

Phase 1- Reopening TOWNSEND

June 5, 2020



TOWNSEND BOARD OF SELECTMEN

Wayne Miller, Chairman

Don Klein, Vice Chairman

TOWN ADMINISTRATOR

James M. Kreidler, Jr.

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About ReOpen Townsend

The onset of COVID-19 was swift and unpredictable.

We now have a once-in-a-generation opportunity to thoughtfully build toward a more equitable, resilient, and vibrant community. Based off of the recommendations from the Massachusetts Reopening Advisory Board created by Governor Baker, ReOpen Townsend will work together as a community to reopen Townsend, MA in a way that is safe and sustainable. Together, we will create a plan that is based in science and tailored to the needs of our community.

This Reopen Townsend Plan:

1. Proposes how to ReOpen Townsend recognizing its **values and priorities**
2. Recommends deployment of the **best approaches and innovations** for municipal offices and programs
3. Proposes mitigation guidelines by department to ensure **a safe and responsive process**

All public health criteria included in this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data.

Mandatory Safety Standards for All Municipal Departments

These standards will apply universally to all municipal departments and are designed to reduce the risk of COVID-19 transmission to employees and the public. Information released by mass.gov regarding [Mandatory Safety Standards for Workplaces](#) is summarized below.

Social Distancing



- All persons, including employees, public, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces
- Establish protocols to ensure that employees can practice adequate social distancing
- Provide signage for safe social distancing
- Require face coverings/ masks for all employees when 6ft separation is not possible

Hygiene Protocols



- Provide hand washing capabilities throughout the workplace
- Ensure frequent hand washing by employees and adequate supplies to do so
- Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

Staffing and Operations



- Provide training for employees regarding the social distancing and hygiene protocols
- Employees who are displaying COVID19-like symptoms do not report to work
- Establish a plan for employees getting ill from Covid-19 at work, and a return-to-work plan

Cleaning and Disinfecting



- Establish and maintain cleaning protocols specific to the business
- When an active employee is diagnosed with COVID19, cleaning and disinfecting must be performed
- Disinfection of all common surfaces must take place at intervals appropriate to said workplace

Cleaning and Disinfecting Procedures

- Daily janitorial cleaning will be increased in the Town buildings with temporarily increased staffing and with added equipment (i.e. disinfecting foggers).
- In order to further prevent the spread of disease and to ensure cleaning is thoroughly done, we are asking individual departments to take on the disinfecting of **high-touch surfaces** in their department, including individual workspaces and commonly shared office spaces and equipment. We will be providing cleaning wipes and alcohol based sanitizing solution.
- High touch surfaces include, but are not limited to:

Tables	Handles
Doorknobs	Desks
Light switches	Phones
Countertops	Computers and keyboards

For office buildings see the CDC's guidelines on [Cleaning and Disinfecting Your Facility](#).

Cleaning and Disinfecting Procedures

How do I clean and disinfect?



Put on disposable gloves.

Throw them away when you're done.



First, clean to remove dirt.

Use soap and water to remove dirt and some germs.



Next, disinfect to kill germs.

Disinfectants need different times to work. Follow the directions on the label.



Throw away gloves and wash your hands.

Scrub hands for 20 seconds with soap and warm water.

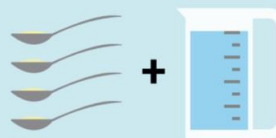
What should I use?



Products with EPA-approved emerging viral pathogen claims.



Products with at least 70% alcohol solutions.



Mix 4 teaspoons bleach with 1 quart of water.

Protocols for When an Employee Tests Positive

If an employee is suspected or confirmed to have a COVID-19 infection, it is important to take immediate action:

- 1 Notify the Townsend Health Department:**
 - Rick Metcalf, District Sanitarian
Nashoba Associated Boards of Health
978.772.3335
- 2 Assist the Townsend Health Department in determining which employees may have been exposed to the virus and may need to take additional precautions.**
- 3 Clean and disinfect in accordance with the following current CDC guidance:**

In most cases, we will not need to shut down our building. If it has been less than 7 days since the sick employee has been in the building, close off any areas used for prolonged periods of time by the sick person:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, open outside doors and windows to increase air circulation in these areas.

