



TOWN OF WAREHAM

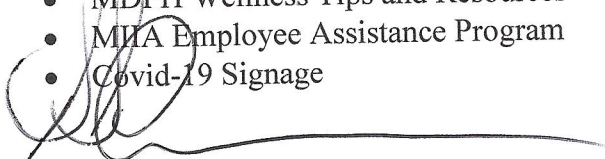
MEMORIAL TOWN HALL
54 MARION ROAD
WAREHAM, MA 02571

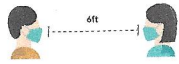
COVID-19 PREVENTION CONTROL PLAN AS OF May 25, 2020

As we begin to plan on how to safely reopen municipal buildings to the public and work on scheduling all personnel to report to work full-time, we are instituting the following guidance, standards and best practices to maximize safety and minimize the risk of spreading Covid-19 and to comply with the written control plan outlining how our workplace will comply with the mandatory safety standards for operation in the Covid-19 reopening period. This living document shall be distributed to all employees, the Board of Health, Board of Selectmen and posted on line and in each of Town buildings. It will be adjusted as needed and based on updated information from the state.

Wareham's Covid-19 Prevention Control Plan for Town buildings includes:

- Standard MA Covid-19 Checklist
- Covid-19 Control Plan Form
 - Addendum A: Human Resources Protocols and Information
 - Addendum B: Public Health Protocols and Information
 - Addendum C: Building Protocols
 - Addendum D: Beaches
- Mandatory Safety Standards for Workplaces
- MDPH Guidance Posted "Stop the Spread of Germs"
- CDC Guidance "What You Should Know About Covid-19 to Protect Yourself and Others"
- CDC Guidance "Prevent the Spread of Covid-19 if You are Sick"
- MDPH "10 Tips for At-Home Quarantine or Self-Monitoring"
- MDPH "Coping with Stress and Fear from Covid-19"
- MDPH Wellness Tips and Resources
- MHA Employee Assistance Program
- Covid-19 Signage


Derek D. Sullivan
Town Administrator



SOCIAL DISTANCING

Ensure >6ft between individuals

- Businesses and other organizations shall limit occupancy within their office space to no more than
 - 25 percent of (a) the maximum occupancy level specified in any certificate of occupancy or similar permit or as provided for under the state building code; or (b) the business or organization's typical occupancy as of March 1, 2020
 - 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
- Businesses and other organizations may exceed this maximum occupancy level based on a demonstrated need for relief based on public health or public safety considerations or where strict compliance may interfere with the continued delivery of critical services
- Ensure separation of 6 feet or more between individuals unless this creates a safety hazard due to the nature of the work or the configuration of the workspace
- Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing; redesign work stations to ensure physical distancing (e.g., separate tables, use distance markers to assure spacing)
- Cafeterias may operate only with prepackaged food, practicing physical distancing and appropriate hygiene measures
- Physical partitions must separate workstations that cannot be spaced out (partitions must be taller than a standing workers)
- Limit meeting sizes, ensure 6 feet of social distancing, encourage remote participation
- Stagger work schedules, lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing
- Minimize the use of confined spaces (e.g., elevators, control rooms, vehicles) by more than one individual at a time; all workers in such spaces at the same time are required to wear face coverings
- Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Designate assigned working areas (e.g., floor, building) to individuals where possible to limit movement throughout the facility and limit contact between workers
- Establish directional hallways and passageways for foot traffic if possible, to minimize contact. Post clearly visible signage regarding these policies
- Limit visitors where feasible, and avoid congregation in common areas (e.g., lobbies)



HYGIENE PROTOCOLS

Apply robust hygiene protocols

- Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms
- Avoid sharing use of office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)
- Post visible signage throughout the site to remind workers of the hygiene and safety protocols



