

Memorandum



Metropolitan Transportation Authority

State of New York

Date **March 17, 2020**
To **All Managers and Supervisors**
From **Paul Fama**
Re **MTA COVID-19 Guidelines for Managers/Supervisors**

As the Coronavirus continues to impact our daily lives, we are working around the clock to keep all our employees healthy and safe in the workplace while we maintain our service and operations - and commitment to New Yorkers. If you are unsure how to react to any situation regarding COVID-19 please immediately contact your manager or Human Resources who can then direct you to the right resources.

We are creating protocols and guidelines to make sure employees are protected. These guidelines, which can change as needs warrant, follow federal, local and state regulations. We need your help to communicate this information to your direct reports and encourage you to create an opportunity to have an open dialogue with them about this.

The challenges we are all facing is unprecedented and will require all of us to be vigilant, professional and compassionate. This is a fluid situation and we are closely monitoring current events. Please know that misinformation can do more harm. We ask that you remain in contact with your supervisors and managers and will continue to update you with more information, as needed. Look for an announcement for a town-hall meeting where senior leadership will answer your questions regarding COVID-19.

While we are dealing with the coronavirus threat, we must not forget our mission which is to help move New Yorkers. The work we are doing is helping to save lives by transporting first responders, healthcare workers and others who are so vital in this fight to eradicate this disease.

Below is the Manager/Supervisor Guidance and attached are following documents: MTA Occupational Health Services COVID-19 Instructions, Triage Procedure for Suspected COVID-19 cases and HR contacts at each agency. As the situation unfolds, we will update you with new information. If you have any questions, please reach out to your supervisor. Be safe!

Thank you.

Regards,

Paul Fama
Chief People Officer

Manager or Supervisor Guidance

While these guidelines provide a general approach, all employees and situations should be considered on a case by case basis. As this is a rapidly evolving situation, the MTA may need to develop different protocols on short notice or act at the direction of federal, state and local health authorities.

- If an employee reports flu-like symptoms, or their family member/significant other is positive for COVID-19, **direct the employee to go home and advise they should self-isolate**. Provide employees being sent home with the one-page informational handout attached as [Appendix A](#).
- All managers/supervisors should follow the general triage procedures for employees showing COVID-19 symptoms or concerns they may have come into contact with COVID-19 and **contact your HR Representative**. See the general triage procedures memo attached as [Appendix B](#).
- If you are alerted that a doctor, state/local health official or MTA HR/OHS representative has told your employee to stay home, follow your department's procedures and contact your Agency Human Resources and OHS Leader.
- A new 24/7 MTA Hotline will soon be available at 646-252-1010 starting tomorrow, March 18. Employee concerns can be directed to this resource. If you or an employee are having difficulty getting through to an operator due to the call volume, please contact your HR representative listed below.
- Lastly, please respect the privacy of your fellow employees. Any medical information or test results should remain confidential and only provided to those employees who absolutely need to know. This is a stressful time for many, and it is important we support one another through this pandemic.

Appendix A

MTA OCCUPATIONAL HEALTH SERVICES COVID-19 INSTRUCTIONS

During your recent risk assessment by Human Resources and Occupational Health Services, you may have reported flu like symptoms, or that a family member or close contact is positive for COVID-19.

As a result, you are being directed to go home.

Why am I being sent home?

- You may be asked to self-isolate in order to separate and restrict your movement for the health and safety of others.
- In general, self-isolation is requested because there may be an exposure to a communicable disease. The period for possible exposure to COVID-19 is 14 days, unless otherwise directed.

What should I do next?

- Stay at home.
- Call your health care provider and discuss your situation.
- For MTA-related questions, call our Coronavirus Hotline: 646-252-1010
- For other questions, call the NYS Department of Health Coronavirus Hotline: 888-364-3065 or NYC DOHMH 866-692-3641. You can also visit their website <https://www.health.ny.gov/diseases/communicable/coronavirus/> for more information.
- Practice frequent handwashing.
- Disinfect and clean all surfaces in your home.
- Self-monitor for any symptoms (cough, fever, and shortness of breath).
- Practice social distancing from friends and family.

What can I expect?

- If you are quarantined, you will be contacted regularly by an OHS Registered Nurse.
- The nurse may conduct regular Wellness Checks of your current health status.

When can I return to work?

- Prior to reporting to work, you will need to obtain a return to work certification from your Health Care Provider.



Appendix B

Memorandum



Date March 6, 2020

To Agency Presidents
Agency Human Resources Leads
Agency Labor Relations Leads
Occupational Health Services

From Paul Fama, Chief People Officer

A handwritten signature in blue ink, appearing to read 'Paul Fama', written over the printed name.

