



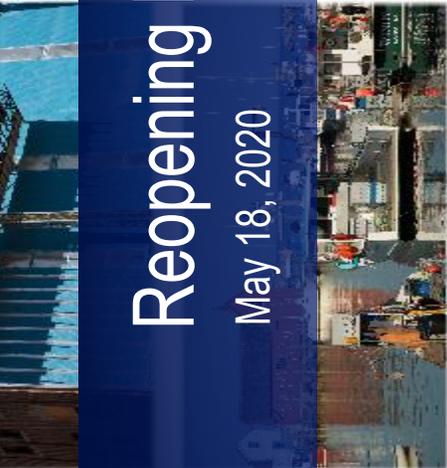
Reopening Oak Bluffs



Helping businesses get back to work

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Reopening Massachusetts

May 18, 2020



THE ROAD WE'VE TRAVELLED TOGETHER



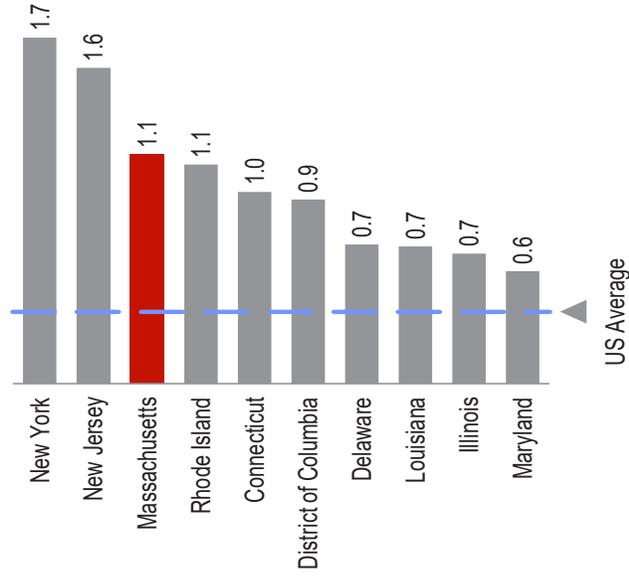
Massachusetts has been one of the hardest hit states in the U.S., with over 86,000 confirmed cases and 5,700 deaths through May 17, 2020.

On March 23, 2020 Governor Baker issued an executive order closing all non-essential businesses across the Commonwealth in order to reduce the transmission of COVID-19.

In combatting COVID-19, the Baker-Polito administration has:

- In partnership with healthcare providers and municipalities, conducted more than 460,000 COVID-19 tests, making Massachusetts a top-5 per capita tester
- Launched a national model for contact tracing
- Committed over \$1 billion in funding to support our health care system
- Distributed more than 10.5 million pieces of personal protective equipment

Number of confirmed COVID-19 cases, per 100k population (thousands)
As of 5/12/2020





GETTING STARTED ON THE PATH TO REOPENING

On April 28, Governor Baker formed the Reopening Advisory Board, chaired by Lieutenant Governor Karyn Polito and Secretary of Housing and Economic Development Mike Kennealy, and comprised of representatives from the business community, public health officials, and municipal leaders from across the Commonwealth.

In crafting this report, the Reopening Advisory Board and other state officials:

- Heard testimony from more than 75 business associations, labor unions, non-profits, and community coalitions that collectively represent more than 112,000 businesses and more than 2,000,000 employees
- Received and reviewed more than 4,600 written submissions from associations, businesses, and residents
- Engaged stakeholders and analyzed information in over 45 hours of Zoom meetings over the past 20 days



REOPENING MASSACHUSETTS

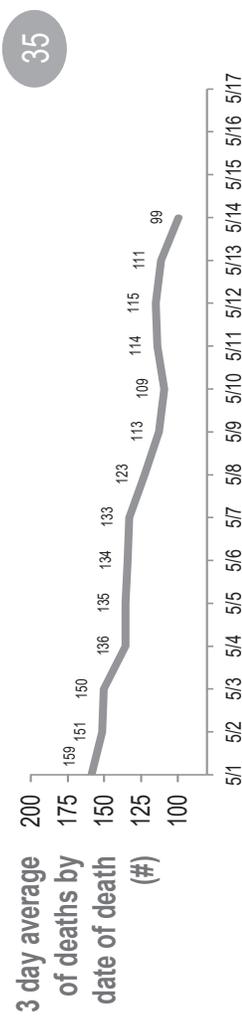
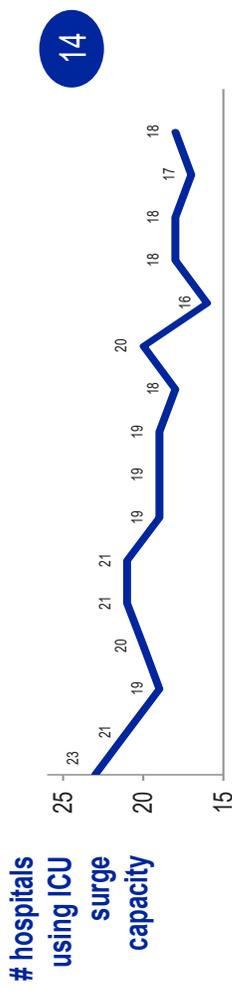
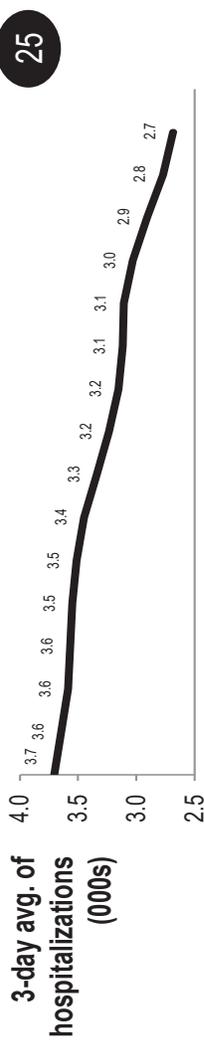
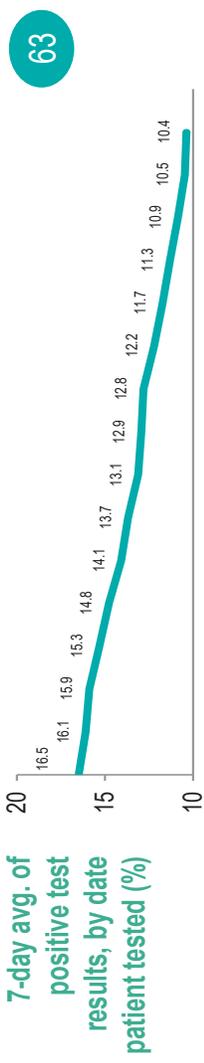
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REOPENING WILL BE DRIVEN BY PUBLIC HEALTH DATA

- Key public health metrics will determine if and when it is appropriate to proceed through reopening phases
- Public health data trends indicating significant increases in viral transmission could result in returning to prior phases or closing sectors of the economy

% decrease from 4/15



Source: MA COVID Command Center, May 2020

REOPENING MASSACHUSETTS

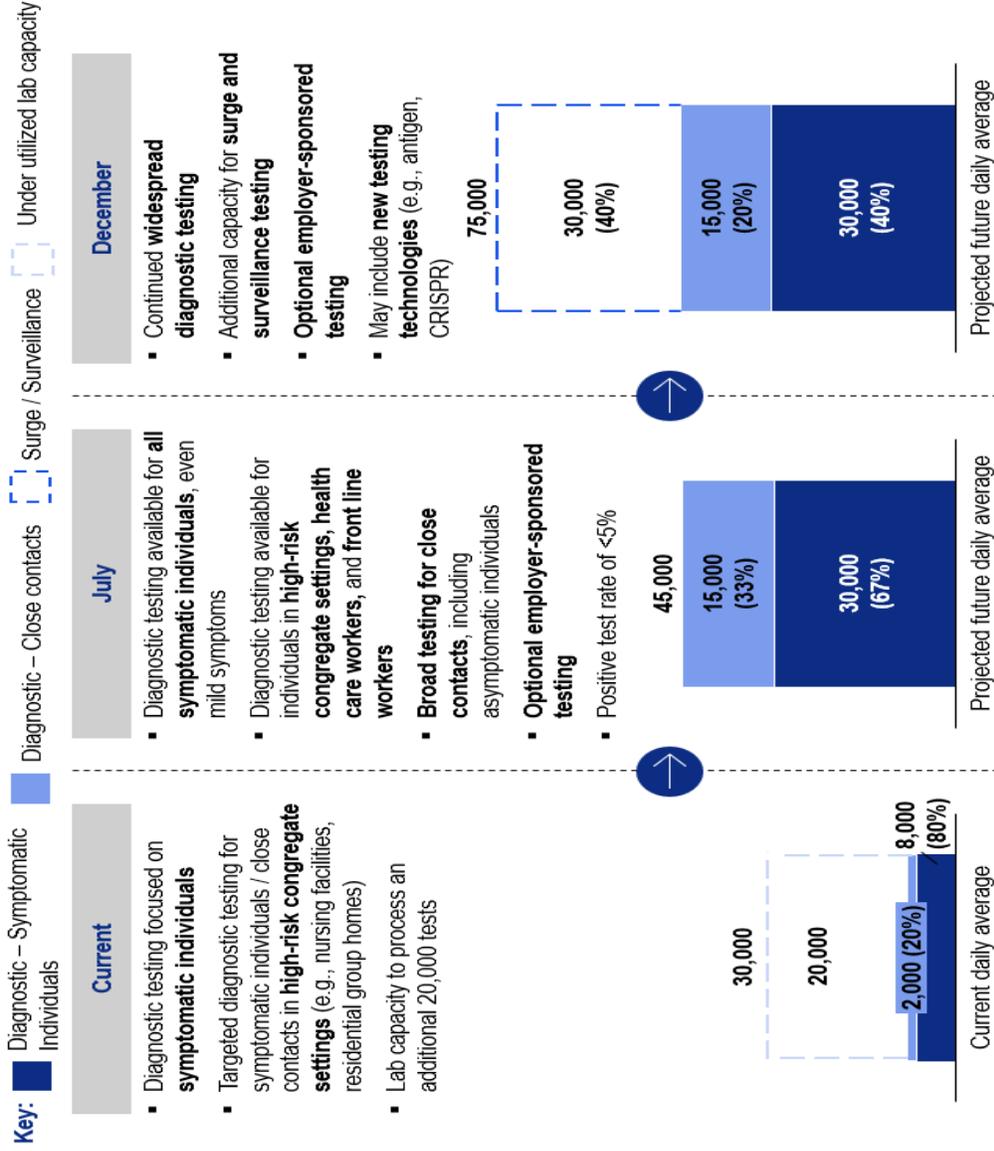
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MASSACHUSETTS TESTING & TRACING STRATEGY

