



June 1, 2020

COVID-19 RE-OPENING & SAFETY STANDARDS

As we begin to plan on how to safely reopen municipal buildings to the public 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, Selectmen, and posted online and in each of the identified municipal buildings. It will be adjusted as needed and based on updated information from the state.

East Bridgewater's COVID -19 Prevention Control Plan for Town building includes:

- Standard MA covid-19 Checklist
- COVID -19 control plan form

Addendum A – COVID-19 Re-opening & Safety Standards

Addendum B - Public Health Protocols and Information and Enforcement

Addendum C – Municipal Buildings

Addendum D - Individual Municipal Buildings

Compliance Poster/Attestation Poster

Signage for each building

Brian S. Noble
Town Administrator



MA COVID-19 Checklist



STAFFING & OPERATIONS

Include safety procedures in the operations

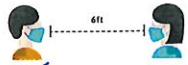
- ☒ Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature or symptom checks
 - 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

**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



TEMPLATE (I/II)

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.

BUSINESS INFORMATION | please provide the following information

Business name: Town of East Bridgewater ☐ Check if part of a larger corporation

Address: 175 Central Street East Bridgewater

Contact information (Owner/Manager): Brian S. Noble

Contact information (HR representative), if applicable: _____

Number of workers on-site: 400⁺ in all Town Buildings

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/glass partitions installed at clerk, BOH, T/c + Assessor windows.

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: Educational videos emailed to staff

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: Staff self certification to Department Head before each shift.

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: _____

Addendum A – COVID – 19 RE-OPENING & SAFETY STANDARDS

While following CDC guidelines and Governor's orders, Town Hall hours will operate 8:30 am – 4:30 pm Monday thru Friday until further notice.

Self-Certification

Prior to the start of each shift, a staff member must self-certify to their Department Head / Supervisor that they:

- Have no signs of a fever or a measured temperature above 100.3 degrees, or greater, a 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 six (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.
 - has not been asked to self-isolate or quarantine by their doctor or a local public health official.

Those exhibiting symptoms will be directed to leave the worksite and seek medical attention and applicable testing by their healthcare provider. In order to return to work after testing positive an employee must provide EITHER written documentation from their local health department stating they have been released from isolation and may return to work **OR** proof of 2 negative COVID-19 tests taken 24 hours apart. Please stay in touch with your supervisor and Human Resources as you can let us help and guide you in terms of your return to work.

If an employee *has* had close contact as described above with someone diagnosed with COVID-19, that employee shall report it to his or her supervisor immediately who shall in turn contact the Board of Health.

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.

Standard Operating Procedure

Town Hall will open to the public by appointment only beginning Monday, 5/18/2020. Department Heads should work with staff to determine appointment scheduling. Employees who leave their personal workspace or who are interacting with other employees or members of the public shall:

- wear a clean face covering, such as a fabric face mask, scarf, or bandana, over their mouth and nose in accordance with CDC guidelines;
- exercise social distancing in accordance with CDC guidelines;
- use hand sanitizer or wash hands both before and after using a shared copy machine or fax, or other shared equipment;
- maintain social distancing separation during breaks and lunch. A "No Congregation" policy is in effect; individuals must implement social distancing by maintaining a minimum distance of six (6) feet from other individuals;
- be mindful of not touching other people's workspaces or sharing pens;
- shaking hands or other unnecessary physical contact is also prohibited.

The first floor Selectmen's meeting room and the outside picnic table are available for use. If a table is used please be sure to wipe it down. If any supplies are provided during appointments (i.e.: pen) please be sure to wipe them down after use.

Appointments will be made during open hours Monday thru Friday 8:30 am – 4:30 pm. Reminder, the lockbox outside of Town Hall should continue to be a resource for residence to utilized and checked by a staff member multiple times a day.

Social Distancing Reminder

All persons, including employees must remain 6 feet apart both inside and outside of the workplace. If your department needs masks, please contact our office or the Board of Heath. In advance of re-opening to the public, signage and place markers have been ordered to promote safe social distancing. Glass partitions have been ordered and will be installed at the Treasurer/Collector, Clerk, and Assessors windows to provide a safe area for employees and residents. Due to the delayed arrival of the glass partitions, plexiglass will be temporarily placed until they arrive.

