



City of Woburn Massachusetts

City Hall
10 Common Street
Woburn, MA 01801

Tel: 781-897-5901
www.Cityofwoburn.com

Scott D. Galvin
Mayor

REOPENING GUIDANCE/COVID WORKPLACE SAFETY PLAN

WOBURN CITY HALL

This communication is meant to thank you for your attention to the protective measures that have been in place, as well as to provide you with additional information to maintain the health and safety of our dedicated staff as City Hall opens to the public. Included with this memo you will find the State-mandated COVID-19 Workplace Prevention and Control Plan, an employee-acknowledgement form that must be returned to Human Resources, as well as helpful fact sheets, posters and videos.

COVID-19 Workplace Prevention and Control Plan

As you may be aware, Governor Baker's Reopening Advisory Board issued the *Reopening Massachusetts* report on May 18, 2020. The report is available online by [clicking here](#), and related information can be found at www.mass.gov/reopening.

Including in the reopening report were requirements for mandatory workplace safety standards (called a "COVID-19 Workplace Prevention and Control Plan") that all employers must make available to staff. Additional advisories and policies have been issued to City Hall, DPW and public safety employees who have returned to work or continued to work throughout the pandemic. Accordingly, Woburn's COVID-19 Workplace Prevention and Control Plan (herein "COVID PLAN") is largely a summarized and consolidated document of existing policies that have already been issued to City employees and are now being issued to Library staff including: the Mayor's Directive on Face Masks; the City's Vacation Policy; and the Mayor's Directive regarding City Operations During the COVID-19 Emergency dated March 31, 2020. However, there are new components of the COVID PLAN, including educational resources and State-mandated standards, that are important for your review. In addition, specific to libraries you are expected to review and be familiar with: the Library MA COVID-19 Checklist; MA Safety Standards for Libraries; and Sector Specific Workplace Safety Standards for Libraries to Address COVID-19 updated July 6, 2020. All of the aforementioned documents are contained in the Appendix to this Reopening Guidance and are incorporated as part of the City's COVID PLAN.

COVID PLAN Training Videos

In accordance with directives from the Massachusetts Department of Public Health, the City has consolidated training resources designed to limit the spread of COVID-19 for all employees and asks that you watch these videos as immediately as possible.

- Wearing Face Coverings and Cloth Masks in Public: <https://www.mass.gov/news/wear-a-mask-in-public>
- Stop the Spread of Germs: <https://www.youtube.com/watch?v=atoYsk9lFXs>
- Social Distancing: <https://www.youtube.com/watch?v=TkW72NwcOUg>

- How to Quarantine at Home:
<https://www.youtube.com/watch?v=QIRd6F9BWUA&feature=youtu.be>

Summary of Best Practices

Below you will find an abbreviated summary of best practices relating to COVID-19 prevention. These summaries do not supersede or replace specific guidance or directives issued with this COVID PLAN. Please refer to the COVID PLAN, and the Appendix of policies or guidance from your supervisor if you have questions.

Illness

If you are feeling ill, use a sick day and stay home. Employees are encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to their supervisor and to disclose a COVID-19 diagnosis immediately so that the City can clean/disinfect. Employees exhibiting symptoms at work will be directed to leave the work site and seek medical attention and applicable testing. Please stay in touch with your supervisor and Human Resources so that appropriate precautions may be taken on our end and we can help and guide you in terms of your return to work.

Families First Coronavirus Response Act

Please be reminded of the benefits available under the Families First Coronavirus Response Act (FFCRA), a description of which is included in the Mayor's Directive on City Operations (Appendix C) or contact Human Resources if you need assistance.

Social / Physical Distancing at Work

Please be reminded of the social distancing measures already in place including limiting use of restrooms and kitchenettes to one person at a time and maintaining at least 6 feet of separation from other individuals while in the workplace. In addition, if your workplace has an elevator, we are limiting elevator capacity to no more than one individual in an elevator at any one time. Employees are encouraged to communicate with coworkers through phone calls and emails rather than in-person visits. Shaking hands or other unnecessary physical contact is prohibited.

Employees should observe social distancing during breaks. If a table is used, please be sure to wipe it down. Breaks will be staggered to support social distancing in break areas. Management may close or limit access to areas where social distancing cannot be safely maintained.

