

# “REOPEN”



Office of the Commissioner

*Follow up to the 2019-2020 COVID-19 Response*

**Safer.Stronger.Together.**

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Commissioner

Department of Mental Health and Addiction Services

September 2020

Guiding Principles for Resuming On-site Operations at the DMHAS Office of the Commissioner (Mirroring Reopen CT)\*

<p>1. <b>Safety First</b>- We will resume operations at DMHAS Office of the Commissioner (OOC) at 410 Capitol Avenue, 4<sup>th</sup> floor and the Connecticut Valley Hospital (CVH) campus safely and securely with proactive guidance that safeguards the health of our employees and stakeholders, continues physical distancing and provides clear safeguard rules</p>
<p>2. <b>Science Driven</b>- Our strategy relies on scientifically validated public health interventions. Staff screening, testing of direct care staff, contact tracing and public health guidance will be deployed to mitigate against infection in the workplace.</p>
<p>3. <b>Prepared</b>-We have procured and will distribute personal protective equipment (surgical masks) to all staff working on the 4<sup>th</sup> floor or on the Connecticut Valley Hospital (CVH) campus for use in any shared space</p>
<p>4. <b>Choice</b>- DMHAS has been empowered to craft a plan that meets the needs of the department</p>
<p>5. <b>Dynamic</b>- Tools will be identified to inform an adaptive plan that can be nimbly scaled or rolled back rapidly based on real-time critical health metrics.</p>

- *Outline and enclosed materials, in part, reproduced from “REOPEN Connecticut”-Governor Ned Lamont; Sector Rules for May 20<sup>th</sup> reopen. May 8, 2020.*
- *Note that on June 5, 2020 the Governor changed the date for Phase II from June 20 to June 17*
- *On June 9, 2020 additional guidance was released by OPM*
- *Note as of July 7 OTG has not determined the start of Phase III*
- *Sept 1,2020 Governor Ned Lamont [signed orders](#) extending to **February 9, 2021**, Connecticut’s states of civil preparedness and public health emergency in response to the COVID-19 pandemic. Originally [declared](#) in March and scheduled to expire on September 9, the governor said that the states of emergency must remain in place in order for the state to effectively respond to the unprecedented and ongoing global pandemic.*
- **October 8, 2020- plan for Phase III which will allow: Increase from 50% to 75% capacity indoors (for businesses) – subject to COVID-19 safety requirements (we will keep in line with this recommendation for administrative functions)**

## How We Will Open DMHAS OOC Safely

DMHAS follows CDC guidelines, direction given from the Governor’s Office and the CT Department of Public Health.

Two factors are being considered:

WHAT job functions can restart and when

HOW divisions/employees must operate as business on-site is resumed

### WHAT:

- We know that some job functions put employees and stakeholders at greater risk of transmission than other job functions (i.e. in-person program monitoring). Please refer to list at end of this document which will remain on “pause” until further notice.
- We have prioritized restarting on-site job functions that pose a lower risk of transmission
- Transmission risk is defined as contact intensity and modification potential of our business
  - Contact intensity considers contact proximity, contact length and number of contacts.
  - Modification potential considers our ability to socially distance and sanitize in accordance with regulations

### HOW:

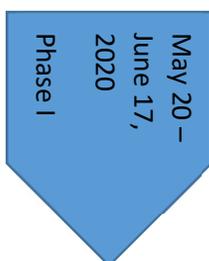
- Leadership will provide operational guidance on how to resume on-site operations while ensuring the safety of employees and stakeholders.
- Guidance will include social distancing and hygiene, as well as the use of masks- for employees and consumers/stakeholders.
- The level of guidance will gradually become less restrictive over time as our confidence in the ability to monitor and contain the disease increases.

WHAT: On-Site Job Functions Resume Over Time

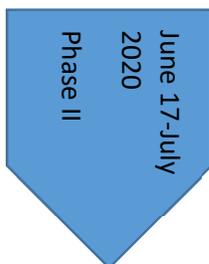
DMHAS will resume business operations on-site with a gradual approach



Skeletal Crew at OOC  
95 % of Staff Telework  
NO visitors  
NO on-site meetings



Telework continues for majority of staff  
Staff interested in returning to OOC after June 3 may request to do so (permanent or intermittent). Staff designation changes by supervisor require 2 weeks' notice.  
Refer to job functions which continue to be on pause at end of document (to be updated periodically). Assumes screening, use of masks and maintaining 6 feet of social distancing.  
Use TEAMS even for on-site meetings.  
NO visitors  
NO on-site meetings of 3 or more people.