STAFFING & OPERATIONS

Include safety procedures in the operations

- Establish and communicate a worksite specific COVID-19 Prevention Plan for all office locations, including:
 - Contact information for local health authorities, including the MA Department of Public Health, and your local / municipal Health Authority
 - Regularly evaluate all workspaces to ensure compliance with all Federal, State and Local Guidelines
 - Isolation, Contact Tracing, and Communication plan for if a worker is diagnosed as positive with COVID-19, or comes into close contact (within 6 feet for 10 minutes or more) with an individual diagnosed with COVID-19



STAFFING & OPERATIONS

Include safety procedures in the operations

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature or symptom checks
 - Importance of not coming to work if ill
 - When to seek medical attention if symptoms become severe
 - Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability
- Workers must continue to telework if feasible; external meetings should be remote to reduce density in the office
- Employers should establish adjusted workplace hours and shifts for workers (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
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- Limit business sponsored travel and comply with state and federal travel restrictions / guidelines
- Workers must stay home if feeling ill
- Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19, to disclose to the employer of the office for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH
- Post notice to workers and customers of important health information and relevant safety measures as outlined in government guidelines
- Log everyone who comes in contact with site to enable contact tracing, including temporary visitors (e.g., those doing material drop-offs)



CLEANING & DISINFECTING

Incorporate robust hygiene protocols

- Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)
- Keep cleaning logs that include date, time, and scope of cleaning
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)
- Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance



All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

BUSINESS INFORMATION | please provide the following information _____

Business name: Town of Wareham Check if part of a larger corporation

Address: 54 Marion Road, Wareham MA 02571

Contact information (Owner/Manager): Derek D. Sullivan

Contact information (HR representative), if applicable: Dorene M. Allen-England

Number of workers on-site: 150+/-

SOCIAL DISTANCING | check the boxes to certify that you have: _____

Ensured that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces

Established protocols to ensure that employees can practice adequate social distancing

Posted signage for safe social distancing

Required face coverings or masks for all employees

Implemented additional procedures. Please describe them here: plexiglass partitions on counters installed
reconfigured office spaces

HYGIENE PROTOCOLS | check the boxes to certify that you have: _____

Provided hand washing capabilities throughout the workplace

Ensured frequent hand washing by employees and provided adequate supplies to do so

Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

Implemented additional procedures. Please describe them here: daily cleaning

COVID-19 Control plan



All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

STAFFING & OPERATIONS check the boxes to certify that you have: _____

- Provided training for employees regarding the social distancing and hygiene protocols
- Ensured employees who are displaying COVID-19-like symptoms do not report to work
- Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan
- Implemented additional procedures. Please describe them here: working with BOH on all COVID-19 like symptom cases, positive cases and close contact cases

CLEANING & DISINFECTING check the boxes to certify that you have: _____

- Established and maintained cleaning protocols specific to the business
- Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed
- Prepared to disinfect all common surfaces at intervals appropriate to said workplace
- Implemented additional procedures. Please describe them here: professional cleaning in areas of suspected COVID-19 cases



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ADDENDUM A: HUMAN RESOURCES PROTOCOLS AND INFORMATION

May 26, 2020

Dear Town Employees,

This communication is meant to thank you for your attention to the protective measures that have been in place, as well as to provide you with additional information to maintain the health and safety of our dedicated staff. Included at the end of this email are copies of fact sheets and posters which you may find helpful. In addition to these handouts, we have provided you with Employee Assistance Program (EAP) information. EAP is available to you and/or your family members.

If you or a family member are feeling ill, use a sick day and stay home. Please refer to your Collective Bargaining Agreement for call-in procedures. Employees are encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to their supervisor and to disclose a COVID-19 diagnosis immediately so we can clean/disinfect. Employees exhibiting symptoms at work will be directed to leave the work site using a sick day and seek medical attention and applicable testing by their health care provider. Please stay in touch with your supervisor and Human Resources as you are able to let us help and guide you in terms of your return to work.

