



To: Town of Merrimack Residents and Employees

From: Eileen Cabanel, Town Manager

Date: June 12, 2020

MERRIMACK TOWN OFFICES PLAN TO RE-OPEN TO THE PUBLIC

We hope you and your family are well and have managed to stay healthy during the COVID-19 pandemic. The Town has developed the following “re-opening” plan, which will enable the safe re-opening of Town Offices as follows in concert with public health guidelines:

Beginning on Monday, June 15, 2020 -

PUBLIC WALK-INS to the Town Departments

NOTE: In order to minimize foot traffic in Town Hall and other Town offices, to maximize social distancing and to reduce the risk of exposure to both residents and employees, we strongly encourage residents to continue to make use of our online tools. We have posted an informational document on the Home page of our website, WWW.MERRIMACKNH.GOV. To access the document, please click the link that says “How to Access Services Without Entering Town Hall (Click Here)”. This document provides up-to-date information on how to conduct business with all Town Hall Departments either online, by mail, by fax, by email, or through our Payment Drop Box located on the sidewalk of Town Hall next to the blue United States Post Office mail box.

To accommodate re-opening the building and in conjunction with our Emergency Management Director, we have developed the following Standard Operating Procedures (SOPs) which will be in effect until further notice. These practices are based upon public health guidelines, and are designed to keep both our employees and the public safe.

Please note that certain departments may need to adapt procedures specific to their facilities and services. We will learn, adjust and adapt as we move forward, and ask for your help and patience during this time.

VISITOR INFORMATION - PROCESS/ADAPTATION FOR REOPENING

The following shall be in place for the re-opening of Town Hall:

- **For your health and the health of others, we require that you *USE HAND SANITIZER, COMPLY WITH SOCIAL DISTANCING SIGNAGE, AND WEAR A CLOTH FACE COVERING* while in the building. If you do not have a face covering, a cloth face mask will be provided to you. Visitors without face coverings will not receive in-person service from Town employees. We want all Town employees and visitors to feel as safe as possible. *If you are not feeling well, we ask that you refrain from entering the building and instead make use of our online services which can be found at www.merrimacknh.gov or call 424-2331 for assistance.* For Town Clerk/Tax Collector's Office assistance, please call 424-3651.**
- To the extent possible, we will maintain the public entrances to the Town Hall (via the Main Entrances at the East Wing & West Wing, and in the lower level at the Community Development Main Entrance), where masks and hand sanitizer will be available to the public.
- Town Hall has been sanitized, and will continue to be thoroughly cleaned every evening.
- Hand sanitizer stations have been established throughout the building, and members of the public are asked to use such hand sanitizer prior to entering any Department.
- Plexiglass guards have been installed at all customer service counters.
- Prior to reporting back to work, employees will let supervisors know if they need a mask, and they will be provided to employees that need them.
- When possible, workstations will be separated by at least six feet. Wherever needed, 6' social distancing demarcations will be added to areas where people often wait for service.

EMPLOYEE REOPENING PROTECTIONS

I. Monitor Your Health

Employees must be vigilant in monitoring their health, and those who are sick, not feeling well, or experiencing any COVID-19 symptom recognized by any local, state, or federal agency must stay home. Possible symptoms of COVID-19 include*:

- Fever (meaning temperature in excess of 100.0°F)
- Respiratory symptoms such as congestion/runny nose, sore throat, cough, or shortness of breath/difficulty breathing
- Flu-like symptoms such as muscle aches, chills, severe fatigue, nausea or vomiting, and diarrhea
- Changes in a person's sense of taste or smell

**These symptoms may be updated as more is learned about COVID-19.*

PRIOR TO LEAVING HOME EACH DAY, employees shall ask themselves the following 6 questions:

1. Have I been in close contact with a confirmed case of COVID-19?
2. Do I have a fever of 100 degrees Fahrenheit (100.0° F) or above (**please take your own temperature every morning at home, and if you are unable to do so, we have touchless thermometers available at Town Hall**) or have I felt feverish (chills, clammy) in the last 72 hours?
3. Am I experiencing any new respiratory symptoms including a congestion, runny nose, sore throat, cough, or shortness of breath/difficulty breathing?
4. Am I experiencing any new muscle aches or chills?
5. Am I experiencing nausea, vomiting, or diarrhea?
6. Have I experienced any new change in your sense of taste or smell?

