on March 22, 2020, as amended from time to time.
- Executive Order Link for 7PP:** <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7PP.pdf>
- ☐ **7QQ-6 - Clarification that Commissioner Orders Issued Pursuant to the Governor's Executive Orders Are Not Regulations Subject to the UAPA.** Section 4-166(16) of the Connecticut General Statutes is modified to clarify that the definition of a regulation does not include any amendment or repeal of an existing regulation and any directive, rule, guidance, or order issued by a Commissioner or Department Head pursuant to a Governor's Executive Order during the existing civil preparedness and public health emergency and any renewal or extension thereof. Notwithstanding Sections 4-166 to 189, inclusive, of the Connecticut General Statutes, any Commissioner or Department Head, as permitted or directed by any such Governor's executive order, may modify or suspend any regulatory requirements adopted by the Commissioner or Department Head that they deem necessary to reduce the spread of COVID-19 and to protect the public health. This section applies to all orders that have been issued since the declaration of public health and civil preparedness emergencies on March 10, 2020 and for the duration of the public health and civil preparedness emergency, including any period of renewal of such emergency declaration.
- Executive order 7QQ Link -** <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7QQ.pdf>
- ☐ **7ZZ.10 - Extension of Essential Business Rules.** Executive Order No. 7H, Section 1, as amended by Executive Order No. 7PP, is extended for the duration of the public health and civil preparedness emergency, unless earlier modified or terminated.
- Executive Order Link 7ZZ -** <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7ZZ.pdf>
- ☐ **7JJJ.1 - Rebuttable Presumption of Eligibility for Workers Compensation.**
- (a) Notwithstanding Section 31-275(15) of the Connecticut General Statutes, there shall be a rebuttable presumption that an employee who initiates a claim for payment of benefits under the provisions of Chapter 568 of the Connecticut General Statutes, and who missed a day or more of work between March 10, 2020 and May 20, 2020, inclusive, due to a diagnosis of COVID-19, or due to symptoms that were diagnosed as COVID-19, contracted COVID-19 as an occupational disease arising out of and in the course of employment, provided:
- i. such employee worked, at the direction of the employer, outside the home during at least one of the fourteen days immediately preceding the date of injury, and had not received an offer or directive from said employer to work from home instead of from his or her place of employment;
 - ii. if the date of injury was more than fourteen days after March 23, 2020, such employee was employed by an employer deemed essential by the Department of Economic and Community Development pursuant to Executive Order 7H;

- iii. the contraction of COVID-19 by such employee was confirmed by a positive laboratory diagnostic test within three weeks of the date of injury or diagnosed and documented within three weeks of the date of injury by a licensed physician, licensed physician's assistant, or licensed advanced practice registered nurse, based on the employee's symptoms; and
 - iv. a copy of the positive laboratory diagnostic test results or the written diagnosis required by subdivision (iii) of this subsection shall be provided to the employer or insurer.
- (b) Any wage replacement benefits paid under Section 31-307 or 31-308(a) of the Connecticut General Statutes shall be reduced by the amount of any paid sick leave available to an employee through the Emergency Paid Sick Leave Act set forth in sections 5101 et seq. of the Families First Coronavirus Response Act, as amended from time to time, or through another paid sick leave program specifically available in response to COVID-19 and separate from any accrued paid time off regularly available to the employee.
- (c) The presumption in subsection (a) of this section may be rebutted only if the employer or insurer demonstrates to a workers' compensation commissioner by a preponderance of the evidence, that the employment of the individual was not the cause of his or her contracting COVID-19.
- (d) For purposes of this section, the date of injury for an employee who has contracted COVID-19 shall be the date between March 10, 2020 and May 20, 2020 that the employee was first unable to work or died due to a diagnosis of COVID-19 or to symptoms that were diagnosed as COVID-19, whichever occurred first.
- (e) Beginning on August 1, 2020, the Workers' Compensation Commission shall produce a report each month on COVID-19 workers' compensation claims and shall provide such reports to the Office of the Governor and the joint standing committees of the General Assembly having cognizance of matters relating to labor, insurance, and commerce. Such monthly reports shall contain, but need not be limited to:
- i. The number of COVID-19 and non-COVID-19 claims filed;
 - ii. the percent of such claims litigated;
 - iii. the average time from the date a hearing is requested to a hearing, and to a ruling, regarding a litigated COVID-19 claim;
 - iv. the number of rulings issued by the Workers' Compensation Commission regarding COVID-19 claims, and the number that have been appealed to the Compensation Review Board; and
 - v. to the extent reasonably practicable, information about the percent of non-litigated COVID-19 workers' compensation claims filed by hospital, municipal, and other employees that are record-only claims, have been granted or denied by the employer or insurer, and are being paid, including paid without prejudice, by the employer or insurer.