- **Test:** Increase testing capacity and number of people tested so people with COVID-19 are aware of their diagnosis and can self-isolate
- **Trace:** Trace all contacts of people with COVID-19 to ensure safe quarantine and testing for those who need it
- **Isolate:** Minimize transmission by isolating and quarantining individuals with COVID-19 and their close contacts
- **Support:** Provide support so individuals can safely isolate and quarantine

Summary of daily testing estimates by population



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REOPENING WILL BE DRIVEN BY PUBLIC HEALTH DATA

Dashboard of public health indicators

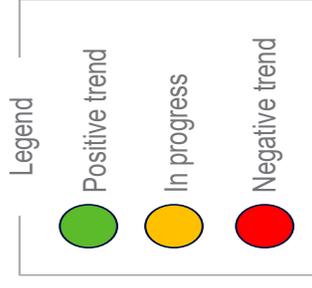
- Starting on May 18, the COVID-19 Command Center will give updates on six key public health indicators
- Before and during reopening, these metrics must continue to show progress

Below is the status as of **May 18, 2020**:

Indicator

Status

1	COVID-19 positive test rate	
2	Number of individuals who died from COVID-19	
3	Number of patients with COVID-19 in hospitals	
4	Healthcare system readiness	
5	Testing capacity	
6	Contact tracing capabilities	





REOPENING AND FIGHTING COVID-19

As we reopen the Massachusetts economy, the Baker-Polito administration will provide guidance that each sector, industry, and business must follow:



Social guidance

General social guidance

Guidance all individuals must follow to reduce the risk of new COVID-19 transmission:

- Cover your face
- Wash your hands
- Socially distance
- Be vigilant for symptoms
- Stay home if you feel sick



Business guidance

Mandatory Workplace Safety Standards

New standards for all workplaces that are designed to reduce the risk of new COVID-19 transmission to employees and customers

Sector-Specific Protocols and best practices

Additional safety standards and recommended best practices to reduce the risk of new COVID-19 transmission in specific industries (e.g. restaurants, construction, etc.)



REOPENING AND FIGHTING COVID-19

On May 18, the Baker-Polito administration issued the Safer At Home Advisory:

Cover – Wash – Distance – Vigilance

- ✓ People over the age of 65 and people who have underlying health conditions – who are at high risk for COVID-19 – should continue to stay home except for essential errands such as going to the grocery store and to attend to healthcare needs
- ✓ All residents are advised to leave home only for healthcare, worship and permitted work, shopping, and outdoor activities
- ✓ All residents are **REQUIRED** to cover their face when they cannot maintain six feet of social distance in public
- ✓ All residents are advised to wash their hands frequently for at least 20 seconds with soapy water
- ✓ All residents are advised to be vigilant, monitor for symptoms and stay home if you feel sick

What Safer At Home Means

- Only leave home for health care, permitted work, shopping, and outdoor activities
- When going to the pharmacy ask if you can fill your prescriptions for 90 days if possible; for some medications this is not allowed. If you are at high-risk, try to use a mail-order service
- Don't participate in close contact activities such as pick-up sports games
- Use remote modes of communication like phone or video chat instead of visiting friends or family who are high risk for COVID-19
- Refrain from visiting nursing homes, skilled nursing facilities, or other residential care settings
- Parents should limit play dates for children



REOPENING AND FIGHTING COVID-19

Mandatory Workplace Safety Standards for reopening

All businesses and activities, as they reopen, must meet the following minimum safety standards:

- **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 and ensure adequate supplies
 - Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site
- **Staffing and Operations**
 - Provide training for employees regarding the social distancing and hygiene protocols
 - Employees who are displaying 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 and 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

Note: Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28 and May 15, may remain open and have until May 25, 2020 to comply with these mandatory safety standards.

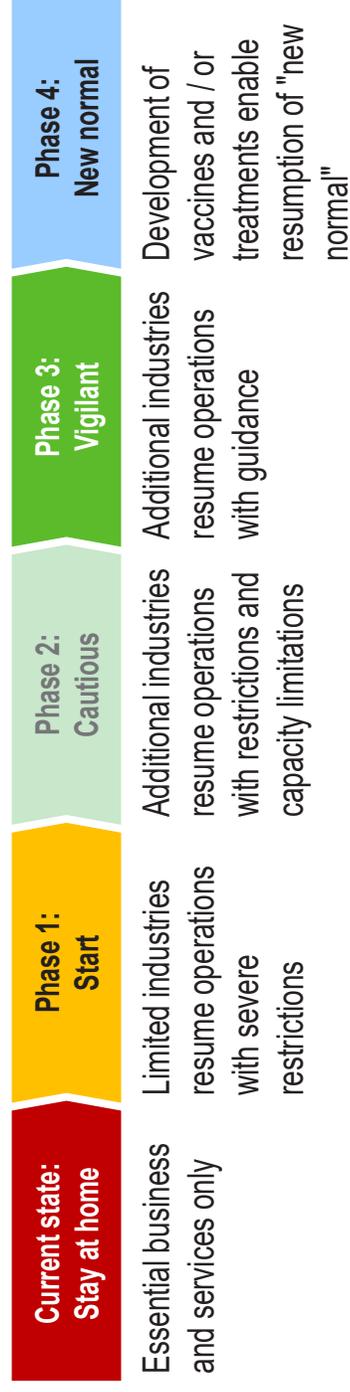
REOPENING MASSACHUSETTS

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REOPENING MASSACHUSETTS IN PHASES

The goal of this phased reopening plan is to methodically allow businesses, services, and activities to resume, while avoiding a resurgence of COVID-19 that could overwhelm our healthcare system and erase the progress we've made so far.



- **Each phase will last a minimum of three weeks and could last longer** before moving to the next phase
- **If public health data trends are negative**, specific industries, regions, and/or the entire Commonwealth may need to return to an earlier phase
- The Commonwealth will partner with industries to draft Sector-Specific Protocols in advance of future phases (example: restaurant specific protocols will be drafted in advance of Phase 2)
- **If we all work together to defeat COVID-19, we can proceed through each phase**



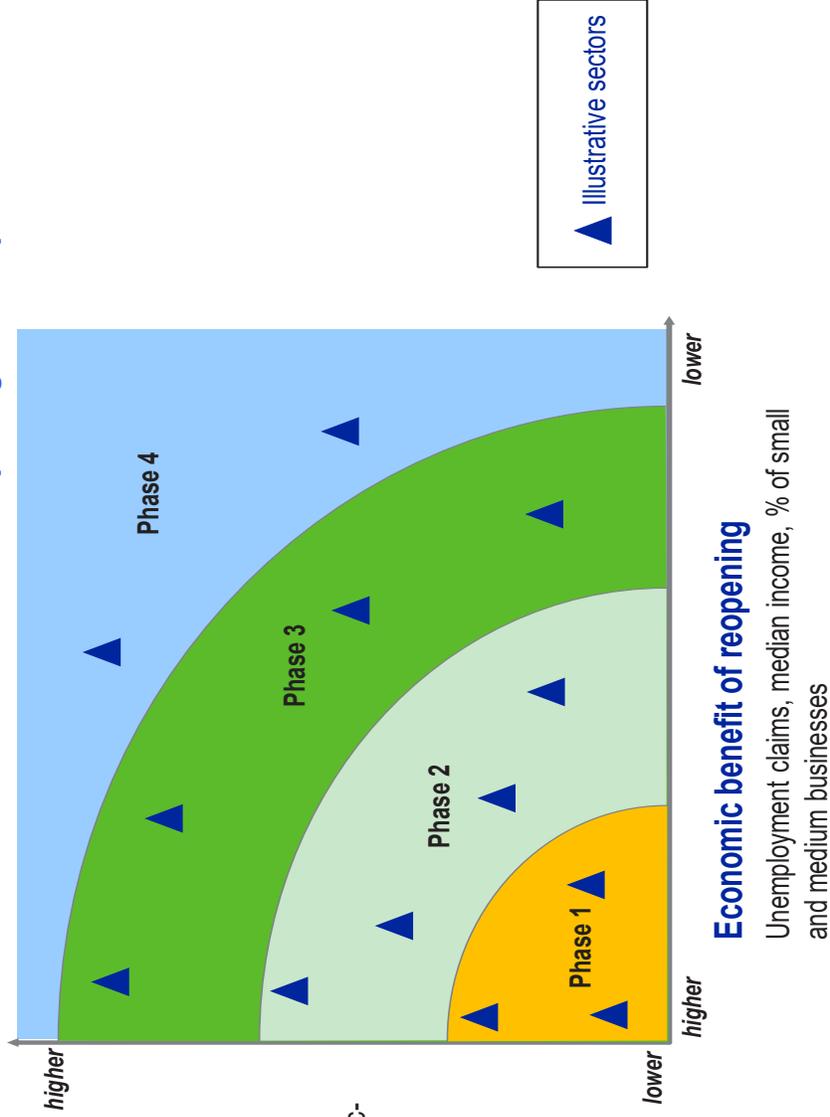
REOPENING MASSACHUSETTS IN PHASES

The Baker-Polito administration's data-driven approach to reopening the economy used a framework that considered the public health risk and the economic benefit of reopening each of the closed sectors of our economy. In addition to this framework, the Baker-Polito administration looked to what other states are doing, including our immediate neighbors and those that were similarly impacted by COVID-19.

