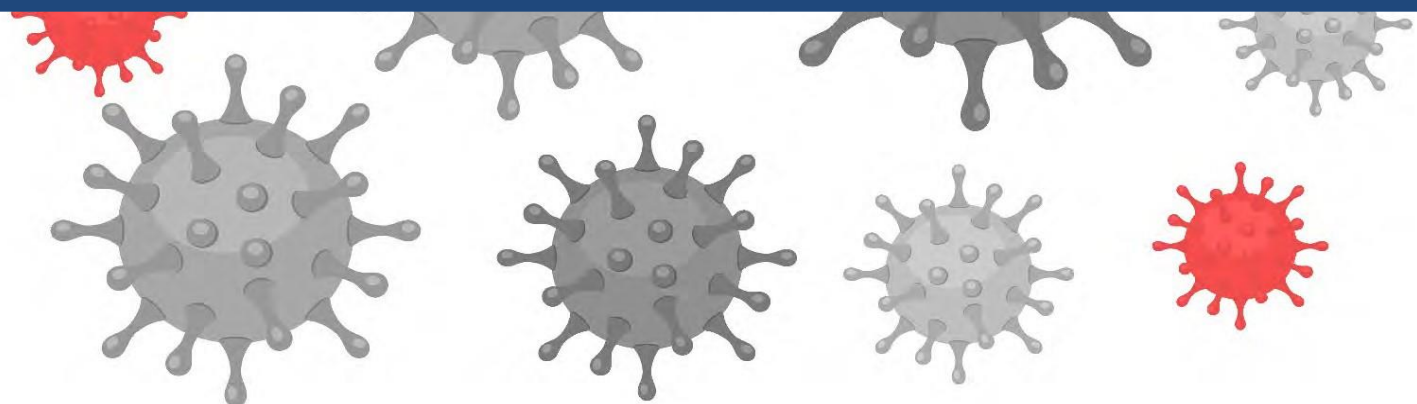


# SMART COVID-19 SAFETY PLAYBOOK

Effective Date: July 14, 2021

*Revised: September 16, 2020*

*Issued: June 1, 2020*



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Team SMART,

For over a year, SMART has continued essential services safely and effectively – thanks to the hard work and dedication of the entire SMART family. Even as orders, rules, guidelines change and the pandemic evolves, we are all committed to continue to work together to stay ahead of the terrible virus.

The past year has demonstrated more than ever that transit is a necessary and critical public service to get workers to jobs and help our friends and neighbors in the community get to the supplies and services they need. While changing conditions will require us to adjust the amount of service and how we provide it along the way, all decisions will include a focus on the health, safety and comfort of our team and our riders.

From the start, this guide has been designed to coordinate Team SMART efforts to keep employees and riders safer, provide clear guidance on what to do, and make all staff aware of all our COVID-19 mitigation measures – both front-and-center and behind-the-scenes. It includes a streamlined set of checklists and practical recommendations based on guidelines from the Centers for Disease Control and Prevention, County Health Departments, MIOSHA, OSHA, US Department of Transportation, the Department of Labor and the World Health Organization. The document has been updated several times already, and will undoubtedly be adjusted again as conditions continue to improve.

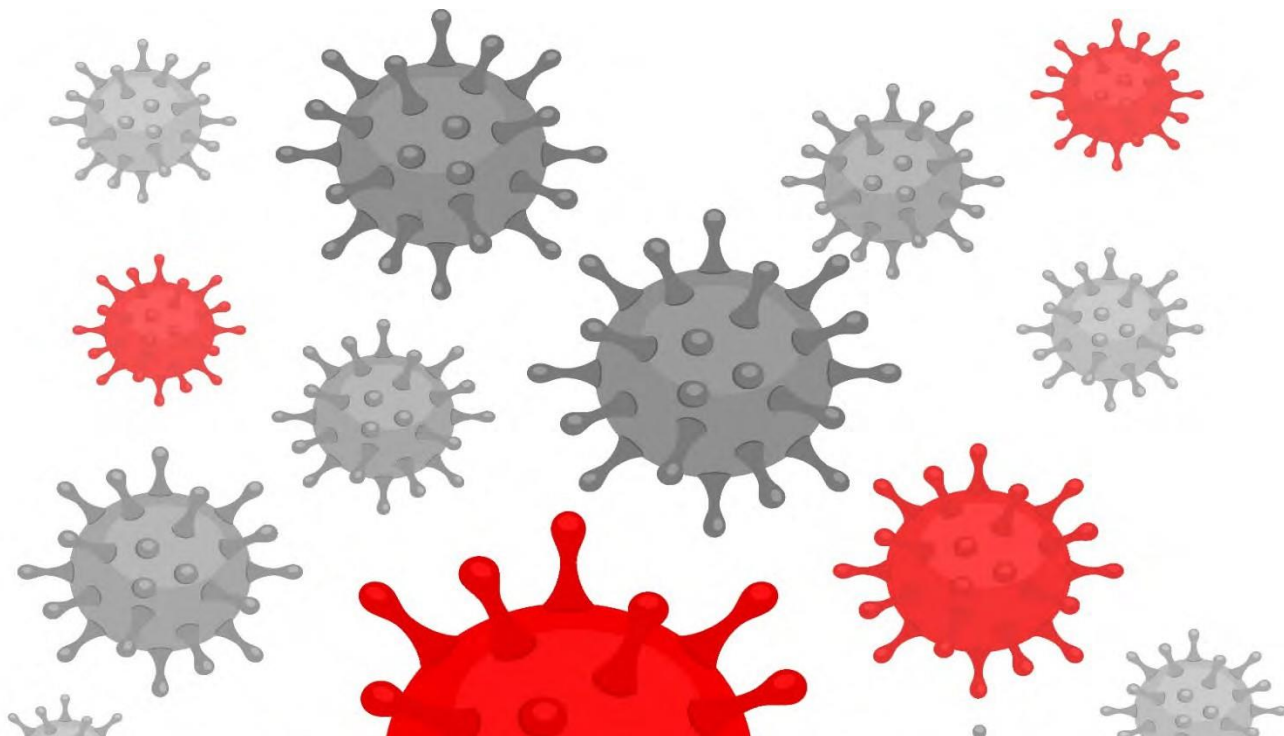
The measures outlined herein focus on what we as an organization can do to protect our employees. However, as these guidelines are implemented, they are only good if each of us adheres to them. Even as many of our team members, our families and friends are getting vaccinated and staying safe, we cannot forget those whose friends or family were seriously ill, or worse. We all must remain vigilant and attentive to the ups and downs that are still ahead, and learn and prepare for the next spike or new crisis in our futures.

The pandemic has tested our resolve as individuals and as a team, and thanks to your efforts we're poised to emerge stronger and ready to support our communities as we all recover and rebuild. Working together, as our SMART family, we can keep working toward our mission of safe, reliable transportation and serve the communities that we love.

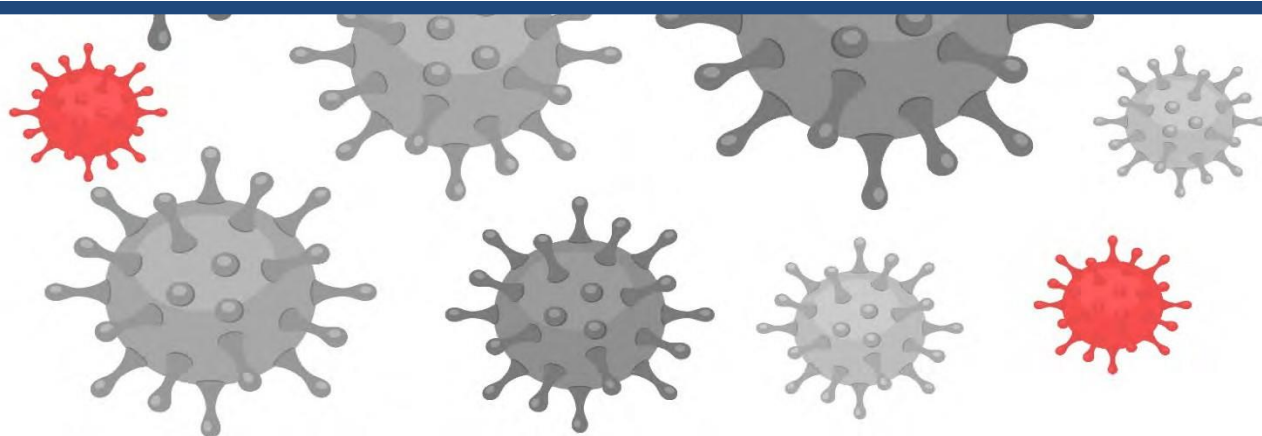
Sincerely,



Robert Cramer  
Deputy General Manager



# EMPLOYEES AT WORK



## RESPONSIBILITIES OF OUR TEAM

Every person at SMART has a role in keeping each other and the riding public safe.

### INDIVIDUALS

- Stay home when you are sick or exposed to COVID-19
- Contact your manager or Human Resources immediately if you may have been exposed to, or exhibit symptoms of COVID-19
- Practice good hygiene: wash your hands, cover your mouth when coughing, etc.
- Stay socially distanced, whenever possible
- Always wear appropriate Personal Protection Equipment (PPE)
- Follow screening requirements and safety policies
- Sanitize your workstation regularly

### DEPARTMENT LEADERS

- Create an environment for employees to feel comfortable calling in sick
- Allow employees to work from home when prudent or necessary
- Manage and maintain PPE and cleaning supplies for your departments
- Ensure that public areas, workspaces and common areas meet social distancing requirements
- Listen to employee concerns and respond swiftly
- Hold employees accountable for following safety policies
- Lead by example

### ADMINISTRATION

- Provide policies to support the health and well-being of SMART employees and passengers
- Ensure availability of sufficient PPE, sanitization, and cleaning supplies to keep the workforce healthy
- Provide support to leadership and employees with safety concerns
- Hold leadership, departments, and employees accountable for their roles in mitigating COVID-19

Specific responsibilities of SMART's COVID-19 Leadership Team is described more fully in the section titled Leadership and Management.

