



**Town of North Yarmouth
COVID-19 Reopening & Prevention
Standard Operating Procedures (SOP)**

The purpose of this policy is to provide for a safe and healthy environment of all North Yarmouth residents, visitors, volunteers, municipal officials, and employees. These regulations contained in this SOP shall remain in place until such time that the State of Emergency is eliminated and standard safety prevention measures against COVID-19 are provided. Operations are subject to change due to the instability of the pandemic. Management will provide updated information as situations and guidelines change.

I. Reopening Date

- A. All Town services will reopen its doors to the public effective **Monday, June 1, 2020**, as follows:
 - 1. Town Office - 8:00 am to 1:00 pm (Mon-Thurs); 1:00 pm to 6:00 pm (Monday); 1:00 pm to 5 pm (Tuesday - Thursday) shall be by appointment only.
 - 2. Code Enforcement Office - By appointment only.
 - 3. Public Works Office - By appointment only.
 - 4. Fire Rescue Office - By appointment only.
- B. Employees who can continue to work from home shall do so and are permitted to a limited number of hours at any town facility site. These hours shall be determined by the employee and the Town Manager.
- C. Overtime will not be permitted during this period. Compensatory (Comp) Time will be provided, and you can adjust your work schedule accordingly; however, comp time cannot be taken during customer service hours. The use of comp time accrued shall be discussed with your supervisor before applied.
- D. If found necessary, hours of operation may be reduced or closed on specific workdays to servicing the public.
- E. The Town Office will not be open during any election local, state, or federal as to provide assistance where needed in applying COVID-19 safety operations for elections.

II. Physical Distancing and Good Hygiene to Prevent the Spread of Disease

- A. Maintain a six (6) foot physical distancing for staff, customers, vendors, etc.
- B. Cloth face coverings/masks are intended to prevent transmission.
 - 1. Employees shall wear cloth face coverings, surgical masks, face shields, or N-95s.
 - 2. Particular circumstances will allow for the removal of the mask, i.e., alone in a secluded space or when **all** safety precautions have been taken, and a six (6) distance can be maintained.
 - 3. Masks shall be worn at all times while providing service to the public.
 - 4. Face coverings shall be provided to all employees.
- C. Good hand hygiene prevents the spread of disease. The best hand hygiene is frequent handwashing. Employees are asked to practice good hand hygiene with frequent handwashing and hand sanitizing, especially between contact with customers and customer items.

- D. All individuals shall have access to hand soap, cloth face coverings, gloves, tissues, and hand sanitizers in multiple locations around work and public spaces.
- E. Any handheld reading materials will be removed from the lobby and common areas.

III. Preventions & Screening

- A. Employees will conduct a thermal temperature check upon entering the workplace.
- B. Employees may be asked the following questions to screen for illness:
 - 1. Have you had a cough or a sore throat?
 - 2. Have you had a fever, or do you feel feverish?
 - 3. Do you have shortness of breath?
 - 4. Do you have a loss of taste or smell?
 - 5. Have you been around anyone exhibiting these symptoms within the past 14 days?
 - 6. Are you living with anyone who is sick or quarantined?
 - 7. Have you been out of state in the last 14 days?

IV. Personnel Management

- A. Employees shall stay home and notify their supervisor when sick and COVID-like symptoms are prevalent.
- B. Symptoms or combinations of symptoms (below) may indicate COVID-19:
 - 1. Cough
 - 2. Shortness of breath or difficulty breathing

OR at least two of these symptoms:

 - 3. Fever
 - 4. Chills
 - 5. Repeated shaking with chills
 - 6. Muscle pain
 - 7. Headache
 - 8. Sore throat
 - 9. New loss of taste or smell
- C. Know the signs and symptoms of COVID-19 and know what to do if an employee is symptomatic in the workplace.
- D. Each Town Facility shall have room or space where the employee can be isolated until transferred to home or health care facility and provide a facemask, if available and tolerated.
- E. Call 911 for guidance/assistance.
- F. All personnel who came into contact with an ill person shall be notified of their possible exposure to COVID-19 in the workplace but shall **maintain confidentiality** as required by the Americans with Disabilities Act (ADA).
- G. In returning to work, current CDC guidelines for an employee infected by COVID-19 will be implemented.

