



Continuity of Operations Plan

General Policy

- All MSFS employees must wear a face covering at all times when at work and includes the terminals, parking lots, and vessel weather decks. Anywhere where people are present regardless of the distance.
- Face coverings must be worn in the kitchen and living room in the crew quarters.
- Maintain a minimum of 6 feet of physical distancing for staff, customers, and vendors.
- Employees must practice good hand hygiene with frequent handwashing and hand sanitizing, especially between contact with customers and customer items.
- Ensure small hand sanitizers are available to employees as requested.
- Supply small hand sanitizer, large hand sanitizers and spray bottles, and other disinfectant cleaners to each terminal and vessel.
- Ensure large sanitizer's container are placed in public spaces and break rooms
- Vessel crews are instructed to clean vessels before each scheduled departure; this includes wiping down tables and seats, scrubbing bathroom sinks and faucets, and generally cleaning all surfaces with a disinfectant cleaner.
- The crew should clean common equipment and tools after each use.
- Terminals: Ticket Counters, bathrooms, breakrooms, and other common areas daily in the terminals.
- Limit the sharing of personal items.
- Review the symptoms of Covid-19 and the MSFS Continuity Plans with all MSFS employees.
- Update employee contact lists and ensure this information is readily available to supervisors.
- Ensure employees have a contact person to pick them up if needed.

After Exposure

- Ask employees with flu-like symptoms (fever, body aches, and cough) to go home and to see their physician.
- Notify your supervisor when calling in sick if you have COVID symptoms or a family member with the COVID systems. The supervisor contacts the MSFS Managers Office in Rockland and activates the Continuity Plan.

- Thoroughly clean the sick employee's work location, common areas, and crew quarters bedroom.
- Continue thoroughly cleaning common areas until the exposure limit has passed.

Passengers

- Passengers who drive on the are asked to stay in their vehicles for the crossing
- Those in the passenger cabin must wear a face covering and maintain a personal distance of at least six feet.
- The cabins are limited to 5 passengers per passenger cabin on the Philbrook, Lee, Burgess, Curtis, Libby, and 10 passengers per cabin on the Thompson, Margaret Chase Smith, and the Spear.
- If the cabins reach capacity and a passenger in a vehicle wants to exit their vehicle and go into the cabin, they will not be authorized to enter the cabin.

Terminal Staff

- The MSFS will utilize intermittent, seasonal, and contractors to maintain service and work with the USCG on reduced line attendants' manning levels.
- Utilize the shoreside terminal with the temporary closure of island terminals if the MSFS cannot meet manning levels.

Crews

- Notify the MSFS Manager of a possible crew exposure.
- Notify Port Captain when you can not meet your minimum crew requirements due to employees being out sick.
- The MSFS Manager and Port Captain will redistribute employees.
- The MSFS informs staff to stay at home if they have COVID symptoms and call their health care professional. Crew member sickness could lead to canceled sailings, and a widespread outbreak could prompt Ferries to shift to an alternative schedule, which would allow for combined crews and scaled back service.

Continuity Steps:

1. Cancel leave and utilize the relief crew to fill in for sick crew members.
2. Call Intermittent position holders and use as many as possible for FTE positions.
3. Close upper deck on the MCS and utilize the OS positions for the Thompson and Spear.
4. Multiple Crews sick: combine service from Rockland to various locations with a reduction in vessels.
5. A reduction in service to utilize one crew if reliefs cannot be found.
6. For emergency or essential runs, work with Coast Guard to get authorization for runs with less than full crews.
7. Contract Service.

Technology

- The Manager, Business Manager, Asst. Port Engineer, Terminal Managers have laptops to work remotely. The Port Engineer and Port Captain are in the process of being issued SOM laptops.
- The online ticketing with ticketless scanning is going out to RFP at the End of November

For updates, visit <https://www.maine.gov/covid19/>