## VACCINES

The health and safety of SMART employees, the riding public and the community is of utmost importance. SMART encourages all employees and the riding public to get a COVID vaccine. Ongoing efforts to bring awareness and educate employees about the vaccines, accessing the vaccines and the benefits of getting the vaccine will be made available. SMART provides aggregate data regarding the Authority's progress with staff vaccinations to the Board, public, and our regulatory agency partners including MDOT and FTA. The goal set by SMART is to achieve a 70% vaccination rate for all staff, although our progress relies on self-reporting and individual decisions to get vaccinated and report it to SMART with official paperwork.

## HEALTH SCREENING AND TEMPERATURE CHECK

To protect the health of all, employees with symptoms of any illness should not enter SMART facilities. Before arrival or immediately upon arrival at a SMART facility, every employee is required to complete a health screening questionnaire and have their temperature taken by a contactless temperature screening kiosk. These requirements will be reviewed and revisions will be considered by the Authority as deemed appropriate, based on the guidance, data and requirements of various federal, state and local agencies. The Board, employees and the public should assume all requirements and policies remain in place; any updates that are made will be communicated promptly and clearly using all available means.

Employee entrances at each SMART facility has been identified to ensure that anyone entering a building is screened. Please see your supervisor for your designated employee entrance.

Details	Activity
Before arrival or immediate upon arrival at a SMART facility, employees will immediately complete a Health Screening Questionnaire.	<ul style="list-style-type: none"><li>• It is the employee's responsibility to make sure he or she completes the electronic screening questionnaire prior to starting their work assignment. In the event the electronic screening software is down, employees must complete a paper health screening.</li><li>• Verification of the completion of the questionnaire may be requested.</li></ul>
Immediately after entering a SMART facility, prior to starting a work assignment, employees must have their temperature taken by a contactless temperature screening kiosk.	<ul style="list-style-type: none"><li>• Employees must complete their temperature reading at their designated entrance via kiosk and report any temperatures above 100.4 F or higher. In the event the kiosk is down, employees must have their temperature taken by a handheld, contactless thermometer.</li></ul>

<p>If an employee does not pass the questionnaire or has a temperature 100.4 F or higher.</p>	<ul style="list-style-type: none"> <li>• Do not proceed beyond the temperature station</li> <li>• Immediately contact your supervisor and leave the facility</li> <li>• The supervisor will notify Human Resources. Human Resources will contact the employee to provide further instructions</li> </ul>
<p>Screening Coordination</p>	<ul style="list-style-type: none"> <li>• If there are issues with the temperature kiosk, contact your Terminal Manager/Supervisor. As needed, the Terminal Manager can provide a contactless thermometer for daily screening.</li> </ul>

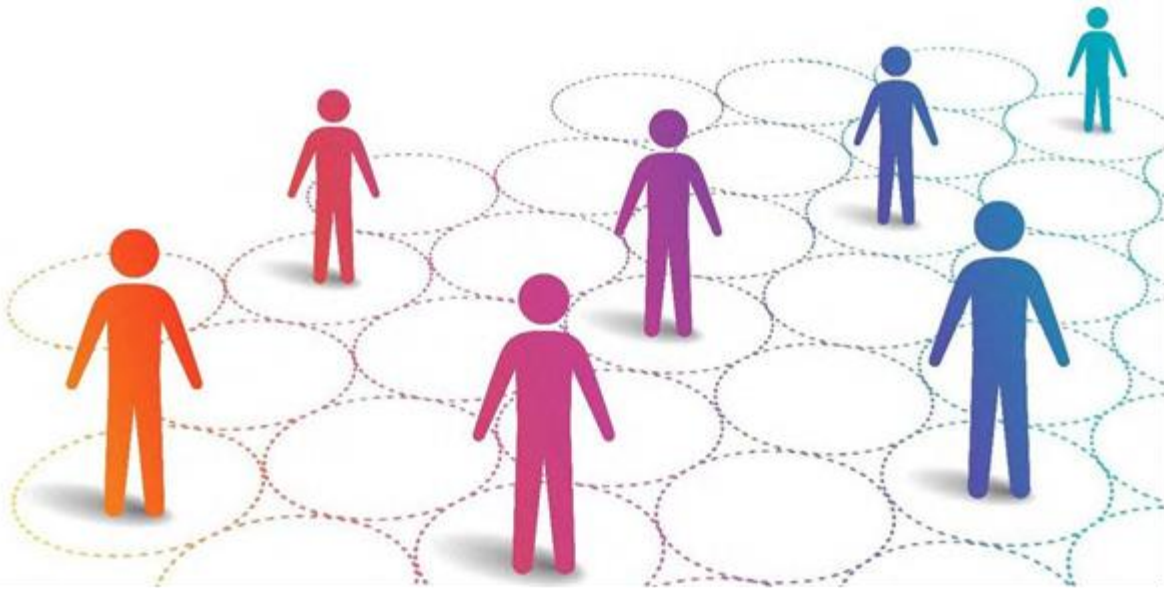
## SOCIAL DISTANCING

Social distancing is a key tool to reduce exposure to Coronavirus. The Centers for Disease Control and Prevention (CDC) recommends **staying at least six feet away** from those around you. When that is not physically possible, the CDC and the Department of Labor (DOL) have provided guidelines. Room occupancies have been established at each facility to allow for appropriate social distancing protocols. These requirements will be reviewed and revisions will be considered by the Authority as deemed appropriate, based on the latest guidance, data and requirements of various federal, state and local agencies.

The Terminal Manager at each terminal is responsible of ensuring all safety measures are addressed in workspaces, common areas and public areas.

Details	Activity
<b>SMART Facilities</b>	<ul style="list-style-type: none"> <li>● Employees shall stay a minimum of six feet apart from another person, whenever possible. Regardless, a face mask must be worn. (see section titled on <i>Required Personal Protection Equipment (PPE)</i> for more details)</li> <li>● Do not enter a room in which its posted occupancy level has been met. Wait until someone exits before entering</li> <li>● Floor markings will demonstrate six feet distances at Dispatch Windows, Stockroom Windows, and other high traffic areas (e.g. time clock, temperature kiosks, entrances, etc.)</li> <li>● Excess chairs and other furniture will be removed temporarily; and replaced with options to encourage social-distancing</li> <li>● Signage will be placed widely throughout SMART facilities encouraging social distancing throughout the facilities and offices</li> <li>● For work areas that require multiple employees to be in the same areas, where possible, managers should strive to stagger shifts and ensure social distancing can be accommodated</li> </ul>
<b>Lunchroom/Breakrooms</b>	<ul style="list-style-type: none"> <li>● When eating lunch and a mask cannot be worn, social distancing must be strictly observed. Employees eating inside a SMART facility are to only eat in designated areas behind a tabletop barrier</li> <li>● Employee shall wipe down the area with sanitizing wipes before and after eating</li> <li>● Employees are encouraged to remain outside or in their vehicle while sitting “on show” or during a split, breaks, and meal times</li> </ul>





Details	Activity
<b>Locker Rooms/Restrooms</b>	<ul style="list-style-type: none"> <li>● Limit the number of employees in the locker room/restroom at one time based on occupancy</li> <li>● Every other sink will be closed</li> </ul>
<b>Public Reception Areas</b>	<ul style="list-style-type: none"> <li>● Public will remain in vestibules, with staff remaining behind reception window/barrier</li> <li>● Do not supply pens or other office supplies for public use. If needed, provide a pre-sanitized disposable pen</li> <li>● Hand sanitizer is available</li> </ul>
<b>Smoking Areas</b>	<ul style="list-style-type: none"> <li>● Employees must maintain at least a 6-foot distance from others</li> <li>● Stagger breaks whenever possible</li> <li>● Per the CDC individuals who smoke may be at an increased risk for severe illness from COVID-19</li> </ul>
<b>Picnic Tables</b>	<ul style="list-style-type: none"> <li>● Employees must maintain at least a 6-foot distance from others</li> <li>● Picnic tables will be limited to two individuals per table and employees shall sit on opposite corners of the table</li> </ul>

<b>MEETINGS</b>	
<b>Best practices</b>	<ul style="list-style-type: none"> <li>● All meetings should be held virtual when possible, using the following options below:               <ul style="list-style-type: none"> <li>○ Teleconferencing</li> <li>○ Video conference (e.g. Zoom, Microsoft Teams, etc.)</li> </ul> </li> <li>● These requirements will be reviewed and revisions will be considered by the Authority as deemed appropriate, based on the latest guidance, data and requirements of various federal, state and local agencies.</li> </ul>
<b>In-person meetings</b>	<p>When a virtual meeting cannot take place and an in-person meeting is required:</p> <ul style="list-style-type: none"> <li>● The number of people in attendance must not exceed the maximum posted occupancy</li> <li>● A 6-foot distance between each person must be maintained.</li> <li>● Face masks must be worn at all times</li> <li>● Participants should sanitize the work area <u>before and after</u> use and wipe down with disinfectant all shared equipment, furniture, and high touched surfaces before and after use (e.g. chairs, tables, computer equipment, remotes, door handles, etc.). Participants should also wash or sanitize their hands after using shared equipment.</li> </ul>
<b>VEHICLE SAFETY PROTOCOL</b>	
<b>Fleet, Support and Maintenance Vehicles</b>	<ul style="list-style-type: none"> <li>● Maximum of two employees in a single support vehicle</li> <li>● If two people are in a vehicle together, a face mask must be worn by all individuals in the vehicle at all times</li> <li>● Employees must wipe down the interior of the SMART vehicle before and after use with disinfectant, including steering wheel, seatbelt, seat (if possible), door, window and other high touch areas</li> </ul>
<b>WORKING REMOTELY</b>	
<b>Working from Home</b>	<ul style="list-style-type: none"> <li>● Management will work with managers and staff to identify opportunities to maximize the extent and type of work that can be conducted remotely</li> <li>● Directors and managers should encourage their staff to work remotely for some or all of their work, but staff are allowed to report in-person for work as desired for tasks that do not require them to report in-person</li> <li>● Directors and managers will manage office visits by staff to spread out visits across different days of the week and times, in order to reduce in-person interaction especially between staff of the same department or section to the greatest extent possible</li> <li>● Employees who are working remotely for all or some of their work must obtain approval from their manager, supervisor or director when reporting in-person</li> </ul>

## REQUIRED PERSONAL PROTECTION EQUIPMENT (PPE)

All employees are required to wear a face covering before entering SMART’s facilities and buses.