Good Hygiene

Employees are encouraged to continue to practice good hygiene. Please wash your hands when you arrive to work, and then often during the day with soap for at least 20 seconds, or use an alcohol-based hand sanitizer. If your department needs hand sanitizer, please contact your supervisor, my office, or Human Resources. Cover coughing or sneezing with a tissue, then throw the tissue in the trash and wash hands; if no tissue is available, cough into your elbow. Avoid touching eyes, nose, and mouth with your hands. To avoid sharing germs, please clean up after yourself.

Face Coverings

While in the building, employees will continue to wear face coverings or masks when there is a possibility of being within 6 feet of another individual, except when unsafe due to a medical condition or disability. Employees are encouraged to bring personal masks which are most comfortable to them; however, if an employee needs assistance in obtaining a face covering, please contact the Board of Health.

Common Surfaces

Employees should touch the least amount of common spaces and surfaces as possible where safety allows. These commonly touched areas can pass germs from one person to another. Use paper towels or tissues as a barrier when you must touch common areas and then throw them away in the proper receptacles. Employees will be mindful of not touching other people's workspaces.

Whenever possible, do not share personal office equipment (pens, staplers, etc.) and wash or disinfect hands before and after using shared office equipment (copy machines, fax machines, etc.) Employees will clean their own workspaces daily. If your department needs sanitizing wipes, please contact my office or Lenny Burnham at the DPW.

Other Informational Resources

Below are some important sources of information for you to review and be familiar with. Please review them frequently, as well as the posters that will be hung in your workplace, and the information available on the City's website.

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

Help Prevent COVID-19 with Social Distancing: <https://www.mass.gov/doc/help-prevent-covid-19-with-social-distancing/download>

Using a Face Covering Effectively: <https://www.mass.gov/doc/use-face-coverings-effectively/download>

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

10 Tips for At-Home Quarantine or Self-Monitoring: <https://www.mass.gov/doc/10-tips-for-at-home-quarantine-or-self-monitoring/download>

Prevent the spread of COVID-19 if you are sick: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf>

What you should know about COVID-19 to protect yourself and other: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

COVID-19 Wellness Tips and Resources: <https://www.mass.gov/doc/covid-19-wellness-tips-and-resources-english/download>

Additionally, the City's insurance provider, MIAA, and mass.gov offer up to date information as well as multiple trainings regarding the COVID-19 pandemic. Resources including hygiene protocols and social distancing are available by logging into these websites:

<https://www.emiaa.org/>

<https://www.mass.gov/info-details/reopening-massachusetts>

To view COVID-19 updates from the City, please log into the City of Woburn's website:

<https://www.woburnma.gov/reopening-woburn/>

Thank you again for your diligence in maintaining a safe work environment for all. Please don't hesitate to contact my office, the Board of Health or the Director of Human Resources if you have any questions or concerns.

Sincerely



Scott D. Galvin

**CITY OF WOBURN
ACKNOWLEDGEMENT SHEET
RECEIPT OF CITY OF WOBURN COVID PLAN**

I certify that I received and reviewed a copy of the City of Woburn's COVID PLAN, was provided the opportunity to ask questions about the plan, and I understand and will abide by the principles and terms thereof.

Signed: _____ **Date:** _____
(Employee's Signature)

Printed Name: _____
(Employee's Name Clearly Printed)

Signed: _____ **Date:** _____
(Department Head's Signature)

Note: The original acknowledgement sheet should be filed in the Employee's Personnel File and a copy with the Director of Human Resources. The employee will retain the policies and procedures for further review and reference.

**Woburn's COVID-19 Workplace Prevention and Control Plan
COVID PLAN**

APPENDICES

Mayor's Directive on Face Masks	APPENDIX A
City of Woburn's Vacation Policy	APPENDIX B
Mayor's Directive Regarding City Operations During the COVID-19 Emergency (dated March 31, 2020)	APPENDIX C
Office Spaces MA COVID-19 Checklist	APPENDIX D
MA Safety Standards for Offices	APPENDIX E
Sector Specific Workplace Safety Standards for Office Spaces to Address COVID-19 (updated July 24, 2020)	APPENDIX F