Good Hygiene Practices

Employees are encouraged to wash their hands often with soap for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol. COVID- 19 safety guidelines and handwashing instructions are posted in all bathrooms.

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.

DO NOT Make others responsible for moving, unpacking and packing up your personal belongings. If you or a family member is feeling ill, stay home. Report this to your supervisor immediately. If your department needs hand sanitizer, please contact our office or the Board of Health.

Cleaning and Disinfecting

Lynch Cleaners has been cleaning and disinfecting all common areas in Town buildings regularly. Disinfecting all common surfaces should take place at intervals at workstations throughout the day. If your department needs disinfectant wipes, please contact our office or the Board of Health.

Resources

Here are some excellent sources of information below. Please review them frequently, as well as the posters that will be hung in your workplace, and the information available on the Town's website. Please ask your supervisor any questions you may have about this information.

What to do if you're sick:

Fact sheet: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf>

Coping with stress:

Poster: <https://www.mass.gov/doc/coping-with-stress-and-fear-from-covid-19/download>

Quarantine instructions:

Poster: <https://www.mass.gov/doc/10-tips-for-at-home-quarantine-or-self-monitoring/download>

Face covering training:

Poster: <https://www.mass.gov/doc/use-face-coverings-effectively/download>

Video: <https://www.youtube.com/watch?v=HtUJPizQVPI&feature=youtu.be>

Social distancing information:

Poster: <https://www.mass.gov/doc/help-prevent-covid-19-with-social-distancing/download>

Video: <https://www.youtube.com/watch?v=TKW72NwcOUg&feature=youtu.be>

Washing hands and staying at home if sick:

Poster: <https://www.mass.gov/doc/stop-the-spread-of-germs-respiratory-diseases-like-flu-and-covid-19/download>

Video: <https://www.cdc.gov/cdctv/healthyliving/hygiene/fight-germs-wash-hands.html>

The Town of East Bridgewater's Insurance provider, MIIA and mass.gov offer up to date information as well as multiple trainings regarding the COVID-19 pandemic. Resources include hygiene protocols, social distancing and are available by logging into these websites:

- <https://www.emiia.org/risk-management-resources/training/2020/5>
- <https://allonehealth.com/blog/>
- <https://www.localgovu.com/miia/>
- <https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces>

All One Health is the Town of East Bridgewater's Employee Assistance Program provider. This program helps increase the employee's organizational health and productivity. They provide 24/7 concierge – style service that sets the standard, along with in-person and online resources that encourage our team to maintain healthy and positive lifestyles—while supporting proven, effective strategies. All One Health can be contacted by calling 1-877-720-7770.

LocalGovU is an Online University. Courses have been created with adult learning styles in mind, and each course module is timed for one short session, usually one hour in length. By taking advantage of the Online University, you are expressing a strong commitment to your professional and personal development.

Please be reminded of the benefits available under the Families First Coronavirus Response Act (FFCRA). Please refer to the information previously provided to you or contact the Treasure / Collectors Office if you need assistance.

To view COVID-19 Policies and updates please log into the Town of East Bridgewater website www.eastbridgewaterma.gov . These policies can be viewed on the Board of Selectmen's page.

Lastly, attached you'll find an ***Emergency Contact Form***. Please fill out this form and return to the Treasurer/Collectors office ASAP so your employee file can be updated. If you emailing the form please send to mcrosby@@eastbridgewaterma.gov and mmorrissey@eastbridgewaterma.gov As always please reach out to our office with any questions or concerns you may have.

Addendum B -Public Health Protocols and Information

Contact info for local health authorities:

- East Bridgewater Board of Health Department: Robert Philbrick 508-378-1612
 - All concerns will be taken seriously and remain confidential
- 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 for 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.
- 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 a 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 your insurance.
- 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, like dishes, towels and bedding
- Clean all surfaces that are touched often, like counters, tabletops and doorknobs. Use household cleaning sprays or wipes according to the label instructions.
- Make the best of your time at home by teleworking if you're able or catching up on reading, exercising or other hobbies.
- **Contact Tracing**
 - Communication plan if worker is diagnosed positive or comes into close 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" or your local Board of Health.
- A supervisor will regularly review your workspace for any improvements that could be made to help prevent spread of COVID-19
 - Social Distancing
 - Hygiene Protocols
 - Staffing and Operations

- Cleaning and Disinfecting
 - Sector Specific Safety Protocols
- Other suggestions from Board of Health Department
 - Open windows to increase ventilation
 - Try to get outside for fresh air during breaks
 - Continue healthy living practices to maintain immune system
- DLS and each municipal authority shall uniformly apply any enforceable COVID-19 workplace safety rule.
 - East Bridgewater Board of Health Department and MA-DPH retain all authority they have under current public laws to regulate and inspect under chapters of the State Sanitary Code.