PPE requirements vary by environment.

Environment	Required PPE	Alternative PPE
<p><b>Shared spaces</b></p> <p><i>Examples: Transit vehicles, lounges, maintenance area, bathrooms, hallways, locker rooms, open office spaces with multiple cubicles, reception area, conference rooms</i></p>	<ul style="list-style-type: none"> <li>• Face mask (cloth, dust, disposable) that completely covers nose and mouth</li> </ul>	<ul style="list-style-type: none"> <li>• Face shield with mask</li> <li>• Safety goggles with mask</li> </ul>
<p><b>Unavoidable close contact</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>- During wheelchair securement/close contact with riders</li> <li>- Cooperative maintenance work</li> <li>- Escort to clinic for regulatory drug and/or alcohol testing</li> </ul>	<ul style="list-style-type: none"> <li>• Face mask (cloth, dust, disposable) that completely covers nose and mouth</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Face Shield or Safety Goggles</li> <li>• Gloves</li> </ul>
<p><b>Individual offices or single cubicle</b></p>	<ul style="list-style-type: none"> <li>• Not required when working alone in an office or work space in which you are the only person in the office or work area</li> </ul>	<ul style="list-style-type: none"> <li>• Face mask (cloth, dust, disposable) that completely covers nose and mouth</li> <li>• Face Shield with mask</li> </ul>
<p><b>Maintenance/Shared Tools</b></p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>- Bus Cleaning</li> <li>- When using equipment or tools shared between employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Face mask (cloth, dust, disposable) that completely covers nose and mouth</li> <li>• Gloves</li> </ul>	<ul style="list-style-type: none"> <li>• Face Shield with mask</li> <li>• Safety Goggles with mask</li> </ul>
<p><b>Outdoors, when able to maintain at least a 6-foot distance from others</b></p>	<ul style="list-style-type: none"> <li>• Face mask (cloth, dust, disposable) that completely covers nose and mouth</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

## PPE ACCESS AND RESPONSIBILITY

There are several considerations in the care and responsibility of PPE. SMART has available PPE for all employees. These items include: masks, face shields, gloves, and goggles.

Details	Activity
<b>Employee Access to PPE</b>	<ul style="list-style-type: none"> <li>Managers/supervisors are responsible for ensuring employees wear a face mask that covers their nose and mouth which extend below the chin (face mask, dust, or cloth mask) when required.</li> <li>Employees can obtain face masks and gloves, at the terminal stockroom, dispatch window, through the office supply room downtown or in the employee’s work area at Royal Oak Transit Center</li> <li>Employees can obtain reusable face shields and reusable goggles at the terminal stockroom or from their manager. Face shields and goggles may be worn with a face mask, but are not be worn in lieu of a mask</li> <li>Spray bottles as available/or to share and refill with cleaning agent at terminal stockroom</li> <li>Employees are not required to return PPE at the conclusion of their shift</li> <li>Department Managers/Supervisors must establish weekly minimum PPE inventory requirements for (e.g. masks, gloves, soap, cleaning agents, sanitizer, wipes, goggles, face shields) and coordinate with Material Control to maintain a minimum of PPE inventory</li> </ul>
<b>PPE CARE</b>	<ul style="list-style-type: none"> <li>Employees may not share PPE</li> <li>Per US Food and Drug Administration, launder reusable cloth face coverings before each daily use</li> <li>Masks may be re-used by employees provided the masks do not get soiled, wet, or exposed to individuals that tested positive for COVID-19</li> <li>Face shields and goggles are reusable and are to be disinfected daily or as needed throughout the day</li> <li>Gloves shall be properly removed and disposed after use</li> </ul>
<b>PPE Training</b>	<ul style="list-style-type: none"> <li>Training will be provided to employees on the new requirements for PPE including, when to wear PPE, how to wear the PPE and how to properly dispose of PPE</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Signage will be posted to remind employees of all safety protocols</li> </ul>
<b>Accommodation Requests</b>	<ul style="list-style-type: none"> <li>If an employee has a medical condition in which they cannot medically tolerate wearing a mask, please contact the <a href="#">SMART EEO Department</a></li> </ul>

## HOW TO PUT ON, REMOVE AND DISPOSE OF MASKS



World Health  
Organization

# How to **put on, use,** **take off and dispose** of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water

## HOW TO SAFELY WEAR AND TAKE OFF CLOTH MASKS:

# How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

### WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



### USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

### FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



### TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



CS 116488A 05/27/2020


Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

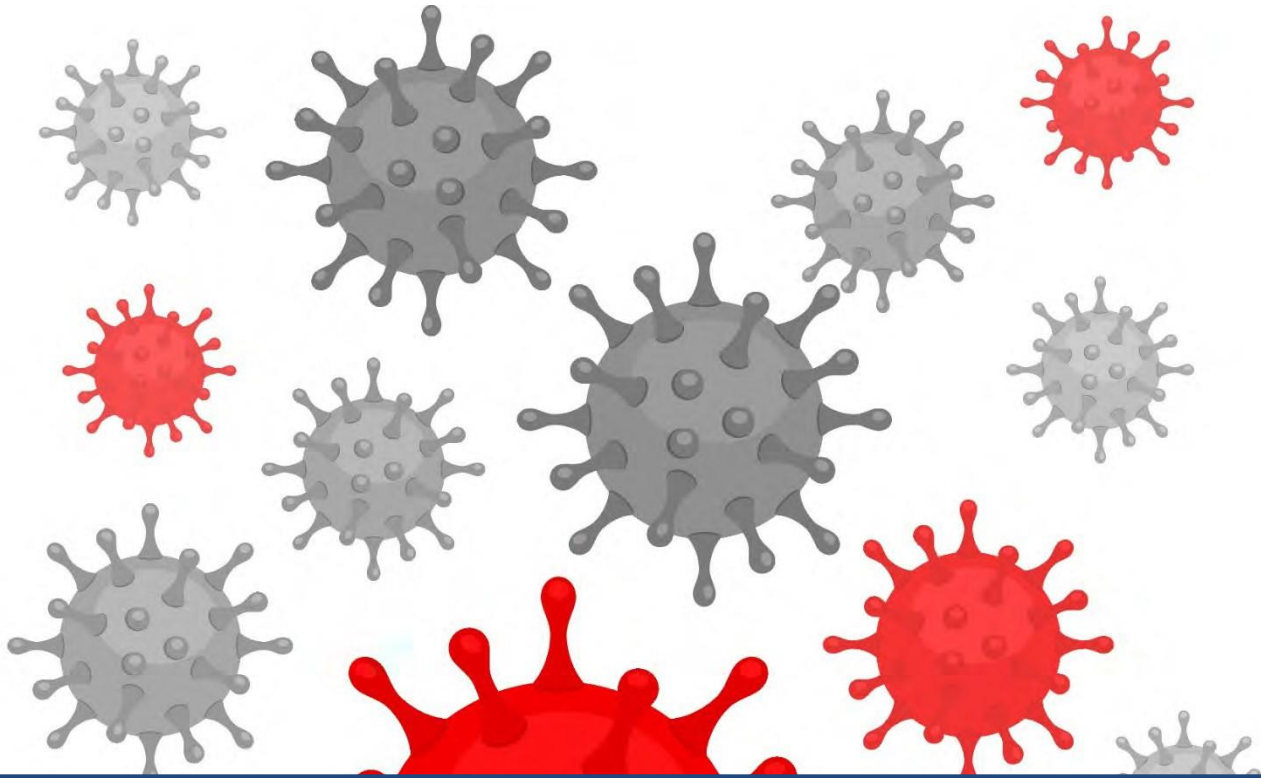
For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