Employers and insurers shall comply with any requests from the Workers Compensation Commission for information pertinent to said reports

- (f) An employee who has contracted COVID-19 but who is not entitled to the presumption under subsection (a) of this section shall not be precluded from making a claim as provided in Chapter 568 of the Connecticut General Statutes.

□ **7JJJ.2 - Discharge, discrimination, discipline, and deliberate misinformation or dissuasion prohibited. Section 31-290a of the Connecticut General Statutes is modified to read as follows:**

- (a) No employer who is subject to the provisions of this chapter shall (1) discharge or cause to be discharged, or in any manner discipline or discriminate against any employee because the employee has filed a claim for workers' compensation benefits or otherwise exercised the rights afforded to him pursuant to the provisions of this chapter, or (2) deliberately misinform or otherwise deliberately dissuade an employee from filing a claim for workers' compensation benefits.
- (b) Any employee who is so discharged, disciplined or discriminated against or has been deliberately misinformed or dissuaded from filing a claim for workers' compensation benefits may either: (1) Bring a civil action in the superior court for the judicial district where the employer has its principal office for the reinstatement of his previous job, payment of back wages and reestablishment of employee benefits to which he would have otherwise been entitled if he had not been discriminated against or discharged and any other damages caused by such discrimination or discharge. The court may also award punitive damages. Any employee who prevails in such a civil action shall be awarded reasonable attorney's fees and costs to be taxed by the court; or (2) file a complaint with the chairman of the Workers' Compensation Commission alleging violation of the provisions of subsection (a) of this section. Upon receipt of any such complaint, the chairman shall select a commissioner to hear the

complaint, provided any commissioner who has previously rendered any decision concerning the claim shall be excluded. The hearing shall be held in the workers' compensation district where the employer has its principal office. After the hearing, the commissioner shall send each party a written copy of his decision. The commissioner may award the employee the reinstatement of his previous job, payment of back wages and reestablishment of employee benefits to which he otherwise would have been eligible if he had not been discriminated against or discharged. Any employee who prevails in such a complaint shall be awarded reasonable attorney's fees. Any party aggrieved by the decision of the commissioner may appeal the decision to the Appellate Court.

Executive Order Link 7JJJ - <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7JJJ.pdf>

- **7NNN.1 - Executive Order No. 7BB, Section 2, issued on April 17, 2020, is repealed.** Effective immediately, any person in a public place in Connecticut, whether indoors or outdoors, who does not maintain a safe social distance of approximately six feet from every other person shall cover their mouth and nose with a mask or cloth face-covering. In addition, individuals shall use a mask or cloth face covering when using the services of any taxi, car, livery, ride-sharing or similar service, or any means of mass public transit, or while within any semi-enclosed transit stop or waiting area.
 - a. Nothing in this order shall require the use of a mask or cloth face covering by anyone for whom doing so would be contrary to his or her health or safety because of a medical condition, a child in a child care setting, or anyone under the age of 2 years. Any person who declines to wear a mask or face covering because of a medical condition shall be exempt from this order and any requirement to wear masks in Sector Rules or other rules issued by the Commissioner of the Department of Economic and Community Development (DECD), but only if such person provides written documentation that the person is qualified for the exemption from a licensed medical provider, the Department of Developmental Services or other state agency that provides or supports services for people with emotional, intellectual or physical disabilities, or a person authorized by any such agency. Such documentation need not name or describe the condition that qualifies the person for the exemption
 - b. The Commissioner of DECD shall issue updated versions of Sector Rules, Safe Workplace Rules for Essential Employers, or other rules issued pursuant to previous executive orders, which updated versions shall set forth updated requirements for face coverings within those settings, and which, when complied with, shall constitute compliance with this order.
 - c. This order shall supersede and preempt any current or future municipal order whenever such order conflicts with this order.