City of Woburn
Massachusetts

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Scott D. Galvin
Mayor

MAYOR'S ORDER REQUIRING THE USE OF FACE COVERINGS WHEN SOCIAL DISTANCING IS NOT POSSIBLE

WHEREAS, the 2019 Novel Coronavirus (COVID-19) is a highly contagious and potentially fatal respiratory disease, the prevalence of which is increasing rapidly throughout the world, inclusive of the United States and the Commonwealth of Massachusetts; and

WHEREAS, on March 11, 2020 the World Health Organization designated the COVID-19 outbreak a Pandemic Health Emergency; and

WHEREAS, on March 10, 2020, the Governor of the Commonwealth of Massachusetts issued a Declaration of a State of Emergency to Respond to COVID-19 and determined that immediate public action is needed to prevent, minimize, or mitigate damage to public health, safety, or general welfare of the people of commonwealth and/or property which may otherwise result from the above described emergency; and

WHEREAS, on March 13, 2020, the President of the United States announced a national declaration of emergency; and

WHEREAS, on March 31, 2020 a local state of emergency was declared in the City of Woburn;

WHEREAS, public health experts have determined that it is possible for an infected individual to transmit COVID-19 even when the individual does not exhibit symptoms of the virus; and

WHEREAS, the Centers for Disease Control and Department of Public Health have advised individuals to wear cloth face coverings when they are out of the home and may be in close proximity to others in order to prevent transmission of this highly contagious virus.

NOW THEREFORE, I Scott D. Galvin, Mayor of the City of Woburn, order that effective Wednesday, May 6, 2020, any person over age two who is in a place open to the public in the City of Woburn, whether indoor or outdoor, and is unable to or does not maintain a distance of approximately six feet from every other person, shall cover their mouth and nose with a mask or cloth face covering, except where a person is unable to wear a mask or face covering due to a medical condition, or the person is otherwise exempted by Department of Public Health guidance. A person who declines to wear a mask or cloth face covering because of a medical condition shall not be required to produce documentation verifying the condition. This requirement applies to all workers and customers of businesses and other organizations open to the public that are permitted to operate as COVID-19 Essential Businesses as defined in Appendix A of Governor Baker's COVID-19 Order 13, as extended by COVID-19 Orders 21 and 30.

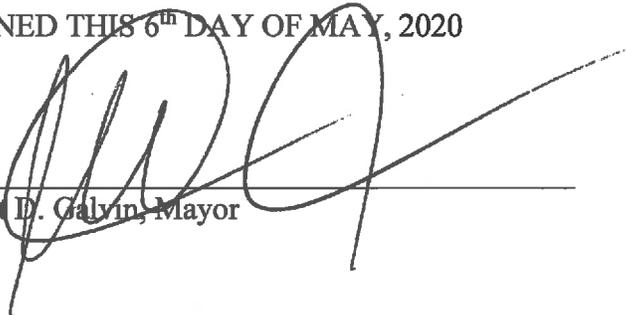
All persons are required to wear masks or cloth face coverings at all times when inside grocery stores, pharmacies, and other retail stores. All persons are also required to wear masks or cloth face coverings when providing or using the services of any taxi, car, livery, ride-sharing, or similar service or any means of mass public transit, or while within an enclosed or semi- enclosed transit stop or waiting area. All persons are strongly discouraged from using medical-grade masks to meet the requirements of this Order, as medical-grade masks should be reserved for healthcare workers and first responders.

If a customer refuses to wear a mask or cloth face covering for non-medical reasons, a business may decline entry to the individual.

Pursuant to G. L. c. 111, § 30 the Board of Health and its agents are authorized to enforce this Order and if necessary may do so with the assistance of the Woburn Police Department. Violation of the terms of this Order or Department of Public Health Guidance may result in a civil fine of \$300 per violation, in the manner provided for non-criminal disposition of violations of municipal by-law, ordinance, rule, or regulation pursuant to G. L. c. 40, § 21D.

This Order shall remain in effect until rescinded or until the state of emergency is terminated, whichever happens first.