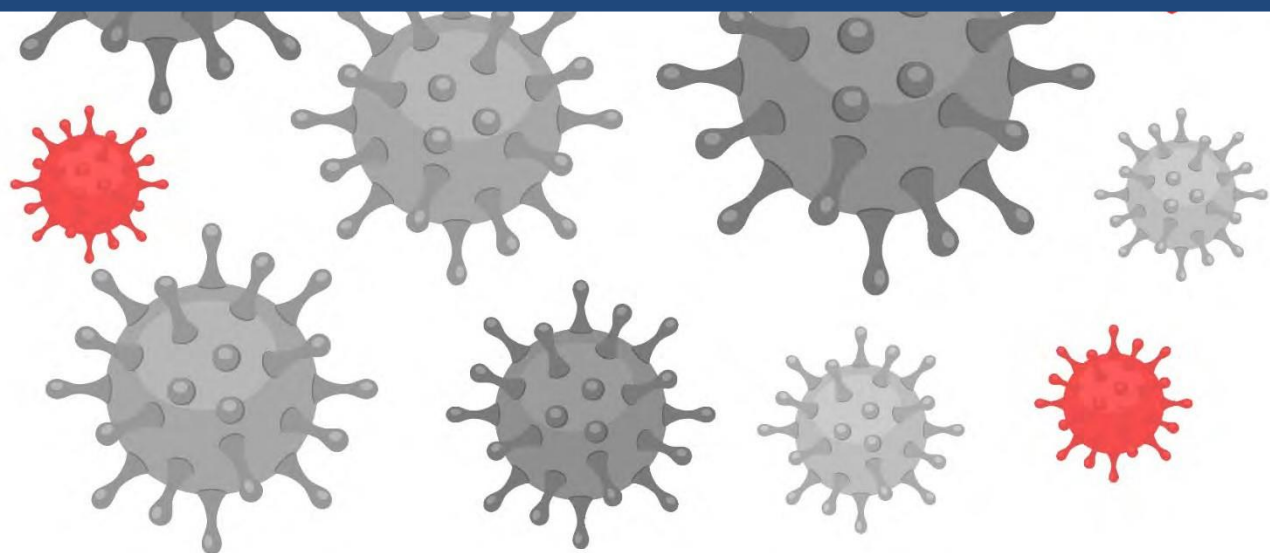
## HANDWASHING AND HYGIENE

Employees are reminded that while masks provide important protection in daily activity, **good hand hygiene** is one of the most important steps to take to prevent the spread of COVID-19.

Details	Activity
<p><b>Handwashing and Hand Sanitizing</b></p> 	<ul style="list-style-type: none"> <li>● Employees are advised to wash hands frequently with soap and water for at least 20 seconds especially before or after:             <ul style="list-style-type: none"> <li>○ going to the restroom</li> <li>○ eating</li> <li>○ after blowing your nose, coughing, or sneezing</li> <li>○ after touching surfaces</li> <li>○ after removing gloves</li> </ul> </li> <li>● Ensure all employees have access to soap, warm water and paper towels, if not, they should have access to hand sanitizer</li> <li>● Increase availability of hand sanitizer, disinfecting wipes and paper towels for employees</li> <li>● Provide hand sanitizer and paper towels in common areas; especially near shared doors and shared spaces</li> <li>● Post reminders of proper hand washing in all areas where employees wash their hands</li> </ul>
<p><b>Hygiene</b></p>	<ul style="list-style-type: none"> <li>● Avoid touching your face, nose and mouth</li> </ul>
<p><b>Sneezing and Coughing</b></p>	<ul style="list-style-type: none"> <li>● When sneezing or coughing, cover your mouth and nose with a tissue and discard the tissue</li> <li>● If you do not have a tissue, cough or sneeze into your upper sleeve and not in your hands</li> <li>● Post reminders to cover nose and mouth when sneezing or coughing</li> </ul>
<p><b>Physical Contact</b></p>	<ul style="list-style-type: none"> <li>● Eliminate physical contact with other (e.g. handshaking, hugs, and other contact)</li> <li>● Post reminders and floor markings to follow social distancing protocols</li> </ul>
<p><b>Mail and Paper Handling</b></p>	<ul style="list-style-type: none"> <li>● Employees should wash their hands immediately after handling unopened mail or packages</li> <li>● Avoid licking your fingers to separate paper</li> </ul>



# CLEANING AND DISINFECTING PROTOCOLS

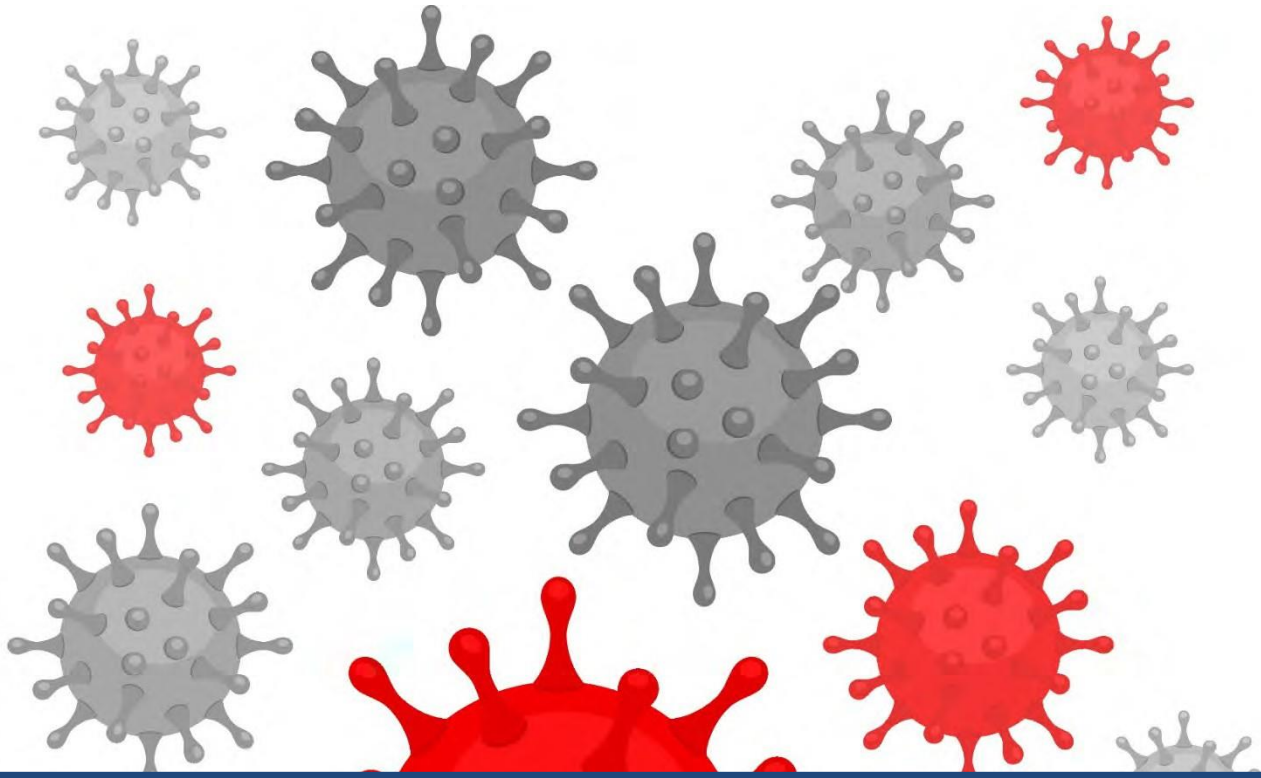




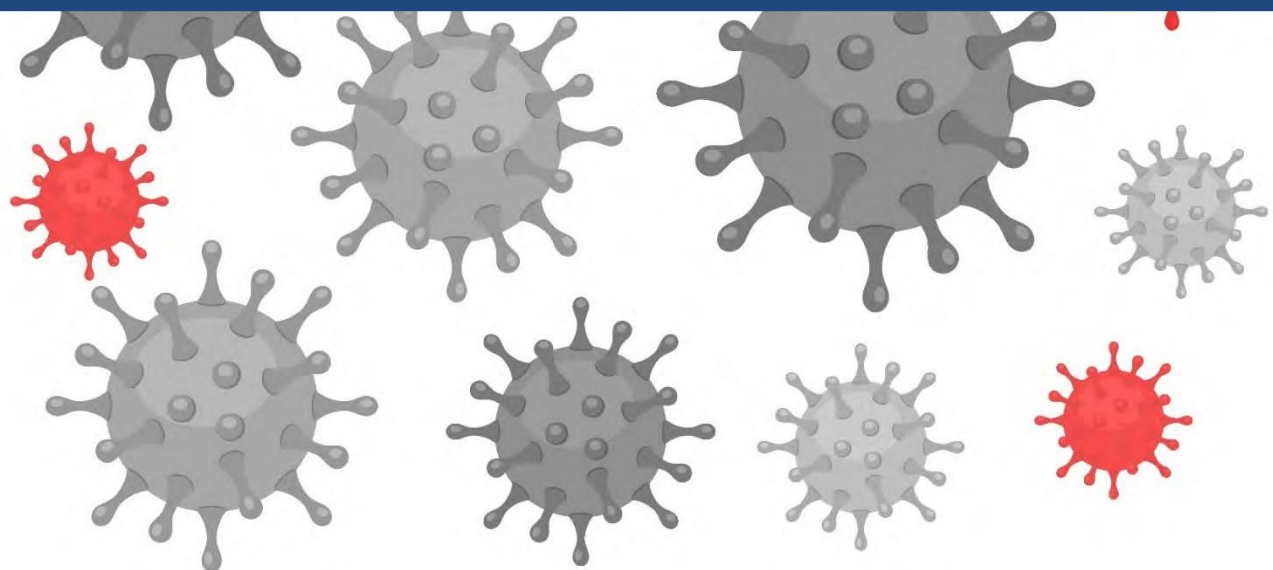
## CLEANING AND DISINFECTING PROTOCOLS

Regular cleaning and disinfection are key to reducing spread of illness. SMART's cleaning services disinfect common areas, employees are requested to disinfect work spaces and high-touch areas between uses.

