

# COVID-19

## Metro Operations response process

Risk assessment and governance to resume or adjust operations and activities

**Last updated: June 15, 2020**

This document outlines the process, tools and governance for Metro operations to conduct or adjust operational activities during the COVID-19 pandemic and response periods. This document was created from the work of a cross-organizational team led by the Advanced Planning Unit of Metro's Incident Management Structure.

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## Metro values during COVID-19 response

### A statement from Marissa Madrigal, COO

Metro cares about the health and safety of our employees, visitors and community. As we navigate the COVID-19 pandemic and our response and recovery to the crisis, it is crucial that we, as a public institution, do everything we can to safeguard the well-being of everyone we serve.

The COVID-19 virus has us living in a world of heightened risk. Because the science is evolving, every day we learn more about this virus and how it spreads. We do know that it has had a disproportionately negative impact on our Black, people of color and Indigenous communities with alarming death rates. In light of those statistics and the uncertainty on how the virus spreads, Metro and many other policy makers are adopting a precautionary principle which assumes the public should be protected from exposure to harm when scientific investigation has found a plausible risk. While we will follow the advice of federal and local health agencies, we may at times expand precautions beyond their guidance as we make decisions about continuing and resuming our operations. This is to protect our employees and vulnerable communities.

This process to reopen or adjust Metro operations ensures that we scrutinize how we will do business and deliver public services while keeping people safe. We have an obligation to our staff and to the public to conduct our due diligence, document our work and establish clear responsibilities. Doing so helps us to keep building – and retaining - public trust.

Thank you for being a part of this very important work.

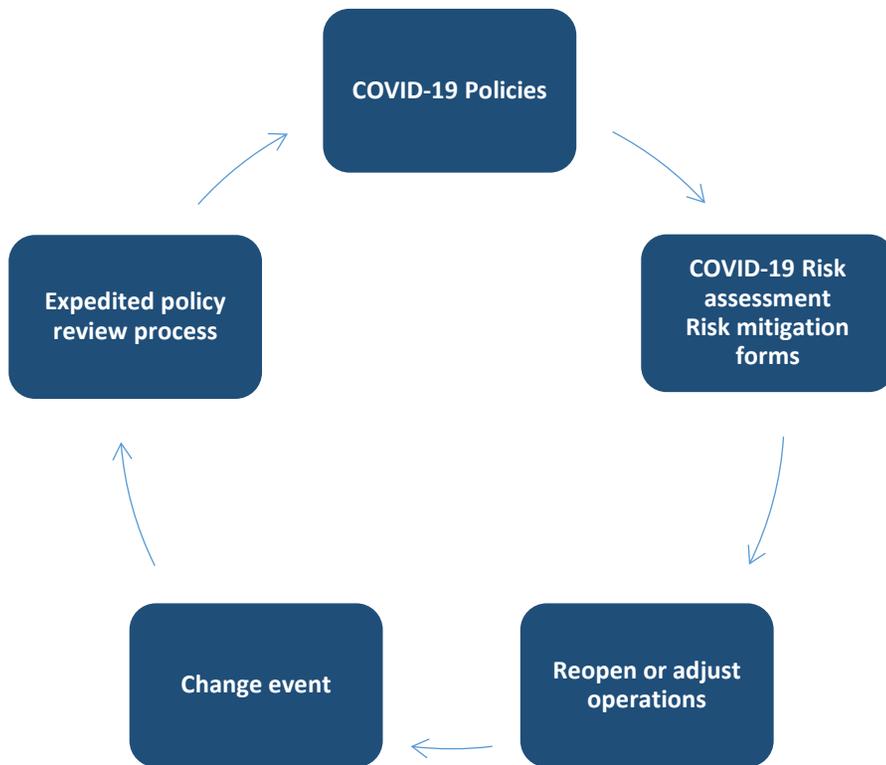


Marissa Madrigal, Chief Operating Officer

# COVID-19

## Metro operations response process

During a COVID-19 response period, Metro will follow the process outlined below to inform decision making related to facility and workplace operations including reopening, expansion of activities and services and, as necessary, closure. Information on the COVID-19 virus such as data, scientific findings and guidance from public health authorities will be continually reviewed and Metro COVID-19 policies and procedures assessed and updated as required.



**COVID-19 Policies:** provide governance for COVID-19 related topics such as face coverings, enhanced cleaning, symptom check and temperature screenings and other topics to improve workplace and community safety. Policies are approved by Metro COO and apply to all Metro staff, volunteers and contractors.