Addendum C -Municipal Buildings

Town Hall - Brian Noble

Police Department – Paul O'Brien

Fire Station – Timothy Harhen

DPW Administration/Highway- John Haines

Recycle Center- John Haines

Water Dept.- Jason Trepanier

Council on Aging / Community Center- Nancy Hill

Library - Christopher McGee

Addendum D -Individual Municipal Buildings

Some of our Town buildings have been identified to have specific needs based on needs, operations and clients/visitors. Recognizing this we are waiting for further guidance and clarification from the state.

a) Town Hall - Brian Noble

Town Hall, 175 Central Street, has taken the following steps. Prior to the start of each shift, staff members must self-certify to their Department Head / Supervisor. Masks have been provided to all staff in advance of re-opening to the public. Signage and place markers have been ordered to promote safe social distancing. Glass partitions have been ordered and will be installed at the Treasurer/Collector, Clerk, and Assessors windows to provide a safe area for employees and residents. Due to the delayed arrival of the glass partitions, plexiglass will be temporarily placed until they arrive. Lynch Cleaners has been cleaning and disinfecting all common areas in Town buildings regularly and cleaning supplies have been provided to all departments.

b) Police Department – Paul O'Brien

Police Department, 153 Central Street, has remained open and fully staffed. Since March 17th they have responded to approximately 3500 calls. Visitors who enter are requested to remain in the foyer area unless additional services are required and must wear a mask, but sometimes that is not possible. It has been business as usual for the department with the officers using PPE as required and when practical.

c) Fire Station – Timothy Harhen

Fire Station, 268 Bedford Street has remained open, the rest of the building is closed to the public and will remain that way for a while, given the nature of what we do and people we make contact with. Personnel are in face masks if unable to maintain social distancing guidelines and temps are taken at the beginning and end of shifts, plus a brief questionnaire, all at the request of my medical director.

We will likely resume inspections in phase 2 if guidance is received from the fire marshal's office.

d) DPW Administration/Highway- John Haines

DPW, 100 Willow Avenue, Admin Office (The Trailer) has implemented steps to ensure limited exposure potential to residents/customers by developing a "service station" immediately as you enter the door thereby limiting the access an individual has into the office space and individual work spaces. The staff interacts from the "service station" behind the Plexiglas barrier. All DPW

employees interacting with customer have been provided masks that are utilized when dealing with customer needs at the service desk. Once the customers business is complete and has left the office, the hard surfaces and door handles are wiped down with disinfectant wipes and employees are instructed to wash their hand before returning to regular duties.

e) Recycle Center- John Haines

Recycle Center, 877 Bridge Street, extensive COVID-19 related protocols have been introduced at the Recycling Center from limiting the number of vehicles allowed at one time to Face Mask requirements and additional social distancing. These requirements have been posted on the DPW website as well as additional signage installed at the Recycling Center. The Recycling Center has been re-opened to the public since May 6th and is operating very well.

f) Water Dept.- Jason Trepanier

Water Dept., 49 Dean Place, The Water Department office has a plexiglass window between the customer and our employees, All water department personnel have assigned trucks and PPE, no one is allowed in the treatment plants or pump stations just the operators or essential personnel doing emergency maintenance. If we must enter a home, it is for emergency's only and all PPE is required.

g) Council on Aging / Community Center- Nancy Hill

Council on Aging, 355 Plymouth Street – Protocols being worked on.

h) Library - Christopher McGee

Library, 32 Union Street, No-contact pick-up of library materials will begin 5/26/2020, starting quietly with items that have been on hold since before we closed or were placed on hold while we were closed. That should give us the opportunity to get the kinks worked out, and then will promote it widely for June 1st. Patrons will remain in their cars and call when they are in the parking lot. Staff will then bring their "order" out to a table next to the book drop for them to collect once staff are back inside the building.