Please be reminded of the social distancing measures already in place including limiting use of restrooms and breakrooms to one person at a time and maintaining at least 6 feet of separation from other individuals while in the workplace. This separation must also be practiced upon arrival to work and during breaks. In addition, if your workplace has an elevator, we are limiting elevator capacity to no more than 2 individuals (wearing face coverings) in an elevator at any one time and we recommend only one person. Employees are encouraged to communicate with coworkers through phone calls, inter-office mail and emails rather than in-person visits. Shaking hands or other unnecessary physical contact is prohibited.

Employees should observe social distancing during breaks. If a table is used please be sure to wipe it down. Departments will make every effort to stagger breaks in order to support social distancing in break areas.

Employees are encouraged to continue to practice good hygiene. Please wash your hands when you arrive to work, and then often during the day with soap for at least 20 seconds, or use an alcohol-based hand sanitizer. Hand washing instructions are located on posters in all buildings. If your department needs hand sanitizer, please contact your supervisor, Human Resources or Board of Health.



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Cover coughing or sneezing with a tissue, then throw the tissue in the trash and wash hands; if no tissue is available, cough into your elbow. Avoid touching eyes, nose and mouth with your hands. To avoid sharing germs, please clean up after yourself.

When entering and exiting the building and while in common areas all employees will continue to wear face coverings or masks. A face covering need not be worn while you are sitting at your desk. However, once you leave your desk area, a face covering must be worn. If you have a medical condition or disability that prevents you from wearing a face covering please contact me. We have supplied all employees with multiple face coverings. However, employees may bring personal masks which are most comfortable to them. If an employee needs an additional face covering, they should contact HR.

Your workplace will most likely have the interior doors propped open when possible. You are encouraged to open your windows for fresh air. Employees should touch the least amount of common spaces and surfaces as possible where safety allows. These commonly touched areas can pass germs from one person to another. Use paper towels or tissues as a barrier when you must touch common areas and then throw them away properly. Employees will be mindful of not touching other people's workspaces. Whenever possible, please do not share personal office equipment (pens, staplers, etc.) and wash or disinfect hands before and after using shared office equipment (copy machines, fax machines, mail machine, etc.) Employees will clean their own workspaces daily. If your department needs sanitizing products, please contact HR or BOH.

Visitors and service providers on-site in municipal buildings will be limited, if allowed at all. This is building specific. If it is legally essential that any non-employee enter the building, that person must wear a face covering and wash/sanitize their hands. If something large is being dropped off such as Fedex or UPS, an employee should make every effort to meet the delivery person at the door so that he/she does not have to come inside.

Enclosed in this booklet are excellent sources of information. Please review them, as well as the posters that have been hung in your workplace, and the information available on the Town's website.

As a training tool, we are requiring all employees to watch 4 video presentations:

- **Stop the Spread of Germs**
- **Help Prevent COVID-19 with Social Distancing**
- **10 Tips for At-Home Quarantine**
- **How to Safely Cover your Face Outside of Home**

These videos can be found at <https://www.mass.gov/info-details/covid-19-prevention-and-treatment#wear-a-mask->



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Please watch these videos as soon as possible. If you are unable to watch the videos, please speak with me to learn about social distancing and hygiene protocols.

Thank you for your diligence in maintaining a safe work environment for all. Please don't hesitate to contact your supervisor or me if you have any questions.

Be safe and stay healthy.