Details	Activity
<p><b>Facility Cleaning and Electrostatic Microbacterial Spray Treatments</b></p>	<ul style="list-style-type: none"> <li>• A contracted janitorial service is responsible for Monday-Saturday daily cleaning common areas at the terminal and Royal Oak Transit Center (ROTC)</li> <li>• A building-contracted janitorial service is responsible for Monday-Friday daily cleaning of the Downtown offices</li> <li>• Electrostatic micro bacterial spray treatments throughout the terminals, ROTC and downtown offices regularly</li> <li>• Questions or concerns should be directed to the Manager of Facilities</li> </ul>
<p><b>High-touch areas</b>  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>– Shared desks</li> <li>– Lounge/Breakroom furniture</li> <li>– Vending Machines</li> <li>– Staff vehicles</li> <li>– When using equipment or tools shared between employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfectant wipes will be provided and placed throughout SMART facilities</li> <li>• Employees are responsible for cleaning and maintaining their workstations; as well as cleaning shared office counters/tables</li> <li>• Employees are requested to wipe down high-touch areas before and after use (e.g. desks, furniture, vending machines, vehicle handles, controls, steering wheel, copiers, tools, etc.)</li> </ul>
<p><b>Bus Cleaning</b></p>	<ul style="list-style-type: none"> <li>• Clean and sanitize buses daily</li> <li>• Electrostatic micro bacterial spray treatments in all buses regularly</li> </ul>
<p><b>Emergency Cleaning</b></p>	<ul style="list-style-type: none"> <li>• If a person with suspected COVID-19 infection is present at a SMART facility and/or vehicle, contact the Terminal Manager immediately to arrange disinfection</li> <li>• If SMART is informed of a confirmed case of COVID-19 on a SMART facility and/or vehicle, contact the Terminal Manager immediately to arrange disinfection</li> </ul>



# OPERATION PROTOCOLS

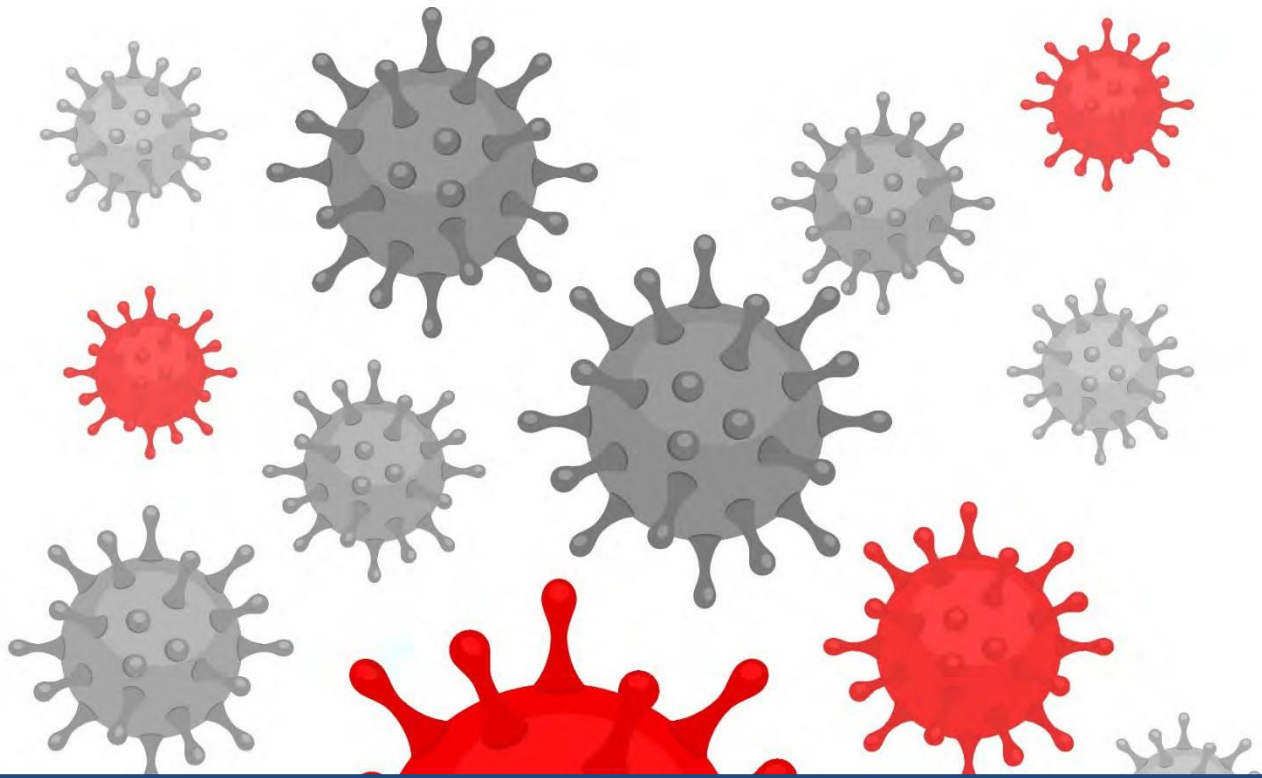


## OPERATION PROTOCOLS

Transit is a critical service to get individuals to jobs, and helps the community get to the supplies they need. However, we must do so in a way that preserves employees' health and safety.

Details	Activity
<b>Safety Measures on Buses</b>	<ul style="list-style-type: none"> <li>• Buses have a protective barrier between the driver and farebox/passenger area</li> </ul>
<b>PPE/Cleaning</b>	<ul style="list-style-type: none"> <li>• Drivers are encouraged to wipe down and disinfect the driver's compartment regularly</li> <li>• Maintenance will clean and disinfect buses daily and electrostatic micro bacterial spray treatments on all buses regularly</li> <li>• Drivers are required to wear a face mask, when on SMART buses and at SMART facilities, pursuant to policy</li> </ul>
<b>Fixed Route Riders</b>	<ul style="list-style-type: none"> <li>• Per Federal Law all riders are required to wear a face mask upon entering and for the duration while on a SMART vehicle, unless the passenger indicates they are medically intolerant</li> <li>• Drivers will give passengers an opportunity to put a face mask on and will provide a verbal reminder to the passengers without a mask</li> <li>• Driver should follow established protocols for riders who refuse to put on a mask, and do not claim medical intolerance</li> <li>• Masks are available for riders on request from drivers, as supplies are available</li> <li>• Road supervisors also carry extra masks to offer if responding to a non-compliant rider</li> </ul>

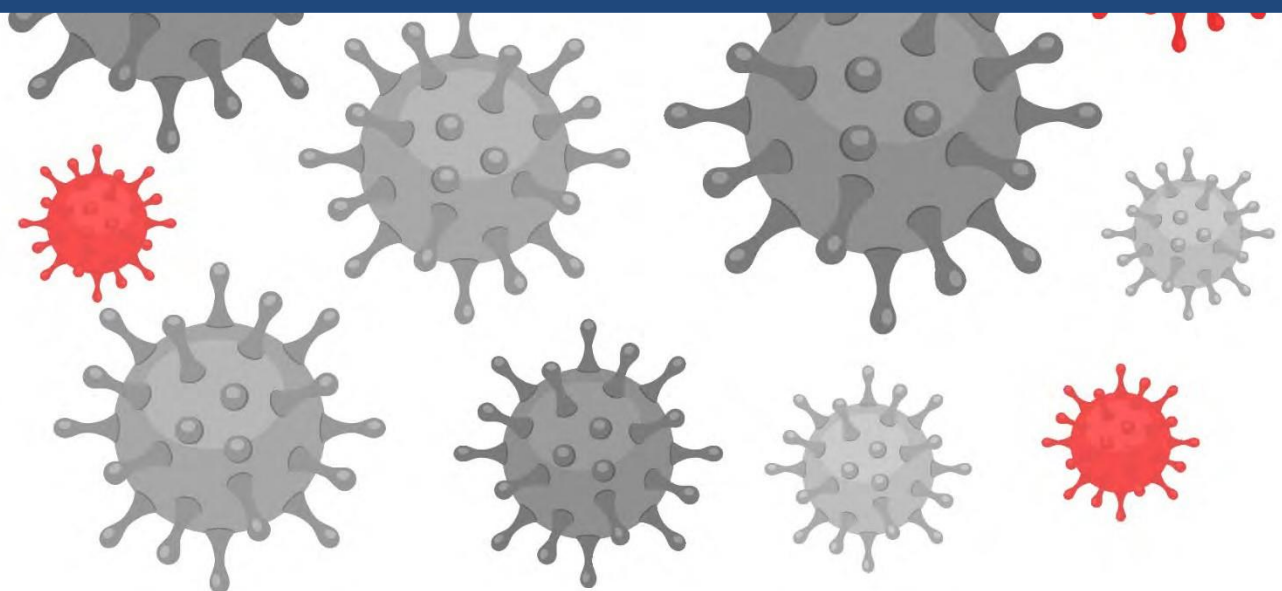
Details	Activity
<b>Connector/ADA Riders</b>	<ul style="list-style-type: none"> <li>● Per Federal Law all riders are required to wear a face mask upon entering a SMART vehicle</li> <li>● Drivers will give passengers an opportunity to put on a face mask</li> <li>● Driver should follow established protocols for riders who refuse or are unable to wear a mask and call dispatch to report the incident</li> <li>● Masks are available for riders on request from drivers, as supplies are available</li> </ul>
<b>Wheelchair Securement</b>	<ul style="list-style-type: none"> <li>● When securing/un-securing a mobility device, driver is required to wear a mask</li> <li>● Driver arrives, provides mask (if needed) to wheelchair passenger outside, informs passenger of any requirements</li> <li>● Driver will verbally explain the safe boarding and securement process and request the passenger turn their head away from driver, if able</li> </ul>
<b>Community Events</b>	<ul style="list-style-type: none"> <li>● As it pertains to public events, SMART's priority is the safety of our staff and the community we serve and come in contact. Participation is tied directly to the current measures and preparations in place, as well as the nature of and approach to the event in question.</li> </ul>



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# VISITORS, LOST & FOUND, CONTRACTORS, AND VENDORS

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## VISITOR POLICY

SMART is not allowing the general public into its facilities or offices until further notice.