Executive Order Link 7NNN - <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-7NNN.pdf>

- **9A.1 - Re-issuance and Extension of COVID-19 Executive Orders to November 9, 2020.** Pursuant to the emergency declarations issued on September 1, 2020, all executive orders issued pursuant to the public health and civil preparedness emergencies declared on March 10, 2020 and renewed on September 1, 2020 (COVID-19 Orders) that are unexpired and currently in effect as of the date of this order are hereby reissued. All such orders or individual sections of such orders that were: (a) declared effective for the duration and any renewal of the public health and civil preparedness emergency; (b) scheduled to expire on September 9, 2020, or (c) scheduled to expire within six months of when they were issued are hereby amended to provide that they shall expire on November 9, 2020, unless earlier modified or terminated by me. Any unexpired, reissued COVID-19 Order or individual section of any such order that is scheduled to expire on any other specific date shall remain in effect until such specific date. By way of illustration, and for the sake of clarity, Executive Order No. 7000, which provides that it shall remain in place for six months, will now expire on November 9. The specific and contrary deadlines within such order, however, including the October 1, 2020 expiration of the eviction moratorium in Section 3 of that order and the November 12 expiration of the outdoor dining rules provided for in Section 1 of that order, shall remain unchanged and unaffected by this order.

Executive Order Link 9A - <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-9A.pdf>

- **9K.2 - Return to Phase II Limits on Certain Gatherings.** Executive Order No. 7TT, Section 2, as amended by Executive Order No. 9F, Section 1, is amended to provide that religious, spiritual, or worship gatherings, if held indoors, are limited to no more than 50 percent of the building's capacity or a maximum of 100 people, whichever is lower, and such services, if held outdoors, are limited to the number of people that can be accommodated safely by the venue or location, provided that all persons present wear masks, unless speaking from designated safe locations, and that a distance of 6 feet is maintained between all persons or groups not from the same household.

Executive Order Link 9K - <https://portal.ct.gov/-/media/Office-of-the-Governor/Executive-Orders/Lamont-Executive-Orders/Executive-Order-No-9K.pdf>

Continuity Issues

- ❑ **Vans and Buses used for municipal transport purposes tend to be smaller** (less than 22 passengers) - making social distancing difficult. This is especially the case for the transport of elderly and disabled persons who may be at higher risk of contracting COVID-19.
- ❑ Cost and the process of **sanitizing vehicles** (ongoing) and **retrofitting vehicles** to protect drivers and passengers
- ❑ **Securing and maintaining qualified drivers.** Many municipalities, especially small towns, utilize volunteer drivers. Often these persons are elderly - placing them in a higher risk category for COVID-19. The pandemic has the possibility of disrupting the pool of qualified drivers.
- ❑ **Availability of PPE**

Suggested Best Practices

❑ General

- In making plans and decisions - **Remember - the pandemic is NOT over.**
- Re-starting a community transport service **is not and should not simply a matter of opening the door and starting the vehicles** as it was prior to the COVID-19 pandemic.

❑ Re-Opening Plan

Before re-opening services should form a **Re-Opening Committee** made up of key staff, Local Health Department and Bargaining Unit Members, Outside vendors (if used in operations) to develop a comprehensive Re-Opening Plan (Suggest each town adhere to CDC guidance - **COVID-19 Employer Information for Office Buildings** (<https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html>)). Such a plan, at a minimum should:

1. Identify where and how workers might be exposed to COVID-19 at work.
 - ✓ Conduct worksite assessments to identify COVID-19 prevention strategies. (CDC)
 - ✓ Classify worker risk of occupational exposure to SARS-CoV-2, the virus that causes COVID-19, and establish protocols and PPE to protect workers. (OSHA)
2. Develop hazard controls using the hierarchy of controls to reduce transmission among workers. Include a combination of controls noted below.
 - ✓ Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at any town facility.
 - ✓ If a worker tests positive for COVID-19, the Town must immediately notify their local health department and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.
 - ✓ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.
 - ✓ Make special accommodations for personnel who are members of a vulnerable population.
3. Change the way people work
 - ✓ Continue to encourage telework, whenever possible and feasible with business operations. If such a system worked during the height of the pandemic - why change?
 - ✓ If possible, return to work in phases.
 - ✓ Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocols.
 - ✓ Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel.
4. Educate employees and supervisors about steps they can take to protect themselves at work.