If it has been 7 days or more since the sick employee used the building, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the building.

Protocols for When an Employee Tests Positive

Follow the CDC [cleaning and disinfection recommendations](#):



Clean dirty surfaces with soap and water before disinfecting them.



To disinfect surfaces, use [products that meet EPA criteria for use against SARS-Cov-2](#), the virus that causes COVID-19, and are appropriate for the surface.



Always wear gloves and gowns appropriate for the chemicals being used when you are cleaning and disinfecting.



You may need to wear additional PPE depending on the setting and disinfectant product you are using. For each product you use, consult and follow the manufacturer's instructions for use.

Training for Employees

This section provides departments with training resources for Phase 1 of the Reopening Massachusetts plan. The resources align with the core strategies that are provided on the sector-specific checklists: social distancing; hygiene; staffing and operations; and cleaning and disinfecting. We encourage departments to use trusted governmental sources for employee training.



Social Distancing

- [Increase social distance at work \(U.S. Department of Labor\)](#) (English)
- [El teletrabajo no es lo único para crear distancia física entre empleados](#) (Spanish)



Hygiene

- See the information and handwashing video from the CDC at their web page titled [“How to Protect Yourself & Others”](#)



Cleaning and Disinfecting

- [Cleaning](#) (US Department of Labor)
- [Getting Your Workplace Ready for COVID-19](#) (World Health Organization)
- [Cleaning and Disinfecting Your Facility](#) (U.S. Centers for Disease Control and Prevention)

Re-entry Guidance Criteria



The Town of Townsend will be re-entering “normalcy” through phases.

- Each phase will last a minimum of two weeks and could last longer before moving to the next phase.
- Before entering each phase, the State and/or the immediate region must see a 14-day period of downward trajectory in the following public health metrics:
 - 1) Influenza-like illnesses or COVID-like syndromic cases reported
 - 2) Documented cases or positive tests as a percentage of total tests
 - 3) Hospitals treating all patients without crisis care
- The Board of Selectmen will determine and communicate when it is appropriate to move into any of the phases, likely following the State’s phase progression.
- No department should enter any phase inconsistent with town-wide directive.
- If public health metrics fall below thresholds, the Town may move back to a prior phase.
- All departments should adhere to State, Local, and CDC regulations, guidance, and sector-specific protocols throughout all phases.

Specific phase protocol will be released as the State announces guidelines in each phase.

Phase 1: Overview

All Town Hall Departments should follow the [Sector Specific Workplace Specific Safety Standards for Office Spaces to Address COVID-19.](#)

Access to the town buildings is limited to department employees only. All public buildings will remain locked during this phase.

High risk individuals should work from home if possible and shall be provided priority consideration for workplace accommodations (i.e. alternative work schedule).

Closure of all meeting rooms to outside agencies.

Board and Committee meeting may take place with social distancing of members and without public attendance. Use Zoom video conferencing or continue to use telephone dial in option for public participation.

Suspension of all non-essential commercial and residential inspections. Inspections conducted without entering an occupancy can still take place.

Phase 1: Self-Certifying

All employees must Self-Certify prior to working.

Each employee will self-certify to their supervisor that they have had **none** of the following prior to starting any work duties:

- Have no signs of a fever or a measured temperature above 100.3 degrees or greater, a severe or persistent cough or trouble breathing within the past 24 hours.
- Have not had "close contact" with an individual diagnosed with COVID-19. "Close contact" means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.
- Have not been asked to self-isolate or quarantine by their doctor or a local public health official.

Employees exhibiting symptoms or unable to self-certify should be directed to leave the work site and seek medical attention and applicable testing by their health care provider. They are not to return to the work site until cleared by their local Board of Health.