Dorene M. Allen-England, Esq.
Asst. Town Administrator/HR Director



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ADDENDUM B – PUBLIC HEALTH PROTOCOL AND INFORMATION

CONTACT INFORMATION FOR LOCAL HEALTH AUTHORITIES

- Wareham Public Health Department – Robert Ethier, (508)-291-3100 ext. 3198
- Massachusetts Department of Public Health (617)624-6000
 - Mass211.org or by telephone 2-1-1

SYMPTOMS OF COVID-19 THAT AN EMPLOYEE SHOULD ASK THEMSELVES BEFORE COMING INTO WORK

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle Pain
- Sore Throat
- New loss of taste or smell
- Look for emergency warning signs of COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion
 - Inability to wake or stay awake
 - Bluish lips or face
- Call in sick if they have these symptoms.
- Can also check symptoms at www.Buoy.com/mass

IF YOU ARE A CLOSE CONTACT OF SOMEONE WHO HAS TESTED POSITIVE FOR COVID-19, PLEASE CONTACT A TEST SITE NEAR YOU TO SCHEDULE A TEST.

- You are a close contact of COVID-19 positive person if you were within 6 feet of them, for at least 10-15 minutes, while they were symptomatic or within the 48 hours before symptom onset.
- COVID-19 testing for symptomatic individuals and their close contacts is free and covered by health insurance.



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TIPS FOR AT HOME QUARANTINE OR SELF-MONITORING

- Stay home from work, school and away from public places.
- Monitor for symptoms and take your temperature twice daily. If you develop symptoms or a fever, then call your healthcare provider immediately.
- Get rest, stay hydrated and exercise if possible. If you are able to exercise, do so in your home or yard. Avoid locations where you may come into contact with others.
- If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have been exposed to COVID-19.
- For medical emergencies call 911 and notify the dispatch personnel that you have been exposed to COVID-19.
- Take everyday actions to prevent the spread of germs.
 - Clean your hands often with soap and water for at least 20 seconds, or an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - Cover your cough/sneeze.
 - Avoid touching your eyes, nose and mouth.
- As much as possible, stay in a specific room and away from other people and pets in your home. Use a separate bathroom, if available.
- Avoid sharing personal items with other people in your household.
- Clean all surfaces that are touched often.
- Make the best of your time at home by teleworking.

CONTACT TRACING

- Communication plan if worker is diagnosed positive or comes into close contact with an individual diagnosed with COVID-19
- Connect you with the support and resources, you may need through quarantine
- Identify and reach out via phone and text to anyone you've been in contact with
 - Your information is strictly confidential and will be treated as the private medical record it is.
- Phone calls will use the prefix 833 and 857 and your phone will say the call is from "MA COVID Team."

ADMINISTRATION OR A SUPERVISOR WILL REGULARLY REVIEW YOUR WORKSPACE FOR ANY IMPROVEMENTS THAT COULD BE MADE TO HELP PREVENT THE SPREAD OF COVID-19

- Social distancing
- Hygiene Protocols
- Staffing and Operations
- Cleaning and Disinfecting
- Sector Specific Safety Protocols



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OCCUPANCY SAFETY STANDARDS

- BOH and the Inspections Department is addressing the 25% occupancy safety standards.

OTHER SUGGESTIONS FROM THE PUBLIC HEALTH DEPARTMENT

- Open windows to increase ventilation
- Try to get outside for fresh air during breaks
- Continue healthy living practices to maintain immune system.

ENFORCEMENT OF WORKPLACE SAFETY STANDARDS

In order to open or continue operation, all offices must self-certify that it will operate in compliance with all applicable and mandatory workplace safety standards.



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ADDENDUM C: BUILDING PROTOCOLS AND INFORMATION

The custodians and cleaning staff have been advised to clean with a specific focus on cleaning of common surfaces and highly used arears, cleaning and disinfecting shared spaces and high touch areas and surfaces and providing cleaning supplies in certain areas as requested for use by employees for their own workstations.

If a COVID-19 positive case occurs within a department, that department is thoroughly cleaned by a cleaning company.

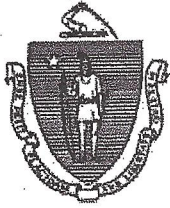


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ADDENDUM D: BEACHES AND RECREATIONAL AREAS

For the time being, see Memorandum dated May 18, 2020 from the Commonwealth of Massachusetts, Executive Office of Energy and Environmental Affairs, 100 Cambridge Street, Suite 900, Boston, MA 02114.