- ✓ Educate workers in the language they understand best about coronavirus and how to prevent transmission, and the employer's COVID-19 policies.
 - ✓ Place information posters, including ones in alternative languages in accordance with the town's LEP Plan, that encourage staying home when sick, cough and sneeze etiquette, and proper hand hygiene practices at the entrance to the workplace and in other workplace areas where they are likely to be seen.
 - ✓ Provide training on proper hand washing practices and other routine infection control precautions, such as avoiding touching the face and avoiding touching surfaces often touched by passengers or fellow employees. Including key times to clean hands include:
 - ▶ Before, during, and after preparing food.
 - ▶ Before eating food.
 - ▶ After using the toilet.
 - ▶ After blowing your nose, coughing, or sneezing.
 - ▶ Before and after work shifts.
 - ▶ Before and after work breaks.
 - ▶ After touching frequently touched surfaces,.
 - ▶ After putting on, touching, or removing cloth face coverings.
 - ✓ For employees who commute to work using public transportation or ride sharing, consider offering the following support:
 - ▶ If feasible, offer employees incentives to use forms of transportation that minimize close contact with others (e.g., biking, walking, driving or riding by car either alone or with household members).
 - ▶ Ask employees to follow the CDC guidance on how to protect yourself when using transportation.
 - ▶ Allow employees to shift their hours so they can commute during less busy times.
 - ▶ Ask employees to wash their hands as soon as possible after their trip.
5. Conduct a **full Analysis of Service Delivery Analysis** Before Returning to Pre-pandemic Delivery Systems
- ✓ Using the Re-Opening Committee review each action as it relates to the delivery of services and the pandemic. Specifically:
 - ▶ Impact on the quality of services - improved, diminished or unchanged
 - ▶ Cost Impacts - more, less or unchanged
 - ▶ Unmet opportunities? What else could/should have been done?
 - ✓ Municipalities, through their regional COGs, should seek to have a regional discussion of what other member towns did to adjust to COVID-19 in terms of what worked and did not work
 - ✓ Regional COGs should serve as a clearinghouse for innovative approaches to service delivery - especially in terms of shared and regional approaches.

All non-essential transportation should be limited.

ALL passengers must a wear masks during their trip.

- **Guidance on Mask Management** (World Health Organization - Advice on the use of masks in the context of COVID-19: Interim Guidance)

For any type of mask, appropriate use and disposal are essential to ensure that they are as effective as possible and to avoid any increase in transmission. WHO offers the following guidance on the correct use of masks, derived from best practices in health care settings:

- ✓ perform hand hygiene before putting on the mask;
- ✓ place the mask carefully, ensuring it covers the mouth and nose, adjust to the nose bridge, and tie it securely to minimize any gaps between the face and the mask;
- ✓ avoid touching the mask while wearing it;
- ✓ remove the mask using the appropriate technique: do not touch the front of the mask but untie it from behind.
- ✓ after removal or whenever a used mask is inadvertently touched, clean hands with an alcohol-based hand-rub, or soap and water if hands are visibly dirty;
- ✓ replace masks as soon as they become damp with a new clean, dry mask;
- ✓ do not re-use single-use masks;
- ✓ discard single-use masks after each use and dispose of them immediately upon removal.

Evaluate rolling stock in terms of COVID-19 safety.

- Is there a full plastic (preferably Lexon) barrier between the driver and passengers - both behind the driver and at the top of the entry stairs? If not, such barrier should be installed prior to use.
- Determine the maximum number of passengers that can be transported while maintaining safe social distancing (six (6) foot minimum).
- Close off the two seat rows behind the driver to protect the driver
- At a minimum, clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each shift.

Per CDC Guidance

- Ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.
 - Doors and windows should remain open when cleaning the vehicle.
 - When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions.
 - Use of a disposable gown is also recommended, if available.
 - For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants include:
 - ▶ EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2^{external icon}, the virus that causes COVID-19. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
 - ▶ Diluted household bleach solutions prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
 - ▶ Alcohol solutions with at least 70% alcohol.
 - For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are EPA-approved for use against the virus that causes COVID-19^{external icon} and that are suitable for porous surfaces.
 - For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.
 - Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available. If a disposable gown was not worn, work uniforms/clothes worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely. Wash hands after handling laundry.
- Consider postponing use of volunteer drivers - especially those over the age of 65 or those with underlying health issues that make them more vulnerable to COVID-19 complications**
 - Install visual cues, such as stickers or tape, to remind passengers to distance themselves from the driver**
 - Drivers must:**
 - Wear a mask (M-95 type, if available is preferable) at all times
 - Use a face shield, gloves and medical grade gown when assisting passengers in any manner - especially when securing passengers with wheelchairs.
 - Practice regular hand hygiene and avoid touching their nose, mouth, or eyes
 - CDC Interim Guidance For Employers With Workers At High Risk** (<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/cdc-activities-initiatives-for-covid-19-response.pdf#page=57>)