Though the library has a large overall capacity, realistically patrons congregate in two or three small spaces. Consequently, once the building opens to the public, they will have limitations on how many people can be in the building at a time. The Library will also have one-way traffic patterns, some closed areas, and plexiglass shields between staff and patrons.

Attached, is the library's phased reopening plan, which was approved by the Board of Library Trustees at their meeting on 5/19/2020. The plan was written with an abundance of caution, reasoning that we can always loosen restrictions if and when possible.

East Bridgewater Public Library Phased Reopening Plan

Phase 1 (May 11): Library staff working in the Library with social distancing. Building closed to the public. Only virtual services offered.

Phase 2A* (MA Phase 1, May 25): Library building closed to the public. No-contact pickup offered for library materials already on hold.

- Library calls patrons to arrange next-day, no-contact pickup of materials.
 - Friday (5/22): 1-3pm Call patrons with items held prior to 5/11/2020.
 - Tuesday-Friday (5/26-5/29): 9am-12pm Materials pickup, 1-3pm Call patrons with items held after 5/11/2020.
- Library fines waived.
- All checked-out materials returned to the external book drop.
- Returned materials quarantined for 5 days before discharge.

Phase 2B (MA Phase 1, June 1): Library building closed to the public. Begin taking requests for no-contact pickup of library materials.

- Patrons call or email to request specific items or provide guidance for staff to select items for no-contact pickup the following day.
 - Monday-Friday: 9am-12pm Materials pickup, 1pm-3pm Take orders
 - Saturday: 9am-11am Materials pickup, 11am-1pm Take orders
- Library fines waived.
- All checked-out materials returned to the external book drop.
- All returned materials quarantined for 5 days before discharge.

Phase 3 (MA Phase 2): Library building opens with restrictions and capacity limits.

- Library hours:
 - Monday-Tuesday: open 9am-5pm (9-11am reserved for 60 & over), 5pm-8pm No-contact pickup only
 - Wednesday-Friday: open 9am-3pm (9-11am reserved for 60 & over), 3pm-5pm No-contact pickup only
 - Saturday: 9am-1pm No-contact pickup only
- Library fines waived.

* EBPL Reopening plan phases will align with the indicated phase of the Reopening Massachusetts plan. EBPL may return to a previous phase at any time if directed to do so by state and local authorities.

- Only main (ramp) entrance open.
- Masks or facial coverings must be worn to enter.
- 5 people admitted at a time (1 person per family or group strongly urged).
- Children's Room closed.
- Public restrooms closed.
- No in-person library programs, community group meetings, or tutoring.
- Public seating roped off or removed to discourage lingering.
- Only 2 public access computers available with a 30-minute time limit.
- All checked-out materials returned to the external book drop.
- All returned materials quarantined for 5 days before discharge.
- Patrons can continue to call or email during open hours to request specific items or provide guidance for staff to select items for no-contact pickup during special hours the following day.

Phase 4 (MA Phase 3): Library building open with lessened restrictions.

- Library hours:
 - Mon-Tues – open 9am-5pm (9-11am reserved for 60 & over), 5pm-8pm No-contact pickup only
 - Wed-Fri – open 9am-3pm (9-11am reserved for 60 & over), 3pm-5pm No-contact pickup only
 - Saturday – 9am-1pm No-contact pickup only
- Library fines waived.
- Only main (ramp) entrance open.
- Masks or facial coverings must be worn to enter.
- Number of people at a time admitted to the building to be determined based on Reopening MA Phase 3 guidelines.
- 1 family or group at a time admitted to the Children's Room.
- Children's Toy Room closed.
- Some public seating roped off or removed to adhere to social distancing guidelines.
- Only 2 public access computers available for use with a 30-minute time limit.
- In-person programming, meetings, and tutoring permitted for groups of 10 or less with social distancing measures in place.
- All checked-out materials returned to the external book drop.
- All returned materials quarantined for 5 days before discharge.
- Patrons can continue to call or email during open hours to request specific items or provide guidance for staff to select items for no-contact pickup during special hours the following day.