When business-critical, in-person visits must occur to allow equipment or facilities to remain operational, vendors and contractors must be screened (temperature check and health screening questionnaire) and follow SMART's protocols including the requirement to wear a mask. If a vendor or contractor fails the screening they will be directed to leave SMART's premises immediately. No contractor or vendor is permitted onsite without expressed permission from a department manager or supervisor.

## LOST AND FOUND

Lost and Found is currently limited to critical lost items (wallet, keys, purse, medications, cell phone, etc.) only. Items will be kept for approximately one week. Lost and Found visitors will be scheduled an appointment to retrieve their item(s). Terminal Dispatch and/or Terminal Manager will manage the appointments during normal business hours.

The visitors shall not be permitted beyond the vestibule adjacent to the front office where a protective barrier has been installed to protect the public and staff. The item(s) will be placed on a table in the vestibule for the visitor to retrieve. Lost and Found visitors do not need to be screened as they are not entering the facility.

## VISITOR SCREENING

All visitors entering a SMART facility must complete a temperature check and health screening questionnaire, upon entering a SMART building or facility. Visitors who fail the screening will be directed to leave SMART's premises immediately. Visitors are also required to wear a face mask. These requirements will be reviewed and revisions will be considered by the Authority as deemed appropriate, based on the latest guidance, data and requirements of various federal, state and local agencies.

Details	Activity
<b>Screening</b>	<ul style="list-style-type: none"><li>• All visitors will complete a temperature check and Visitor Health Screening Questionnaire when entering the interior of any SMART facility</li><li>• Visitors who have traveled out of state within the prior 10 days will be required to do the following, if they are not fully vaccinated:<ul style="list-style-type: none"><li>• The individual will be directed to quarantine for up to 7 days AND test for COVID-19 after the third day of returning from travel, provided tests are available. Upon receipt of a negative test result provided to the Human Resources Department, the individual may visit a SMART location.</li><li>• Pursuant to the CDC, individuals who have tested positive for COVID-19 and recovered, do not have to quarantine or get tested for three months from the positive test as long</li></ul></li></ul>

	<p>as they do not develop new symptoms.</p> <ul style="list-style-type: none"> <li>• Test results shall be provided to Human Resources before visiting a SMART facility.</li> <li>• Individuals may visit a SMART facility after the 10<sup>th</sup> day if test results are not available, as long as the individual is not exhibiting symptoms or once the Authority is notified of the negative test result, whichever occurs first. If the individual develops symptoms of the COVID virus while in quarantine, then the individual will not be permitted on SMART property until they provide clearance from a medical physician.</li> <li>• Visitors who fail the screening either with questions or have a temperature of 100.4F or higher will be prohibited from entering the facility and directed to leave SMART's premises immediately</li> <li>• Health Screening Questionnaire and temperature results should be provided to the employee who the visitor is meeting</li> <li>• Screening results are confidential and will be retained by Human Resources</li> </ul>
<b>PPE</b>	<ul style="list-style-type: none"> <li>• All visitors must wear a face mask upon entering SMART premises. SMART will make every effort to supply masks for visitors at all facilities, as supplies are available</li> <li>• The Terminal Manager within the facility shall be notified immediately of issues with visitors who refuse to comply with SMART's safety protocols</li> </ul>

## VENDORS / CONTRACTORS

All vendors and contractors must comply with all established safety protocols. It is the supervising department's responsibility to communicate with contractors and/or vendors on SMART's screening and safety protocols.

Details	Activity
<b>Screening</b>	<ul style="list-style-type: none"> <li>• All vendors/contractors will complete a temperature check and Health Screening Questionnaire each day when entering the interior of any SMART facility</li> <li>• Vendors and contractors who have traveled out of state within the prior 10 days will be required to do the following, if they are not fully vaccinated: <ul style="list-style-type: none"> <li>• The individual will be directed to quarantine for up to 7 days AND test for COVID-19 after the third day of returning from travel, provided tests are available. Upon receipt of a negative test result provided to the Human Resources Department, the individual may visit a SMART location.</li> <li>• Pursuant to the CDC, individuals who have tested positive for COVID-19 and recovered, do not have to quarantine or get tested for three months from the positive test as long as they do not develop new symptoms.</li> <li>• Test results shall be provided to Human Resources before visiting a SMART</li> </ul> </li> </ul>

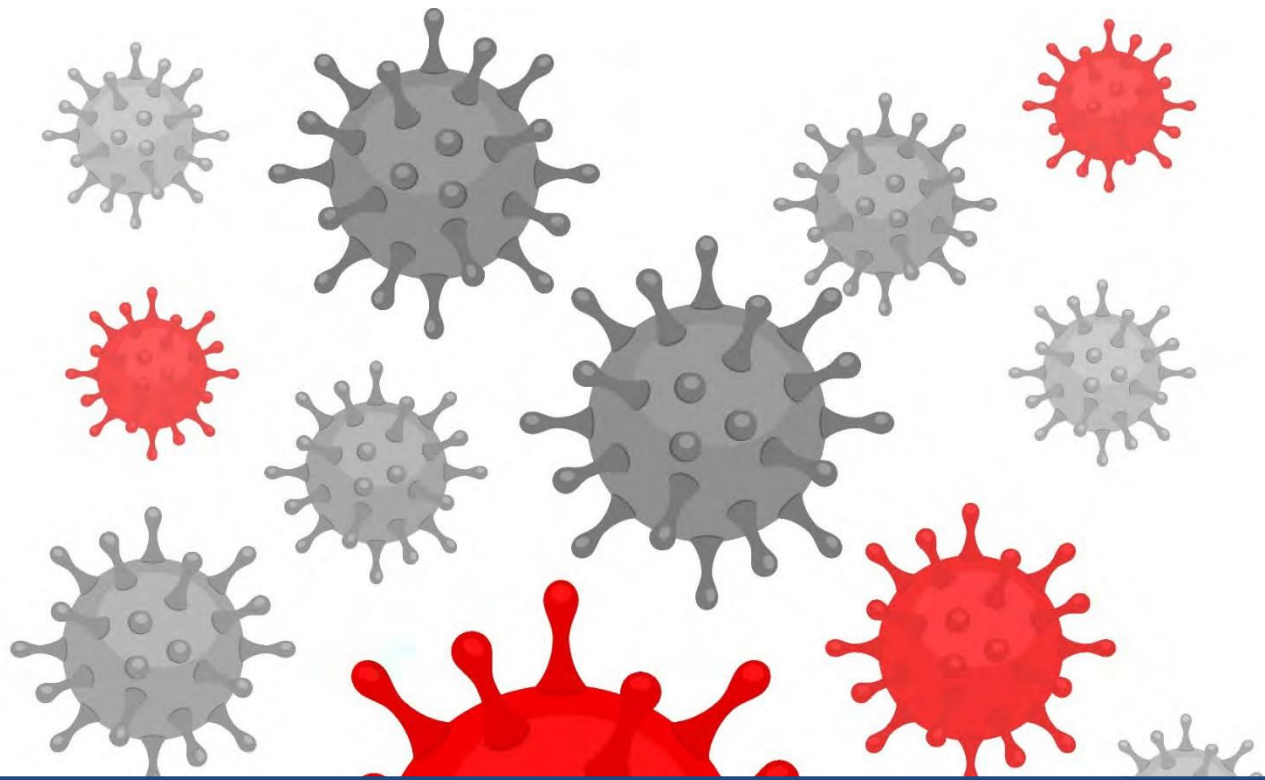
	<p>facility.</p> <ul style="list-style-type: none"> <li>• Individuals may visit a SMART facility after the 10<sup>th</sup> day if test results are not available, as long as the individual is not exhibiting symptoms or once the Authority is notified of the negative test result, whichever occurs first. If the individual develops symptoms of the COVID virus while in quarantine, then the individual will not be permitted on SMART property until they provide clearance from a medical physician.</li> <li>• If they fail the screening either with questions or have a temperature of 100.4F or higher, they shall be prohibited from entering the facility and directed to leave SMART's premises immediately</li> <li>• Health Screening Questionnaire will promptly be provided to the Maintenance Supervisor on duty (or digitally when available)</li> <li>• Screening results are confidential and will be retained by Human Resources</li> </ul>
<b>PPE</b>	<ul style="list-style-type: none"> <li>• All vendors/contractors must wear appropriate PPE as defined by the SMART's safety protocols</li> <li>• All vendors/contractors must wear a face mask upon entering SMART premises</li> <li>• Vendors/contractors are required to provide their own PPE when possible</li> <li>• The Terminal Manager within the facility shall be notified immediately of issues with vendors/contractors who refuse to comply with SMART's safety protocols.</li> </ul>

## ON-SITE SAFETY PRECAUTIONS

Visitor or vendor/contractor work that does occur onsite should limit exposure to employees as much as possible.

