

TOWN OF MILFORD

TOWN ADMINISTRATION



MILFORD TOWN HALL PLAN TO RE-OPEN TO THE PUBLIC

We hope you and your families 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 Hall as follows in concert with public health guidelines as of:

Monday, July 27, 2020 (STAFF ONLY)

Starting July 28, 2020 on Tuesdays and Thursdays (PUBLIC WALK-INS for all departments will be open from 09:00-1:00). Please note: Temporary office for the Town Clerk during these hours for vehicle registrations only, will be located on Middle Street at the elevator entrance. All other Town Clerk services will continue to use the drop boxes located in the glass entrance on Nashua Street. All other departments can be accessed through the regular entrance. Town Hall will continue to be by APPOINTMENT ONLY during the remainder of the work week.

NOTE: In order to minimize foot traffic in Town Hall, maximize social distancing and reduce the risk of exposure to both residents and employees, we strongly encourage residents to continue to make use of our website (www.milford.nh.gov), drop boxes, appointments and phone system during the rest of the week.

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.

PROCESS/FACILITY ADAPTATION PRIOR TO REOPENING

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

- Town Hall has been sanitized, and will continue to be thoroughly cleaned every evening.
- Hand sanitizer is available in the building and members of the public are asked to use such hand sanitizer prior to entering any Department.
- Plexiglas guards have been installed at customer service counters.
- Prior to reporting back to work, employees will let supervisors know if they need a mask, and masks will be provided to employees that need them. Masks will be worn by staff in public areas i.e. Lobby.
- When possible, workstations will be separated by at least six feet. Wherever needed, 6' demarcations will be added to areas where people often wait for service.
- To the extent possible, we will maintain only one public entrance to Town Hall (via the glass door on Nashua Street), where masks and hand sanitizer will be available to the public.
- The door that goes to the Town Hall elevator on Middle Street shall be reserved and demarcated for the Town Clerk to assist people in person from 0900-1300 on Tuesday and Thursdays. The elevator will be open during those hours for the public to access departments located on the 2nd floor of the Town Hall.

All visitors to Town Hall must wear masks. Signage for the public entrance will be posted which includes the following information:

ATTENTION ALL VISITORS:

For your health and the health of others, we require that you use **HAND SANITIZER AND WEAR A MASK OR CLOTH FACE COVERING** while in the building. If you do not have a mask or cloth face covering, one will be provided to you. Visitors without masks or cloth face coverings **will not** receive 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 other service options which can be found at www.milford.nh.gov or call 249-0600 for assistance.

Thank you, in advance, for your patience and cooperation.

EMPLOYEE REOPENING PROTECTIONS

Monitor Your Health

Employees must be vigilant in monitoring their health, and those who are sick or not feeling well must stay home. Possible symptoms of COVID-19 include:

- Fever
- Respiratory symptoms such as runny nose, sore throat, cough, or shortness of breath
- Flu-like symptoms such as muscle aches, chills, and severe fatigue
- Changes in a person's sense of taste or smell

PRIOR TO LEAVING HOME EACH DAY, employees should ask themselves the following 5 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 a touchless thermometer 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 runny nose, sore throat, cough, or shortness of breath?
4. Am I experiencing any new muscle aches or chills?
5. Have I experienced any new change in your sense of taste or smell?

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

MASKS/CLOTH FACE COVERINGS

- 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.
- 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 or working alone or at 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.

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 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 the clerks' 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 and maintain social distance (6') and when possible, breaks should be taken separately.
- 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).

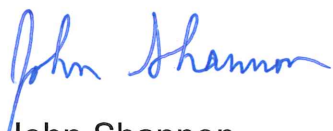
CONTINUE TO PRACTICE GOOD HAND HYGIENE AND OTHER CLEANING

- Continue to practice good hand hygiene, washing your hands often, especially after using shared equipment, and try to avoid touching your face, nose or mouth.
- Practice good respiratory etiquette. This includes coughing and sneezing into a tissue or your elbow rather than into your hands.

BE PREPARED AND BE FLEXIBLE

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. 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!

Sincerely,



John Shannon
Town Administrator
Milford, NH 03055
603-249-0602