Phase 5 (MA Phase 4): Normal library hours and operations resume with health and safety measures in place based on Reopening MA Phase 4 guidelines.

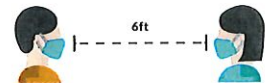
Welcome



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 blue ink, appearing to read "B. Noble", written over a horizontal line.

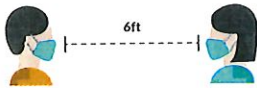
Signature

RULES TO KEEP YOU SAFE AT WORK



Mandatory safety standards for workplaces

SOCIAL DISTANCING



Remain at least six feet apart from others to the greatest extent possible, both inside and outside workplaces



Follow established protocols to ensure social distancing



Review signage for safe social distancing



Use a face covering or mask at all times

HYGIENE PROTOCOLS



Ensure there are hand washing capabilities throughout the workplace



Wash your hands frequently and properly



Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms, etc.

STAFFING & OPERATIONS



Attend work trainings regarding the social distancing and hygiene protocols



Do not report to work if you are displaying COVID-19-like symptoms



Comply with plan for employees getting ill from COVID-19 at work, and return-to-work plan

CLEANING & DISINFECTING



Comply and maintain cleaning protocols specific to the business



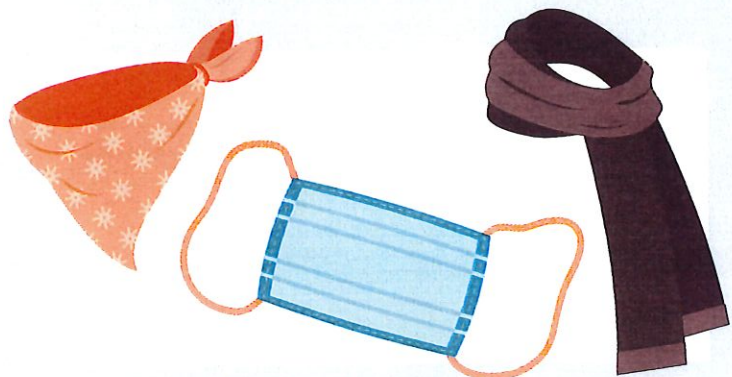
Ensure that cleaning and disinfecting is performed when an active employee is diagnosed with COVID-19



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

Stop the Spread of Germs

Using a Face Covering Effectively



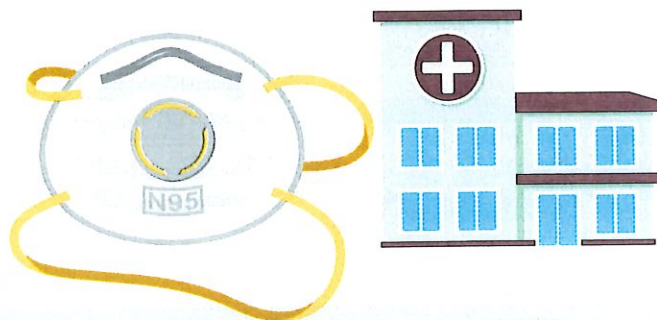
Use anything that covers your nose and mouth.



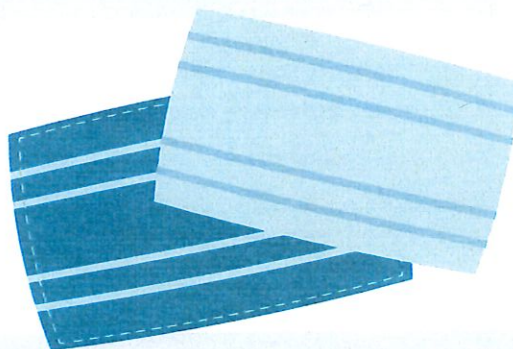
Masks should fit snugly, be secured with ties or ear straps, and not restrict breathing.



Your mask or face covering should be able to be machine washed and dried.



Leave surgical masks and N95's for healthcare workers.



Face coverings should be multiple layers.



Only touch the ties or ear straps, not the front, and wash your hands after handling.