Framework to inform which sectors should be considered for reopening in each phase:

Public health risk of reopening

Contact intensity, % of public-facing roles





REOPENING MASSACHUSETTS IN PHASES

Phased approach and reopening summary plan (I)



Social guidance

As residents of Massachusetts, we are all in this together. Across all phases of reopening, please:

- 
 Cover your face
- 
 Wash your hands
- 
 Socially distance
- 
 Be vigilant for symptoms
- 
 Stay home if you feel sick

High risk populations

As defined by the CDC

- High risk should work from home if possible, priority consideration for workplace accommodations
- High risk should work from home if possible, priority consideration for workplace accommodations (these could be adjusted depending on pending epidemiological evidence)
- High risk should work from home if possible, priority consideration for workplace accommodations
- High risk should work from home if possible, priority consideration for workplace accommodations (these could be adjusted depending on pending epidemiological evidence)
- Resume public interactions with physical distancing

Gathering size

- Gatherings of <10 people
- Gatherings of <10 people
- To be determined based on trends
- To be determined based on trends

Travel

- Stay at home advisory
- Safer at home advisory
- Business and recreational travel discouraged
- All travelers to MA urged to self-quarantine for 14 days
- All travelers to MA urged to self-quarantine for 14 days
- Travel resumes, continue to observe social guidance

Most certain

Degree of certainty given the progression of COVID-19

Least certain

REOPENING MASSACHUSETTS

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REOPENING MASSACHUSETTS IN PHASES

Phased approach and reopening summary plan (II)

	Current state: Stay at home	Phase 1: Start	Phase 2: Cautious	Phase 3: Vigilant	Phase 4: New normal
Worship	Gathering restrictions	On May 18 open with guidelines, outdoor services are encouraged	Open with updated guidelines, outdoor services are encouraged	Open with updated guidelines, outdoor services are encouraged	Full resumption of activity in the "new normal"
Business	Essential businesses only (Remain open across all phases with guidelines)	With restrictions, some capacity limitations, staggered start: On May 18 : <ul style="list-style-type: none"> • Essential business • Manufacturing • Construction 	Potentially updated guidance for Phase 1 businesses With restrictions and some capacity limitations: <ul style="list-style-type: none"> • Retail • Restaurants* • Lodging* • Additional Personal Services <ul style="list-style-type: none"> - e.g., Nail salons - e.g., Day spas 	Potentially updated guidance for Phase 1 & 2 businesses With restrictions and some capacity limitations: <ul style="list-style-type: none"> • Bars • Arts & Entertainment <ul style="list-style-type: none"> - e.g., Casinos - e.g., Fitness, gyms - e.g., Museums • All other business activities resume except for nightclubs and large venues 	Full resumption of activity (e.g., large venues and night clubs)
		On May 25 : <ul style="list-style-type: none"> • Lab space • Office space • Limited Personal Services <ul style="list-style-type: none"> - Hair - Pet grooming - Car washes • Retail <ul style="list-style-type: none"> - Remote fulfilment - Curbside pick-up 	On June 1 : <ul style="list-style-type: none"> • Office space: Boston 		

*Restaurant & Hospitality workgroup convened May 15 to develop procedures for opening.

Most certain

Degree of certainty given the progression of COVID-19

Least certain

REOPENING MASSACHUSETTS

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REOPENING MASSACHUSETTS IN PHASES

Phased approach and reopening summary plan (III)

	Current state: Stay at home	Phase 1: Start	Phase 2: Cautious	Phase 3: Vigilant	Phase 4: New normal
Health and human services	Emergency/Emergent needs only, telehealth encouraged	<p>On May 18, hospitals and community health centers:</p> <ul style="list-style-type: none"> Upon attestation can provide high priority preventative care, pediatric care and treatment for high risk patients and conditions <p>On May 25, additional health care providers:</p> <ul style="list-style-type: none"> Upon attestation can provide same limited services as above 	<p>Expand ambulatory in-person routine care:</p> <ul style="list-style-type: none"> Less urgent preventative services, procedures, and care (e.g., routine dental cleanings, certain elective procedures) Day programs (e.g., Adult Day Health, Day Habilitation, etc.) 		Full resumption of activity in the "new normal"
Recreation and outdoor	<p>Beaches only open for transitory activity with no parking</p> <p>Parks open with no services/facilities</p>	<p>On May 25, can open with guidelines:</p> <ul style="list-style-type: none"> Beaches Parks Drive-in theaters Some athletic fields and courts Many outdoor adventure activities Most fishing, hunting, and boating Outdoor gardens, zoos, reserves and public installations 	<p>Can open with guidelines:</p> <ul style="list-style-type: none"> Campgrounds Playgrounds and spray decks Public and community pools All athletic fields and courts with guidelines Youth sports in limited fashion 	<p>Can open with guidelines:</p> <ul style="list-style-type: none"> Additional activities and services Youth sports with games and tournaments (limited crowd sizes) 	Full resumption of all outdoor recreation and activities
Degree of certainty given the progression of COVID-19					Least certain

REOPENING MASSACHUSETTS

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REOPENING: PHASE 1 – START

The phased reopening gives businesses permission to reopen, but **reopening is not mandatory**. Businesses should refer to the Sector-Specific Protocols and best practices for detailed guidance on reopening and should follow a self-certification process.

Phase 1: Start

The following businesses will be eligible to reopen, subject to their ability to comply with all mandatory safety standards:

On May 18th

- **Essential businesses** stay open and continue to operate. Must comply with safety standards, and must self-certify by May 25, 2020
- **Manufacturing**
- **Construction**
- **Worship**
- **Hospitals and community health centers** who attest to specific public health/safety standards can provide high priority preventative care, pediatric care and treatment for high risk patients

On May 25th

- **Laboratory and life sciences facilities**
- **Offices, excluding those in City of Boston**; work from home strongly encouraged; businesses should restrict workforce presence to <25% maximum occupancy
- **Hair salons and barbershops** by appointment only
- **Pet grooming** by appointment only (curbside pet drop-off and pick-up)
- **Car washes** exterior car washing allowed
- **Recreation and outdoor** with guidelines
- **Other health care providers** who attest to specific public health/safety standards can provide high priority preventative care, pediatric care and treatment for high risk patients
- **Retail** remote fulfillment and curbside pickup

On June 1st

- **Offices in the City of Boston**, following applicable guidelines for the rest of the Commonwealth



HEALTH CARE

Effective May 18th, hospitals and community health centers who attest to meeting specific capacity criteria and public health/safety standards will be allowed to resume a limited set of in-person preventative, diagnostic and treatment services.

Effective May 25th, other health care providers who attest to meeting these standards may resume limited in-person services.

Services that may be performed are limited, **based on the provider's clinical judgment to (1) high-priority preventative services, including pediatric care, immunizations, and chronic disease care for high-risk patients and (2) urgent procedures that cannot be delivered remotely and would lead to high risk or significant worsening of the patient's condition if deferred.**

In order for the phased-in hospital expansion and non-hospital reopening, the following statewide metrics must be met. (1) 30% of hospital ICU beds (including staffed surge capacity) must be available. (2) 30% of total hospital beds (including staffed surge capacity) must be available.



Health care providers must meet the following requirements to reopen or expand services:

- Attest to public health standards and specific guidelines
- Adequate PPE on hand, reliable supply chain and other supplies and policies in place, not reliant on the state stockpile for PPE
- Infection control readiness (workflow, cleaning, social distancing, etc.)
- Workforce and patient screening and testing protocols
- Hospitals must have $\geq 25\%$ ICU and total bed capacity and reopen pediatric ICU and psychiatric beds if they had been repurposed for surge capacity



When making a clinical determination, providers (hospital, physician, other health care provider) are limited by the following criteria:

- The procedure cannot be provided through telehealth
- The service must be a high-priority preventative service including pediatric care and immunizations
- The procedure must be urgent and cannot be delivered remotely and could lead to high risk or significant worsening of the patient's condition if deferred

REOPENING MASSACHUSETTS

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REOPENING: PHASE 1 – START

Mandatory self-certification for businesses

In order to reopen, businesses **must** develop a written COVID-19 Control Plan outlining how its workplace will prevent the spread of COVID-19. Required Materials are located on mass.gov/reopening, and include:



COVID-19 control plan template

Businesses may complete a template, available on the mass.gov/reopening, to fulfill this requirement. This plan **does not need to be submitted** to a state agency for approval, but must be retained on the premises of the business and be provided in the event of an inspection.



Compliance attestation poster

Businesses are required to sign a poster, attesting that they have completed a COVID-19 control plan, and post it in an area within the business premises that is visible to employees and visitors.



Employer



Worker

Other posters

Businesses are required to post signs and posters describing the rules for maintaining social distancing, hygiene protocols, cleaning, and disinfecting.

Note: All reopening businesses must meet these requirements before reopening. Businesses that are designated as essential may remain open but are required to complete these steps by May 25, 2020.

REOPENING MASSACHUSETTS

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CARING FOR CHILDREN

The Commonwealth's mission in reopening is to increase access to childcare and youth programs, protect children and staff, and reduce the spread of COVID-19. Child care and summer recreation camps will reopen in a phased approach. The Departments of Early Education and Care and Public Health are developing guidelines that balance families' need for child care with health and safety. The initial reopening plan will focus on families who have no safe alternative to group care by increasing emergency child care capacity. EEC will also partner with industries returning to work to develop options specific to their workplaces.

Since March, **emergency child care** has been available to children of workers, with extra virus mitigation protocols



Childcare operating at reduced capacity and on an emergency basis for children of workers with no safe alternative to group care during Phase 1.