Re Triage Procedure for Suspected COVID-19 Cases

As the COVID-19 virus spreads, it is likely that we will see an increase in employees reporting relevant symptoms. The below are the general steps that should be taken by supervisors/managers/crew assignment centers, Human Resources and Occupational Health Services (OHS) so potential COVID-19 cases are handled properly and consistently. **As this is a rapidly evolving situation, MTA may need to develop different protocols on short notice or act at the direction of federal, state and local health authorities.**

- 1) Employee informs supervisor/manager/crew assignment center that they have symptoms consistent with COVID-19 (fever, cough and shortness of breath) or are otherwise concerned that they may have COVID-19

Supervisor/Manager/Crew Assignment Center Actions: If an employee working on MTA premises informs a supervisor /manager/crew assignment center that they have flu-like symptoms or has general concerns that they may have come into contact with COVID-19, the supervisor/manager/crew assignment center should direct the employee to leave work and immediately call the applicable Human Resources Department representative listed here. Please provide the HR representative with the employee's name, contact information and employee ID number. Inform the employee that HR will reach out to them directly and make it clear that the information they have shared will be kept strictly confidential, and only shared as necessary under the circumstances.

NYC Transit: Jennifer Franceschini (347) 643-8466

MTA Bus: Marlene Masiello (718) 696-3643

Bridges & Tunnels: Patrick Smith (646) 252-7198

LIRR: Janett Ramos (347) 494-6281

Metro-North: Gary Martens (212) 340-2297

HQ: Michael A. Kalish (212) 878 1036

Construction & Development: Luz Pacheco (646) 252-3524

2) Human Resources is informed about a suspected COVID-19 case

Human Resources Actions: If Human Resources is informed of an employee who may have contracted or been exposed to COVID-19, Human Resources must ask them for the employee's name, contact information and employee ID number.

Next, Human Resources will contact the employee and explain why they are calling. Human Resources must explain that all information will be kept confidential and only shared as necessary under the circumstances. Human Resources will work with the employee to complete a Confidential MTA Employee Questionnaire (Link appears at the end of this directive). Please be as detailed as possible. If the employee has not yet seen their health care provider, Human Resources will advise them to reach out to the health care provider for guidance. The employee should remain out of work until a medical provider states that they may return to work and OHS approves. Human Resources should encourage employees to stay in touch with additional information or if their condition changes.

After the Employee Questionnaire is completed, Human Resources will send the document to the appropriate representative at OHS listed below.

NYC Transit/B&T: 347-643-8299
LIRR: 347-494-6283
C&D/MNR/MTAHQ: 212-499-4720

If supervisors/managers become aware of a consultant/vendor employee working on MTA premises or with MTA employees who may have contracted or been exposed COVID-19, they must contact Human Resources with the name of the consultant/vendor employee. Human Resources will work with Legal, Safety and OHS and communicate, as appropriate, with the consultant/vendor, and take additional steps.

3) Occupational Health Services is informed of a potential COVID-19 case in an MTA employee

OHS Actions: OHS will promptly review all completed Employee Questionnaires received using the current federal, state and local guidance available. OHS will reach out to the appropriate HR representative and/or the employee with any follow up questions.

Based on the responses to the Employee Questionnaire, OHS may contact the employee's health care provider to discuss actions to be taken or whether the employee should undergo COVID-19 testing. OHS should contact the relevant health authorities and coordinate with them.

If OHS is informed that an employee has tested positive for COVID-19, OHS shall contact the MTA Safety Department immediately to coordinate any necessary actions such as cleaning or disinfecting.

Employee Questionnaire Link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=gHPAeZjMvUGAawrpJVipZgtYwTyWPSJCNp5ORjvQXCVUOUc4TkpMMEFJRuzNNzIIvK05UIEzOFVGVc4u>

Agency Human Resource Contacts

NYCT – Jennifer Franceschini 347 643-8466
NYCT alternate: Patricia Lodge 347 643-8435

MTA Bus – Marlene Masiello 718 696-3643
MTA Bus alternate: Alberto Richardson 646 252-5892

B&T – Patrick Smith 917 440-4256
B&T alternate: Melissa Narvaez 332 215-2543

HQ – Michael Kalish 917 575-3693
HQ alternate: Aleyda Meyers 646 522-1556

C&D – Luz Pacheco 646 252-3524
C&D alternate: Shawn Moore 646 252-4294

MN – Gary Martens 212 340-2297
MN alternate: Yvonne Hill Donald 646-509-3051

LIRR – Janet Ramos 347 494-6281
LIRR alternate: Mary Lou Centauro 718 558-7920