

TOWN OF WINDSOR, CONNECTICUT
Special Meeting Notice



Zoom instructions

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AGENCY: Health & Safety Committee

DATE: June 29, 2020

TIME: 6:00 PM

PLACE: Virtual Meeting

AGENDA

1. Call to Order
2. Public Comment
3. *Discussion on Police Officer training related to implicit bias, cultural awareness/sensitivity and crisis intervention
4. *Discussion of potential community outreach and listening tools related to police and race
5. *Discussion of Resolution adopted on 6/15/20 by Town Council
6. Staff Reports
7. Approval of Minutes
 - a) May 11, 2020
8. Adjournment

*Backup materials

Public Act 75-312 requires notice of Special Meetings to be posted in the Town Clerk's Office not less than 24 hours prior to the time of such meeting. No other business shall be considered at this meeting than that listed on this Agenda.

Agenda Item Summary

Date: June 29, 2020

To: Members of the Health & Safety Committee

Prepared By: Donald J. Melanson, Police Chief

Reviewed By: Peter Souza, Town Manager 

Subject: Police Officer training related to Fair and Impartial Policing, implicit bias, de-escalation and crisis intervention

Background

Today's police officers are tasked with a wide variety of challenges, including changing laws, new cultural mores, technology related crimes, drug dependency, and a growing mental health crisis. In order to effectively deal with the many different issues they may face, officers must be provided with a higher level of education as well as extensive and ongoing training in areas such as community policing and problem-solving, interpersonal and communication skills, crisis intervention, trauma and victim services, bias awareness, procedural justice and impartial policing, mental health issues, and many other important areas.

Discussion/Analysis

Police officer training is focused on ensuring officers have the necessary training required to maintain certification as a Connecticut police officer. Connecticut has some of the most stringent requirements for initial and ongoing police training in the country. Included in this initial and recertification training are mandated areas of training that include the topics of Fair and Impartial Policing, Cultural Awareness and Diversity, Conflict Management, Racial Profiling, and Mental Health Awareness.

Attached is information that shows the number of training hours received over the past three years in various topical areas such as implicit bias, fair and impartial policing, racial profiling, de-escalation and crisis intervention through CT Police Officer Standards and Training Council (POST) certified courses. Please note that various de-escalation techniques are often taught as part of various scenario based courses/classes.

In addition, during 2018, police department supervisors, dispatchers and non-sworn employees participated in organization-wide training on implicit or unconscious bias.

Officers receive additional advanced training throughout the course of their careers in order to perform additional duties or assignments. These could include a school resource officer, cyber-crime investigator, field training officer, or bike patrol. For example, in order to become a Field Training Officer, an officer must be certified as a police officer for 3 years and then complete an 80 hour class.

While officers receive mandated training on topics related to Cultural Diversity, Implicit Bias, and Fair & Impartial Policing, this training is not specific to Windsor and is done on a regional basis. Putting in place annual training geared specifically for Windsor officers in these topic areas would reinforce and enhance the department's philosophy of providing quality community policing

services. Identifying training providers in these topic areas that are able to tailor training to a law enforcement audience is essential to ensure that the training can be utilized and implemented to improve services.

In the next 90 days, the police administration will be developing training opportunities for all sworn officers on topics such as fair and impartial policing, cultural awareness and crisis intervention.

Due to department staffing and coverage requirements, providing department-wide training for officers involves scheduling and logistical issues that require flexibility and adaptability. For instance, in the fall of 2019, the department held a 4 hour scenario based training session focusing on two areas: Use of Force – De-escalation and Active Shooter Response. This training was provided using our own police department members who are certified to provide training in these specific areas. Because the department must maintain adequate staffing on the road across 3 shifts and account for officers who are on days off and who are on leave, the department was required to hold several training sessions in order to get every officer through the training.

Financial Impact

Providing department specific training for all sworn personnel requires the department to offer the same course (4 hour course) at four or five different times in order to ensure all personnel would have the ability to attend. To meet scheduling and contractual obligations, a fair number of officers need to attend on an overtime basis. It is estimated that the cost of this training would be approximately \$7,500 - \$9,000 per course (\$3,000 - \$4,000 for Instructors / \$4,000 - \$5,000 in overtime costs.)

Other Board Action

None

Recommendations

At this time there is no specific action requested of the committee.