Details	Activity
<p><b>On-site Safety Precautions for Visitors or Vendors/Contractors</b></p>	<ul style="list-style-type: none"> <li>• Notify contractor/vendor of availability of the latest Playbook online</li> <li>• Ensuring visitors and vendors/contractors take a direct route to the meeting or work areas and do not unnecessarily interact with employees</li> <li>• Practicing social distancing at all times and instruct visitors or vendors/contractors regarding our expectations (no handshakes or embraces, maintain a minimum of a 6-foot distance when interacting, etc.)</li> <li>• Practicing expected hygiene regarding washing hands and covering coughs/sneezes</li> </ul>

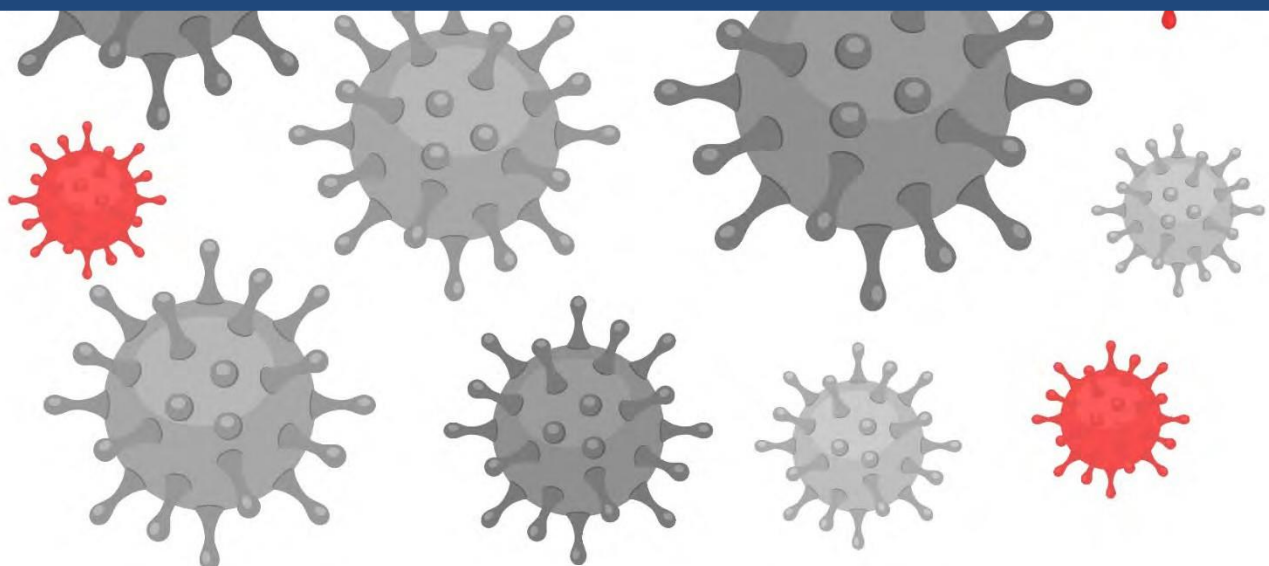




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# ILLNESS, LEAVE OPTIONS AND RETURN TO WORK

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## **ILLNESS AND EXPOSURE**

As outlined in the current SMART policy regarding the COVID Process, employees who are feeling ill, exhibit symptoms of illness consistent with COVID-19 or have a confirmed positive COVID-19 test shall not report to work and should notify their Supervisor or Manager and are encouraged to contact their primary care physician. The employees will be contacted by Human Resources and will be directed to take the appropriate steps, consistent with governmental and CDC requirements and guidelines. The latest policies and procedures can be found online through the employee ADP portal.

As required, all confirmed cases of COVID will be reported to the local health department.

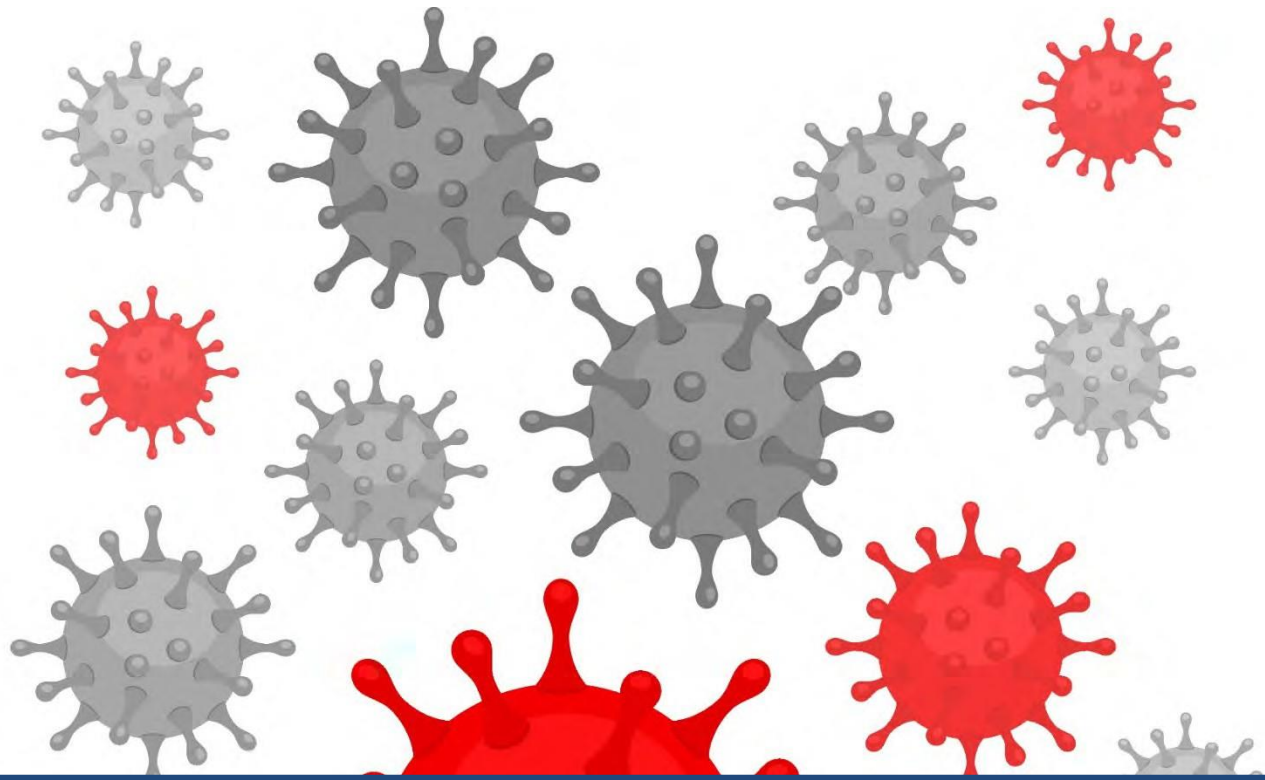
## **RETURN TO WORK PROTOCOL**

As outlined in the current policy regarding the COVID Process, Human Resources or the Office Supervisor will follow up periodically with the ill employee. When ready to return to work the employee will be directed to take the appropriate steps, consistent with governmental and CDC requirements and guidelines.

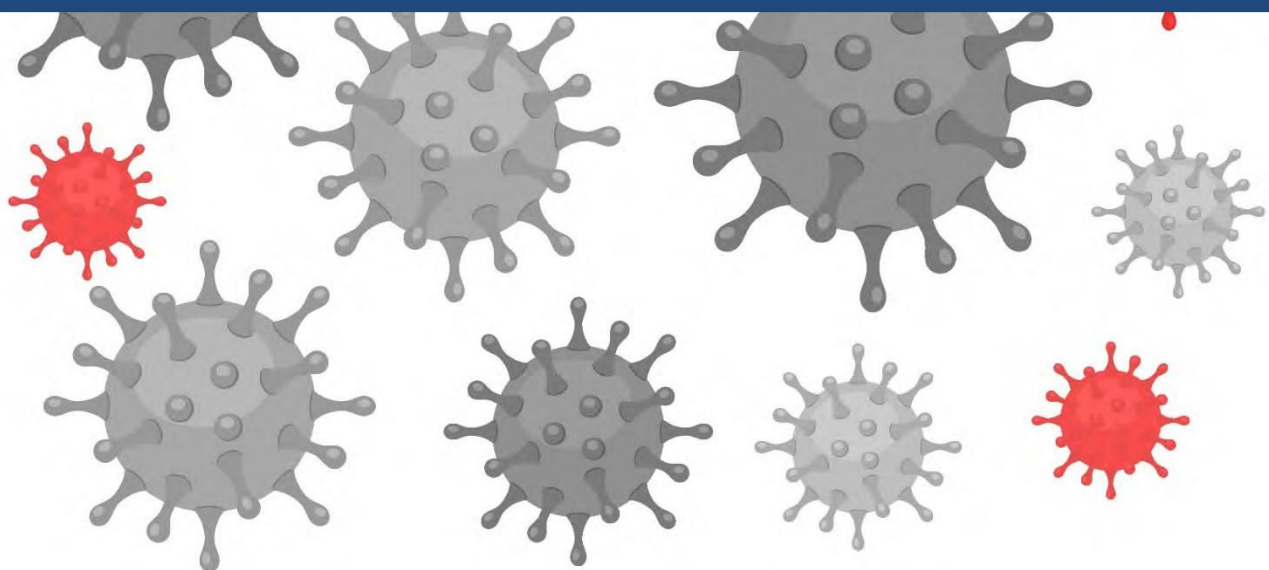
The employees who tested positive for COVID-19 may return to work upon obtaining clearance from the Human Resources or the Office Supervisor and provide a release by their health care provider or obtain clearance from Concentra through a Return-to-Work Physical. Additionally, a drug screen may be required based on the length of time the employee was removed from safety-sensitive functions. The latest policies and procedures can be found online through the employee ADP portal.

## **ELEVATED RISK EMPLOYEES**

Employees in this category and who have concerns about their health as it relates to their job during the COVID-19 pandemic are to contact their Terminal Manager or Department Director.



# LEADERSHIP AND MANAGEMENT



It is vitally important for SMART to be coordinated and proactive in keeping employees and riders safe. SMART will rely on a Leadership Team to manage SMART's response to the COVID-19 pandemic at each SMART facility to ensure protocols are met.

## COVID-19 LEADERSHIP TEAM

The Leadership Team is responsible to direct and implement SMART's COVID-19 response. The Leadership team will coordinate with the Board, Unions, SMART staff, and other key stakeholders.