Telework extension through August 28<sup>th</sup>  
Up to 50% on-site capacity (this was part of the Governor's CT REOPEN Phase I).  
Guidance for visitors to Inpatient Clinical settings developed.  
NO on-site meetings of more than 5 people  
Assumes screening, use of masks and maintaining 6 feet of social distancing.  
Preferably use TEAMS even for on-site meetings.  
Staff designation changes by supervisor require 2 weeks' notice. Refer to job functions which continue to be on pause at end of document. Managers should look for opportunities to stagger schedules and/or work spaces with ongoing **teleworking to meet 95% productivity.**  
Commissioner's Executive Group and ICT will update guidance at least monthly.



**Telework continues**

Generally, occupancy rate of facilities should be capped at 50% but may be modified per DAS guidance with the approval of the DMHAS Reopen team.

All Safeguards remain in place

State Operated facilities working with Reopen team and OOC Divisions to bring more on-site services on line.

Employees should quarantine based on the Governor’s guidance related to travel outside of the State of CT



**Telework continues through December 31, 2020**

The Governor plans to release Phase III Guidance which will go into effect October 8<sup>th</sup>

Administrative functions at OOC will be in line with the recommendation of up to 75% occupancy with safeguards in place

Productivity expectation is 95%-100%

HOW: Safeguards

As we resume OOC business operations on-site at 410 Capitol Avenue and the CVH campus, we will do so at our strictest controls on operations and societal interaction. This will include among other measures:

- **Capacity LIMIT** of 50% (may be modified with approval) with use of all safety precautions. This does not mean that 50% of OOC staff will return to work offices on any particular date. **Target October 8<sup>th</sup> for 75% capacity as needed.** Return to work on-site will be gradual and staff will work with Senior Managers/supervisors to ensure social distancing can be maintained. *If OOC staff have job functions which take place in the state operated hospitals or facilities, return to work must be coordinated with the CEO.*
- OOC staff presenting at 410 Capitol Avenue –as of July 1 the only entrance open will be the entrance under the garage which is ADA compliant.
- **Daily attendance reports (official reporting to HR discontinued) For individuals reporting ON SITE AT 410 or CVH, you must submit this information to your manager to document**

each instance of on-site work. This information is retained should contact tracing be needed or should we start to reach 50% capacity.

- Staff screening upon entry to CVH (Page Hall) and 410 offices (First Shift 4<sup>th</sup> floor-start date TBD and depending on DPH guidance). Please use self-screening forms at 410.
- Staff testing- testing of direct care staff should follow current protocol (please discuss with your supervisor); arrangements for testing will be made by DMHAS in the case of staff experiencing symptoms or reporting COVID exposure. All other staff may avail themselves of (not mandatory or arranged by DMHAS) the local testing resources of their choice before returning to work (testing will not be available at the 410 building).
- Strict cleaning and disinfection protocols in all areas. Cleaning products and/or disinfectant wipes will be available near commonly used surfaces (e.g. break rooms, shared equipment, shared tables). Disinfect frequently used items and surfaces.
- The cleaning company at 410 will use CDC approved disinfectant cleaners and increase frequency of cleaning (4 times a day of common spaces). All building management companies are required to follow DAS Facilities Requirements for re-opening.
- Employees will wash their hands routinely using soap and water for at least 20 seconds.
- Hand sanitizers will be available at entrance points and common areas. Employees who are not feeling well should not be on site
- Use of telework: those who can work from home should continue to do so
- Those in high-risk groups (comorbidities) and/or over the age of 65 should continue to stay safe and stay home
- Facemasks (surgical or cloth) should continue to be worn in public spaces at all times (e.g. hallways, bathrooms, elevators, cubes). Note: Any employee entering an inpatient unit may not wear a cloth mask and must wear a surgical or other approved mask. Masks should cover nose and mouth completely. If an employee is working alone or in a segregated space, employees may remove masks. However, workers shall wear a mask or face covering from the time they enter the building until the time they are leaving their work station and moving around common areas. Continuous wearing of masks is not required in outdoor workspaces where employees do not come within 6 feet of other employees. Facemasks must be worn when in a vehicle with another individual and when using drive-through services. As previously stated, employees have the option to wear their own mask, provided it meets the CDC guidelines. Facemasks must also be worn by employees when conducting business at the worksites of other entities. For more information concerning masks, refer to the CDC guidance.
- Gloves should only be provided to employees who require them to perform certain job functions, such as handling mail, custodial work, certain trades, and grounds keeping. For the vast majority of employees, gloves are not recommended for general protective use. Similarly, other types of Personal Protective Equipment should be provided by the Agency only to employees who require them to perform their job functions and who are

trained in using them. For more information concerning gloves and PPE, refer to the CDC guidance and applicable OSHA standards.