Attachments

Training Grid

Police Officer Training

Ofc #	Fair & Impartial Policing		Racial Profiling		De-Escalation		Crisis Intervention	
	Date	Hours	Date	Hours	Date	Hours	Date	Hours
1	6/16/2020	3	6/19/2020	3.5			0/23/2020	35
2	12/21/2018	6	12/21/2018	9	12/21/2018	4	12/21/2018	4
3	3/19/2019	2	3/18/2019	3.5	2/21/2017	4	10/1/2011	35
4	1/14/2020	3	1/17/2020	3.5			6/9/2008	35
5	11/13/2018	2	11/16/2018	3.5	5/5/2017	8	11/1/2006	35
6	1/23/2018	2	1/22/2018	3.5			5/1/2014	35
7	11/13/2018	2	11/16/2018	3.5			12/4/2017	35
8	4/9/2019	2	4/8/2019	3.5			11/1/2011	35
9	10/12/2018	6	10/12/2018	9	10/12/2018	4	9/18/2018	35
10	6/7/2019	6	6/7/2019	9	6/7/2019	4	6/7/2019	4
11	3/19/2019	2	3/18/2019	3.5			5/1/2016	35
12	6/12/2018	6	6/12/2018	9	6/12/2018	4	6/12/2018	4
13	9/17/2019	2	9/16/2019	3.5			7/22/2020	35
14	11/14/2017	2	11/13/2017	3.5			2/1/2005	35
15	3/27/2019	6	3/27/2019	9	3/27/2019	4	3/27/2019	4
16	1/18/2019	1.5	1/18/2019	2.5			9/18/2015	35
17	6/18/2020	3	9/1/2020	1			5/1/2016	35
18	11/13/2018	2	11/16/2018	3.5			6/1/2008	35
19	12/21/2018	6	12/21/2018	9	12/21/2018	4	12/21/2018	4
20	9/12/2017	6	9/12/2017	9	9/12/2017	4	9/12/2017	4
21	6/19/2017	6	6/19/2017	9	6/19/2017	4	6/19/2017	4
22	11/19/2019	2	11/18/2019	3.5			11/1/2009	35
23	11/14/2017	2	11/13/2017	3.5			11/1/2009	35
24	6/23/2020	2	6/22/2020	3.5			2/1/2005	35
25	6/16/2020	3	6/19/2020	3.5				
26	12/17/2018	1.5	12/17/2018	2.5	4/28/2016	7	5/12/2014	35
27	3/19/2019	2	3/18/2019	3.5			7/26/2019	35
28	10/12/2018	6	10/12/2018	9	10/12/2018	4	9/18/2018	35
29	6/12/2018	6	6/12/2018	9	6/12/2018	4	6/12/2018	4
30	3/19/2019	2	4/16/2019	2.5				
31	6/23/2020	2	6/22/2020	3.5			6/1/2014	35
32	11/14/2017	2	11/13/2017	3.5	2/21/2017	4	4/1/2013	35
33	3/19/2019	2	3/18/2019	3.5			9/15/2012	35
34	8/22/2018	2	8/22/2018	3.5			11/1/2009	35
35	6/16/2020	3	6/19/2020	3.5			2/1/2005	35
36	3/19/2019	2	4/16/2019	2.5				
37	4/9/2019	2	4/8/2019	3.5			5/1/2016	35
38	6/12/2018	6	6/12/2018	9	6/12/2018	4	6/12/2018	4
39	11/19/2019	2	11/18/2019	3.5			5/1/2012	35
40	5/15/2018	2	5/14/2018	3.5	5/5/2017	8	7/26/2019	35
41	2/21/2019	3	2/22/2019	5			9/1/2015	35
42	4/9/2019	2	4/8/2019	3.5			5/16/2014	35
43	9/12/2017	6	9/12/2017	9	9/12/2017	4	9/12/2017	4
44	12/17/2017	6	12/21/2017	9	12/21/2017	4	12/21/2017	4
45	11/14/2017	2	11/13/2017	3.5			2/1/2005	35
46	3/13/2018	2	3/12/2018	3.5	2/21/2017	4	5/14/2007	35
47	3/19/2019	2	3/18/2019	3.5			6/27/2014	35
48			10/4/2018	9			4/1/2019	5
49	9/12/2017	6	9/12/2017	9	9/12/2017	4	9/12/2017	4
TOTAL BY CATEGORY		157		249		91		1173

NOTE: reflects only CT POST Certified Training hours

Agenda Item Summary

Date: June 29, 2020

To: Members of the Health & Safety Committee

Prepared By: Donald J. Melanson, Police Chief

Reviewed By: Peter Souza, Town Manager 

Subject: Discussion of Police Department Community Outreach and Listening Tools

Background

The Windsor Police Department has long been a proponent of Community Policing. Building trust and legitimacy with community members provides for the support necessary for law enforcement to carry out their responsibilities of maintaining a safe and peaceful community.