As workplaces consider a gradual scale up of activities towards pre-COVID-19 operating practices, it is particularly important to keep in mind that some workers are at higher risk for severe illness from COVID-19. These workers include individuals over age 65 and those with underlying medical conditions. Such underlying conditions include, but are not limited to, chronic lung disease, moderate to severe asthma, hypertension, severe heart conditions, weakened immunity, severe obesity, diabetes, liver disease, and chronic kidney disease that requires dialysis. Workers at higher risk for severe illness should be encouraged to self-identify, and employers should avoid making unnecessary medical inquiries. Employers should take particular care to reduce workers' risk of exposure to COVID-19, while making sure to be compliant with relevant Americans with Disabilities Act (ADA) and Age Discrimination in Employment Act (ADEA) regulations. First and foremost, this means following CDC and the Occupational Safety and Health Administration (OSHA) guidance for reducing workplace exposure for all employees. All decisions about following these recommendations should be made in collaboration with local health officials and other state and local authorities who can help assess the current level of mitigation needed based on levels of COVID-19 community transmission and the capacities of the local public health and healthcare systems. In addition, the guidance offered below applies to workplaces generally; specific industries may require more stringent safety precautions. Finally, there may be essential workplaces in which the recommended mitigation strategies are not feasible. CDC is releasing this interim guidance, laid out in a series of three steps, to inform a gradual scale up of operations. The scope and nature of community mitigation suggested decreases from Step 1 to Step 3. Some amount of community mitigation is necessary across all steps until a vaccine or therapeutic drug becomes widely available. Scaling Up Operations:

In all Steps:

- ▶ Establish and maintain communication with local and state authorities to determine current mitigation levels in your community
 - ▶ Protect employees at higher risk for severe illness by supporting and encouraging options to telework
 - ▶ Consider offering workers at higher risk duties that minimize their contact with customers and other employees (eg , restocking shelves rather than working as a cashier), if agreed to by the worker
 - ▶ Encourage any other entities sharing the same work space also follow this guidance
 - ▶ Provide employees from higher transmission areas (earlier Step areas) telework and other options as feasible to eliminate travel to workplaces in lower transmission (later Step) areas and vice versa
- ✓ Step 1: Scale up only if business can ensure strict social distancing, proper cleaning and disinfecting requirements, and protection of their workers and customers; workers at higher risk for severe illness are recommended to shelter in place
 - ✓ Step 2: Scale up only if business can ensure moderate social distancing, proper cleaning and disinfecting requirements, and protection of their workers and customers; workers at higher risk for severe illness are recommended to shelter in place
 - ✓ Step 3: Scale up only if business can ensure limited social distancing, proper cleaning and disinfecting requirements, and protection of their workers and customers
- Provide guidance on staying safe for employees that are returning to work**
 - Provide free COVID-19 testing for workers**
 - Ask passengers to refrain from talking on vehicles**
 - Safety**
 - **Maintain Healthy Environment (CDC)**
 - ✓ Intensify cleaning and disinfection of frequently touched surfaces
 - ✓ Ensure ventilation systems operate properly and increase circulation of outdoor air
 - ✓ Ensure all water systems are safe to use
 - ✓ Modify layouts to promote social distance of at least 6 feet between people – especially for person who do not live together
 - ✓ Install physical barriers and guides to support social distancing if appropriate
 - ✓ Close communal spaces, or stagger use and clean and disinfect between use
 - ✓ Limit sharing of objects, or clean and disinfect between use
 - **Maintain Healthy Operations (CDC)**
 - ✓ Protect people at higher risk for severe illness from COVID-19
 - ✓ To cope with stress, encourage people to take breaks from the news, take care of their bodies, take time to unwind and connect with others, particularly when they have concerns