- Social distancing is a simple and very effective way to prevent the potential spread of infection. In practice this means: Staying six feet away from others as a normal practice, eliminating physical contact with others such as handshakes or embracing coworkers, visitors, or friends. Avoiding touching surfaces that are touched by others as much as possible and avoiding anyone who appears to be sick or is coughing or sneezing. Refer to DMHAS’ Operational Plan for workplace solutions being employed to accommodate social distancing (e.g. flexible schedules, limiting meeting size)
- Employee vigilance is essential (e.g. if a co-worker is using the break area and you are not able to socially distance, stagger your use of the room). Be considerate of other employees. Wipe down common spaces/equipment after you use them.

We plan to loosen safeguards over time. We expect this to occur over the coming months through **December 2020**.

As mentioned we will follow guidance from the CDC, CT Governor’s office and CT DPH. We plan to allow for learning, adaptation of behaviors, and ultimately the achievement of improved health metrics. If the health metrics deteriorate or there is a resurgence of the virus, the State, and DMHAS, may choose to revert back to stricter safeguards.

**Additional resources:**

Federal and Occupational Health Resources:

Center for Disease Control and Prevention (COVID Response)

<http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Center for Disease Control and Prevention (Reopen America Guidance for cleaning & Disinfecting)

[https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening\\_America\\_Guidance.pdf](https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf)

Occupational Safety and Health Administration

<https://www.osha.gov/Publications/OSHA3990.pdf>

State of Connecticut Resources:

<https://portal.ct.gov/coronavirus>

<https://reopen.ct.gov/index.html>

COVID related Personnel Situations Resources:

<https://portal.ct.gov/Coronavirus/Information-For/State-Employees>

Childcare Resources:

<https://www.ctoec.org/covid-19/>

Employee Responsibilities- IMPORTANT TO PROTECT ONE ANOTHER

You cannot assume every employee has been tested or that someone without symptoms does not have COVID 19. Please act responsibly.

Daily Health Check- monitor for your own symptoms including cough, shortness of breath, or any two of the following symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Persistent sneezing

Please stay home if you are sick

- Inform HR and your supervisor if you are sick and follow state testing and contact tracing protocols
- Follow return to work policy

Keep informed

- Read Commissioner’s bulletins.
- Refer to the [DMHAS Coronavirus website](#)

Practice Good Hygiene-Employees must practice ALL steps

- Wash hands often and for 20 seconds with soap and water (at least every few hours) especially after touching frequently used items or surfaces
- Avoid touching your face
- Sneeze or cough into a tissue, or the inside of your elbow
- Disinfect frequently used items and surfaces as much as possible
- Wear your mask\*
- Social distance while in the presence of others
- Carry all personal belongings directly to your workspace

Follow Travel Advisory

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- The regional travel advisory between Connecticut, New Jersey, and New York directs incoming travelers from states with a significant community spread of COVID-19 to self-quarantine for a **14-day period**.
- The quarantine applies to any person arriving from a state with a positive test rate higher than 10 per 100,000 residents over a 7-day rolling average or a state with a 10 percent or higher positivity rate over a 7-day rolling average. Please check: <https://portal.ct.gov/Coronavirus/Covid-19-Knowledge-Base/Travel-In-or-Out-of-CT> for the most up to date information.

*\*If worn properly and with the right fit, surgical masks are effective in blocking 99% of the respiratory droplets expelled by people with coronavirus or influenza viruses. The material of a double-layered cotton mask (the kind people make at home) can block emission, as well. And the SARS-CoV-2 virus does not last long on cloth; viral counts drop 99% in three hours.*

OOO Job Functions which were/are on “Pause” until Further Notice AND  
Other Relevant Departmental Transition to On-Site Work Dates

Program directors will have input as to when services resume or resume with modifications