Discussion/Analysis

The Police Department has used a variety of forums to connect with our residents. Starting in 2015 and running through 2017, numerous officers attended “Study Circle” groups with Windsor High School students focusing on police, youth, and race.

For the past 3 years, the police department has sponsored 3 summer Community Block Parties at various parks in town. Each of these block parties attracted hundreds of neighborhood residents for an evening of fun and camaraderie.

In addition to the town’s citizen’s academy, the police department has held a Community Conversation on Policing in 2017 and a Community Forum in 2018 to provide opportunities for networking and discussion between members of the public and law enforcement personnel.

The Police Department has also created new positions related to community policing. One is a Youth Engagement Officer, who works daily with both the schools and the town’s Parks & Recreation department with our youth. In 2019 a Community Resource Officer position was created and this officer is dedicated to working with neighborhoods, businesses and community groups.

Officers created a ‘B-Ball and Roundtable Program’ with teens at 330 Windsor Avenue. In 2019, the police department participated in National Night Out, an event focused on enhancing relationships between neighbors and law enforcement. The department also has hosted several ‘Coffee with a Cop’ sessions in the past year. The Police Cadets program has been a long standing success in creating positive youth and officer engagement.

The police department is presently exploring several new methods to increase positive interaction and dialogue between our residents and our officers. Some ideas under consideration include: neighborhood listening sessions, mini-citizen academies, customer surveys, and tours of the new police facility.

Financial Impact

None at this time

Other Board Action

None

Recommendations

This item is presented for information and discussion. There is no specific action requested of the committee.

Attachments

None

Agenda Item Summary

Date: June 29, 2020

To: Members of the Health and Safety Committee

Prepared By: Peter Souza, Town Manager 

Subject: Resolution declaring racism as a Public Health Crisis

Background

On June 15th the Town Council approved a resolution stating racism is a public health crisis in that racism and segregation over time has created disparate outcomes in health as well as in many other areas such as housing, education, employment and criminal injustice. Proponents of the resolution assert that the impacts of racism and purposeful disinvestment in the social and economic well-being of people of color has resulted in disproportionately higher cortisol levels, higher rates of chronic stress, lower infant birth rates and higher rates of COVID-19 infection and death.

Discussion/Analysis

The attached resolution includes the following policy statements or objectives:

- Assert that racism is a public health crisis affecting our town and all of Connecticut;
- Work to progress as an equity and justice-oriented organization, by continuing to identify specific activities to enhance diversity and to ensure antiracism principles across our leadership, staffing and contracting;
- Promote equity through all policies approved by the Town Council and enhance educational efforts aimed at understanding, addressing and dismantling racism and how it affects the delivery of human and social services, economic development and public safety;
- Improve the quality of the data our town collects and the analysis of that data. It is not enough to assume that an initiative is producing its intended outcome, qualitative and quantitative data should be used to assess inequities in impact and continuously improve;
- Continue to advocate locally for relevant policies that improve health in communities of color, and support local, state, regional, and federal initiatives that advance efforts to dismantle systemic racism;
- Further work to solidify alliances and partnerships with other organizations that are confronting racism and encourage other local, state, regional, and national entities to recognize racism as a public health crisis;
- Support community efforts to amplify issues of racism and engage actively and authentically with communities of color wherever they live; and
- Identify clear goals and objectives, including periodic reports to the Town Council, to assess progress and capitalize on opportunities to further advance racial equity.

Staff has started to research a variety of sources that may be able to provide an array of data sets related to elements of the resolution. We have had preliminary communications with Data Haven, a not-for profit organization in New Haven, which has experience in data collection, analysis and interpretation in a range of areas including physical and mental health, neighborhood condition, economic opportunity and civic engagement.

Financial Impact

None

Other Board Action

None

Recommendations

This item is presented for discussion of possible next steps related to the resolution's policy statement as they relate to the Health and Safety Committee's purview.