The Commonwealth of Massachusetts
Executive Office of Energy and Environmental Affairs
100 Cambridge Street, Suite 900
Boston, MA 02114

Charles D. Baker
GOVERNOR

Karyn E. Polito
LIEUTENANT GOVERNOR

Kathleen A. Theoharides
SECRETARY

Tel: (617) 626-1000
Fax: (617) 626-1081
<http://www.mass.gov/eea>

Memorandum

From: Executive Office of Energy and Environmental Affairs

Date: May 18, 2020

Subject: Beaches Guidelines for Managers

The following are safety and re-opening standards for the management and use of coastal and inland beaches in the Commonwealth for Phase 1 of the Commonwealth's Reopening.

All beach managers and visitors should adopt the specific guidelines outlined herein. Property-specific guidelines should be posted at entrance points to beach areas and on relevant social media/websites. Guidelines provided herein apply to all inland and coastal beaches unless otherwise specified.

This guidance will apply until amended or rescinded. Any questions regarding this guidance can be sent to outdoor.recreation@mass.gov

DPH Orders and Guidelines

Face Coverings and Masks: All beach visitors shall comply with *COVID-19 Order 31: Order Requiring Face Coverings in Public Places Where Social Distancing is Not Possible*. The order requires any person over the age of 2, whether indoors or outdoors, to wear a face covering or mask when they cannot maintain 6 feet of distance between themselves and others, unless they have a medical condition preventing them from doing so (see further guidance here: <https://www.mass.gov/info-details/covid-19-state-of-emergency>). Masks are not required to be worn while swimming.

Group Size: No groups larger than 10 are allowed to gather. <https://www.mass.gov/doc/march-31-2020-assembly-guidance/download>.

Coastal and Inland Beaches – Manager and User Guidelines for Parking and Capacity

- ❖ To allow for adequate social distancing for ingress, egress, and transit across the beach, beach capacity should be managed to accommodate a minimum of 12 ft distance between towel/ing/beach blanket groups
- ❖ Parking lots, people entering the beach or other factors should be managed, if necessary, to limit beach capacity to accommodate adequate social distancing based on an assessment by the beach manager.
- ❖ Loading and unloading times for people and personal items at drop off areas should be limited, where possible. No loitering, tailgating.
- ❖ Picnic areas should be closed if social distancing cannot be maintained and sanitization cannot be performed between use.

User Guidelines

- ❖ Beach visitors are required to maintain social distancing of at least 6 feet or more at all times and visitors should maintain at least 12 ft minimum distance between towel/ing/beach blanket areas.
- ❖ Organized ball games should not be allowed activity including, but not limited to, volleyball, Kan Jam, spikeball, football, soccer, Kadima, and bocce.
- ❖ Beach visitors shall abide by social distancing standards for bathroom lines and follow any established visual guidelines for maintaining a 6' distance in all restroom facilities.
- ❖ A minimum distance of 6 feet shall be maintained between lifeguards and between the public and lifeguard stands unless in the case of an emergency.

Over Sand Vehicle (OSV) Coastal Beaches

- ❖ Capacity for OSV beaches should be calculated by beach manager.
- ❖ Methodology for calculating beach capacity of OSV's should account for at least one car length (15 to 20 feet) between vehicles at high tide.
- ❖ Capacity for OSV should be clearly outlined and signed for potential users and made available on social media.
- ❖ Activities on OSV beaches should follow guideline of Beach Activities listed above.

Lifeguards

- ❖ A minimum distance of 6 feet should be maintained between lifeguards, the public and lifeguard stands except in the case of an emergency.