Implemented virus mitigation protocols including social distancing, cleaning and disinfecting, group ratio changes, isolation and contact tracing protocols, and extra staffing.



We continually solicit feedback from providers about operational support needed to reopen.

Going forward, we are continuing to tailor strategies to ensure **safe child care** and **recreational summer camp** options for Massachusetts families



Prioritizing safe child care options for workers with no safe alternative to group care. Leveraging and building capacity across the emergency child care system.



Partnering with industries returning to work as part of this reopening plan to ensure responsive, innovative options targeted to specific workplaces.



Opening on a phased basis recreational day camps in Phase 2 and residential camps in Phase 3.



Releasing detailed guidelines in the coming weeks.



TRANSIT (I)

The MBTA has been and will continue to implement measures to slow the spread of COVID-19 across the system to keep employees and riders safer.

While public transportation unavoidably creates some risk of transmission, the MBTA, riders and employers can significantly reduce that risk by working together:



Riders are required to wear masks and must make efforts to distance. Riders are asked to avoid riding transit if they are exhibiting symptoms of COVID-19.



Employers are encouraged to stagger schedules and implement work from home policies to reduce demand, especially during rush hours.



The MBTA will continue to take protective and preventative measures such as frequently disinfecting and cleaning vehicles and stations and providing protective supplies to workers.

To mitigate risk while providing appropriate levels of service, the MBTA will:



Support the transit needs of essential workers and those returning to the workplace in Phase 1 while continuing with limited service to maximize employee and rider safety.



Ramp up to a modified version of full service by Phase 3, although social distancing efforts will limit effective capacity on vehicles even after full service schedules are restored.



Actively communicate public health guidance and schedule adjustments in-station, online, and over social media.



TRANSIT (II)



	Current state: Stay at home	Phase 1: Start	Phase 2: Cautious	Phase 3: Vigilant	Phase 4: New normal
Bus	Adapted Saturday schedule	Unchanged	Additional service for high demand bus routes as staffing permits	Resume full 2020 schedule, as staffing permits. Add service to high demand routes	Resume FY20 full schedule/ possible peak addition**
Subway / Blue	Adapted Saturday schedule	Unchanged	FY20 full schedule	FY20 full schedule	FY20 full schedule
Subway/ Red	Saturday schedule	Unchanged	Increased service (shorter time between trains)	FY 20 full schedule	FY20 full schedule
Subway/ Orange	Saturday schedule	Unchanged	Increased service (shorter time between trains)	FY 20 full schedule	FY20 full schedule
Green Line	Saturday schedule	Unchanged	Increased service (shorter time between trains)	FY20 full schedule as staffing permits	FY20 full schedule
Commuter Rail	Reduced schedule	Unchanged	Additional trains including off-peak on Fairmount Line	Modified FY20 full schedule*	Modified FY20 full schedule*
Ferries	Closed	Unchanged	Reopen with reduced service	FY20 full schedule	FY20 full schedule

Most certain

Degree of certainty given the progression of COVID-19

Least certain

* FY20 schedule modified, where feasible, to reflect changed travel patterns in COVID-19 new normal and workforce availability

** MBTA has 60 buses on order so possible peak additions could add those buses to schedule, dependent on workforce availability

REOPENING MASSACHUSETTS

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HYGIENIC AND PROTECTIVE SUPPLIES

In order to operate, all Massachusetts businesses will need to meet the Mandatory Workplace Safety Standards and relevant Sector-Specific Protocols published by the state.

The state has developed a **guide to educate** business owners on what supplies are needed to return to workplaces, and a **portal to connect** businesses with manufacturers and distributors.

Educational materials will be provided to define how an employer should prepare their work spaces to reopen and **what** products are appropriate for employees to protect themselves at work. **Medical grade face coverings are not necessary for non-health care workers**



Guidance on protective supplies, including, but not limited to:

- What can be used as a **face covering** and how to wear it safely
- When are gloves necessary for employees, and how to **wash your hands**

Disinfecting and sanitizing guidance and which materials to use, including, but not limited to:



- Disinfecting wipes/spray
- Sanitizing wipes/spray
- Hand sanitizer

Access supply vendors on [mass.gov/reopening](https://www.mass.gov/reopening)

A **searchable portal** has been launched to **connect** Massachusetts businesses in need of supplies with manufacturers whom are actively producing and selling hygienic and protective materials in the Commonwealth



Contact and product information for vendors who have or have had a contract with the Commonwealth.



Contact and product information for manufacturers that have pivoted to produce hygienic or protective supplies as part of the M-ERT process.

Manufacturing **Emergency Response Team**



Massachusetts manufacturers



Graduated M-ERT companies



Million pieces of PPE to date



K-12 SCHOOLS

As previously announced, Massachusetts' K-12 school buildings will remain closed through the end of the 2019-20 school year, with remote teaching and learning in place. Schools will continue offering essential non-educational services to their communities. Plans are being made for the summer learning programs and 2020-21 school year and will be shared with the public in the weeks to come.



K-12 school buildings will remain closed through the end of the 2019-20 school year

Potential for limited exceptions to be announced at a later date.



Remote teaching and learning should continue through the end of the 2019-20 school year

As previously announced.



Schools should continue offering essential non-educational services

Examples include take-out and food delivery to students and families.



Plans for the summer and 2020-21 school year are being developed and will be announced soon

We are developing plans for summer learning programs and the next school year and closely tracing the progression of the virus as part of the reopening process.



HIGHER EDUCATION

Massachusetts' diverse higher education institutions continue to foster teaching, learning, student support, and essential research remotely throughout this time. They are working together and in partnership with the state to ensure a safe and gradual return to campus life. In the upcoming weeks, institutions will develop customized reopening plans to ensure the safety of their communities.

Four key principles will guide the return to campus life for Massachusetts' higher education institutions



Protect the health and safety of students, faculty, staff and people in surrounding communities.



Enable students to make meaningful progress towards their educational goals.



Contribute to research and innovation.



Minimize adverse economic impact on families, employees and the Massachusetts economy.

Institutions will craft their own campus reopening plans for each phase, to be implemented once common key enablers are met

In all phases: Safety guidelines and health monitoring protocols will be implemented throughout all elements of campus life – including classrooms, housing, dining, facilities and services.

In Phase 1: Higher education institutions can repopulate **research laboratories and medical, dental, veterinary and allied health clinical education and services, and restart functions** necessary to prepare campuses to reopen. All activities must observe applicable social distance guidance.

In Phases 2 and 3: Following public health guidance, each institution will develop its own plans for course delivery which will likely involve a combination of in-person and remote learning in order to allow for social distancing on campus.



For more information: www.mass.gov/reopening

- More detailed information on businesses, services, and activities that will open in each phase
- Resources for employers and employees
 - Mandatory Workplace Safety Standards
 - Sector-Specific Protocols and best practices
 - Template COVID-19 control plans and workplace posters
- Copies of this presentation, as well as additional information about the Reopening Advisory Board



THANK YOU

We'd like to thank the Reopening Advisory Board and the numerous other stakeholders for their input in developing this report

Reopening Advisory Board:

Co-Chairs:

- Karyn Polito – Lieutenant Governor
- Mike Kennealy – Secretary, Executive Office of Housing and Economic Development

Members:

- Aron Ain – CEO, Kronos Inc & Ultimate Software
- Joe Bahena – Senior Vice President, Joseph Abboud Manufacturing
- Monica Bharel MD, MPH – Commissioner of the Massachusetts Department of Public Health
- Kathryn Burton – Chief of Staff, City of Boston
- Steve DiFillippo – CEO, Davio's Restaurants
- Pamela Everhart – Head of Regional Public Affairs and Community Relations, Fidelity Investments
- Wendy Hudson – Owner, Nantucket Book Partners / Co-Founder, Cisco Brewers
- Mark Keroack – MD, MPH, President & CEO, Baystate Health
- Nicole LaChapelle – Mayor, City of Easthampton
- Laurie Leshin – Ph.D., President, Worcester Polytechnic Institute
- Linda Markham - President, Cape Air
- Girish Navani – CEO and Co-Founder, eClinicalWorks
- Stephanie Pollack – Secretary of Transportation
- Daniel Rivera – Mayor, City of Lawrence
- Corey Thomas – CEO, Rapid 7
- Rochelle Walensky – MD, MPH, Massachusetts General Hospital
- Carlo Zaffanella – Vice President and General Manager, Maritime & Strategic Systems, General Dynamics Mission Systems



OTHER RESOURCES

COVID-19 Updates and Information –
<https://www.mass.gov/info-details/covid-19-updates-and-information>

COVID-19 Prevention and Treatment –
<https://www.mass.gov/info-details/covid-19-prevention-and-treatment>

COVID-19 Resources and Guidance for Businesses –
<https://www.mass.gov/info-details/covid-19-resources-and-guidance-for-businesses>

COVID-19 Response Reporting –
<https://www.mass.gov/info-details/covid-19-response-reporting>

Guidance: Wear a Mask In Public (Issued May 1, 2020) –
<https://www.mass.gov/news/wear-a-mask-in-public>

Mandatory Workplace Safety Standards –
<https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces>

Travel Information Related to COVID-19 –
<https://www.mass.gov/info-details/travel-information-related-to-covid-19#travel-to-massachusetts>

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REOPENING MASSACHUSETTS
Guidance for industries on the reopening plan
As of May 18, 2020

The following detailed commentary is related to the Executive Order signed by Governor Baker on May 18, 2020. This document is intended to provide additional information on businesses and activities summarized in the Reopening Massachusetts report. This is not an exhaustive list of all possible businesses that can open in each phase; it may be updated from time to time.

For additional information please visit the Reopening Massachusetts website <https://www.mass.gov/reopening>

Unless otherwise stated, businesses expected to be allowed to open in future phases will be subject to certain limitations and guidelines that will be provided at a later date. All businesses are required to follow Mandatory Workplace Safety Standards and Sector specific safety protocols and best practices. All of this information is subject to revision based on the latest public health data.