Attachments

Adopted Resolution

WINDSOR TOWN COUNCIL

RESOLUTION

WHEREAS, racism is a social system with multiple dimensions: individual racism that is interpersonal and/or internalized or systemic racism that is institutional or structural, and is a system of structuring opportunity and assigning value based on the social interpretation of how one looks;

WHEREAS race is a social construct with no biological basis;

WHEREAS racism unfairly disadvantages specific individuals and communities, while unfairly giving advantages to other individuals and communities, and saps the strength of the whole society through the waste of human resources;

WHEREAS racism is a root cause of poverty and constricts economic mobility;

WHEREAS racism causes persistent discrimination and disparate outcomes in many areas of life, including housing, education, employment, and criminal justice, and is itself a social determinant of health;

WHEREAS racism and segregation have exacerbated a health divide resulting in people of color in Connecticut bearing a disproportionate burden of illness and mortality including COVID-19 infection and death, heart disease, diabetes, and infant mortality;

WHEREAS Black, Native American, Asian and Latino residents are more likely to experience poor health outcomes as a consequence of inequities in economic stability, education, physical environment, food, and access to health care and these inequities are, themselves, a result of racism;

WHEREAS more than 100 studies have linked racism to worse health outcomes; and

WHEREAS the collective prosperity and wellbeing of Windsor depends upon equitable access to opportunity for every resident regardless of the color of their skin:

Now, therefore, be it *Resolved*, that the Windsor Town Council

- (1) Assert that racism is a public health crisis affecting our town and all of Connecticut;
- (2) Work to progress as an equity and justice-oriented organization, by continuing to identify specific activities to enhance diversity and to ensure antiracism principles across our leadership, staffing and contracting;
- (3) Promote equity through all policies approved by the Town Council and enhance educational efforts aimed at understanding, addressing and dismantling racism and how it affects the delivery of human and social services, economic development and public safety;

- (4) Improve the quality of the data our town collects and the analysis of that data—it is not enough to assume that an initiative is producing its intended outcome, qualitative and quantitative data should be used to assess inequities in impact and continuously improve;
- (5) Continue to advocate locally for relevant policies that improve health in communities of color, and support local, state, regional, and federal initiatives that advance efforts to dismantle systemic racism;
- (6) Further work to solidify alliances and partnerships with other organizations that are confronting racism and encourage other local, state, regional, and national entities to recognize racism as a public health crisis;
- (7) Support community efforts to amplify issues of racism and engage actively and authentically with communities of color wherever they live; and
- (8) Identify clear goals and objectives, including periodic reports to the Town Council, to assess progress and capitalize on opportunities to further advance racial equity.

**TOWN OF WINDSOR
HEALTH AND SAFETY COMMITTEE
SPECIAL MEETING
MAY 11, 2020
VIRTUAL MEETING**

UNAPPROVED MINUTES

1. CALL TO ORDER

Committee Chair Nuchette Black-Burke called the meeting to order at 6:32 p.m. with Councilor James Dobler and Councilor James Govoni present. Town Manager Peter Souza, Police Chief Don Melanson; Dr. Michael Pepe, Director of Health Services; and Jennifer Waldo, Public Health Nurse were also present.

2. PUBLIC COMMENT

Lawrence Jaggon, 8 Massow Lane, is a registered nurse. He has serious concerns regarding the town and the COVID 19 response. He stated that we have Kimberly Hall north and south and Windsor rehab in the town. We've had a number of deaths. He is concerned that the town has not done any contact tracing and that they are not doing any testing. He would like the town to get more involved.

Town Manager Souza asked that items 5 & 6 be moved up on the agenda.

MOVED by Councilor Black-Burke, seconded by Councilor Dobler to amend the agenda and move items 5 and 6 to appear after item 2 public comment.

Motion Passed 3-0-0

3. UPDATE ON POLICE DEPARTMENT PROFESSIONAL DEVELOPMENT PROGRAM (originally Item 5 on agenda)

Town Manager Souza stated that staff has provided, in the agenda packet, an overview of a variety of items related to professional development and training within the Police Department. He is looking to answer questions that the committee and others might have tonight.

Councilor Dobler asked Chief Melanson about the Police Department's professional development/training. His question is in regards to the coronavirus. Has that hampered anything? Is it moving forward? How are we dealing with getting all these hours in? Is it being done virtually? Chief Melanson stated that in order for officers to receive training credits--which applies to their certification--they have to take online training classes which have been approved by the Post-C council.