SIGNED THIS 6th DAY OF MAY, 2020



Scott D. Galvin, Mayor

CITY OF WOBURN
POLICY ON LEAVE AND OUT-OF-STATE TRAVEL

With the arrival of what is typically the vacation and travel season, the City is implementing a Policy on Leave and Out-of-State Travel as an additional measure to minimize the potential for introducing COVID-19 into City buildings and workplaces. City employees are strongly advised not to travel to states which are currently experiencing surges and/or high rates of transmission of COVID-19, and to not travel outside of the country. Currently, Massachusetts State and local government health officials are advising that residents quarantine for at least 14 days following travel out of state, except for travel to Rhode Island, Connecticut, Vermont, New Hampshire, Maine, New York, and New Jersey.

The CDC and Department of Public Health (DPH) recommend that people stay at home as much as possible, especially if their trip is not essential, and, when traveling, they should practice social distancing and wear face coverings. Prior to taking a vacation, the City asks all employees to advise whether they plan to travel and where. Virus hotspots change daily, and exposure to the COVID-19 can happen regardless of the mode of transportation or location.

Employees who choose to travel to states not exempted under paragraph 1 herein are prohibited from returning to their office or workplace for 14 days following their return to Massachusetts. Employees will not qualify for Emergency Paid Sick Leave to self-quarantine upon their return unless they experience COVID-19 symptoms upon return and seek a medical diagnosis or are subject to a quarantine or isolation order due to illness or close contact with a COVID-19 positive individual.

During this period, employees may use accumulated sick time, personal time or vacation time.

Decisions regarding employees returning to work from vacation leave will be made on a case-by-case basis by the Board of Health, Human Resources Director and the Mayor in accordance with current CDC, DPH and State guidance.

Revised: July 17, 2020



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Scott D. Galvin
Mayor

Directive Regarding City Operations During COVID-19 Emergency

In response to the current declared states of emergency by Federal, State and Local authorities, and the most recent order by Governor Baker closing non-essential businesses, I have communicated with all departments regarding the need to restructure operations to assure the continuation of essential services while reducing the risk of infection to employees and members of the community.

The City recognizes that this pandemic will have an impact on employees in varying degrees and the City has taken and will continue to take prompt action to address those impacts as they arise. During this time, we welcome and appreciate the partnership of employees and their bargaining representatives as we process the changing landscape provided by the progress of the virus and the governmental interventions at federal, state, and local levels to combat it and to provide guidance and direction to citizens and to our City government.

We have selectively curtailed City operations in an effort to maximize "social distancing" and we are responding as well to the anticipated need to deal with absences of employees who are unable to work due to illness or the need to quarantine as a result of exposure to persons infected or presumptively infected by the COVID-19 virus.

City Departments have developed plans to determine the minimum number of employees necessary to be physically present in City Hall to continue optimal operations and have developed rotational schedules and work expectations, to include working remotely, answering emails, phone calls and participating in remote meetings. The Police and Fire Departments will take these steps with respect to administrative/secretarial staff, while sworn personnel will continue to be subject to duty assignments by the Chiefs. All custodians will continue working to ensure their buildings are clean and disinfected. The Library will continue service with administrative staff working a rotating schedule to ensure continued public access to streaming and other digital services, and to the extent possible hard books for curbside pickup. The Senior Center will continue operations. DPW, Parks and Cemetery will continue to operate recognizing strict compliance with social distancing requirements (e.g., one employee per vehicle, 6 feet of distance in all field work). Administrative Offices will be closed to the public but staffed pursuant to a strict social distancing policy requiring 6 feet of separation.

In order to permit the City to continuously reevaluate the determinations included in this Directive, the Directive shall be effective until May 4, 2020, and reviewed and revised as needed thereafter, at which point the Directive may be renewed, modified and reissued, or terminated. All employees and their collective bargaining representatives will be provided with electronic notice of all revisions.

Depending on the duration of the Emergency, except for those paid leave provisions provided under the Families First Coronavirus Protection Act (FFCPA) and effective April 1, 2020, fiscal circumstances may require the City to depart from certain of the pay provisions set forth below. This will also be reviewed and revised if necessary.

All instances below where use of sick leave is prescribed for situations involving COVID-19 will be reviewed at a later date to determine whether any sick leave applied will be restored pursuant to guidance from the state and federal government or based on further discussions with collective bargaining representatives, and based on the City's economic situation. In the event sick leave is exhausted, vacation and personal leave may be used.