Phase 1: Social Distancing

Each Department Head is responsible for ensuring **social distancing protocols**.

- ♦ Each office will have a restricted workforce presence to <25% maximum occupancy (normal occupancy as of March 1, 2020) at any given time. Any business or other organization that has been operating as a “COVID-19 Essential Service” as of May 18, 2020 shall have until July 1, 2020 to comply with these occupancy limitations (indicated by a * in the chart below)

Town Hall Office Occupancy Limitations		
Department	Normal Capacity	25% Maximum Occupancy
Assessors	2	1
Building/Health *	3	1
Land Use	4	1
IT-Cable Access *	2	1
Executive Assistant	1	1
Accounting *	2	1
Town Administrator *	1	1
Recreation	4	1
Town Clerk *	2	1
Treasurer-Collector *	3	1
Veteran's Agent	1	1

Phase 1: Social Distancing



Ensure separation of 6 feet or more between individual workspaces and employees



Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability. Face masks should be available to all employees. Wearing of own face covering or cloth mask is allowed.



Stagger work schedules and improve ventilation for enclosed spaces where possible (e.g., open doors and windows).



Limit meeting sizes, ensure 6 feet of social distancing; virtual trainings and meetings are encouraged when deemed appropriate.



Stagger lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing.



Meal preparation and eating of meals should be done individually, or separate from other employees, unless social distancing can be maintained.



Minimize the use of confined spaces (elevators, control rooms, etc.) to one person at a time; if two or more people are in a confined space at a time, all workers are required to wear a face mask

Phase 1: Additional Guidance

Hygiene

- Disinfecting of shared and public work areas will be performed after use and before the end of shift.
- Avoid sharing use of office materials / equipment or disinfect equipment between use (e.g. telephones, fax machines)
- Encourage frequent handwashing; handwashing facilities will be available on site, with adequate supplies of soap and towels.
- Wash hands often with soap for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol prior to leaving a job site.
- Limit the handling of mail and packages to only a few members of the department. Disposable gloves (provided by the town) are required when handling or opening mail / packages.

Staffing and Operations

- Department Heads will be responsible for ensuring that employees have adequate training to follow this policy (see training section).
- Workers must continue to telework if feasible when not scheduled to be in the building; external meetings should be remote to reduce density in the office.
- Department Heads should establish adjusted workplace hours and shifts for employees (if working in person, leverage working teams with different schedules or staggered arrival/departure) to minimize contact across workers and reduce congestion at entry points.
- Workers must stay home if they feel ill.
- Non-essential travel out of the region or by plane is prohibited without prior approval of the Town Administrator.

Vehicle, Equipment, and Tool Use

- All vehicles must be disinfected before and after each use. Supervisor will make every effort to keep employees in the same vehicle for each week.
- All tools must be disinfected before and after each use. Supervisors will make every effort to keep the same tools and work assignment for each week.
- Employees are not authorized to use vehicles/equipment/tools not assigned by their supervisor.

Phase 1: Senior Center and Library

Senior Center

- The Townsend Senior Center should continue to follow Massachusetts DPH's [guidance for community day program settings](#).
- The Senior Center should remain closed to the public, and should continue remote activities or check-ins with seniors.
- The staff may return to work, as needed and must follow the 25% maximum occupancy guidelines above.

Library

- The Library will remain closed to the public.
- The Library will continue operate curbside pickup and delivery only.
- The staff may return to work as needed and must follow the 25% maximum occupancy guidelines above.

Additional Phases per Governor Baker's Plan

Phase 2: Cautious

- *Specific guidance to come*

Phase 3: Vigilant

- *Specific guidance to come*

Phase 4: New Normal

- *Specific guidance to come*

Department-Specific Links

Click the following links for [department-specific information](#) and [municipal FAQs](#).



Building
Department

[Building Inspections](#)



Health
Department

[Information for Local Boards
of Health](#)



Recreation
Department

[Information for Beaches](#)
[Information for Parks](#)