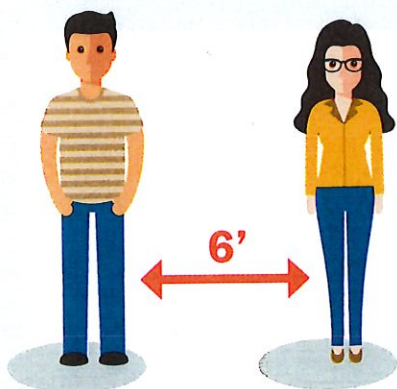
Help Prevent COVID-19 with Social Distancing



**Call/Facetime/online chat
with friends and family.**

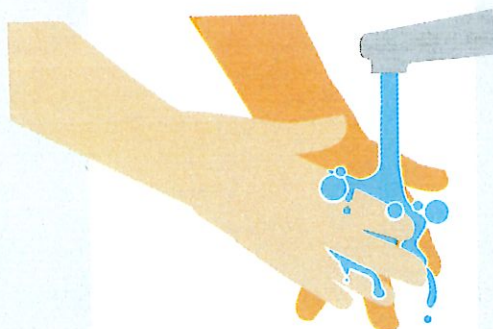


**Stay home
as much as
you can.**



If you must go out:

- **Don't gather in groups**
- **Stay 6 feet away from others**
- **Don't shake hands or hug**



**And please continue
to wash your hands
frequently.**

YOU have the power to prevent COVID-19

YOU can protect our most vulnerable!

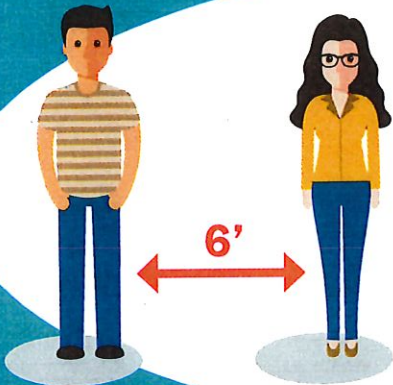
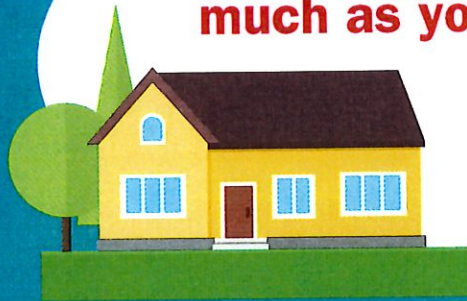


Practice SOCIAL DISTANCING



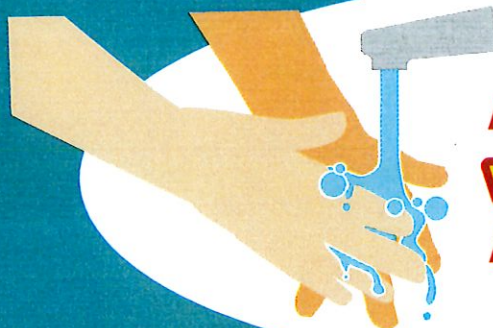
Go digital:
keep up with friends and family online.

Stay home as much as you can.



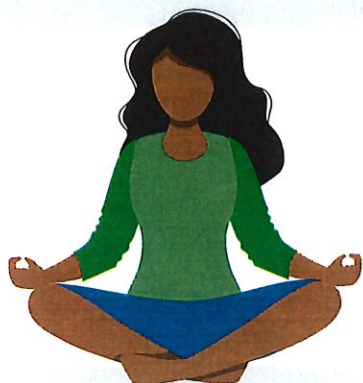
If you have to go out:

- Don't hang out in groups
- Stay 6 feet away from others
- Don't shake hands or hug
- Don't share food or drinks



And don't forget to **wash your hands.**
A LOT.

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** or Call **2-1-1**



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.



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.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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.

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.





