



Haverhill, New Hampshire
Brigitte Codling, Town Manager
July 4, 2020

HAVERHILL TOWN HALL PLAN FOR RE-OPENING 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 Hall:

Re-opening of Town Hall will occur on Monday July 13, 2020

There shall be no public walk-ins allowed.

All services to the public will be by appointment only.

NOTE: In order to minimize foot traffic in Town Hall, 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, which can be accessed online at any time via our website at: www.haverhill-nh.com

To accommodate re-opening Town Hall the building has been modified to ensure the safety of our employees as well as visitors to Town Hall. We have also developed the following Standard Operating Procedures (SOPs), which will be in effect until further notice. These practices are based upon the Governor’s Emergency Orders, public health guidelines, and are designed to keep both our employees and the public safe.

PROCESS/FACILITY ADAPTATION PRIOR TO REOPENING:

- Town Hall will be thoroughly cleaned and sanitized daily.
- Hand sanitizer stations have been established throughout the building.
- Glass service windows have been installed at all customer service counters.
- Workstations have been separated by at least six feet.
- In the main hall six-foot demarcations have been established.

EXPECTION OF VISITORS TO TOWN HALL:

- All visitors must have an appointment.
- All visitors must arrive no sooner than ten-minutes prior to their appointment.
- All visitors must check-in with the door monitor and answer all questions asked.
- All visitors to Town Hall must wear a mask (*the door monitor will have masks available*).
- All visitors are must use hand sanitizer prior to entering any Department.

EMPLOYEE HEALTH MONITORING:

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

1. Fever or chills
2. Cough
3. Shortness of breath or difficulty breathing
4. Fatigue
5. Muscle or body aches
6. Headache
7. New loss of taste or smell
8. Sore throat
9. Congestion or runny nose
10. Nausea or vomiting
11. Diarrhea

Employees must report to Town Administration if any of the following is true:

1. Employee or family member has been in close contact with a confirmed case of COVID-19
2. Has a fever of 100 degrees Fahrenheit or higher
3. Is experiencing respiratory symptoms, such as shortness of breath
4. Is experiencing a change in sense of taste or smell

If any of the situations above are true, the employee must STAY HOME.

EMPLOYEE SAFETY PRECAUTIONS:

1. Employees must have their temperature checked and logged by the door monitor when reporting to work each day.
2. Employees must wear a face mask any time they are unable to maintain a six-foot distance from their co-workers and/or someone from the public.
3. While in an office with closed doors, working alone, or at distance from other staff at their desks, masks can be removed.
4. Masks must be worn in hallways and common areas.
5. Care should be taken to keep your mask clean and uncontaminated.
6. 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.
7. Employees must wash their hands regularly and utilize hand sanitizer.
8. Employees must sanitize their desks at the beginning, intermittently, and at the end of their shift.

INTER-OFFICE COMMUNICATIONS:

1. Employees must minimize face-to-face contact.
2. Employees shall not mingle between Town offices.
3. There shall be no visitors within Town offices, behind glass service windows.
4. Electronic meetings shall continue to be utilized until further notice.
5. Employees must avoid congregating in the main hallway or parking lots.

BE PREPARED AND BE FLEXIBLE:

Department Heads have been instructed to plan, in the event the Town experiences higher than usual absenteeism due to COVID-19. This may include rotating groups of employees to work from home/work on-site or assigning one employee to cover another employee's duties for a period of time. So, we ask for your continued flexibility regarding work arrangements.

CONCLUSION:

Please keep in mind that these protocols will be in place until further notice and we thank you in advance for your cooperation. Working together, we hope to have a safe and healthy re-opening for public access to Town Hall.

Please note, some Departments may need to adapt procedures specific to their facilities and services. Do not hesitate to contact the Town Manager or Human Resource Officer if you have suggestions as to how we may help to keep our employees and residents healthy.