Councilor Dobler asked about the state cutting down on funds. He is curious how that is effecting the budget both in the previous month and moving forward. Chief Melanson stated they have taken that into account in their training budget. They have been able to find training classes and on many occasions are teaming up with other local agencies within the region that are hosting classes.

Councilor Black Burke asked about the professional development that was executed with the department in 2018-2019 that relates to sensitivity, diversity, and inclusion. Was that a one time effort? Town Manager Souza stated that in 2019 there was a variety of town-wide training regarding unconscious bias and inclusion training. We had both sworn officers and civilians (dispatchers, etc.) attend the programs. We continued that program into the beginning of the year by having the management staff work with a variety of different tools around emotional intelligence and how to provide inclusive teams. In the early part of this fiscal year, all department supervisors and personnel attended a class called "Inclusive Leader Training."

Councilor Black Burke asked if we have any data regarding satisfaction and engagement in the Police Department, such as exit interviews or a survey that was completed in 2018-2019 when we were training officers. Town Manager Souza said that in the courses that were done in the past, each participant gave a self-evaluation on how they felt the course went and their feedback was then shared with the outside instructors. In terms of the overall employee satisfaction, we have engaged a third party organization to do an employee engagement survey.

Councilor Black Burke asked if the Town Manager can come up with some employee evaluation materials and if he could bring them forward to the committee in the near future. Town Manager Souza said that our hope is to do an employee survey on an every other year basis. Councilor Black Burke said she understands it won't be done with any immediacy, but perhaps that is something we can come back to. Town Manager Souza stated that yes, it could be done.

4. UPDATE ON POLICE DEPARTMENT'S MENTAL HEALTH CLINICIAN SERVICES (originally item 6 on the agenda)

Councilor Dobler asked if Chief Melanson could comment on the high volume of calls regarding emotionally disturbed/suicidal individuals that were received in 2018, 2019 and 2020. Were officers injured during the calls? Chief Melanson says that no officers have been seriously injured. On a couple of calls, officers have received treatment either on that day or the day after for some type of injury. He can only remember one or two cases. Officers are better educated and trained for these types of situations these days. It's very rare that force is used for these types of calls.

Councilor Dobler asked about the increase in calls year to date for 2020 and can the increase be attributed to COVID-19 or has it been normal type calls? Chief Melanson said it was mostly normal calls and that the coronavirus has not had a specific impact on the numbers.

Councilor Govoni asked about the clinician position in the Police Department. Is that a part time position? Town Manager Souza responded that at the current time, we have a contract out with Community Health Resources for 20-24 hours per week for clinician services.

Councilor Black Burke asked about Crisis Intervention Team training that the officers had in 2005. Does that include all officers? Chief Melanson said he does not have the actual percentage, but we usually send a few officers to the class, maybe 2 or 3 at a time.

Councilor Black Burke asked what happens after the social worker speaks with individuals in the field. Is there any level of follow up? Chief Melanson stated that once the officer meets with the clients and the clinician follows up and makes a visit, they follow up on cases that are more serious. They make referrals to the town's social services as well. They identify the needs the person may have. For those that don't need services but want someone to talk to, the clinician makes follow up calls to those individuals.

5. UPDATE ON COVID 19 TOPICS

Dr. Michael Pepe, Director of Health, and Jennifer Waldo, Public Safety Nurse, gave an overview of the subject as follows:

Due to the COVID-19 pandemic, the Windsor Health and Rehabilitation Center has restricted all visitors, cancelled all communal meals and gatherings and has implemented precautions as needed in providing patient care. During the pandemic, the CT Department of Public Health Facility Licensing and Investigation Section (FLIS) has been the group investigating care and services for all facilities that they license. They conduct unannounced visits to review infection control practices, implementation of CDC guidelines, staffing, medical records and evaluate the supply of personal protective equipment (PPE).

The Windsor Health Department has also worked with each of the nursing facilities. We have reached out to the Medical Reserve Corps (MRC) to help with staffing at the Windsor Health and Rehabilitation Center. Volunteers have been assisting the facility by doing various medical and non-medical jobs. CT DPH has been made aware of our ongoing contact with the nursing facilities.

If and when complaints are received in the Health Department, staff contacts FLIS to report the complaint and determine the next steps. Often times, next steps include the Windsor Health Department contacting the facility administrators and filing an on-line complaint form with FLIS.