	Job Function	Departments	Comments
1	Program Monitoring	Community Services Evidenced-based Practices Statewide Services Young Adult Services Managed Services Forensics Division Opioid Services Office of the Medical Director (MH Intensives)	Applicable to monitoring functions <u>in the community</u> (not to include remote functions)  <b>Use of TEAMS can be used for remote reviews, interviews, documents reviews, focus groups etc.</b>  <b>SWS- has fully implemented virtual monitoring</b> <b>CSD/EBP- formalizing a virtual monitoring strategy to start in 10/1.</b> <b>BHH programs- being monitored virtually by MSD</b>
2	The following job functions are done for state and federal tobacco and electronic nicotine delivery systems (ENDS) inspections that <u>cannot</u> be done remotely:  -Conduct checks with underage youth (Summer Workers) of tobacco merchants to assess the non-compliance rate for the state <ul style="list-style-type: none"> <li>o Transport minors to and from inspections</li> <li>o Obtain funds for product purchases</li> <li>o Validating the purchase (usually done with investigators and supervisors)</li> <li>o Secure purchases as evidence in the office</li> </ul> -Conduct advertising and labeling inspections of tobacco and ENDS vendors	Prevention	The tobacco staff returned to the field <b>July 20<sup>th</sup></b> . Only the adult inspectors are in the field conducting merchant education. They will be doing this for the foreseeable future or until SAMHSA issues further guidance, the FDA cancels the stop work order and when the inspectors feel comfortable working again with minors.

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	<ul style="list-style-type: none"> <li>○ Check for appropriate licenses, unstamped cigarettes, single cigarettes and vending machines</li> </ul> <p>-Attend civil and criminal hearings to provide testimony (the former is usually done at the DRS offices and we’re not sure how this will be handled yet)</p> <p><i>Note: All other functions for the tobacco and ENDS investigators can be done remotely (e.g. data entry, answering the toll free tobacco line and preparing results)</i></p>		
3	<p>Safety Services Education and Training-Classroom related functions (on line classes/training will continue)</p>	<p>Safety Services Office of Workforce Development</p>	<p>Return staff to office and training activities in a staggered manner by <b>8/20/20</b>. Provide adapted version of CSS/CPR training in hybrid form to DMHAS employees</p> <p>SETU will execute a <b>hybrid</b> CSS/CPR training model starting <b>9/2020</b> and throughout the training year The hybrid CSS and CPR trainings for current and new staff will be held via: -LMS – self-directed modules (Quick Start) -In-person skill demonstration to be held only on CVH campus (CPR Only) -CSS skills will be done virtually or through video instruction <b>in October 2020</b></p>
4.	<p>Face to Face Clinical Interviews and Psychological Assessments</p>	<p>YAS and OFE staff in DFS, who are located in Russell Hall (CVH), Hartford, Bridgeport, New Haven, and Norwich.</p>	<p><u>Dependent upon SO readiness/facility.</u> <b>8/11/20 General plan is approved by reopen team- work details with SO CEOs.</b></p> <p>YAS is ready to begin on-site monitoring and in person clinical assessments and client interviews at program facilities and other sites as soon as the SO facilities and PNP sites are ready for us to come. All necessary PPE has been obtained to initiate on-site clinical assessments and interviews at Shew Hall. Followed up regarding cleaning supplies (order in process) and access to maintenance (confirmed).</p> <p>Clients and staff from community sites and DCF will be screened in Page Hall prior to coming to Shew Hall for an assessment or interview by one the YAS staff. Phone screenings will be conducted prior to the visit. 4-5</p>

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			assessments per month on-site affects 6 staff. Target <b>mid-September 2020</b> . Clinical Interviews will continue via telehealth primarily.
5	On-site asset management (includes facilities and hospitals)	FBS	<b>Consider resuming Jan 2021.</b> Dependent upon SO/facility readiness.
6.	Note: IT moves effecting OOC		The 12 IT staff that are currently located at 410 Cap Ave are moving to 460 Silver Street in Middletown (P-4's and consultants) on 10/16 <sup>th</sup> . They will begin a <b>phased in return to work starting Monday, October 19<sup>th</sup></b> and staff will be working <b>onsite Monday, Tuesday and Wednesday's and teleworking on Thursdays and Fridays</b> . 17 people in total will be moving into the Processing Center by the end of the year.