Admissions/Contact Stations/Rentals

- ❖ Admission/entry transactions are encouraged, where possible should be carried out through a no contact process such as online reservations, timed-ticketing, permit/sticker issuance or an on-site electronic transaction method that allows for social distancing guidelines to be followed. If not feasible, hand transactions and cash may be allowed.
- ❖ Any necessary visitors-staff interactions, whether in a vehicle or on foot, should be in accordance with social distancing.

- ❖ If renting equipment, all equipment must be cleaned and disinfected between use. If items cannot be properly disinfected, rental should not be allowed. Masks and snorkels should not be rented.

Restrooms, Comfort Stations, Showers

- ❖ Managers should ensure that users can abide by social distancing standards for bathroom lines and follow any established visual guidelines for maintaining a 6' distance in all restroom facilities.
- ❖ In advance of the initial opening of public restrooms, the managing entity should adhere to the Centers for Disease Control and Prevention (CDC) guidelines pertaining to the cleaning and disinfection standards for interior spaces and that social distancing can be maintained.
- ❖ The managing entity should have the facilities cleaned at least once daily by staff and perform deep cleaning and disinfection services at least once per week and should follow the EEA COVID-19 Outdoor Recreation Facility Restroom Cleaning Best Practices.
- ❖ Composting (clivus or similar) toilets should be permanently closed and should be replaced with temporary (seasonal) portable restrooms with daily cleanings.
- ❖ Restroom facilities should contain adequate hand washing and/or sanitizer stations.
- ❖ Indoor shower facilities and changing facilities will remain closed in Phase 1.
- ❖ Water fountains and water refill stations will remain closed in Phase 1.

Food Service, Concessions, and Vending

- ❖ Food service shall follow all applicable food service and restaurant protocols and guidelines. Food service must be limited to take-out in Phase 1.

Trash Disposal and Management

- ❖ Trash disposal at beaches is available to the discretion of the city or town it is located in and/or the managing organization.
- ❖ Visitors of beaches should expect limited or no trash disposal receptacles. When visiting beaches without trash receptacles, visitors should adhere to a strict "carry in, carry out" policy and take waste with them.
- ❖ Where trash receptacles are available for normal use, beach managers should where feasible, provide no touch, lidless trashcans.

Shuttle Service to Beach Facilities

- ❖ Shuttle services to the beach are closed in Phase 1.

EMPLOYER GUIDANCE

Mandatory safety standards for workplaces



SOCIAL DISTANCING



All persons, including employees, customers, 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 or masks for all employees

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 & OPERATIONS



Provide training for employees regarding the social distancing and hygiene protocols



Employees who are displaying COVID-19-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 & DISINFECTING



Establish and maintain cleaning protocols specific to the business



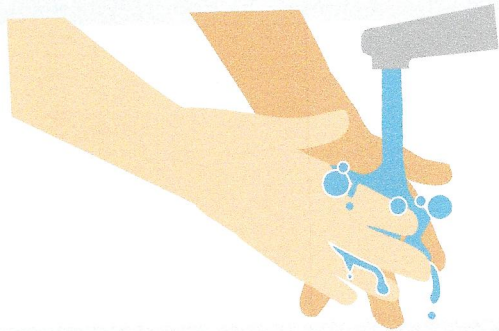
When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed



Disinfection of all common surfaces must take place at intervals appropriate to said workplace

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like the flu and COVID-19:



Wash your hands often with soap and warm water, or use an alcohol-based hand sanitizer.



Avoid touching your eyes, nose and mouth.



Clean things that are frequently touched (like doorknobs and countertops) with household cleaning spray or wipes.



Cover your mouth when you cough or sneeze. Use a tissue or your inner elbow, not your hands.

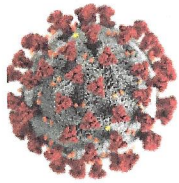


Stay home if you are sick and avoid close contact with others.



Think ahead about how to take care of yourself and your loved ones. Visit [mass.gov/KnowPlanPrepare](https://www.mass.gov/KnowPlanPrepare) for preparedness tips.