**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.

DEAF & HARD OF HEARING INFO - CORONAVIRUS

Commonwealth of Massachusetts

<https://mass.gov/covid19>

Executive Office of Health & Human Services

<https://mass.gov/eohhs>

call: Dial 211

Massachusetts Commission

for the Deaf and Hard of Hearing

<https://mass.gov/mcdhh>

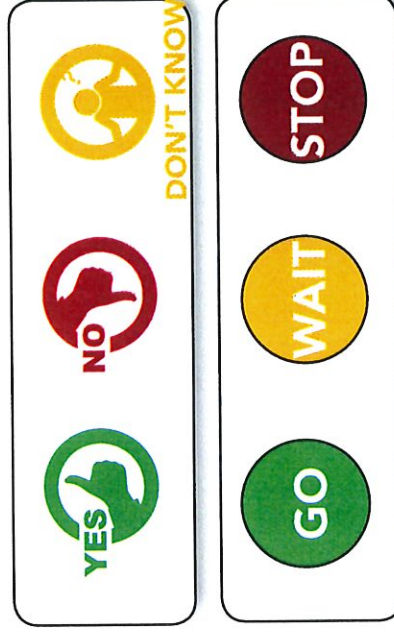
email: MCDsafety@mass.gov



PREFERRED METHOD OF COMMUNICATION



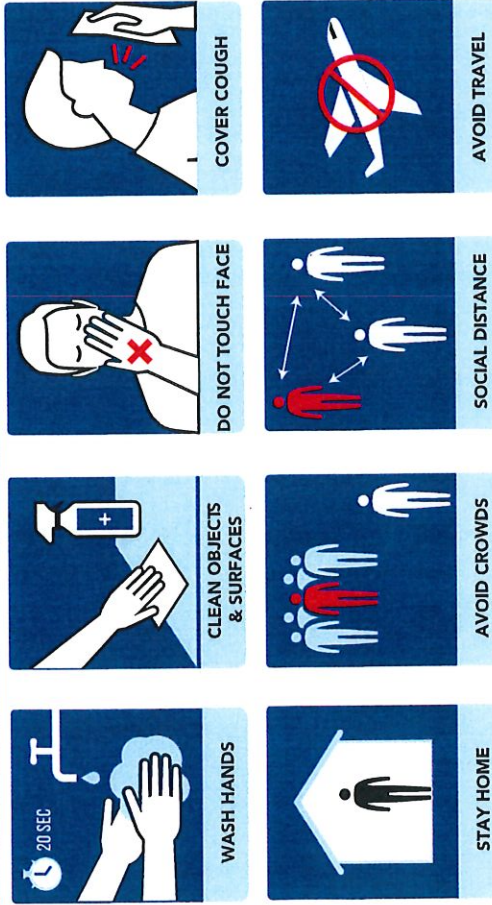
QUICK COMMUNICATION



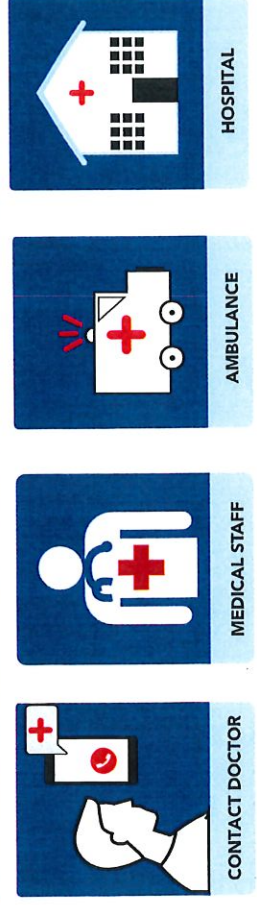
TIPS FOR HEALTH PROVIDER

- ▶ Get the person's attention and make eye contact
- ▶ Repeat, rephrase, or write down your request
- ▶ Ask and/or indicate before touching the person
- ▶ Ask the person their preferred method of communication
- ▶ Minimize the number of people interacting with the patient
- ▶ Know that hearing aids/cochlear implants may improve hearing, but a person may still benefit from an assistive listening device and still may not understand all that you say.