Businesses

Category	When you can reopen	Additional comments
All businesses deemed essential by previous orders	Currently allowed	These businesses will be required to comply with Mandatory Workplace Safety Standards and any applicable sector specific safety protocols / best practices by May 25, 2020.
Banks	Currently allowed	These businesses will be required to comply with Mandatory Workplace Safety Standards and any applicable sector specific safety protocols / best practices by May 25, 2020.
Financial services	Currently allowed	These businesses will be required to comply with Mandatory Workplace Safety Standards and any applicable sector specific safety protocols / best practices by May 25, 2020.
In house services (such as nannies, babysitting)	Currently allowed	These businesses will be required to comply with Mandatory Workplace Safety Standards and any applicable sector specific safety protocols / best practices by May 25, 2020.
Real estate open houses	Currently allowed with restrictions	These businesses will be required to comply with Mandatory Workplace Safety Standards and any applicable sector specific safety protocols / best practices by May 25, 2020.
Construction	Phase 1 – May 18	All construction businesses, please refer to detailed guidance for reopening
Firearm retailers and shooting ranges	Phase 1 – May 18	

Category	When you can reopen	Additional comments
Home remodeling	Phase 1 – May 18	All construction businesses, please refer to detailed guidance for reopening (includes guidance for remodeling in 1-3 family residences)
In home installations	Phase 1 – May 18, construction related Phase 2 – non construction related	Construction related – e.g., painting, repairs, etc. Non construction related – e.g., carpet installation, home theaters, security systems
Manufacturing	Phase 1 – May 18	All manufacturing businesses, please refer to detailed guidance for reopening
Places of worship	Phase 1 – May 18	Please refer to detailed guidance for reopening
Auto dealers and wholesalers	Phase 1 – May 25 for curbside pickup and delivery only Phase 2 – browsing inside the showroom with restrictions	Follow guidelines for non-essential retail and car dealerships found in the Essential Services FAQ
Car washes	Phase 1 – May 25	Please refer to detailed guidance for reopening
Drive-in movie theaters	Phase 1 – May 25	These businesses must follow Mandatory Workplace Safety Standards.
Hair salons / barbershops	Phase 1 – May 25	Please refer to detailed guidance for reopening
General office spaces	Phase 1 - May 25 except City of Boston Phase 1 – June 1 City of Boston	Please refer to detailed guidance for reopening
Lab space	Phase 1 – May 25	Please refer to detailed guidance for reopening
Libraries	Phase 1 – May 25 for curbside pickup and delivery only Phase 2 – browsing inside the Library with restrictions	
Pet grooming	Phase 1 – May 25	Please refer to detailed guidance for reopening
Retail (such as clothing stores, toy stores, jewelry stores, nurseries and garden centers that don't sell food products, adult use cannabis stores)	Phase 1 – May 25 for curbside pickup and delivery only Phase 2 – browsing inside the store with restrictions	
Casinos	Hotel & Restaurants – Phase 2 Gaming area – Phase 3 Theaters / arenas – Phase 3/4	Casinos and hotels attached to them should follow the guidelines for each section of the property (e.g. hotel, restaurants, etc.).

Category	When you can reopen	Additional comments
Driving schools	Currently allowed to offer classroom instruction online Phase 2 – behind-the-wheel training or observation of another student driver	RMV developing comprehensive guidance for permit testing, road tests and driving schools
Hotels and accommodations (including short-term / private vacation rentals by owner)	Currently open to provide services to essential workers and vulnerable populations. Phase 2 – reopen to serve other guests with restrictions	We are actively considering whether additional guidance will be provided to hotels/lodging before Phase 2
Other personal services (such as nail salons, day spas, massage therapy, tattoo parlors, electrolysis studios)	Phase 2	
Restaurants	Phase 1 – can continue to offer takeout and delivery options Phase 2 – can begin opening dining areas	We are actively considering whether additional guidance will be provided to restaurants before Phase 2
Amusement parks	TBD – either Phase 3 or 4	
Bars	Phase 3	Bars are defined as establishments that only serve alcohol and do not have kitchen areas that prepare food on-site.
Gyms, fitness studios	Phase 3	Evaluating earlier opening of personal training and outdoor classes
Movie theatres	Phase 3	
Museums	Phase 3	
Performance venues (such as concert halls, theatres)	Phase 3	Large performance venues are an exception and will open in Phase 4 following guidance for other large venues. Some outdoor performance venues may begin opening in Phase 2.
Large venues (such as arenas, stadiums, night clubs, race tracks, other sports venues)	Phase 4	In process of determining what qualifies as a large venue. Sports without spectators TBD
Flight schools	TBD – not Phase 1	Comprehensive plan is being developed

Recreation & outdoors

Category	When you can reopen	Additional comments
Beaches	Currently allowed for transitory activity only, will open for more activities in Phase 1 – May 25	Please refer to detailed guidance for reopening
Golf	Currently allowed with restrictions	Continue to follow guidance outlined in the Essential Services FAQ
Parks	Currently open, but services/facilities will reopen in Phase 1 – May 25	Please refer to detailed guidance for reopening
Fishing, hunting and boating	Phase 1 – May 25	Please refer to detailed guidance for reopening
Outdoor adventure activities (including ski area summer activities, zip-lines, and mountain biking)	Phase 1 – May 25	Please refer to detailed guidance for reopening
Outdoor gardens, zoos, reserves and public installations	Phase 1 – May 25	Please refer to detailed guidance for reopening
Other outdoor recreation (such as miniature golf, go karts, batting cages)	Phase 2	
Outdoor performances	Some activities in Phase 2	
Summer camps	Phase 2 – recreational day camps Phase 3 – residential camps	
Youth sports	Some activities in Phase 2	
Other indoor recreation (such as indoor batting cages, indoor go karts)	Phase 3	
Sightseeing (such as bus tours, duck tours, harbor cruises, whale watching)	Phase 3	
Tours	Phase 3	
Historical sites	TBD – not Phase 1	Comprehensive tourism plan is being developed
Cruise ships	N/A	Operating under federal guidance, No Sail order currently in effect

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



MANDATORY SAFETY STANDARDS



A. ENFORCEMENT AND OVERSIGHT

A site-specific COVID-19 Officer (who may also be the Health and Safety Officer) shall be designated for every site except as provided below for construction and remodeling in 1-3 family residences

Except as provided below for construction and remodeling in 1-3 family residences, the Contractor's site-specific project COVID-19 Officer shall submit a written daily report to the Owner's Representative. The COVID-19 Officer shall certify that the contractor and all subcontractors are in full compliance with sections B to D, inclusive (the "COVID-19 Construction Safety Guidance")

For large, complicated construction projects a city or town may additionally require the Owner to develop and submit a site-specific risk analysis and enhanced COVID-19 safety plan, which may include additional requirements to address risks specific to the project or type of project. The city or town shall review and approve such plan and may require such projects to pause construction until such a risk analysis and plan is submitted and approved. Once such an enhanced COVID-19 safety plan is approved, a violation of the plan shall be treated the same as a violation of the COVID-19 Construction Safety Guidance

For all projects undertaken, managed or funded by a state agency or authority there shall be joint enforcement responsibility between the project's public Owner and the city or town where the project is located. The Owner of a public project has the lead responsibility for compliance and enforcement including frequent on-site inspections by an employee or contractor of the state agency or authority who is familiar with the COVID-19 Construction Safety Guidance and is authorized to enforce that guidance and shut down work at the site if violations are found. The Owner of the project is required to notify the municipality where the work is taking place whenever a site is shut down or of any violations of the COVID-19 Construction Safety Guidance and the resulting corrective action plan, as well as to provide copies of the COVID-19 Officer's written daily reports upon request. While the public Owner has the lead responsibility for enforcement, cities and towns retain the authority to take enforcement action against public projects found not in compliance with the COVID-19 Construction Safety Guidance, including the authority to order the project to shut down until a corrective action plan is developed, approved and implemented

Cities and towns are authorized to enforce the COVID-19 Construction Safety Guidance using their public health staff, building inspectors or any other appropriate official or contractor

Cities and towns may enforce the safety and distance protocols including, if multiple violations are found, requiring the Owner and / or Contractor to safely secure the site and pause construction activities until a corrective action plan is prepared, submitted and approved by the city or town

The city or town may require the Owner of a large, complicated private project to pay for an independent, third party inspector or inspection firm (or to pay into a pool to pay for such inspections). The third party inspector shall be accountable solely to the city or town and shall be responsible for enforcement on behalf of the city or town. A city or town may require private projects to pause construction until such a third-party inspector has been secured



B. EMPLOYEE HEALTH PROTECTION

ZERO TOLERANCE FOR SICK WORKERS REPORTING TO WORK. IF YOU ARE SICK, STAY HOME! IF YOU FEEL SICK, GO HOME! IF YOU SEE SOMEONE SICK, SEND THEM HOME!