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



Prevent the spread of COVID-19 if you are sick

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation, ride-sharing, or taxis.**



Separate yourself from other people and pets in your home.

- **As much as possible, stay in a specific room** and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
 - See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately.**

Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency. If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.

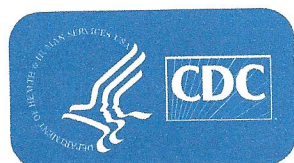


If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



Cover your coughs and sneezes.

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



Clean your hands often.

- **Wash your hands often** with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water are the best option**, especially if your hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



Avoid sharing personal household items.

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put them in the dishwasher.



Clean all "high-touch" surfaces everyday.

- **Clean and disinfect** high-touch surfaces in your "sick room" and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- **If a caregiver or other person needs to clean and disinfect** a sick person's bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.



High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**

- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then use a household disinfectant.
 - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
 - Most EPA-registered household disinfectants should be effective.

How to discontinue home isolation

- People with **COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
 - **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)AND
 - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
 - at least 10 days have passed since your symptoms first appeared.
 - **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
 - You no longer have a fever (without the use of medicine that reduces fevers)AND
 - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
 - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.



In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.

Coronavirus Disease 2019 (COVID-19)

10 Tips for At-Home Quarantine or Self-Monitoring

If you have been directed to quarantine or self-monitor at home because of possible COVID-19 contact:

1 Stay home from work, school and away from public places.



2 Monitor for symptoms and take your temperature twice daily. If you develop symptoms or a fever, then call your healthcare provider immediately.



3 Get rest, stay hydrated and exercise if possible. If you are able to exercise, do so in your home or yard. Avoid locations where you may come into contact with others.



4 If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have been exposed to COVID-19.



5 For medical emergencies, call 911 and **notify the dispatch personnel** that you have been exposed to COVID-19.



6 Take everyday actions to prevent the spread of germs.

- Clean your hands often with soap and water for at least 20 seconds, or an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Cover your cough/sneeze.
- Avoid touching your eyes, nose and mouth.



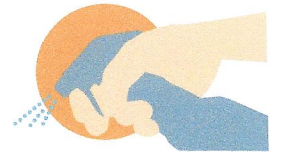
7 As much as possible, **stay in a specific room and away from other people** and pets in your home. Use a separate bathroom, if available.



8 **Avoid sharing personal items** with other people in your household, like dishes, towels and bedding.



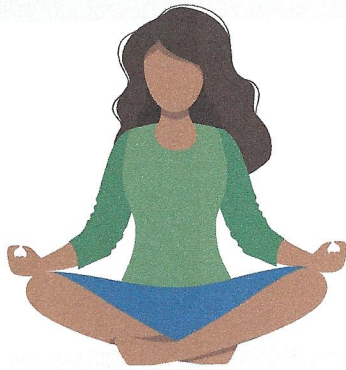
9 **Clean all surfaces** that are touched often, like counters, tabletops and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



10 **Make the best of your time at home** by teleworking if you're able or catching up on reading, exercising or other hobbies.



Coping with Stress and Fear from COVID-19



Take care of your body.

- Eat healthy, well-balanced meals
- Exercise regularly
- Get plenty of sleep
- Take deep breaths, stretch, or meditate



Virtually connect with others.

Talk with people you trust about your concerns and how you are feeling.



Take breaks from watching, reading, or listening to news stories, including social media.



Make time to unwind.

Try to do some other activities you enjoy.

Help is available:
Visit [Mass.gov/COVID19](https://www.mass.gov/COVID19) or Call **2-1-1**





**Massachusetts Department of Public Health
Wellness Tips and Resources
Coronavirus Disease 2019 (COVID-19)**

The outbreak of Coronavirus Disease 2019 (COVID-19) may be causing you or your loved ones to feel stress, anxiety, or other strong emotions. Such feelings are understandable and affect many individuals and families. The Department of Public Health continues to offer critical resources to help you and your family during this challenging time.