Operational Plan/Issues to be Resolved- *Please note this is a dynamic document*

Key: To do items highlighted in blue are areas unique to OOC reopening and identified on agency project plan

**In progress**

Item	Questions/Issues	Key Contact/Responsibility	Date of expected Resolution	Resolution Y/N
1	Communication plan (to employees) for resuming business operations	Jim Siemianowski Mary Kate Mason With Nancy Navarretta/Yvonne Addo/Stephen DiPietro	May - ongoing	Y
	Communication of any DAS updates related to sick time/childcare barriers to work, additional PTO for quarantine, family sick leave  Communication/ coordination with 410 building management company	<a href="#">Human Resources/Communications</a>	May-ongoing	Y
2	Who is accountable for	Human Resources Managers	Follows roll-out of guidance	Y

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	implementation of guidance				
3	Attendance- Employees on 4 <sup>th</sup> floor 410	Working on using attendance process to monitor on site capacity of less than 50%, track as related to contact tracing	Yvonne Addo, Cheryl Thompson and Building Security HR Cheryl Thompson will monitor 410- one entrance	June 20 - ongoing	Y Managers should plan for staggered schedules and monitor on site presence of staff at 410 and/or CVH
a		Review to ensure we are below 50% or whatever other critical mass is decided moving forward	HR Cheryl Thompson will monitor 410  <b>Managers should monitor CVH workspaces</b> If you have a cube and an office (2 locations) use of office space is preferred	June 20- ongoing	Y Monitor 410 as approach 50% occupancy (October 8th 75% occupancy) Total approx. 160 employees at 410 Y
4	Policies/Protocols	<a href="https://portal.ct.gov/DMHAS/Newsorthy/News-Items/DMHAS-Response-to-COVID-19#staff">https://portal.ct.gov/DMHAS/Newsorthy/News-Items/DMHAS-Response-to-COVID-19#staff</a>		June 3- ongoing	Will be Agency-wide (not OOC specific) Check for updates
a		Social distancing and face covering protocols	Medical Director	June 3 - ongoing	Y Agency-wide
b		Disinfection & Personal hygiene protocol	CDC guidance	May- ongoing	Y
c		Submission of request to return on-site for business operations	Manager/Supervisors- notify employee with 2 weeks’ notice Notify Jen Green/Yvonne Addo to change designation	June 3- ongoing	Change employee designation if applicable ( <b>manager changes require 2 weeks’ notice</b> )
5	Screening of employees upon entrance to 410 and CVH campus	Currently Self-screening Add OOC screeners to contract by TBD the latest Ensure access to thermometers	Stephen DiPietro  DPH may be changing guidance TBD regarding agency screening process for sites not currently screening with a vendor(OOC)	June 3- ongoing Target June 20 <sup>th</sup> for full implementation of screeners at 410	Y  Completed for CVH- use Page Hall /Merritt screeners
6	Employee testing protocol	Direct Care staff and staff on units	Supervisors DAS/OLR guidance	June 3- ongoing	Y

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a		Notify HR of +COVID test Enforce return to work policy following +COVID test	Human Resources (DAS protocol)		Y
b		Non direct care staff may access public testing sites.	Supervisors/Employees		Y
7	<p>Thorough Cleaning of 410-4<sup>th</sup> floor and CVH offices prior to and after opening</p> <p>Office Space walkthrough</p> <p>Building ventilation systems checks</p>	<p>Request thorough cleaning before December—RM Bradley</p> <p>Cleaning 4 x per day in High touch areas-410</p> <p>CVH cleaning - IT, Beers, Shew, Russell, Page, Bow Lane, Havilland Hall FSB</p> <p>OOO 410 walkthrough complete. OOC staff at CVH to perform walkthrough and report back to Nancy before 6/12/20</p> <p>410 Office complex pulls in 100% constant flow outside. Air gets filtered through an air handler system. Air handler filters are changed quarterly and where changed in May 2020</p> <p>CVH- window AC no central air</p>	<p>Stephen DiPietro Work with building management and contractors Guidance to landlords issued 6/9/20 by OPM</p> <p>410 Building management to maintain log of cleaning/disinfection schedules/completion</p> <p>CVH Maintenance Cleaning schedule/ Sanitizers Stephen D</p> <p>Stephen/Yvonne NN- did another outreach to OOC managers Research- request for plexi-glass barrier on Admin Assist Cube. One barrier in fiscal area.</p> <p>YAS/SWS/Beers-shew-done (Amy needs some plexiglass-working with Steve H. COMPLETED) Russell/Forensics 6/9 IT-done Russell-SWS-done Safety Services-done Bow Lane-done</p>	<p>May-ongoing</p>	<p>All building management companies are required to follow DAS Facilities Requirements for Re-opening.</p> <p>To Date at 410: Plexi-glass has been installed at all officer stations</p> <p>Touch point cleaning is being performed on all floors daily and nightly / all cleaning products are per CDC guidelines</p> <p>Sanitizer stations on 1<sup>st</sup> floor and basement elevator lobbies</p> <p>New restrooms in 410 have hands free dispensers</p> <p>7/2/20-Review plan with RM Bradley – completed; OOC plan shared with RM Bradley with request to deep clean 4<sup>th</sup> floor by August 17<sup>th</sup> 7/8/20 Reopen plan sent to CVH maintenance</p>