#	Circumstances of Absence	Type of Leave Available or To Be Applied
1	Employee is ready willing and able to work, but directed to remain at home, or to work from home.	Regular pay, without use of leave.
2	Employee is ready willing and able to work full time, but is placed on a part-time schedule due to a partial shut-down of the workplace.	Regular pay, without use of leave.
3	Employee is ill with any other communicable disease, or any condition that disables the employee from working or teleworking unrelated to COVID-19.	Use of accrued paid sick leave
4	Employee is unable to work, or telework, because 1) they are subject to an isolation order; 2) have been advised to quarantine because of their health; or 3) are experiencing symptoms of COVID-19 and are seeking a medical diagnosis.	Emergency paid sick leave up to 80 hours under the FFCRA or use of accrued paid sick leave
5	Employee is unable to work, or telework, because s/he must care for an individual 1) under an isolation order or who has been advised to self-quarantine by their health care provider or 2) the employee is experiencing symptoms of any other substantially similar condition specified by the U.S. Department of Health and Human Services in consultation with the Secretaries of Labor and Treasury	Emergency paid sick leave up to 80 hours (at 2/3 pay) under the FFCRA ¹ or use of accrued paid sick leave not to exceed 2 weeks unless another category applies.
6	Employee must remain at home due to the unavailability of alternative daycare during school/daycare closures as a result of COVID-19.	Emergency paid sick leave up to 80 hours (at 2/3 pay) and an additional 10 weeks of paid expanded family and medical leave (FMLA+) (at 2/3 pay) under FFCRA ² or use of accrued sick leave.
7	Employee elects to remain at home due to fear of contracting COVID-19.	Use of vacation leave or unpaid leave.

¹ Employee may supplement 2/3 pay with accrued leave to attain regular pay.

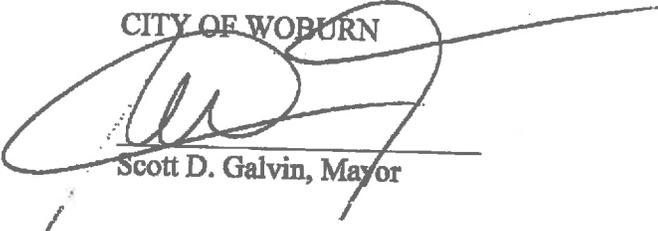
² Employee may supplement 2/3 pay with accrued leave to attain regular pay.

Employees are encouraged to review the attached Notice regarding paid leave available under the Families First Coronavirus Response Act to better understand their options. In any case where the use of sick leave is authorized, the City reserves the right to designate such leave as Family and Medical Leave under applicable statutes. In any case where an employee is ready willing and able to work and is being paid, the City reserves the right to assign the employee to appropriate duties either at home or in the workplace.

Crossing guards and other non-union part time employees employed by the City shall be paid for their regularly scheduled hours through April 11, 2020.

If you have any questions regarding the foregoing Directive, please direct your inquiries to my office within five days of the date of this notice.

CITY OF WOBURN



Scott D. Galvin, Mayor

Date: March 31, 2020

COVID 19 PLAN
RETURN TO WORK

What if an employee comes to work with symptoms of COVID 19?

Employees who have symptoms when they arrive at work or become sick during the day should immediately notify their department head. They should be separated from other employees, customers, and visitors and be sent home.

Employees who develop symptoms outside of work should notify their department head and stay home.

Sick employees should follow the CDC recommended steps <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

Employees should not return to work until they have met the criteria to discontinue home isolation <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html> and have consulted with a healthcare provider and the board of health department.

What if an employee has a confirmed case of COVID 19?

The building will not be shut down. The City will close off any areas used for prolonged periods of time by the sick person, and will follow the CDC disinfection recommendations.

Sick employees should follow the CDC recommended steps <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html> and should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider and the Board of Health department.

If an employee is confirmed to have COVID 19, fellow employees will be informed of their possible exposure to COVID 19, but the City will maintain confidentiality as required by the Americans with Disabilities Act (ADA).

Any employee that tests positive for COVID 19 should notify the Woburn Board of Health for the purpose of contact tracing. Woburn health officials will coordinate with Mass Department of Public Health and the local Board of Health where the employee and close contacts reside. Case clusters will be determined in consultation with the Mass Department of Public Health and local health officials. The Woburn Board of Health will coordinate with the Mayor to share information as indicated and investigate reported exposures.