If you are exhibiting any of the symptoms below, you are to report this to your supervisor (via phone, text or email) right away, and head home from the job site or stay home if already there

If you notice a co-worker showing signs or complaining about such symptoms, he or she should be directed to their supervisor (via phone, text or email) and asked to leave the project site immediately

COVID-19 Typical Symptoms include fever, cough, shortness of breath and sore throat

Self-certify prior to shift

Prior to starting a shift, each employee will self-certify to their 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 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic
- Have not been asked to self-isolate or quarantine by their doctor or a local public health official

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



MANDATORY SAFETY STANDARDS



B. EMPLOYEE HEALTH PROTECTION

General On-the-Job Guidance to Prevent Exposure & Limit the Transmission of the Virus

- No handshaking
- Wash hands often with soap for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol
- Contractor and State Agency Field Offices are locked down to all but authorized personnel
- Each jobsite should develop cleaning and decontamination procedures that are posted and shared. These Procedures must cover all areas including trailers, gates, equipment, vehicles, etc. and shall be posted at all entry points to the sites, and throughout the project site
- A "No Congregation" policy is in effect, individuals must implement social distancing by maintaining a minimum distance of 6-feet from other individuals
- Avoid face to face meetings – critical situations requiring in-person discussion must follow social distancing
- Conduct all meetings via conference calls, if possible. Do not convene meetings of more than 10 people. Recommend use of cell phones, texting, web meeting sites and conference calls for project discussion
- All individual work crew meetings / tailgate talks should be held outside and follow social distancing
- Please keep all crews a minimum of 6 feet apart at all times to eliminate the potential of cross contamination
- At each job briefing / tool box talk, employees are asked if they are experiencing any symptoms, and are sent home if they are
- Each jobsite should have laminated COVID-19 safety guidelines and handwashing instructions
- All restroom facilities / porta-potties should be cleaned and handwashing stations must be provided with soap, hand sanitizer and paper towels
- All surfaces should be regularly cleaned, including surfaces, door handles, laptops, etc.
- All common areas and meeting areas are to be regularly cleaned and disinfected at least once a day but preferably twice a day
- Be sure to use your own water bottle, and do not share
- To avoid external contamination, we recommend everyone bring food from home
- Please maintain Social Distancing separation during breaks and lunch
- Cover coughing or sneezing with a tissue, then throw the tissue in the trash and wash hands, if no tissue is available then 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!

Work Site Risk Prevention Practices

- At the start of each shift, confirm with all employees that they are healthy
- We will have a 100% glove policy from today going forward. All construction workers will be required to wear cut-resistant gloves or the equivalent
- Use of eye protection (safety goggles / face shields) is recommended
- In work conditions where required social distancing is impossible to achieve affected employees shall be supplied PPE including as appropriate a standard face mask, gloves, and eye protection
- All employees should drive to work site / parking area in a single occupant vehicle. Contractors / State staff should not ride together in the same vehicle
- When entering a machine or vehicle which you are not sure you were the last person to enter, make sure that you wipe down the interior and door handles with disinfectant prior to entry
- In instances where it is possible, workers should maintain separation of 6 feet from each other per CDC guidelines
- Multi person activities will be limited where feasible (two person lifting activities)



MANDATORY SAFETY STANDARDS



B. EMPLOYEE HEALTH PROTECTION

- Large gathering places on the site such as shacks and break areas will be eliminated and instead small break areas will be used with seating limited to ensure social distancing
- Contact the cleaning person for your office trailer or office space and ensure they have proper COVID- 19 sanitation processes. Increase their cleaning visits to daily
- Clean all high contact surfaces a minimum of twice a day in order to minimize the spread of germs in areas that people touch frequently. This includes but is not limited to desks, laptops and vehicles

Wash Stations

- All site-specific projects with outside construction sites without ready access to an indoor bathroom **MUST** install Wash Stations
- Install hand wash stations with hot water, if possible, and soap at fire hydrants or other water sources to be used for frequent handwashing for all onsite employees
- All onsite workers must help to maintain and keep stations clean
- If a worker notices soap or towels are running low or out, immediately notify supervisors
- Garbage barrels will be placed next to the hand wash station for disposal of tissues / towels

Do all you can to maintain your good health by: getting adequate sleep; eating a balanced, healthy diet, avoid alcohol; and consume plenty of fluids

Please Note: This document is not intended to replace any formalized procedures currently in place with the General Contractor

Where these guidance does not meet or exceed the standards put forth by the General Contractor, everyone shall abide by the most stringent procedure available

A site-specific COVID-19 Officer (who may also be the Health and Safety Officer) shall be designated for every site

The Contractor's site specific project COVID-19 Officer shall submit a written daily report to the Owner's Representative. The COVID-19 Officer shall certify that the contractor and all subcontractors are in full compliance with these guidelines

Any issue of non-compliance with these guidelines shall be a basis for the suspension of work. The contractor will be required to submit a corrective action plan detailing each issue of non-conformance and a plan to rectify the issue(s). The contractor will not be allowed to resume work until the plan is approved by the Owner. Any additional issues of non-conformance may be subject to action against the contractor's prequalification and certification status

Limiting Exposures

Workers should follow the General On-the-Job Guidance to Prevent Exposure & Limit the Transmission of the Virus of the COVID-19 Employee Health, protection, guidance and prevention guide

In addition, Contractors should advise workers of best practice to limit exposures off the construction site

When leaving a construction site for breaks, lunch, or other reasons are required to wash hands with soap for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% ethanol or 70% isopropanol before leaving the site and must maintain social distancing and wear face coverings if traveling to other locations off the construction site. Frequent use of handwashing or alcohol-based hand sanitizers should be encouraged and handwashing facilities and / or alcohol-based hand sanitizers should be made readily available at work sites



C. CONSTRUCTION AND REMODELING IN 1-3 FAMILY RESIDENCES

For construction and remodeling work in 1-3 family residential constructions, section B shall be modified as follows:

- The contractor does not need to designate a site-specific COVID-19 Officer (who may also be the Health and Safety Officer) for every site if there are 5 or less workers at the site at any given time. Instead, the contractor may designate a COVID-19 Officer for all such small sites in a given city or town who shall be in daily contact with each of the sites to ensure that the contractor and all subcontractors are in full compliance with this safety guidance. This COVID-19 safety officer shall prepare a written daily report covering all the small sites in each city or town and make a copy of that report available to a municipal official and / or the owner of the residence upon request
- If the project has restroom facilities / porta-potties they must be cleaned and handwashing stations must be provided with soap, hand sanitizer and paper towels. For outside construction sites without ready access to an indoor bathroom, the contractors must either install Wash Stations with hot water, if possible, and soap at fire hydrants or other water sources to be used for frequent handwashing for all onsite employees or provide each employee and subcontractor with a sufficient quantity of hand sanitizer to allow for frequent handwashing



MANDATORY SAFETY STANDARDS



D. WORKER INFECTION PROTOCOL

As stated above, there is a zero tolerance for sick workers reporting to work. Employees should be instructed that even those with mild symptoms of respiratory infection (cough, shortness of breath, sore throat) or fever should stay off work. Contractors shall take immediate steps to limit infections at the job site in the event that a worker discovered to have tested positive for COVID-19 or has COVID-19 related symptoms

Although it is understood that contractors are enforcing Work Site Risk Prevention Practices including social distancing rules and use of PPE, consistent with guidelines it is also recognized that there may be occasions where someone who has tested positive for COVID-19 or who has COVID-19 symptoms has been present in a work area

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, vendors, visitors, and others at a worksite

Identification of Exposure

The Contractor shall direct workers with COVID-19 related symptoms to leave the jobsite immediately and contact their healthcare provider. The Massachusetts Department of Health (DPH) or a local board of health will make appropriate notifications to those who had direct prolonged contact with the COVID-19 positive workers

The Contractor shall work with the local board of health to identify any potential job site exposures, including:

- Other workers, vendors, inspectors, or visitors to the work site with close contact to the individual
- Work areas such as supply cabinets and designated work stations or rooms
- Work tools and equipment
- Common areas such as break rooms and tables, vending machines, and sanitary facilities

Notification and Quarantine Requirements

As provided by law, the identity of the worker must be kept confidential

Upon learning of an infection, the contractor must immediately notify the designated COVID-19 safety officer, the site safety officer, and the owner

Sanitation Requirements

After a worker with COVID-19 related symptoms has been asked to leave the job site, the contractor shall take immediate steps to sanitize common areas and direct work places. This includes all on-site bathrooms facilities, any break facilities, and any other common areas on the job site that may have been in close contact with the infected worker

Sanitation will be conducted with personnel, equipment, and material approved for COVID-19 sanitization

Identified areas should remain isolated from workers until sanitation process has been completed and area is deemed safe for use

Returning to Work

All impacted workers should follow CDC and DPH recommended steps concerning return to work. Workers who are considered close contacts to a COVID-19 case by public health authorities should not return for 14 days and are subject quarantine by public health

Workers who leave during the work day due to COVID-19 symptoms and develop COVID-19 as confirmed by laboratory testing or diagnosis by a healthcare provider shall not return to the site until either released from isolation by healthcare provider or public health official

In All Cases

- Keep all employee names confidential as required by law
- Other employees may be sent home while a workspace is being cleaned but will return to work after cleaning unless advised otherwise by a health care provider
- Other employees should be asked to contact their health provider if they have any questions
- Remind other employees to continue to practice proper sanitation and monitor for flu like symptoms



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure separation of 6 feet or more between individuals at fixed working positions unless this distance is unsafe due to the particular nature of the manufacturing work or the configuration of the workspace

Reengineer workstations to increase distance between workers; install visual distancing markers on workstations to delineate 6 feet separations; place markers throughout facility to guide movement of individuals. Close or reconfigure worker common spaces and high density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow physical distancing

Cafeterias must practice physical distancing and appropriate hygiene measures and should operate with only packaged food

Stagger lunch and break times, regulating max number of people in one place and ensuring at least 6 feet of physical distancing during any meeting

Face coverings are required for all workers, except where doing so may introduce a safety hazard to workers or where an individual is unable to wear a face covering due to a medical condition or disability

Minimize the use of confined spaces (e.g., elevators, control rooms, vehicles) by more than one individual at a time; all workers in such space at the same time are required to wear face coverings

Physical partitions separating workstations must be installed for areas that cannot be spaced out (partitions must be taller than a standing worker)

Recommended best practices

Designate assigned working areas (e.g., floor, building, factory zone) to individuals where possible to limit movement throughout the facility and limit contact between workers

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands to frequently; 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

Post visible signage throughout the site to remind workers of the hygiene and safety protocols



STAFFING & OPERATIONS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission

Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas, outside the facility if possible