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a		<p>Initial and continuous disinfecting</p> <p>Frequent walkthroughs of the 4<sup>th</sup> floor and CVH offices</p>	<p>Stephen DiPietro Work with contractors and building management at 410 6/9/20 Guidance issued to landlords by OPM</p> <p>Stephen DiPietro- CVH Maintenance</p> <p>Per Mike Norko-Russell Hall - Kuhn. CVH maintenance not involved at all. Tentative arrangements with WFH housekeeping to do cleanings after client in-person visits in Russell Hall.</p>	June 3-ongoing	
b		Governor’s document mentioned that gloves and eye protection be worn when using cleaning chemicals	<p>Stephen DiPietro Work with contractors and building management-up to contractor</p> <p>CVH Maintenance n/a primarily wipes</p>	June 3	Y
c		<p>Shuttle cleaning once service is online (request June 20) Guidance for staff when using public transport CDC <a href="https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html">https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html</a></p>	<p>Yvonne Addo Building management/contractors Require cleaning and increased frequency of shuttle if fewer passengers- will monitor <a href="https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html">https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html</a></p>	June 20 – ongoing	<p>Y</p> <p>410-Total of 87 spots (we should be ok with up to 50% resumption of services)</p> <p>Shuttle will delay services as long as possible</p>
d		<p>Capacity in the elevators, break room</p> <p>Is there a way to have 2-(1) way staircases (one up one down)</p>	<p>DAS Closed for seating; no tables set up in break room 410 Self-Monitor Limit elevator use to 2 people</p> <p>Looking into this at 410 but if all staff are wearing masks and just pass each other momentarily in a stairwell transmission rate is extremely low CVH- key contacts will explore for their buildings Can doors be open or are they fire doors? FIRE Doors NO</p> <p>Nancy Navarretta</p>	<p>June 3-ongoing</p> <p>June 20</p> <p>June 20</p>	<p>Working with DPH</p> <p>7/2/20 update – 2 persons only capacity in elevators. Bldg. Mgt. expecting to put ‘stand here’ signage on elevator floors next week.</p> <p>Hands free hand sanitizers at elevator doors</p> <p>Y</p>

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		Signage- general and OOC specific (hand hygiene, elevators, stairs, social distancing)	<a href="https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html">https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html</a> Distribute to CVH contacts as well		printed and posted
e		Employee cleaning of shared equipment (e.g. copiers) and door handles (e.g. wipes near bathroom entrance for door)	Employees 6-4-20: IT developing protocol for cleaning phones  Stephen DiPietro Provide sanitizing wipes in breakroom to wipe down handles of appliances before and after use	June 3-ongoing	Trying to purchase wipes- order delivered 8/10/20
8	Supplies	Inventory and replenishments of surgical masks, wipes, cleaners, paper towels Stationed at all entryways and common spaces [future item-masks for visitors]	Stephen DiPietro  <b>CVH Offices KEY CONTACTS-</b> Assigned contacts: Beers/Shew YAS/SWS/Office of Workforce Development- Erin/Amy <b>(138/month)</b> Safety Services- Arlene Garcia <b>(52/month)</b> IT-Walt <b>(200/month)</b> Russell Forensics- Chris Burke <b>(100/month)</b> Russell- SWS Jeremy/Shelly <b>(39/month)</b> Bow Lane AA- Yvonne <b>(50/month)</b> <b>FSB- (50/month)</b> Managers will coordinate with Stephen D for monthly supply  410- will be coordinated with Sue D and Mangers for monthly distribution  <b>Prevention-Goggles</b> – to minimize the chances of acquiring the virus through the eyes Masks - approximately 180 per month for daily wear for each staff Gloves 180/month Keys – to help open doors and shared surfaces without touching the handles (for going in and out of establishments)- purchase separately Thermometers – investigators would like to have these for when they return to working with minors-9	June 20-ongoing	Contact Stephen with needs based on <b>one mask per staff in non-patient areas per week.</b>  <b>410- Masks-</b> @50% occupancy ~80 x 4.3= <b>344</b> per week 100% occupancy = ~160x 4.3 = <b>688 per month</b>  7/2/20 update – Carol picked up supplies