Councilor Dobler asked if we have plateaued with the number of cases. Ms. Waldo said that there have been many mitigation efforts to help contain and reduce the transmission. We continue to see touch up from the state data. Often times, when we receive the data from the state it can be a month old. Not as much with the long-term facilities as with our residents in the Town of Windsor. It will be interesting to see if we continue to see that plateau. Dr. Pepe added that the long-term nursing facilities are in the process of trying to test all their population within their facilities. Once that gets to a certain point, there will be a slow down and the test will be only administered on an 'as needed' basis from there on.

Councilor Dobler said a few weeks ago when we were talking about the budget and how the department was doing, it was stated that they were stretched but managing. He is curious if it's at the same level, worse or better? Town Manager Souza said there are ups and downs but by and large the department is stretched.

Councilor Dobler asked about the May 20th opening. Where does Windsor stand in the amount of tests that we have and in opening up. Town Manager Souza said that it has been a state-wide regional effort. We are working to get our first responders tested. We have been working with the State of Connecticut and regional partners to do that. The Town of Windsor has not taken a lead on this due to their resources. Dr. Pepe added that when it comes to testing in long care nursing facilities, there are only so many test supplies that are available on a daily basis. Connecticut is enlisting private labs that have bigger supply chains where more tests can be done. Connecticut is doing roughly 20,000-24,000 tests per week. The goal by the Governor by May 20th is to do 40,000 per week.

Councilor Black-Burke thanked Dr. Pepe and Ms. Waldo for all their efforts. She stated the town has upwards of 300+ diagnosed cases with this virus. She asked if it would be possible to put out some type of infographic to share with constituents where these cases are in our town. Town Manager Souza said that we have, as of this afternoon, received word from the Department of Public Health stating that Windsor has 378 positive cases. Of those 213 are general population. There would be a lot of qualifiers to distributing the information as many of these individuals have recovered. Of course we also have to be careful on how we show it due to confidentiality as well and HIPPA regulations. We would have to look into this a bit further.

6. INFORMATION REGARDING COMMUNITY HEALTH SERVICES ORGANIZATION

Dr. Michael Pepe, Director of Health Services, gave information regarding Community Health Services organization as follows:

Community Health Services, Inc. is a federally qualified health center (FQHC) which means they are certified by the Center for Medicare and Medicaid Services (CMS). Some of the requirements to be designated a FQHC include serving as a designated Medically Underserved Area or Medically Underserved Population, providing comprehensive services and having an ongoing quality assurance program, and offering a sliding fee scale to persons with incomes below the 200 percent Federal poverty guidelines.

When Community Health Services, Inc., (CHS) opened, the Windsor location and several town departments including the Health Department and Human / Social Services were provided information and asked to make referrals as needed. Currently, when residents and non-residents request medical services (vaccinations, urgent care needs) that cannot be provided by the Health Department, the individual is referred to the Windsor Avenue branch of CHS. Staff at the Health Department will help the individual make contact with CHS to facilitate a resolution of the issue. On an as needed basis, Social Services caseworkers provide information and referrals to CHS.

Councilor Black Burke asked when this was established in 2013 was there any type of agreement between our health services and CHS. Do we report to them if we come across

any cases of communicable diseases or vice versa? Is there a formalized relationship or is it strictly referral? Dr. Pepe answered that it is strictly referrals. Town Manager Souza added that there has not been a formal relationship with them but basically it's just referrals.

7. UPDATE ON WINDSOR VOLUNTEER AMBLANCE

Mr. Terrance Greaves, of Windsor Volunteer Ambulance (WVA) gave an overview as follows:

Staffing

For staffing, we operate one ambulance 24 hours a day from 6 AM – 6 PM, another from 7 AM - 7 PM and one more ambulance from 8 AM – 12 midnight. During the week there are three ambulances on at peak time. We currently have 4 management staff, 4 full-time EMTs, 6 full-time paramedics, 19 part-time per-diem EMTs, 12 part-time paramedics and 4 of the EMTS are volunteers.

Calls for Service

Calls for service (comparing 3/19 to 3/20), there were 215 transports in 2019 and 195 in 2020. Patients that have refused care were 58 in 2019 and 48 in 2020. Calls cancelled prior to dispatch were 15 in March 2019 and 13 in April 2020. Calls that we passed (we use a number of regional partners when our ambulances are unavailable) were 35 in 2019 and 52 in 2020. Total calls for EMS were 326 for 2019 and 332 for 2020.