What if an employee has been exposed but has no symptoms?

Employees may have been exposed (Potentially exposed) if they are a "close contact" of someone who is infected, which is defined as being within 6 feet of a person for a prolonged period of time.

- Potentially exposed employees who have symptoms of COVID 19 should self-isolate and follow the CDC recommended steps <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.
- Potentially exposed employees who do not have symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

All other employees should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their department head and stay home.

An employee that is notified by the local Board of Health or state contact tracer that they have been identified as a close contact of a confirmed case is mandated by the state to be tested as soon as possible. An employee in this category must notify their department head and remain in quarantine for 14 days if they test negative, or remain in isolation until cleared by the local Board of Health or health care provider if they test positive.

What If an employee later tests positive with COVID 19?

- If it's less than 7 days since the sick employee has been in the building, the City will clean and disinfect all areas used by the sick employee following the CDC cleaning and disinfection recommendations.
- If it has been 7 days or more since the sick employee has been in the building, additional cleaning and disinfection will not be necessary. The City will continue routinely cleaning and disinfecting all high-touch areas in the building.
- Other employees who may have been exposed to the virus if they were in "close contact" (within 6 feet) of the sick employee for a prolonged period of time should:
 - Those that have symptoms should self-isolate and follow the CDC recommended steps <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.
- Employees not considered exposed should self-monitor for symptoms such as fever, cough, shortness of breath. If they develop symptoms, they should notify their department head and stay home.

When can an employee suspected or confirmed with COVID 19 return to work?

Sick employees should follow the steps to prevent the spread of COVID 19

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

Employees should not return to work until they meet the criteria to discontinue home isolation

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>. And have consulted with a health care provider and the board of health department.

Option 1: If after consultation with a healthcare provider and the board of health about available testing, it is determined they will not have a test to determine if they are still contagious, the employee can leave home and return to work after these three conditions have been met:

- The employee has had no fever for at least 24 hours (that is 1 full day of no fever without the use of medicine that reduces fevers.)
AND
- Respiratory symptoms have improved (for example, cough or shortness of breath have improved).
AND
- At least 10 days have passed since their symptoms first appeared.

Option 2: If, in consultation with a healthcare provider and local public health authorities knowledgeable about locally available testing resources, it is determined the employee will be tested to determine if the employee is still contagious, the employee can leave home after these three conditions have been met:

- **The employee no longer has a fever (without the use of medicine that reduces fevers)
AND**
- **Respiratory symptoms have improved (for example, cough or shortness of breath have improved)
AND**
- **They received two negative tests in a row, at least 24 hours apart. Their doctor should follow the CDC guidelines.**

Paid sick leave and expanded Family and Medical Leave under the Families First Coronavirus Response Act may be available for employees who have confirmed cases and have been advised to self-quarantine. Contact the Human Resources Department for further information.

Questions can be directed to the Woburn Board of Health, Human Resources or Mayor's Department.



SOCIAL DISTANCING

Ensure >6ft between individuals

- Each office must monitor customer and worker entries and exits and limit occupancy at all times to the greater of the following:
 - 50% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
 - Buildings for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space
 - In any case, no enclosed space within the facility may exceed occupancy of 10 persons per 1,000 square feet
 - All occupancy counts and calculations shall include customers, staff, and other workers
- 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 must practice physical distancing and appropriate hygiene measures and may allow indoor and /or outdoor seating according to Restaurant guidance
 - Physical partitions separating workstations must be installed for areas that cannot be spaced out. Physical partitions must be at least 6 feet in height
 - 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)
 - Mark rooms and hallways to indicate 6 feet separation
- Designate assigned working areas (e.g., floor, building) to individuals where possible to limit movement throughout the facility and limit contact between workers
- Stagger work schedules and improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Limit meeting sizes, ensure 6 feet of social distancing, and encourage remote participation
- Stagger 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



HYGIENE PROTOCOLS

Apply robust hygiene protocols

- Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- Post visible signage throughout the site to remind workers of the hygiene and safety protocols
- Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for workers
- Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms
- Avoid sharing office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)