H. Members of the public who become ill while at Town facilities:

1. Each Town Facility shall have room or space where the individual can be isolated until transferred to home or health care facility and provide a facemask, if available and tolerated.
 2. All personnel who came into contact with an ill person shall be notified of their possible exposure to COVID-19 in the workplace but shall maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- I. For contact tracking purposes, records shall be maintained to include contact information for individuals, and that personnel who had prolonged direct interaction with them. Based on current knowledge, close contact is someone who was within six (6) feet of an infected person for at least 15 minutes starting from 48 hours before illness onset until the time the patient is isolated. Individuals should stay home, maintain social distancing, and self-monitor until 14 days from the last date of exposure.
- J. An employee diagnosed with COVID-19 has been exposed to COVID-19 or needs to take care of someone who has been diagnosed, the employee will not be allowed to return to work until they have completed the recommended 14-Day self-quarantine. In such cases, employees will be paid for scheduled hours.
- K. If the Town is open for operations in a Department, and an employee chooses not to report to work due to general concern of contracting COVID-19, the employee will be required to use accrued time.
- L. If the Town sends an employee home due to symptoms of respiratory illness, the Town will treat the time as paid leave until the employee can return symptom-free and or has completed the recommended 14-Day self-quarantine.
- M. COVID-19 qualifies as a serious health condition under the Federal and Maine Family Medical Leave laws.
- N. Regular attendance and leave policies will remain in place for all non-COVID-19 illnesses.
- O. If an employee(s) could have exposed other employees to COVID-19, the management will oversee informing those employees of the possible exposure while making every effort to protect confidentiality. Limiting the disclosure of information on a “need to know” basis is imperative. The Town Manager may choose to consult with legal counsel for advice on how to communicate exposure. The Town may close operations and or may require employees to work from home.
- P. If an employee believes there has been exposure to COVID-19 virus in a Town facility, they shall notify the Town Manager, Fire Rescue Chief, and their supervisor immediately. Actions shall be taken to evaluate and initiate cleaning activities to reduce further exposure. It may constitute temporarily closing the facility.

V. Operations

- A. Signage shall be placed in prominent locations to remind employees and the public concerning hand hygiene, face coverings, and physical distancing.
- B. Six (6) foot markings will be located both inside and out at each Town facility.
- C. The public is required to wear a face-covering when it is appropriate and within practicing the

recommended safety guidelines. If a person tries to enter without a mask, or if they refuse to wear a mask, please hand them a card the appropriate contact information to call to make a private appointment for service or maintain a list of name and phone numbers of those wishing to be called for an appointment.

D. Transactions - Employees responsible for handling customer transactions shall use gloves when handling paper, currency, or other materials. The use of the outside drop-off box and remote transactions shall continue to be encouraged.

E. Public Capacity Limits

1. Town Office (main level) - Only two (2) individuals at any given time will be allowed in the customer service area, one (1) in the foyer.
2. Code Enforcement Office - By appointment only. Large parties of no more than six (6) shall meet in the Conference Room (lower level) by appointment only.
3. Public Works Office - No more than one (1) individual, by appointment only.
4. Fire Rescue Chief's Office - No more than one (1) individual, by appointment only.
5. Historical Society Office – No more than one (1) individual at any time.
 - a. The Fire Rescue Chief shall be notified before any entry into the space.
 - b. Public hours are not authorized at this time.
 - c. The Fire Rescue Chief may deny entry into the space based on Fire Rescue department activities

F. All face-to-face meetings shall be limited, and the respective physical distancing applied.

G. Continue to use electronic workplace communications (texts, emails, instant messaging, phone calls) to reduce contact with other employees or the public.