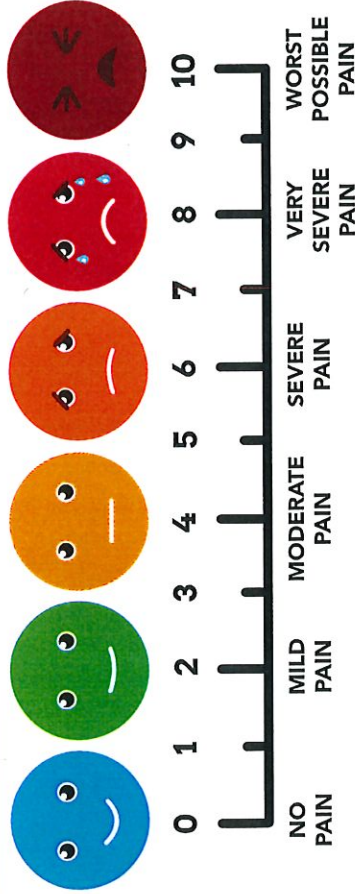
PREVENTING ILLNESS



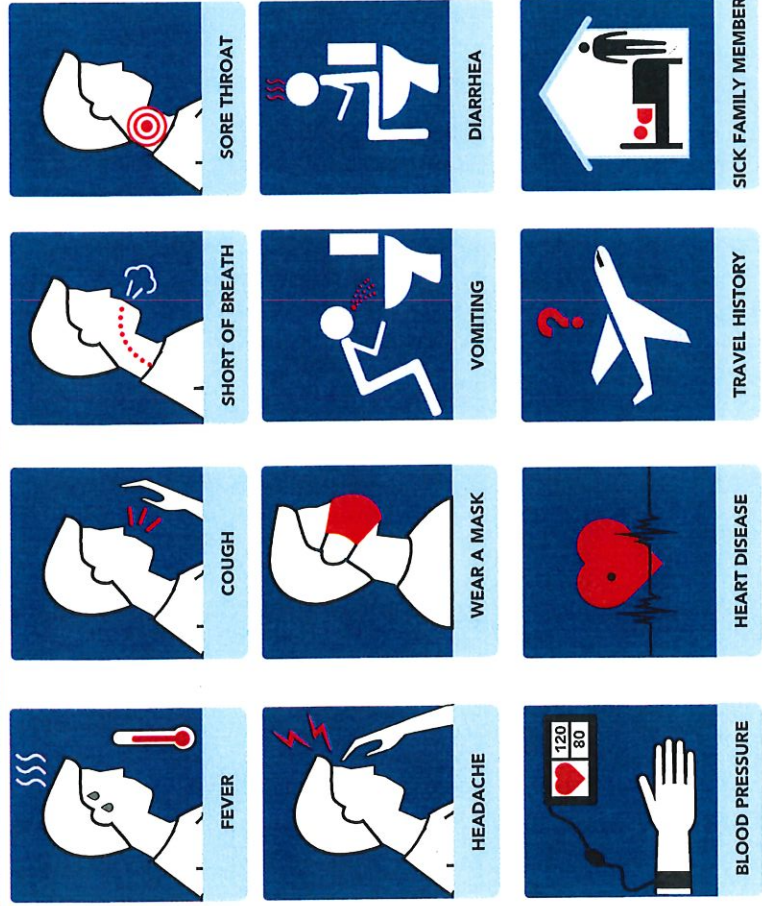
GET MEDICAL HELP



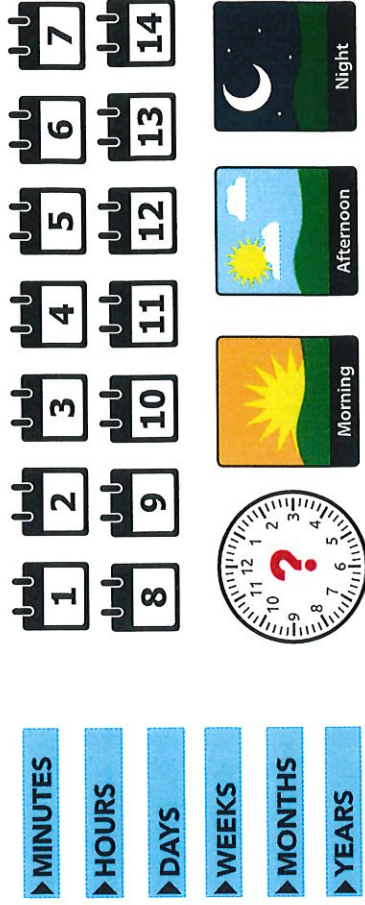
HOW DO YOU FEEL?



SITUATION, HISTORY & SYMPTOMS



HOW LONG HAVE YOU HAD SYMPTOMS?



TREATMENT & CARE