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			<p>If you are in need of any supplies NOW please email <a href="mailto:Stephen.dipietro@ct.gov">Stephen.dipietro@ct.gov</a></p> <p><b>Cloth masks are allowed for non-direct service providers</b></p>		
9	<p>Training Governor’s document mentions training of employees prior to reopening including on the rules contained herein and on cleaning protocols (including training of contractors) “There shall be provided at no cost to the employee and during working hours.... There shall also be weekly refreshers on policies”.</p>	<p>Who? What? How?</p> <p>Disinfecting/personal hygiene protocol &amp; training</p> <p>Contact tracing protocol</p>	<p>Human Resources Training and Education</p> <p>Review FAQs on line <a href="https://portal.ct.gov/-/media/DMHAS/COVID-19/Updates/DMHAS-COVID-19-Frequently-Asked-Questions.pdf?la=en">https://portal.ct.gov/-/media/DMHAS/COVID-19/Updates/DMHAS-COVID-19-Frequently-Asked-Questions.pdf?la=en</a></p> <p>Review DMHAS COVID website <a href="https://portal.ct.gov/DMHAS/Newsorthy/News-Items/DMHAS-Response-to-COVID-19">https://portal.ct.gov/DMHAS/Newsorthy/News-Items/DMHAS-Response-to-COVID-19</a></p> <p>Review Governor’s recommended employee training resources:</p> <p><a href="https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Small-Business-Reopening-Resource-Guide/Employee-Training-Support">https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Small-Business-Reopening-Resource-Guide/Employee-Training-Support</a></p> <p>Review Governor’s FAQs online <a href="https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en">https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en</a></p>	June 17	<p>Y</p> <p>OOO staff</p> <p>Read and sign Rick Fisher Mary Kate CDC document</p>
10	<p>What job <u>functions</u> (e.g. program monitoring, grant writing, contract work) and <u>positions</u> (e.g. secretary, Clinical Manager, fiscal monitor) can and cannot resume?</p>	See grid above	<p>Nancy Navarretta Division Managers</p>	June 3 <sup>rd</sup> -ongoing	<p>Y</p> <p>Completed Will update @ least monthly as needed</p>
11	Post June 3 staffing	<p>Managers will consider bringing staff back on a staggered approach - Number of staff per division/office location</p>	<p>Managers Linked to monitoring of on –site log for 410</p> <p>410-Yvonne/Security/HR-Monitor total staff on site not to exceed 50% or 80 staff at 410 (will monitor any additional guidance from Governor’s office) CVH- defer to managers and key contacts</p>	<p>June 3-ongoing</p> <p>June 20-ongoing</p>	<p><u>TIMELINE</u> June 3- 20 start with staff who wish to work on-site and staff needed for business operations</p> <p><b>June 20-December 31</b> rotate staff as</p>

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		<p>Rotate staff coming on-site and teleworking on different days per week</p> <p>Clerical/Administrative support</p>	<p>Karen Urciuoli/Managers/Yvonne Addo</p> <p><b>Managers- Remember to change designations/notify employees (2 weeks) as needed</b></p>		<p>needed and requested by managers to reach <b>95% productivity (THIS IS A KEY METRIC)</b></p> <p>Bring back staff who are not 65+ or high risk <u>as needed</u>. <u>Allow telework. Telework will be authorized through December 31st</u></p> <p>Reminder: unless DAS updates the state policy after the emergency is over, guidelines will return to the more restrictive policy</p>
12	Arrangement of desks/cubes (at least 6 feet apart).	<p>2 employees in one space- ensure social distancing</p> <p>3+ more employees in one space- arrange for staggered work schedules or additional office spaces</p>	<p>Managers in high density areas of OOC (Research, Fiscal, Prevention, Safety Services)</p> <p>Mangers at 410 will work with Sue DePaolis/Stephen D if need to move staff</p> <p>Consider IT needs</p> <p>CVH campus- please notify Nancy, Steven, Yvonne if there are issues</p> <p>Managers work with Steve Hecimovich on CVH campus (modifications to work space)</p>	June 20-ongoing	<p>Y</p> <p>Plan with IT for any changes to computers/phones</p> <p>Research, Safety Services, Fiscal and Prevention will be staggering schedules and will not need to move cubes</p> <p>YAS- minor modifications, stagger staff</p>
13	Other signage	Reinforcing social distancing, cleaning, masks, stay at home if sick/experiencing symptoms	<p>Yvonne/Sue- Post at 410, Distribute 6/4/20 - Marilyn D. printed signage for postage at OOC, sent electronic versions to CVH OOC managers for posting. 7/1 – Yvonne circulated signage from DAS on wearing masks</p>	June 20-ongoing	<p>7/2/20 update - RM Bradley to post signage on (1) conference room doors at 410 – allow only 33% occupancy (2) Breakrooms – social distancing, 2 individuals at a time, no avail. seating.</p>
14	Parking- no shuttle 410 only	Walkable lots/410 spaces	<p>Human Resources/Attendance monitoring</p> <p>Yes- enough spaces at 410/340</p>	June 20-ongoing	<p>Y</p> <p>Approximately 160 staff.</p> <p>Need 80 walkable spots June 3- June 20. WE HAVE this</p>