H. Ventilate workspace with open windows and doors to the extent possible.

I. Shared use of desks, offices, or phones is discouraged.

J. If you plan to travel out of state, please notify your supervisor.

K. Staff travel between multiple locations shall be limited.

L. Make sure there is a safe process to receive supplies and other deliveries.

M. Disinfect phones, shared tools, scanning devices, and other shared items regularly.

VI. Cleaning, Disinfecting, and Sanitizing

A. All facilities will be sanitized daily and following any scheduled activities.

B. Surfaces shall be cleaned using soap and water or other appropriate cleaning substance. Frequently touched surfaces routine cleaning shall include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, all electronic devices, etc., and a disinfectant should then be applied. An EPA-registered household disinfectant is recommended. Diluted household bleach solutions may also be used if appropriate for the

surface.

- C. Soft surfaces such as carpeted floors, rugs, and drapes can be cleaned by using soap and water or with cleaners appropriate for use on these surfaces. Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

VII. Facility/Grounds Usage - Allowed Capacity - Gatherings of 50 or Less Effective 6/1/20

- A. The Town Manager and Department Heads shall evaluate any scheduled group meetings, training, or conferences, or facility activities and may choose to cancel or reschedule.
- B. Board, Committee, and Other Meetings:
 - 1. Based on expected or typical attendances that are not anticipated to meet or exceed the 50 people gathering rule, boards and committees may decide to discontinue the use of remote meetings. Remote meetings are permissible until 30 days after the State of Emergency has ended.
 - 2. The conference room at the Town Office will only accommodate twelve (12) persons or less; therefore, use of this location shall be for small committees (groups) with little to no typical public attendance.
 - 3. Larger groups with expected additional attendance shall use space assigned at the Community Center.
 - 4. Select Board and Planning Board meetings may be held at the Community Center once broadcasting abilities are in place. Estimated start day, June 9, 2020.
 - 5. Public meetings with an anticipated participation of 50 or more, i.e., Public Hearings are only permissible through virtual (Zoom) means.
 - 6. The Freedom of Access Act requires that all members of the public be allowed to attend each public proceeding. It is not permissible to restrict attendance at any public meeting even if a second meeting is held on the same matter.
 - 7. If at any time a meeting exceeds the above standards, the meeting needs to come to an immediate end.
- C. Town Office Conference Room: Open to meetings of no more than twelve (12) individuals; 6-foot distancing.
- D. Community Center:
 - 1. Public Meetings: 50 and under shall be allowed with 6th distancing, and other safety practices apply.
 - 2. Any equipment used will be cleaned after use.
 - 3. When applicable, individuals are requested to bring their equipment to use (basketballs, pickleball racquet, etc.)
 - 4. During open hours, exterior and interior doors will remain open to limit "touchpoints."

5. The Community Book Room will remain open when the building is open. Gloves will be available for those who wish to wear them while browsing and taking/ leaving books.
7. Hours will be limited to when programs are taking place.
8. Events, parties, programs, and meetings can be held in the facility with a total count of **50 people or less, including staff, in the building at any given time.**

E. Ballfield Use (Parsonage Road):

1. Practices may begin June 1, 2020.
2. There is a required two (2) hour break between practices, scrimmages, and games.
3. No more than one individual at a time shall be allowed in the dugouts.
4. No scrimmages or games shall be held until on or after July 1, 2020.
5. No more than 50 individuals can be on at the location at one time.
6. The league, coaches, team members, and spectators shall be responsible for safe practices against COVID-19 while the field is in use.
7. Face coverings shall be used by all individuals whenever possible.
8. All frequently touched surface areas and all shared equipment shall be sanitized by the organization.
9. Signage should be placed on any portable toilets brought on to the location that they are only cleaned weekly by the service company. The Town will not be responsible for cleaning these facilities in between these periods.
10. Organization users shall submit to the Town Manager, EMA director (Fire Rescue Chief), and Community Center Director, an activity schedule, and a COVID-19 safety plan.

F. Sharps Field: TBD

G. Parks: Use will continue as an essential use with safe COVID-19 practices.

VIII. Effective Date(s):

- A. May 26, 2010 - Reinforces existing COVID-19 operating procedures and policies with expanded operating procedures.
- B. June 1, 2020 - Contains SOPs that become effective in compliance with Phase 2 of Maine's Economic Recovery Plan and the Town of North Yarmouth's Reopening Plan.