What Can I Do Every Day to Help Reduce Stress and Anxiety?

The following wellness tips are advised by the [Centers for Disease Control and Prevention](#):

- Connect with friends and family
 - Tell them how you are feeling. Practice physical distancing while staying social virtually!
- [Get moving](#)
 - Take walks, work out at home, and stretch. Try something new!
- [Eat healthy](#)
 - Get plenty of fruits and vegetables (frozen options are great!) and watch your portion sizes. Avoid drugs and alcohol.
- Plan time for enjoyable activities
 - Get creative! Avoid consuming too much media coverage, including social media.

Where Can I Find Resources to Help?

Massachusetts Department of Public Health Resources	
Resource	Phone Number
Community Support Line <i>(for families with children and youth with special health needs)</i>	1-800-882-1435
Domestic Violence Resources	877-785-2020 or 877-521-2601 (TTY)
MA Sexual Assault Nurse Examiner (SANE) Program	See website for regional contact information
MA Smokers' Helpline	1-800-QUIT-NOW (1-800-784-8669)
Mental Health Emergency/Crisis Services	1-877-382-1609
Nutrition Resources	617-624-6100
Problem Gambling Helpline	1-800-426-1234
Rape Crisis Centers	See website for regional contact information
Substance Use Helpline	1-800-327-5050
Suicide Prevention Hotline	Call or Text: 1-877-870-HOPE (4673)

For additional information, please visit www.mass.gov/COVID19 or call 2-1-1.



MIIA Employee Assistance Program (EAP) A Confidential Counseling and Referral Service

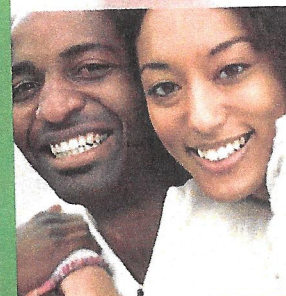
You receive 3 confidential in person or phone counseling sessions.



- Manage Anxiety/Depression
- Adjust to Demands of Work
- Resolve Relationship Conflict
- Talk About a Loved One's Drinking
- Address Parenting and Family Issues
- Assess Your Level of Stress
- Become a Better Communicator

You receive legal assistance.

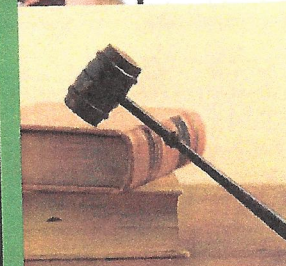
One free 30 minute office or telephone consultation per legal matter (does not include job-related legal issues).



- Divorce
- Child Custody
- Car Accidents
- Real Estate / Landlord / Tenant Issues

You receive financial counseling.

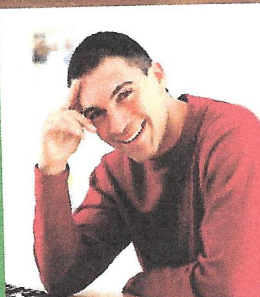
One free 30 minute telephone consultation per financial issue.



- Financial Planning
- Credit Card Debt
- Tax Advice
- College Planning
- Retirement Consultation

Use the Smartphone App to request EAP services

Go to Google Play or App Store, search for "MIIA EAP" and download the app. Log in with your passcode: **miiaeap**
You can use the app to search for information or resources, and to contact the EAP for services.



Available to employees, their dependents, and household members 24 hours a day, 7 days a week

800-451-1834



Welcome



Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standards for workplaces:



Workers are wearing face coverings and we've put social distancing measures in place



We provide hand washing capabilities and we are regularly sanitizing high-touch areas



Our staff has received training regarding social distancing and hygiene protocols



We have established thorough cleaning and disinfecting protocols



We ask you to do your part as well by wearing your face mask and maintaining social distance. Thanks—and we hope to see you again soon.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Signature