Log everyone who comes in contact with site to enable contact tracing, including temporary visitors (e.g., those doing material drop-offs)

Workers must stay home if feeling ill

If the employer is notified of a positive case at the workplace, the employer shall notify the Local Board of Health (LBOH) 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

Recommended best practices

Facilities with highly manual work should reopen in gradual / phased approach, adjusting operations and work scheduling (working teams with different schedules or designated staggered arrival / departure time) to reduce density in the facility, minimize contact across workers and prevent congestion

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

Encourage workers 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 for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

Conduct frequent cleaning and disinfection of site (after each shift, and more frequently if feasible)

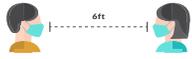
Keep cleaning logs that include date, time and scope of cleaning

Conduct frequent disinfecting of heavy transit areas, heavy machinery and high-touch surfaces (e.g., doorknobs, handrails, shared tools, bathrooms, elevators)

In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current guidance



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

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

Recommended best practices

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

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

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

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

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



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure separation of 6 feet or more between individuals at fixed working positions unless this distance is unsafe due to nature of the work or the configuration of the workspace

Close or reconfigure worker common and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing; redesign work stations to ensure physical distancing (e.g., separate tables, use distance markers to assure spacing)

Cafeterias must practice physical distancing and appropriate hygiene measures and should be limited to prepackaged food

Use physical partitions to separate workstations that cannot be spaced out, where feasible (must be taller than a standing worker)

Designate assigned working areas (e.g., floor, building, factory zone) to individuals where possible to limit movement throughout the facility and limit contact between workers

Stagger work schedules, lunch and break times, regulating max number of people in one place and ensuring 6 feet of physical distance

Workers must use face coverings or face masks except where doing so may introduce a safety hazard to workers or where an individual is unable to wear a face covering due to a medical condition or disability

Minimize the use of confined spaces (e.g., elevators, control rooms, vehicles) by more than one individual at a time; all workers in such space at the same time are required to wear face coverings

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Supply workers with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Require frequent cleaning and sanitation of all high-touch areas such as desks, door handles, and restrooms

Avoid sharing use of laboratory materials / equipment (e.g., goggles) or disinfect equipment between use

Post visible signage throughout the site to remind workers of the hygiene and safety protocols



STAFFING & OPERATIONS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission

Adjust workplace hours and shifts (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, outside the facility if possible

Restrict access of office workers to lab or production facilities; segment office / support personnel to specific areas of the facility

Workers must stay home if feeling ill

If the employer is notified of a positive case at the workplace, the employer shall notify the Local Board of Health (LBOH) 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

Recommended best practices

Workers must continue to telework if feasible (e.g., office work, data analysis, notebook recording); meetings should be remote to reduce density in the laboratory

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

Encourage workers 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 for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

Conduct daily 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, handrails, elevators, bathrooms)

In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current guidance

Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

- Arrange chairs so work areas are spaced out at least 6 feet apart
- Install visual markers to encourage customers to remain at least 6 feet apart
- Stagger lunch and break times, regulate the maximum number of people in one place and ensure at least 6 feet of physical distancing
- Close or reconfigure worker common spaces and high density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing
- Require face coverings for all customers and workers, except where an individual is unable to wear a face covering due to a medical condition or disability
- Require workers to wear gloves, gowns or smocks, and prescription glasses, safety glasses or goggles

Recommended best practices

- Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Install physical partitions between workstations where feasible (must be taller than a standing worker)
- Contactless payment methods are encouraged



HYGIENE PROTOCOLS

- Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; 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 glove changes and handwashing before and after each customer
- Do not permit sharing of tools and supplies between workers (shears, combs, brushes, etc.)
- Use clean capes for each customer
- Workers should change into a clean smock or gown between each client. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use
- Disinfect all tools between customers
- Post visible signage throughout the site to remind workers and clients of hygiene and safety protocols



STAFFING & OPERATIONS

- Limit service to hair services only (haircuts, color, blow drying and treatments). Non-hair services are not permitted (eyebrows, beard trimming, lip waxing, manicures, etc.)
- Provide training to workers on safety standards, up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission
- Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion
- Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment
- Require customers to make an appointment in advance to receive service
- Maintain a log of workers and customers to support contact tracing (name, date, time, contact information) if needed
- Remove non-essential amenities (magazines, customer-facing water or coffee, coat rooms etc.)
- All workers must stay home if feeling ill
- If the employer is notified of a positive case at the workplace, the employer shall notify the Local Board of Health (LBOH) 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

Recommended best practices

- 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
- Encourage workers 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 workplace employer for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

- 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, rolling carts, bathrooms)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Disinfect tools between customers (e.g., shampoo bowls, chairs and headrests, shears, combs, brushes, razors, styling tools)



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

- Arrange chairs so work areas are spaced out at least 6 feet apart
- Install visual markers to encourage customers to remain at least 6 feet apart
- Stagger lunch and break times, regulate the maximum number of people in one place and ensure at least 6 feet of physical distancing
- Close or reconfigure worker common spaces and high density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing
- Require face coverings for all customers and workers, except where an individual is unable to wear a face covering due to a medical condition or disability
- Require workers to wear gloves, gowns or smocks, and prescription glasses, safety glasses or goggles

Recommended best practices

- Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Install physical partitions between workstations where feasible (must be taller than a standing worker)
- Contactless payment methods are encouraged



HYGIENE PROTOCOLS

- Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; 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 glove changes and handwashing before and after each customer
- Do not permit sharing of tools and supplies between workers (shears, combs, brushes, etc.)
- Use clean capes for each customer
- Workers should change into a clean smock or gown between each client. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use
- Disinfect all tools between customers
- Post visible signage throughout the site to remind workers and clients of hygiene and safety protocols



STAFFING & OPERATIONS

- Limit service to hair services only (haircuts, color, blow drying and treatments). Non-hair services are not permitted (eyebrows, beard trimming, lip waxing, manicures, etc.)
- Provide training to workers on safety standards, up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission
- Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion
- Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment
- Require customers to make an appointment in advance to receive service
- Maintain a log of workers and customers to support contact tracing (name, date, time, contact information) if needed
- Remove non-essential amenities (magazines, customer-facing water or coffee, coat rooms etc.)
- All workers must stay home if feeling ill
- If the employer is notified of a positive case at the workplace, the employer shall notify the Local Board of Health (LBOH) 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

Recommended best practices

- 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
- Encourage workers 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 workplace employer for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

- 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, rolling carts, bathrooms)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Disinfect tools between customers (e.g., shampoo bowls, chairs and headrests, shears, combs, brushes, razors, styling tools)



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure at least 6 feet of separation between individuals

Assign workers to individually designated work areas; increase physical space between workers; stagger work schedules

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

Face coverings are required for all workers, except where doing so is unsafe due to medical condition or disability

Physical partitions are recommended where physical distancing is challenging (e.g., cashier) and should be taller than a standing worker

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, wherever possible and allow sufficient break time to wash hands frequently; 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 frequent cleaning and sanitation of all high-touch areas such as desks, door handles, and restrooms

Post visible signage throughout the site to remind workers of the hygiene and safety protocols



STAFFING & OPERATIONS

Provide training to workers on car wash safety standards, up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission

Limit washing services to external surfaces of the vehicle

Customers should line up in their cars at facilities with automated car washing

Customers should stay in their cars throughout the car wash process

Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points

Maintain a log of workers and customers to support contact tracing (name, date, time, contact information)

Workers must stay home if feeling ill

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

Recommended best practices

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

Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to their 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

Encourage contactless payment methods



CLEANING & DISINFECTING

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, bathrooms)

In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure at least 6 feet of separation between individuals

Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing; remove chairs and / or use distance markers to assure spacing (e.g., grooming workstations, counter space, office space)

Maintain physical distancing in businesses with multiple groomers by limiting the number of groomers working together at the same time, working at every other table, and allowing only one worker and one pet at a time in the pet bathing area

Physical partitions must separate workstations that cannot be spaced out (partitions must be taller than a standing worker)

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

Communicate with clients via telephone or video-chat to avoid in-person conversations

Customers are not permitted in the business or facility; Pets must be dropped off curbside

Grooming salons must supply leashes to guide pets so there is no hand-off of an owner's leash at time of service

Customers should call or text upon arrival to the salon to arrange for drop-off or pick up of their pet

Require face coverings for all workers and customers, except where unsafe due to medical condition or disability

Grooming services may be provided only in mobile units, salons, or stores

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Contactless payment methods are encouraged



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands to frequently; 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)

Avoid sharing tools and supplies between workers

Post visible signage throughout the site to remind workers of hygiene and safety protocols

Prior to accepting a pet, ask the owner if anyone in the house has COVID-19. Grooming cannot be allowed if someone in the client household is confirmed to have or suspected of having COVID-19



STAFFING & OPERATIONS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission

Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points

Do not allow visitors or customers on site, pet drop-off must occur outside. Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas

Workers must stay home if feeling ill

If the employer is notified of a positive case at the workplace, the employer shall notify the Local Board of Health (LBOH) 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

Recommended best practices

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

Encourage workers 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 for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

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, bathrooms)

In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance

Disinfect tools between customers (e.g., shampoo bowls, shears, combs, brushes)

RESTAURANTS

MA Safety Standards



These workplace safety standards for restaurants are posted in advance of the Governor's initiation of Phase 2 to allow restaurants time to prepare to operate in compliance with these mandatory health and safety standards. Restaurants may not provide any service beyond carry-out or delivery until specifically authorized to do so in Phase 2 of the Commonwealth's Workplace Re-Opening Plan. The Governor will initiate Phase 2 of the Re-Opening Plan by formal Executive Order and only following a careful review of public health data.