STAFFING & OPERATIONS

Include safety procedures in the operations

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature and 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
- Facilities must screen workers at each shift by ensuring the following:
 - Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
 - Worker has 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 15 minutes or more, 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
 - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
 - Workers who fail to meet the above criteria must be sent home
- 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) if needed
- Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability
- Employers are encouraged to have workers continue to telework if feasible; external meetings should be remote to reduce density in the office
- Employers should establish adjusted workplace hours and shifts for workers (if working in-person, leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- For guidance on business-sponsored travel, refer to the Commonwealth's current out-of-state travel order: [mass.gov/MATraveler](https://www.mass.gov/MATraveler). Employers are strongly discouraged from allowing business-related travel to destinations other than those appearing on the Department of Public Health's list of COVID-19 lower risk States. Employers that permit employer-paid or -reimbursed travel to those States should take measures to ensure employees comply with this order. Employers are also urged to strongly discourage their employees from taking leisure travel to destinations not included on the list of COVID-19 lower-risk States
- Workers must stay home if feeling ill
- Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts 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 the Commonwealth's [Mandatory Safety Standards for Workplace](#)
- Offices should maintain operating hours that allow for on-going off-hour sanitation and cleaning
- Allow water fountains to be used as refill stations only, provided that social distancing can be maintained. Workers should bring their own water bottles
- Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth's Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the [Reopening Plan website](#), applicable to the amenity or service. Examples include:
 - Cafeterias: Must follow the latest restaurant guidance



CLEANING & DISINFECTING

Incorporate robust hygiene protocols

- Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines
- Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)
- Keep cleaning logs that include date, time, and scope of cleaning
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)
- Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Open windows and doors to increase airflow where possible



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Each office must monitor customer and worker entries and exits and limit occupancy at all times to the greater of the following:

- 50% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
- Buildings for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space
- In any case, no enclosed space within the facility may exceed occupancy of 10 persons per 1,000 square feet
- All occupancy counts and calculations shall include customers, staff, and other workers

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 must practice physical distancing and appropriate hygiene measures and may allow indoor and /or outdoor seating according to Restaurant guidance
- Physical partitions separating workstations must be installed for areas that cannot be spaced out. Physical partitions must be at least 6 feet in height
- 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)
- Mark rooms and hallways to indicate 6 feet separation

Stagger work schedules and improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Limit meeting sizes, ensure 6 feet of social distancing, and encourage remote participation

Stagger 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

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



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)

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

Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for workers

Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms

Avoid sharing office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)



STAFFING & OPERATIONS

MANDATORY SAFETY STANDARDS

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 and 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

Facilities must screen workers at each shift by ensuring the following:

- Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
- Worker has 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 15 minutes or more, 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
- Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
- Workers who fail to meet the above criteria must be sent home

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) if needed

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

For guidance on business-sponsored travel, refer to the Commonwealth's current out-of-state travel order: [mass.gov/MATraveler](https://www.mass.gov/MATraveler). Employers are strongly discouraged from allowing business-related travel to destinations other than those appearing on the Department of Public Health's list of COVID-19 lower risk States. Employers that permit employer-paid or -reimbursed travel to those States should take measures to ensure employees comply with this order. Employers are also urged to strongly discourage their employees from taking leisure travel to destinations not included on the list of COVID-19 lower-risk States

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) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts 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 the Commonwealth's [Mandatory Safety Standards for Workplace](#)

Offices should maintain operating hours that allow for on-going off-hour sanitation and cleaning

Allow water fountains to be used as refill stations only, provided that social distancing can be maintained. Workers should bring their own water bottles

Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth's Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the [Reopening Plan website](#), applicable to the amenity or service. Examples include:

- Cafeterias: Must follow the latest restaurant guidance

Recommended Best Practices

Employers are encouraged to have workers continue to telework if feasible; external meetings should be remote to reduce density in the office

Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment

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

Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing



MANDATORY SAFETY STANDARDS



CLEANING & DISINFECTING

Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines

Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)

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

Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)

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

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

Recommended Best Practices

Open windows and doors to increase airflow where possible



**SECTOR SPECIFIC WORKPLACE SPECIFIC SAFETY STANDARDS
FOR OFFICE SPACES TO ADDRESS COVID-19
Updated as of July 24, 2020**

Purpose

These sector specific COVID-19 workplace safety standards for Office Spaces are issued to provide businesses and other organizations operating within general use office spaces and workers in these office spaces with instructions to help protect against the spread of COVID-19. Employers are encouraged to have workers continue to telework if feasible.