- **Deputy General Manager:** Has overall responsibility for SMART's pandemic preparedness and response. Coordinates with Leadership Team and Site Managers.
- **Director of Human Resources:** Develops and implements employee directives to ensure SMART has a safe workplace and is compliant with federal, local and state guidance. Manages leave, contact tracing, testing, etc. Develops training protocols.
- **Director of Transportation:** Leads transportation team, including drivers, dispatchers, road supervision and service levels. Directs service development and planning. Monitors service, rider demand, and staffing levels.
- **Director of Maintenance:** Leads maintenance staff teams, including Mechanics and Coach Service and Shelter Attendants. Directs maintenance efforts, cleaning and sanitization of buses and facilities. Monitors maintenance performances and staffing levels.
- **Manager of Marketing and Communications:** Develops and distributes public messaging and marketing. Assists with internal employee communications.

## SITE MANAGEMENT

Each SMART facility has a Terminal Manager (Downtown: Deputy General Manager) and will designate a team that is responsible for the following compliance with protocols, managing issues, and is a mechanism for feedback to the Leadership Team.

- **Terminal Manager/Deputy GM or designee**
  - **Site Preparedness and Response:** Has overall responsibility including ensuring protocols are met as well as coordinating and aligning with the Leadership Team and Human Resources directives.
  - **Sanitization & Cleaning:** Daily and periodic disinfection logistics at all locations, including routine and deep cleaning, and disinfection processes, according to the protocols set up in this document. Drives the process of continuous improvement and ensures 100% compliance with SMART's disinfection protocols.
  - **Emergency Supplies:** Monitored and distribute stocks of necessary supplies to sustain each site's needs keeping a minimum of a 30-day supply. Supply Needs Estimation Form weekly and coordinates with Materials Control Supervisor. Ensuring all staff are able to easily notify their Emergency Supplies Coordinator of supply needs is a critical component to ensure all staff can perform their duties safely.

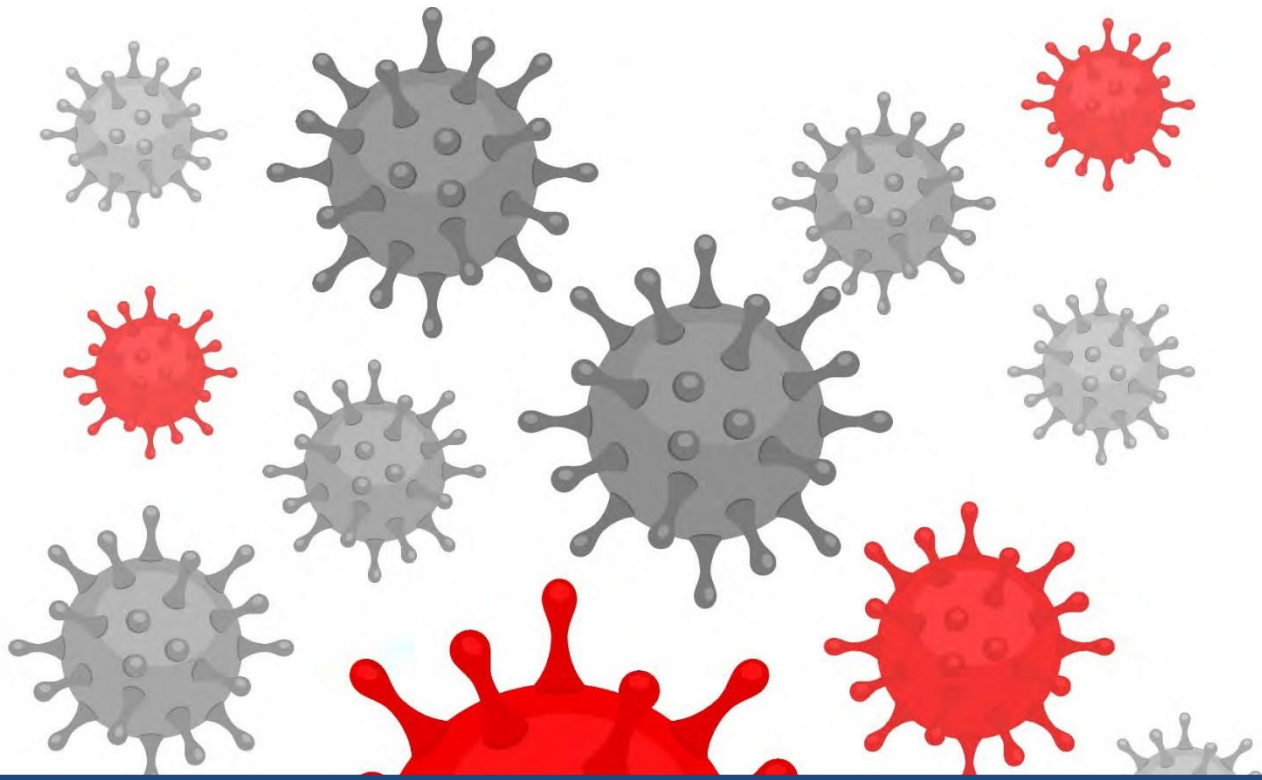
- **Training:** Coordinates training across the site related to pandemic preparedness and response, including employee, management and pandemic response team training, in accordance with SMART's COVID-19 Safety Playbook and Human Resources directives.
- **Signage:** Coordinates and monitors signage related to pandemic messaging, in coordination with the Facilities Manager and Marketing/Communications

## KEY STAFF

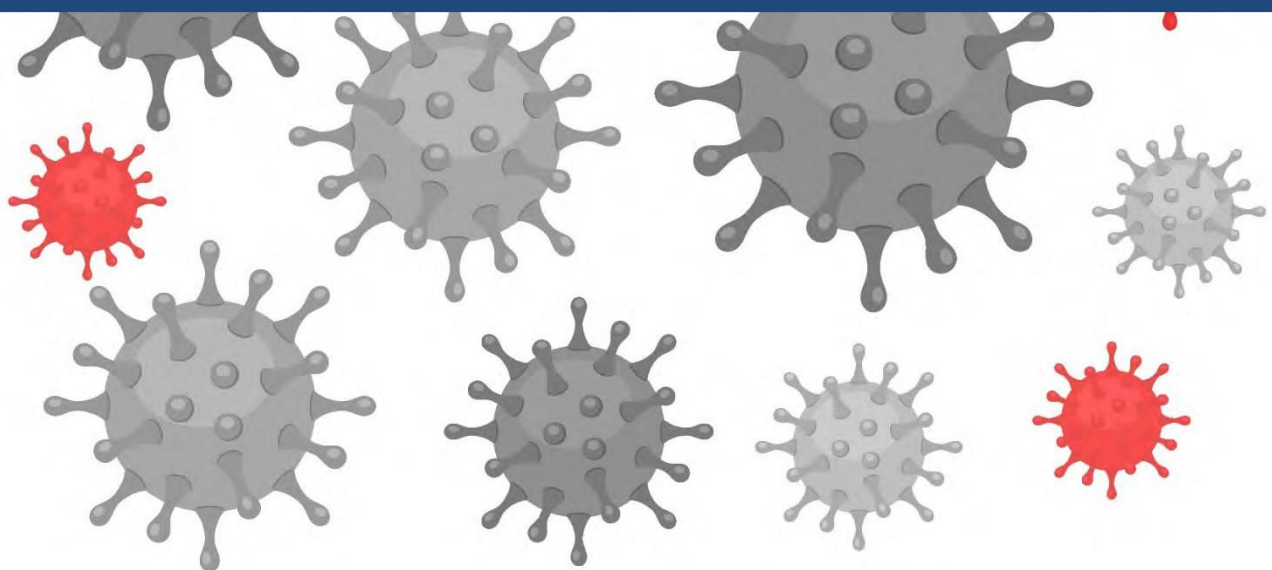
Key staff that ensure SMART's successful implementation of the Playbook include, but are not limited to:

- **Manager of Facilities:** Coordinates facility cleaning and alterations
- **Manager of Purchasing:** Ensures sufficient and timely purchase of materials and supplies
- **Risk Manager and Safety Officer:** Ensures SMART has a safe workplace. Reviews policies and procedures for health and safety and regulatory compliance.
- **Community Ombudsman (Wayne, Oakland, Macomb):** Provides conduit between SMART and communities

The Leadership Team may call on any other directors, managers, staff, or resources as needed.



# ADDITIONAL RESOURCES



## MENTAL HEALTH SUPPORT AWARENESS

SMART realize the uncertainty surrounding the coronavirus may be hard to handle and employees may worry, have the feeling of stress, fear or panic during the pandemic. Throughout the pandemic SMART continues to regularly communicate and promote its Employee Assistance Program provided by CARE Worklife Solutions. CARE Worklife Solutions may be access by phone or online at <https://www.careofsem.com/employee-assistance-programs/>

## ONLINE RESOURCES

- Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- U.S. Department of Labor <https://www.dol.gov/coronavirus>
- Federal Transit Administration <https://www.transit.dot.gov/coronavirus>
- Occupational Safety and Health Administration <https://www.osha.gov/coronavirus>
- Michigan COVID-19 Information <https://www.michigan.gov/coronavirus>
- Michigan Occupational Safety and Health Administration [https://www.michigan.gov/leo/0,5863,7-336-78421\\_11407---,00.html](https://www.michigan.gov/leo/0,5863,7-336-78421_11407---,00.html)
- Michigan Department of Transportation <https://www.michigan.gov/mdot/>

## SMART POLICES AND PROCEDURES REGARDING COVID-19

All employee documents, policies and procedures can be found on the SMART Employee Hub at [www.workforcenow.adp.com](http://www.workforcenow.adp.com).

Current, updated, and posted policies supersede previous policies and the content of this manual.

## OTHER SMART RESOURCES

Several employee resources are available on the SMART Employee Hub at [www.workforcenow.adp.com](http://www.workforcenow.adp.com)