Restaurants may provide outdoor table service at the commencement of Phase 2 of the Commonwealth's Reopening Plan. Restaurants will be authorized at a later date and by a subsequent Phase 2 Order to commence indoor table service if the public health data reflects continued positive progression

MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

When indoor table service is permitted, restaurants are encouraged to structure operations to operate as much as possible through outdoor table service and to strictly limit indoor table service in order to assure effective compliance with social distancing requirements and to limit activities within confined spaces

Restaurants must comply with the following sector specific social distancing rules for providing dining services in all customer seating areas:

- Tables must be positioned so to maintain at least a 6 foot distance from all other tables and any high foot traffic areas (e.g., routes to bathrooms, entrances, exits); tables may be positioned closer if separated by protective / non-porous barriers (e.g., structural walls or plexi-glass dividers) not less than 6 feet high installed between tables and high foot traffic areas
- The size of a party seated at a table cannot exceed 6 people
- Restaurants may not seat any customers at the bar, but subject to any applicable building and fire code requirements, bar areas may be re-configured to accommodate table seating that complies with all spacing and other requirements in these COVID-19 safety standards
- All customers must be seated; eat-in service to standing customers (e.g., around bar areas) is prohibited
- Restaurants may provide carry-out or delivery service, but all safety standards for table separation, size of party, and hygiene must be maintained for any indoor or outdoor table seating that is available to carry-out patrons
- All other amenities and areas not employed for food and beverage service (e.g., dance floors, pool tables, playgrounds, etc.) must be closed or removed to prevent gathering of customers

Ensure separation of 6 feet or more between all individuals (workers, vendors, and customers) 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, stagger workstations on either side of processing lines so workers are not face-to-face, use distance markers to assure spacing including in the kitchen area)
- Establish directional hallways and passageways for foot traffic if possible, to minimize contact (e.g., one-way entrance and exit to the restaurant). Post clearly visible signage regarding these policies
- Prohibit lingering in common areas (e.g., waiting areas, bathrooms) and ensure social distancing in common areas by marking 6 feet spacing with tape or paint on the floor and signage
- All customer-facing workers (e.g., servers, bus staff) must minimize time spent within 6 feet of customers

Designate assigned working areas to workers where possible to limit movement throughout the restaurant and limit contact between workers (e.g., assigning zones to servers)

Stagger work schedules and staff meal 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, vehicles) by more than one individual at a time

Require face coverings for all customers and workers at all times, except where an individual is unable to wear a face covering due to medical condition or disability

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Customers may remove face coverings while seated at tables



HYGIENE PROTOCOLS

All workers must wash their hands frequently, and table servers must wash their hands or apply hand sanitizer between each table interaction

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances, exits, and in the dining area

Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols

Self-serve, unattended buffets, topping bars, drink stations, and other communal serving areas must remain closed

Condiments and similar products (e.g., salt, pepper, and salad dressing) should not be pre-set on tables and should instead only be provided upon request either in single-serving portions (e.g., individual packages or cups) or in serving containers that are sanitized between each use

Additional details on Sector-Specific Protocols can be found at <https://www.mass.gov/info-details/reopening-massachusetts>



These workplace safety standards for lodging are posted in advance to the Governor's initiation of Phase 2 to allow operators of lodging time to prepare for reopening in compliance with these mandatory standards. Hotels, motels, and other lodging businesses have operated during the COVID-19 public health emergency under substantial restrictions pursuant to the Governor's Essential Services Order (COVID-19 Order No. 13) and Department of Public Health (DPH) Guidance issued March 25, 2020. Hotel, motels, and other Lodging businesses may not expand their operations until specifically authorized to do so in Phase 2 of the Commonwealth's Workplace Re-Opening Plan and by the withdrawal of the DPH Lodging Guidance. The Governor will initiate Phase 2 of the Re-Opening Plan by formal Executive Order and only following a careful review of public health data.

Ballrooms, meeting rooms, function halls, and all other indoor or outdoor event facilities must remain closed. Lodging operators are not permitted to host weddings, business events, or other organized gatherings of any kind.

On-site restaurants, pools, gyms, spas, golf courses, and other amenities co-located with the lodging operation may operate only as these categories are authorized to operate elsewhere in the Commonwealth and subject to the COVID-19 safety rules that apply to free-standing facilities of the same sort. Lodging operators must consult the [Massachusetts Reopening website](#) to review these additional sector-specific safety standards.

Lodging operators must inform guests at the time a reservation is made and at check-in of the Commonwealth's policy urging travelers to self-quarantine for 14 days when arriving in Massachusetts from out of state.

Operators of unstaffed, individual unit lodging facilities such as short-term home or apartment rentals are required to comply with the hygiene standards specified below including cleaning requirements and minimum periods of separation between rentals.

MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure separation of 6 feet or more between individuals unless this creates a safety hazard:

- Close or reconfigure worker and guest common spaces and high-density areas where workers or guests are likely to congregate (e.g., break rooms, eating areas, sitting areas, business centers, concierge service areas, lobbies/front desk check-in) to allow 6 feet of physical distancing
- Redesign office spaces, work stations or cubicles, if possible, to ensure workspaces allow for at least six feet of physical distancing
- Physical partitions must separate workstations that cannot be spaced out; partitions must be at least 6 feet tall.
- Arrange for separation of 6 feet or more for guests during check in and check out times by installing separation markers on floor and otherwise limiting opportunities for crowding in lobby and front desk areas
- Establish directional hallways and passageways for foot traffic if possible, to minimize contact among persons in transit. Post clearly visible signage regarding these policies

Face coverings are required for all workers and guests when inside hallways and common areas, except when an individual is unable to wear a face covering due to a medical condition or disability

Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a worker that is frequently handwashing and/or using proper hand sanitizer

Prohibit gatherings of 10 or more workers during work hours

Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements

Require workers to avoid handshakes and similar greetings that break physical distance

Workers should not open the doors of cars or taxis. Valet parking operations should be avoided unless necessary due to physical or geographic constraints in order to accommodate individual guests with disabling conditions

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Encourage contactless payment methods



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; 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 that workers wash hands or use hand sanitizer frequently

Provide hand sanitizer in public areas throughout the facility for guest and worker use

Limit sharing of handheld equipment, phones, desks, workstations, and other tools and equipment between workers to the extent possible

Any shared equipment should be sanitized before, during and after each shift or anytime the equipment is transferred to a worker

Post visible signage throughout the site (front and back of the house) to remind workers and guests of the hygiene and safety protocols

Discontinue the use of shared food and beverage equipment in lobbies (including shared coffee brewers). Close manually operated ice machines or use hands free machines

Recommended best practices

Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces

Important



In order to reopen your business, please complete and sign the following checklist once you have completed your COVID-19 Control Plan template

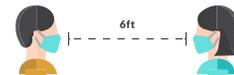
The following poster should be displayed in an area within the business premises that is visible to employees and visitors. Thank you for your efforts to get back to business while keeping Massachusetts safe

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.

Signature

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: _____ Check if part of a larger corporation

Address: _____

Contact information (Owner/Manager): _____

Contact information (HR representative), if applicable: _____

Number of workers on-site: _____

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: _____

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: _____



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: _____

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: _____

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

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

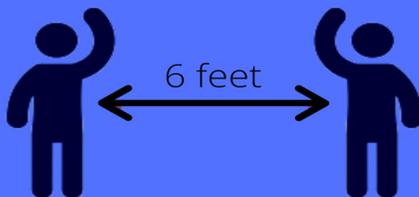
TOGETHER
WE CAN KEEP OUR
ISLAND SAFE



WEAR A
MASK IN
PUBLIC



WASH YOUR
HANDS



RESPECT
SOCIAL
DISTANCING



STAY VIGILANT
FOR SYMPTOMS
STAY HOME
IF SICK

THANK YOU FOR HELPING US ALL
STAY SAFE AND HEALTHY

FOR MORE INFORMATION ON STATE AND LOCAL
COVID GUIDANCE: WWW.MASS.GOV
WWW.OAKBLUFFSMA.GOV

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.

For more, visit: www.mass.gov/2019coronavirus

 Massachusetts Department of Public Health

3/9/2020

Reopening Oak Bluffs

Helping Local Businesses Get Back to Work

The Town of Oak Bluffs has played a large roll in working together with our neighboring Island Towns and all of our local residents to take the steps that were needed to “flatten the curve” and limit the spread of the new coronavirus that threatened our health and the viability of our limited island medical infrastructure. Together we have made great progress which is demonstrated in our island numbers of cases and deaths from the virus.

But the threat is not over. As we slowly emerge from our homes, reopen our business community and welcome visitors we continue to face the possibility of a new spread of the virus, and we must take strong precautions to return to business in a way that maintains our health and safety. This is the infamous “new normal” as over-referenced in the popular press.

In responding to this need for caution, the Commonwealth of Massachusetts has adopted a complicated series of phases and steps designed to bring businesses back up and running in as safe a manner as possible. Here in Oak Bluffs where the onset of the pandemic required actions stronger than those taken by the State, our success has allowed us to pair up with the Commonwealth as full partners in phasing in business activity in line with the Governor’s guiding orders.

The Town will strive to serve as a resource to local businesses to help interpret the new State guidelines and assist local businesses with the reopening process. In some cases this assistance will be direct as in the implementation of new guidelines allowing restaurants to serve outside upon the approval of the Board of Selectmen. In other cases we will be here to help link businesses with the appropriate guidelines for their type of business and to help facilitate a smooth reopening meeting all State requirements.

In every case the Town will stand ready to assist the business community in the safe reopening of our community and the resumption of local business activity in a way that keeps our local residents, visitors, retail and service sector employees and merchants as safe as possible.

If you have questions, don't hesitate to contact the Selectmen's Office at (508) 693-3554, extension 114 to connect with the appropriate resources, or email our Town Administrator, Robert L. Whritenour, Jr., directly at rwhritenour@oakbluffsma.gov.

Many of these questions, we know, are coming up for the first time, and we're here to help you get the resources you need to get back to business while observing all of the phasing and public health requirements.

Thank you very much for your patience, and best wishes as we work together to safely emerge from our pandemic shut-down.