These standards are minimum requirements only and are not exclusive or exhaustive. The public health data and matrix for disease prevention upon which these guidelines are based can and does change frequently, and the operator of the office space is accountable for adhering to all local, state and federal requirements. The operator of the office space is also responsible for staying abreast of any updates to these requirements.

Standards for Responsible Office Spaces in Massachusetts

No activity in office spaces can occur without meeting the following sector specific COVID-19 workplace safety standards. These standards apply to all businesses and other organizations operating in general use office space until rescinded or amended by the State.

The following workplace specific safety standards are organized around four distinct categories covering Social Distancing, Hygiene Protocols, Staffing and Operations, and Cleaning and Disinfecting.

I. Social Distancing

- Each office must monitor customer and worker entries and exits and limit occupancy at all times to the greater of the following:
 - 50% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
 - Buildings for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space
 - In any case, no enclosed space within the facility may exceed occupancy of 10 persons per 1,000 square feet
 - All occupancy counts and calculations shall include customers, staff, and other workers
- 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 must practice physical distancing and appropriate hygiene measures and may allow indoor and /or outdoor seating according to Restaurant guidance
- Physical partitions separating workstations must be installed for areas that cannot be spaced out. Physical partitions must be at least 6 feet in height
- 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)
- Mark rooms and hallways to indicate 6 feet separation
- Designate assigned working areas (e.g., floor, building) to individuals where possible to limit movement throughout the facility and limit contact between workers
- Stagger work schedules and improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Limit meeting sizes, ensure 6 feet of social distancing, and encourage remote participation
- Stagger 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

II. 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)
- Post visible signage throughout the site to remind workers of the hygiene and safety protocols
- Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for workers
- Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms
- Avoid sharing office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)

III. Staffing and Operations

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature and 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
- Facilities must screen workers at each shift by ensuring the following:
 - Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
 - Worker has 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 15 minutes or more, 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
 - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
 - Workers who fail to meet the above criteria must be sent home
- 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) if needed
- Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability
- Employers are encouraged to have workers continue to telework if feasible; external meetings should be remote to reduce density in the office
- Employers should establish adjusted workplace hours and shifts for workers (if working in-person, leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- For guidance on business-sponsored travel, refer to the Commonwealth's current out-of-state travel order: [mass.gov/MATraveler](https://www.mass.gov/MATraveler). Employers are strongly discouraged from allowing business-related travel to destinations other than those appearing on the Department of Public Health's list of COVID-19 lower risk States. Employers that permit employer-paid or -reimbursed travel to those States should take measures to ensure employees comply with this order. Employers are also urged to strongly discourage their employees from taking leisure travel to destinations not included on the list of COVID-19 lower-risk States
- Workers must stay home if feeling ill
- Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise

likely contacts 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 the Commonwealth's [Mandatory Safety Standards for Workplace](#)
- Offices should maintain operating hours that allow for on-going off-hour sanitation and cleaning
- Allow water fountains to be used as refill stations only, provided that social distancing can be maintained. Workers should bring their own water bottles
- Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth's Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the [Reopening Plan website](#), applicable to the amenity or service. Examples include:
 - Cafeterias: Must follow the latest restaurant guidance

IV. Cleaning and Disinfecting

- Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines
- Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)
- Keep cleaning logs that include date, time, and scope of cleaning
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)
- Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Open windows and doors to increase airflow where possible

Additional worker safety guidelines and resources (with hyperlinks to web pages) are available below:

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA):

[OSHA – COVID-19 Webpage](#)

[OSHA – Enforcement Guidelines Webpage](#)

[OSHA Fact Sheet – Protecting Workers During a Pandemic](#)

U.S. Centers for Disease Control (CDC):

[CDC – Environmental Cleaning and Disinfection Recommendations](#)

[CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease \(Updated 3/21/20\)](#)

Additional Information:

Massachusetts State Coronavirus (COVID-19) Website

mass.gov/covid19

United States Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>