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					Return to service – delayed. Parking under the bridge starts effective today.
15	State hotline for violations? Post (mentioned in Governor’s document)	Governor’s FAQ’s on reopening advises to - Call 211, local law enforcement or complete noncompliance complaint form at <a href="http://ct.gov/coronavirus">ct.gov/coronavirus</a>	Human Resources/Compliance  <a href="https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en">https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en</a>  <b>Any concerns please discuss with supervisors</b>	June 20	Y Completed 6/2/20  211
16	Families First Coronavirus Response Act (FFCRA) poster	DMHAS exempt, does not apply	Human Resources	June 3	Y 6/3/2020 (not applicable to DMHAS)
17	Whistleblower protection for raising COVID concerns	Same general existing policy applies	Human Resources Compliance	May-ongoing	Y
18	Do we have to “certify” our site/building like other businesses? (does this apply to tenants? Need to check if RM Bradley has such DECD certification)		Stephen DiPietro	June 20	n/a to state offices (we were not closed)  7/2/2020 update – DAS buildings approved for occupancy; agencies need to coordinate with bldg. mgt. company.
19	Front desk at 410	Options for phone for coverage Process for transferring calls to operators in different parts of the building	Karen Urciuoli/IT	5/21/20	Y Completed 5/21/20 Calls will ring at each person’s station
20a	Staff who fall under “direct care” and OOC	Waiver-State Staff/clinicians Diversion-PNP Nurses YAS Mirror hospital/facility guidance	Kim Karanda/Amy Marracino/Mike Norko/Barbara Bugella  SWS/YAS/OFE- may need additional staff tested as more F2F services provided Coordinate with Barbara Bugella Follow amended OLR/DAS guidance	June 3	Y Completed Will work with CVH campus testing options

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b		<b>Consider low risk staff resuming Face to face services with precautions after June 20<sup>th</sup></b>	Managers  Amy (YAS), Kim (SWS), Mike Norko (OFE)		Note: With 2 weeks’ notice classification may be changed by supervisors
21	In the event of COVID-19+ case (protocol on website)	Employee should report to HR  Follow state testing process (per FFCRA, COVID-19 testing is free for every American)  DMHAS to follow contact tracing protocols  Refer to DMHAS protocols (posted on website). Dr. Dike is medical director for OOC (must be contacted for return to work)	Human Resources	Follow updated DAS document March-May	Y
22	Other misc. factors				
a		Considerations for: extended telework for OOC Staff with medically confirmed chronic diseases and/or immune deficiencies  Staff caring for elderly family and/or children	Human Resources DAS  Spelled out in DAS guidance	March-ongoing	Y Follow DAS protocol Currently able to continue telework
b		Employee mental health and wellness	Communications-Mary Kate Mason Advertise EAP	June-ongoing	Y Email will be re-sent periodically Message to be reiterated by managers to staff
c		Staff contingency plan-Majority of OOC staff are not direct service. Follow on-call, vacation/sick and other back up plans	Managers/staff	June-ongoing	Y

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		and notifications currently in place.			
d		Auditors of Public Accounts	Bill Quinn-ensure the group follows DMHAS policy/procedure/guidance	June 20-ongoing	Y Informed Bill Quinn on 6/3/2020 to communicate with APA staff
e		Mail/Delivery	Packages and other deliveries allowed at building entrances  DAS Print/Mail will provide additional guidance on current and planned protocols for interoffice mail		Referenced in OPM guidance on 6/9/20  Employees who sort mail wear gloves
f		410 Cafeteria	7/2/20 Soft reopening for employee breaks		7/2/20 – cafeteria update - 1 person per table rule. 3 sanitizing stations with wipes available for each staff to wipe down before and after use.

Managers- please submit any pertinent update to [nancy.navarretta@ct.gov](mailto:nancy.navarretta@ct.gov)