- ✓ Maintain awareness of local or state regulations
 - ✓ Stagger or rotate scheduling
 - ✓ Create static groups or “cohorts” of individuals and avoid mixing between groups
 - ✓ Pursue virtual events. Maintain social distancing at any in-person events, and limit group size as much as possible
 - ✓ Limit non-essential visitors, volunteers, and activities involving external groups or organizations, especially with those who are not from the local area
 - ✓ Encourage telework and virtual meetings if possible
 - ✓ Consider options for non-essential travel in accordance with state and local regulations
 - ✓ Designate a COVID-19 point of contact
 - ✓ Implement flexible and non-punitive leave policies
 - ✓ Monitor absenteeism and create a back-up staffing plan
 - ✓ Train staff on all safety protocols
 - ✓ Consider conducting daily health checks such as temperature screening or symptom checking
 - ✓ Encourage those who share the facilities to also adhere to mitigation strategies
 - ✓ Put in place communication systems for:
 - ✓ Individuals to self-report COVID-19 symptoms, a positive test for COVID-19, or exposure to someone with COVID-19
 - ✓ Notifying local health authorities of COVID-19 cases
 - ✓ Notifying individuals (employees, customers, students, etc.) of any COVID-19 exposures while maintaining confidentiality in accordance with privacy laws
 - ✓ Notifying individuals (e.g. employees, customers, students) of any facility closures
- **Other Safety Measures:**
- ✓ Maintain minimum six-foot separation between all employees (and customers) in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimizing staff or customers in narrow or enclosed areas, and staggering breaks and work shift starts.
 - ✓ Tightly enclosed spaces or small rooms should be occupied by only one individual at a time, unless all occupants are wearing cloth face coverings, masks or respirators. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.
 - ✓ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
 - ✓ Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
 - ✓ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
 - ✓ Provide (at no cost to employees) and require the wearing of personal protective equipment (PPE), such as gloves, goggles, face shields and face masks as appropriate or required for the work activity being performed. Cloth face coverings must be worn by every employee not working alone on the job site unless their exposure dictates a higher level of protection under L&I safety and health rules and guidance.
 - ✓ Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent virus transmission on tools or other items that are shared
 - ✓ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed

Resources

- ❑ **National Council on Aging** - <https://www.ncoa.org/news/ncoa-news/national-institute-of-senior-centers-news/covid-19-resources-for-senior-centers/>
- ❑ **ADA Service Requirements** - <https://portal.ct.gov/-/media/DOT/ADAServiceRequirementspdf.pdf>
- ❑ **Connecticut Department Of Transportation Section 5310 Program Enhanced Mobility for Seniors and Individuals with Disabilities State Management Plan** - <https://portal.ct.gov/-/media/DOT/documents/dptransportation/Section-5310-State-Management-Plan-November-2019.pdf>
- ❑ **Massachusetts Council on Aging** - <https://mcoaonline.com/wp-content/uploads/2020/06/Reopening-Overall-Considerations-Transportation-Stage-One-5-29-20.pdf>

ACIR

Best Practices Guidelines

- ❑ **Cleaning and Disinfection for Non-emergency Transport Vehicles** - <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>
- ❑ **National R-TAP** - https://www.nationalrtap.org/Portals/0/COVID-19_Response_Practices_in_Transit.pdf
- ❑ **COVID-19: Implications for People with Disabilities and Mobility Managers** - <https://nationalcenterformobilitymanagement.org/covid-19-implications-for-people-with-disabilities-and-mobility-managers/>
- ❑ **COVID-19's transportation implications for people with disabilities** - <https://thehill.com/blogs/congress-blog/politics/502616-covid-19s-transportation-implications-for-people-with>
- ❑ **CDC - Travel during the COVID-19 Pandemic** - <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html>
- ❑ **How Frontline Transit Operators Can Avoid Covid-19** - <https://medium.com/@supir/how-frontline-transit-operators-can-avoid-covid-19-a28814215f0f>
- ❑ **ReOpen Connecticut , Sector Rules for Phase 2 reopen September 1st, 2020** - https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery-Aug-14-updates/CTReopens_SeniorCenters-_C1_V3.pdf

The information contained in this document is not intended to provide legal advice and should be used only for guidance regarding various functions performed by municipalities. Individual questions regarding the applicability of Executive Orders should be directed to the Office of Policy and Management Intergovernmental Policy and Planning Division (IGPP) or the town's legal representative.

The Advisory Commission on Intergovernmental Relations (ACIR) is a 24-member agency of the State of Connecticut created in 1985 to study system issues between the state and local governments and to recommend solutions as appropriate. The membership is designed to represent the state legislative and executive branches, municipalities and other local interests, and the general public.

The role of ACIR, as contained in Section 2-79a of the Connecticut General Statutes, is to: (1) serve as a forum for consultation between state and local officials; (2) conduct research on intergovernmental issues; (3) encourage and coordinate studies of intergovernmental issues by universities and others; and (4) initiate policy development and make recommendations to all levels of government.

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