IF the answer to any of these questions is YES, the employee should STAY HOME, and notify their supervisor and HR via phone, email or text. HR will then assist you with evaluating your return to work, and the application of our leave policies.

Employees will be asked to enter and exit through 3 designated doors: Finance Back Door, Town Manager's Office Door, and the Lower Level Side Door. Posters will be placed on each door reminding the employees of their obligation to ask themselves the above 6 questions before entering the building.

Any employee who becomes ill or starts to feel ill while at work must immediately isolate themselves from other people, notify their supervisor, and then leave the workplace. Any employee observed exhibiting symptoms while in the workplace will be

immediately isolated from other employees and asked to leave work. Under either of these circumstances, the employee's workstation, as well as high touch common use areas in the employee's vicinity, will be cleaned and disinfected.

II. Adherence to CDC and State of NH Public Health Guidelines

CLOTH FACE COVERINGS (hereinafter "MASK")

- An employee must don a mask any time you are unable to maintain a 6' distance between you and your co-workers and/or someone from the public. Masks must be worn so that they cover both the employee's mouth and nose.
- Care should also be taken when putting masks on and taking them off; for example, hands should be washed or disinfected prior to putting a mask on and taking one off.
- While in an office with closed doors, working alone, or working with at least 6' distance from other staff masks can be removed. Masks must be worn in hallways and common areas.
- Care should be taken to keep your mask clean and uncontaminated.
- Please see your supervisor if you are in need of a mask.

AVOID OR MINIMIZE FACE-TO-FACE CONTACT WHEN POSSIBLE

- Unless it is necessary for face-to-face contact when responding to an inquiry from the public, please respond via telephone or email. Please refrain from communicating with the public via text because the Town is subject to Right-to-Know requests and retrieving texts may require inspection of an employee's telephone.
- Unless it's necessary for face-to-face contact with co-workers, consider a phone call or email, even if your offices/workspaces are next to each other.
- If an in-person conversation occurs, remain at their office door, if applicable, or maintain a 6' distance whenever possible, and if not possible, you must wear a mask (for example, if you are picking up mail or other documents in a department's office space, dropping off items to individual desks, etc.).
- Maximum use of electronic meetings shall continue until further notice. Employees should avoid congregating in any area of all facilities unless social distancing can be maintained.
- Staff should stagger breaks. If it is not possible to take breaks separately, employees on break must maintain social distance (6') and comply with the Town's mask requirements.
- Employees should continue to encourage and help the public to use on-line resources to the maximum extent, and to the extent possible, work to minimize the

time spent conducting in-person transactions with the public and each other (e.g. keep non-task-related conversation to a minimum).

CONTINUE TO PRACTICE GOOD HAND HYGIENE AND OTHER CLEANING

- Continue to practice good hand hygiene, washing your hands often, especially after using shared equipment, and try to avoid touching your mask, face, nose, or mouth.
- Practice good respiratory etiquette. This includes coughing and sneezing into a tissue or your elbow rather than into your hands.
- Although we employ a cleaning crew in the evening, employees should conduct regular cleaning of shared surfaces and shared equipment during the day. Before each use, employees are responsible for wiping and disinfecting touch surfaces in their vehicles, equipment and office space, as well as shared equipment in common spaces, i.e. copies, printers, kitchens. When in doubt, wipe it down. Cleaning supplies will be located in common areas. If you cannot find them, please ask your supervisor for assistance.

III. BE PREPARED AND BE FLEXIBLE

Supervisors have been instructed to plan for potential COVID cases in the event we experience higher than usual absenteeism. Such plans may include rotating groups of employees to work from home/work on-site, so we ask for your continued flexibility regarding work arrangements.

Please keep in mind that these protocols will be in place until further notice. We **thank you** in advance for your cooperation – working together, we hope to have a safe and healthy re-opening to the public. Again, please note that departments may need to adapt procedures specific to their facilities and services.

Employee well-being is of the utmost importance to the Town. Employees are reminded that the Town provides a free, confidential employee assistance program to all staff members (as well as members of the employees' households), which can be accessed at **800-759-8122**. Employees are encouraged to call on that service for support if needed.

Do not hesitate to contact us if you have any suggestions as to how we may help to keep our employees and residents safe and well!