**COVID-19 Risk Assessment and Risk Mitigation forms:** tools for directors to implement with assistance from managers and staff to assess operations, activities and job tasks for COVID-19 hazards and the ability to comply with COVID-19 policies. Both forms and related processes and approvals are required prior to any change in operations. Completed Risk Assessments are reviewed by Metro’s Risk Management division and used to inform the Metro COO of any risks or concerns. The Risk Mitigation form is submitted to the Metro COO by department directors after the completion of necessary assessment to demonstrate all areas of review have been completed.

**Reopen or adjust operations:** facilities can adjust operations once assessments and review activities are completed and Metro COO approval is provided.

**Change Event:** changes in local, state, or federal guidelines, new data or information, or other events may occur that require a change in Metro policies. In these instances the designated person for each site, facility or activity must adjust operations as required. In some instances it may be necessary for the Risk Assessment process to be conducted to respond effectively to situational changes or new policies or procedures.

**Expedited review process:** New policies and procedures in response to the COVID-19 pandemic will undergo a three (3) business day review:  
Day 1: Emergency workgroup convened to revise policy, communicate to labor partners.  
Day 2: Work products reviewed by Communications; Diversity, Equity and Inclusion; Office of Metro Attorney; and Human Resources.  
Day 3: Work products approved by COO, Deputy COO, Venues General manager and Metro Attorney.

# Guidance for Directors and Managers

## WHEN AND HOW TO USE THIS PROCESS

The process for adjusting operations during an active COVID-19 response period should be followed if a facility wishes to add or resume an activity that increases the number of people in a space or changes other factors that could increase the risk of exposure to the public. This guidance applies regardless of the size of the space or whether the persons are employees, contractors or visitors.

Approval is required by the Metro Chief Operating Officer (COO) prior to any facility, site or activity is reopened, expanded or adjusted. Directors will submit the Risk Mitigation form to the COO ([appendix 1](#)). COO will review the form and approve the proposed activity, request more information, or not approve activity.

Directors will work with managers and staff to complete assessments and create documents and work products that provide evidence that supports the reopening or adjustment of operation activities.

- These supporting documents need to be completed prior to submitting the Risk Mitigation form to the COO.
- The COO may ask for some or all of these documents in their review of the Risk Mitigation form.
- Supporting documents include; Risk Assessment form ([appendix 2](#)), budget forecasting documents, communications plans, training plans and any other supporting documents or procedures.
- These documents should be organized and easily accessible for routine updating and reference.

## RESPONSIBILITIES

### Metro Chief Operating Officer

- Approves operation reopening or adjustments for all Metro facilities

### Directors

- Submits the completed Risk Mitigation form to the COO
- Provides direction and works with managers and supervisors to continuously monitor facilities, visitor areas and work sites under their direction.
- Assigns duties related to mitigation of COVID-19 hazards in reopening or adjusting operations, including but not limited to resource development, inventory tracking, training and monitoring activities.
- Works with supervisors, managers and support services to complete the Risk Assessment and Risk Mitigation forms, budget forecasting documents, communications plans, and any other supporting documents or procedures.
- Communicate policies

### Managers and Supervisors

- Responsible for completion of the Risk Assessment and Risk Mitigation forms and submitted to Director.
- Lead completion of implementation of action plans, training and other activities
- Follow procedures and any other specific guidance received from Metro, your department and/or work site.
- Provide input on procedures, hazards, and mitigation strategies.
- Conduct regular assessments of facilities and work sites.
- Update work plans to reflect the operation change.
- Provide a workspace that is free of retaliation where staff have avenues for reporting safety concerns.

### Employees

- Provide input on procedures, hazards, and assessment strategies.
- Follow procedures shared and any other specific guidance received from Metro and your department and or site.
- Notify your supervisor of updates or changes that need to occur.

# Appendices

## Appendix 1: Blank Risk Assessment form



Risk Assessment  
form.docx

## Appendix 2: Directions for completing Risk Assessment form



Directions\_Risk  
Assessment form.do

## Appendix 3: Prompt questions for filling out Risk Assessment Form



Prompt Questions  
for Risk Form.docx

## Appendix 4: Example Risk Assessment form



Example\_Risk  
Assessment form.do

## Appendix 5: Blank Risk Mitigation form – to be submitted to COO once Risk Assessments have been completed



Risk Mitigation  
form.docx