Financials

In regards to financials, revenues for March 2020 were \$148,000 with total expenses being \$133,000, with a net revenue of \$15,000. April revenues were \$166,000 and total expenses were \$133,000, with a net revenue of \$33,000. Year to date, \$1.37 million has come in with total expenses being in the area of \$1.38 million. The total loss is currently about \$5,900.

Councilor Dobler asked if receiving payments is the big challenge. Mr. Greaves responded that it is 100% the issue. It goes back to those individuals that have insurance through an employer that have a high deductible plan. We have a substantial amount of the population that are on Medicare/Medicaid which are fixed income plans. With Medicare, there is no cross over payment with Connecticut any longer. People have Medicare gap insurance. What we've done with those individuals that have private insurance is that we are hiring a part-time person who will review and follow up on those claims and go after them in partnership with the WVA's billing company.

Councilor Dobler asked how the Windsor Volunteer Ambulance gets into a better fiscal position. He added that it doesn't look good when you come before the Council and say "we are short in revenue again." He'd love to see any outside the box ideas that Windsor Volunteer Ambulance might have.

Town Manager Souza stated that he and Terrance have spoken and will be getting together shortly to look at the FY 20 year end projection. At this point, the WVA has only used \$36,000 of the \$130,000 that the Council set aside in additional appropriations for them. Clearly the fact that we have a large part of the population that is on Medicare/Medicaid is an issue. Also, state and federal governments are only allowing a certain amount to be paid. In

example, if it is \$1,200 for a paramedic call, of that we are only getting \$750-\$900 (made up number, not the actual number) for that call. That certainly is a challenge that will always exist. Some of it is the demographics of our payer mix. Town Manager Souza said his goal is as we look to the first six months of new fiscal year is to bring on a different set of eyes to analyze that so Council has information prior to the FY 22 budget process to make some decisions both monetarily and policy wise.

Councilor Black Burke asked if the person they are thinking of bringing in to review the budget is for FY 21 or is that for FY 22. Mr. Greaves said it is for this current year.

8. STAFF REPORTS

Town Manager Souza said that the renovation of 110 Addison Road for the Police Department is on schedule and the building should be turned over to the town by mid to late June. They are having a couple of issues. One is related to supply chain issues for locker room equipment. We are not sure if that is because of COVID or if it's because of trade issues between countries. There are also a few smaller items that their lead times have been extended.

Town Manager Souza stated the bid for 340 Bloomfield Avenue has been advertised. The Public Building Commission (PBC) expects to have those bids reviewed in five weeks from now. In the later part of June, the PBC will be reviewing the bids and will hopefully by the end of July award the contract so construction can begin before Labor Day.

Town Manager Souza added we are internally working on business plans for reopening the town. We have a unified command meeting tomorrow. These meetings are focused on how we respond to the pandemic, but we are now switching to how we ramp up to reopen.

Councilor Govoni commented that tax collections will be a problem. Town Manager Souza said that they will be deferring payments until the end of September.

Councilor Dobler asked about putting up Plexiglas shields. Are we still pursuing that? Town Manager Souza stated we do have about 12 Plexiglas shields on order and should get them by the end of this week. All customer service counters will be retrofitted to have a Plexiglas separation.

Councilor Black-Burke stated that whenever possible could it be arranged for the Health & Safety Committee to do a walk through prior to the open house of the new Police Department? Town Manager Souza said absolutely. He said it's a very spacious location compared to where they had been.

Councilor Black-Burke is concerned about the town's summer recreation programs. She'd like them to be successful this summer but health needs be first. Town Manager Souza stated as a town we are trying to find that balance and certain programs are easier to produce more social distancing than others. He stated that he and Paul Norris, Director of Recreation Services, have spoken about the programs and that clearly health & safety are the first priority.

9. APPROVAL OF MINUTES

a) December 12, 2019

MOVED by Councilor Dobler, seconded by Councilor Govoni to approve the unapproved minutes of the December 12, 2019 meeting as presented.

Motion Passed 3-0-0

10. ADJOURNMENT

MOVED by Councilor Dobler, seconded by Councilor Govoni, to adjourn the meeting at 8:20 p.m.

Motion Passed 3-0-0

Respectfully submitted by,

Peter Souza
Town Manager