THE TOWN OFFICE WILL PARTIALLY RE-OPEN TO CUSTOMERS ON MONDAY, MAY 18, 2020

Hours of Work and Customer Service - Beginning 5/18 (Monday)

Everyone at the Town Office will work 40 hours on four (4) days per week (Mon. – Thrs.).
The standard work day will now be 7:00 am to 5:00 pm.
The entire office is closed on Fridays.

Customer Service Hours will be Limited to the Following:

Monday: 7:30 am to 11:30 am
Tuesday: 12:30 pm to 4:30 pm
Wednesday: 7:30 am to 11:30 am
Thursday: 12:30 pm to 4:30 pm
Friday: CLOSED

• We are planning a Wednesday (5/20) staff meeting to re-assess the following temporary plan.
• It is possible that this temporary work plan will only last two weeks (June 1?)

Overtime

I do not want staff accruing Overtime during this period. To that end, if you have a night meeting, say two hours, you may either come in late or leave early (2 hours one day), but ARE NOT ALLOWED to take that Comp Time from the “Customer Service Hours” periods.

Limited Entry and Use of Door Monitor

During the times that we are open to the public – 4 hours per day – a staffer will serve as Lobby Monitor and will be in the lobby to limit entry to no more than FIVE (5) total customers in the Town Office Building.

A maximum of TWO (2) customers can be allowed into the Town Clerk’s office.

Only ONE (1) waiting customer can remain with the Lobby Monitor in the Lobby itself. Any others must wait outside / in their car.

Up to TWO customers at a time can go through the door to the inner office. The rear hallways are now gated and the Land Use Assistant’s desk (outfitted with new Plexiglass shield) will be the receiving area and will let people through the gates. The Lobby Monitor will direct them that once they are done with their meeting to use the rear side doors to exit (cutting down on passing by one another in the lobby.) We intend to put tape arrows on floors pointing to the exits to use.
The Lobby Monitor will be supplied with a sanitization station (sanitizing lotion, gloves and face masks). If a person tries to enter without a mask, tell them that we can offer them one if they wish to do business. If they refuse to take and wear our mask, please hand them a business card for the appropriate staffer and 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)*

**Masks / Sanitization**

NO ONE comes in to the Town Office without a mask. All staff must wear masks in the building.

Staff should wipe down their stations / pens / hands after each transaction or visit.

Additional hours will be granted to the Custodian to a) help be Lobby Monitor (otherwise we rotate staff for one hour at a time) and b) to perform additional sanitization rounds of the public spaces / door handles, etc.

This additional time will also include the spraying of the town hall with sanitizing “gun” that the Superintendent has offered for use at least once per week.

Each staffer is expected to keep sanitizing wipes / gels at their work station.

**Essential Service Only**

The Lobby Monitor will ask the customer what service they need. If they are simply dropping off a payment and do not want a receipt, you can either take the check (do not touch cash) and relay it to the Clerks, or instruct them to exit and use the drop box. We want to still HIGHLY ENCOURAGE REMOTE TRANSACTIONS.

**Customers May Have to Wait**

Once five customers are in the building, no more can enter until someone leaves. This will require the LUAA to notify the Lobby Monitor when a customer exits the rear hallway emergency doors. As needed, the Fire Department will assist us with an EZ Pop Up covering to be erected just outside our Front Door. One or two waiting customers can wait there (6 to 8 distancing please), or should be encouraged to wait in their car until summoned. The Lobby Monitor should attempt to keep careful track of who is the next person in line (car) for service.

**Public Bathrooms and Signage**

Public Bathrooms will be closed to the public during this period. The use of voting stands / ropes along with a sign will direct people not to access the bathrooms.

A sign on the Front Door and the Middle Door will inform visitors to wear a mask at all times.

A new sanitizing dispenser will be put up next to the Clerk’s Door and the Lobby Monitor should encourage its use.
We will also be putting markings on the floors and on the walkway approaching the building – further reminding people about six-foot distancing. A sign in the Lobby will also note 6’ Minimum Distancing between people – even with masks.

**Public Meetings / Meeting Spaces**

There will be no change in using Zoom or WebEx for all group meetings until at least June 1st.

The Fire Chief is recalculating maximum capacity for our meeting room and that will be posted as assign as well.

**Personnel Management and COVID-19**

You may, with Town Manager approval, ask employees who live with a person infected with COVID-19 to stay home and get a medical release and/or be tested for COVID-19 before returning to work.

You may, with Town Manager approval, direct an employee to stay home because they have recently returned from a country or area where there is a Level 3 Travel Health Notice of COVID-19. The Town Manager will want to review information supplied by the CDC and the World Health Organization and other government agencies. This is a constantly evolving situation, and decisions must be made using the latest information.

Employees who have symptoms of a respiratory illness, including fever, cough and shortness of breath (COVID-19 symptoms according to the CDC), should be sent home. Please keep documentation of any time missed by an employee due to being sent home. Please contact the Town Manager if you need additional guidance.

Employees who have symptoms of acute respiratory illness, should stay home and not return to work until they are free of fever (100 degrees F or greater using an oral thermometer), and symptom free for at least 24 hours without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

If an employee is diagnosed with COVID-19, has been exposed to COVID-19, or needs to take care of someone who has been diagnosed while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

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.
If the Town sends an employee home due to symptoms of a respiratory illness, the Town will treat the time as paid leave until the employee is able to return symptom free and/or has completed the recommended 14-Day self-quarantine.

COVID-19 would qualify as a serious health condition under the Federal and Maine family medical leave laws. Other respiratory illnesses could also qualify for FMLA, depending on the duration of the illness. Please notify HR if an employee will be out of work for more than one week. Employees will need to provide medical documentation to HR stating they have been diagnosed with, exposed to, or are caring for someone who has been diagnosed with COVID-19.

Our normal attendance and leave policies will remain in place for all other illnesses, including the non COVID-19 flu.

If you have an employee diagnosed with COVID-19, or suspected to have COVID-19, you must maintain the confidentiality of their medical condition (just like other medical information). You should also take action to stop the spread of rumors. Medical information must be kept in separate medical files, and not in a personnel file.

If the infected co-worker could have exposed other employees to COVID-19, the Town Manager 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 important. 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. In such cases, employees will be paid for scheduled hours.

The Town Manager may choose to cancel group meetings, trainings, or conferences or facility activities as needed. Department Heads should evaluate any scheduled group meetings, trainings, or conferences or facility activities and may choose to cancel or reschedule.

If a Department Head believes there has been exposure to COVID-19 virus in your building, notify the Fire Chief and the Town Manager immediately, so the Town can initiate cleaning activities to reduce further exposure.