

**OFFICES OF THE  
SELECT BOARD  
TOWN ADMINISTRATOR**

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June 26, 2020

**Town Hall Re-Opening 2.1**

With the Commonwealth of Massachusetts having entered Phase two, Step two of the state's reopening plan it is now time for us to try again and open Town Hall to the public. As we plan to open, some questions will be when, how long, and under what conditions. This re-opening is being done per the Governor's re-opening guidelines.

I am expecting a July 1, 2020 date for reopening. Just as before, employees will have to be in the building before 8 AM in order to prepare to open the building by 8:30. The building will be open to the public at 8:30 AM and will close to the public at 1:00 PM, Monday through Thursday. Appointments will be encouraged but are not necessary. A scheduled appointment will take priority over a walk-in customer. Promote the use of Zoom for meetings between yourself and the public. It is free for a two person meeting and a perfect way for residents to connect with staff without having to come to Town Hall. People entering the building must be wearing a mask: **no mask = no service**. We will meet and evaluate how the first week went on Friday, July 10, 2020. We will also continue to promote the use of the "drop box" but it will have to be checked more than once a day and in fact it will need to be checked at least three times per day (8 a.m., noon, and 4 p.m.).

Things will be different and who knows if they will ever be "normal" again, I am hopeful. As we have said before we have made an all-out effort to make the workplace safe as we have taken information from the CDC, DPH, our First Responders, and others to compile these requirements for the work place.

Due to the fact that we want everyone to be safe we will continue with our personal protection measures (See Personal Protection page) to protect you, our valued employees. This will also help protect the public.

There will be no more than 6 people from the public (non-Town Hall employees) allowed in Town Hall at any one time. This will be true through the 16<sup>th</sup> of July. This means that **at maximum** there would be one person allowed in the Land Use area, one person in Select Board area, one person in the Building Office and no more than three in the main counter area (Town Clerk, Assessor, and Reception). Tape will remain on the floor indicating where people can stand to be waited on. We are still encouraging the public to use online services and staff will assist them on how to do this.

The rules regarding the Lunch Room remain the same. Only Catherine is allowed to eat lunch in the lunch room and no more than one person can be in there at any given time. You must wash your hands with soap and water prior to entering this area.

You must also wash your hands before using the copier or picking up what you printed. We encourage you to utilize the printers closest to your desk as opposed to everyone using the copier. If the copier is all you have then you are required to wash your hands first.

Only one person can utilize the mail machine and will be responsible for running the mail through it. We are changing how mail is processed as well (See Procedures and Infrastructure)

On Monday, July 20<sup>th</sup> we will be open to the general public. This will mark four months of altered scheduling for Town business. Work hours will be 8 AM to 5 PM, Monday through Thursday, and 8 AM to noon on Friday. Masks, plexiglass shields, social distancing, washing hands, and sanitizing surfaces will continue as the new normal.

Thank you all.

## Personal Protection

- Strict stay at home policy if you are sick and exhibit any of these symptoms:
  - Cough
  - Shortness of breath, difficulty breathing
  - Sore throat
  - Chills, shaking with chills
  - Muscle pain
  - Headache
  - Loss of smell
  - Loss of taste
  - Fever
- If you become sick during the day you will need to notify your supervisor and then leave the workplace immediately. The supervisor will be responsible to have the sick person's work area wiped down using Clorox wipes (or other brand wipes, or with Clorox solution.).
- If you have an unprotected exposure with someone that who has tested positive for Covid-19, and you are NOT having symptoms, you are requested to be diligent about wearing PPE, and to continue to monitor yourself for symptoms.
- Masks have been provided to employees and they will be responsible for taking care of them and using them daily. You will be required to wear them upon entering the building and when moving about the building, or standing in a public place talking to others in the building. Wearing them while you are working at your desk or work station is not required. All members of the public will be required to wear masks. **No Mask = No Service**
- Wash hands regularly with soap and water for 20 seconds. Hand sanitizer should only be used if soap and water are not available. For this reason we will not be supplying everyone with hand sanitizer and encourage everyone to wash your hands regularly and appropriately.
- Plexiglas dividers will remain installed at employee workstations and desks to protect both employees and the public.
- Continue to use social distancing and treat fellow employees with the same caution you would treat members of the public. Like the public you do not know where fellow employees have been or who they have come in contact with.

## Procedures and Infrastructure

- Continue to push as many things online (or through the mail) as possible.
- Scanning payroll sheets and emailing them to Amanda (hard copies to follow in internal mail system).
- Doors (use the auto-opener with an elbow, not the door handles)
- No sharing of desk equipment by employees or public.
- Mail procedures
  - Mail machine to be used by 1 person.
  - No mail from other departments is to be brought into Town Hall Offices from someone outside of the Town Hall.
  - Mail from departments is to be dropped off in the closet next to the lift and will not be mailed out until the next day.
  - Mail should not be delivered to individual desks and departments should set up an internal process for mail pick-up.
  - All delivery people must wear masks in order to enter the building.
- Meetings, consultations, file reviews, and permit reviews are by appointment only. Again, promote the use of Zoom for meetings between yourself and the public. It is free for a two person meeting and a perfect way for residents to connect with staff without having to come to Town Hall.
- Town Hall traffic pattern inside the building, enter front door and exit the back door (public). Employees can use the back entrance to exit and enter. You may not want to do this when the building is open as it may put you in the path of an exiting resident.
- Keep kitchen one-at-a-time for now. July 20<sup>th</sup> we can start to have two in kitchen at a time socially distanced.