

# MMHR

## JUNE 11, 2020

Webinar on  
Reentry



# TOWN OF SANDWICH – COVID-19

1. Command Team
2. Communications
3. Consistency – Over a long period
4. Preparedness –  
IT/Facilities/Communications
5. Covid-19 Testing Serology
6. Community Culture & Employee Relations

# COMMAND TEAM

Fire Chief

Police Chief

Emergency Management Director

Town Manager

Assistant Town Manager - (PIO)

School Superintendent

**Director of Health - Leads**

Public Health Nurse

Virtual Emergency Operations Center  
(03.02.2020)

# COMMUNICATIONS

- Incident Action Plan - #1 March 2
- Daily Call of Command Team
  - Text Group
  - Email Group
- Daily Updates from Chief
- PIO - Regular Press Release & Social Media
- Public Service Announcements – Tracking Report
- Employee Relations –fair not equal

## Public Service Announcement #1 COVID-19 Command Team

March 15, 2020 Message from Director of Public Health, David  
Mason and Chief John Burke – Sunday, March 15, 2020

[Click to View PSA #1 on YouTube](#)



COVID-19 Sandwich Public Health Department PSA

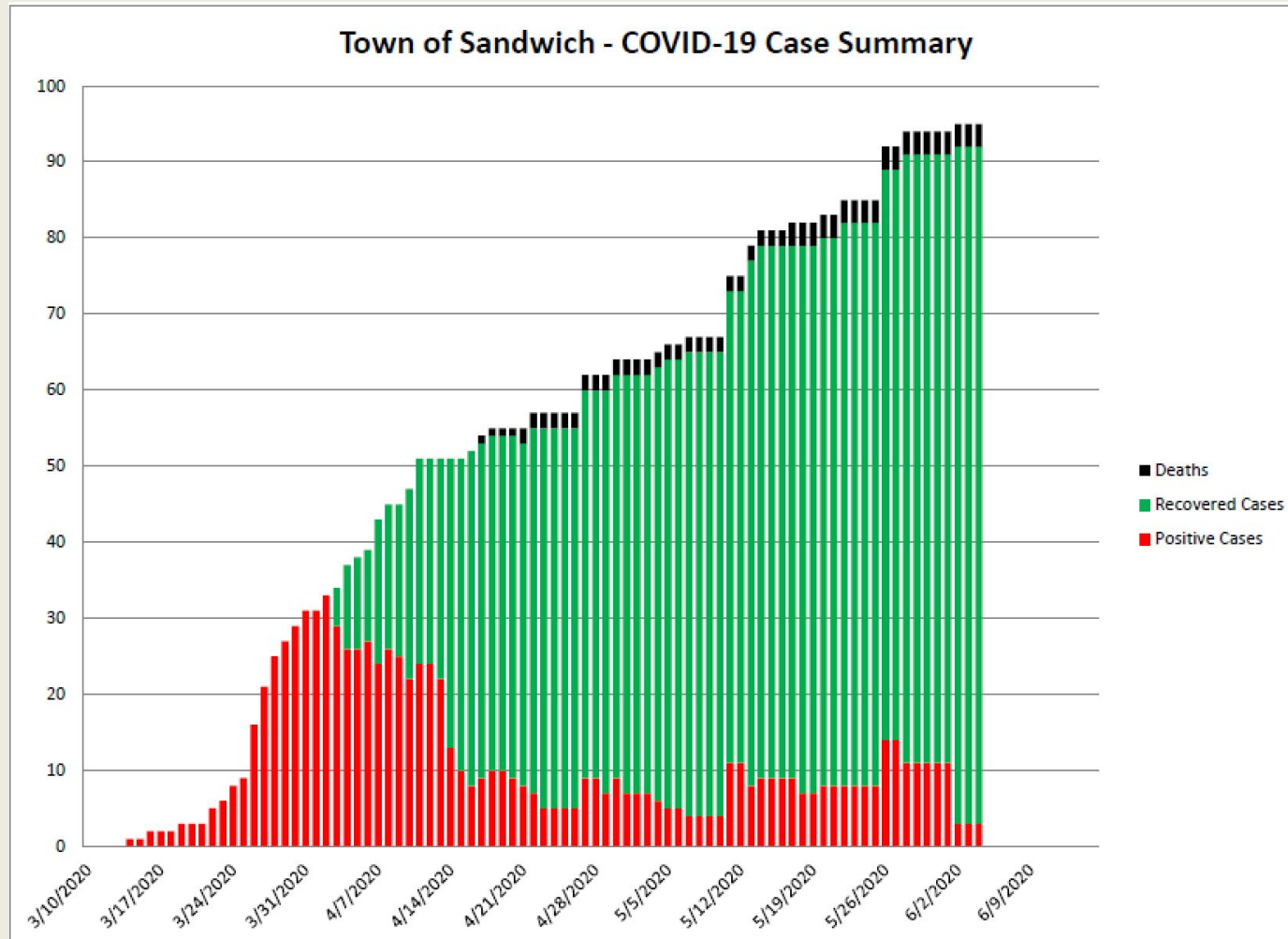
# PSA #1

## March 15, 2020





# CONSISTENCY



# PREPAREDNESS

- NEW EOC –Virtual EOC
- Sanitation – Facilities Continuous
- Early to Cancel Large & Other Events
- Early to Order Hygiene and Separation
- 1<sup>st</sup> Case on Cape in Sandwich
  - Remote Work Prep – 03/12
- Special State and Local Election
- Templates for Reopening
  - Required Communications with Staff
  - Sensitivity to differences in tolerance



## Phase II – Town Hall

### Town Hall – General Operations -

Social Distancing	Hygiene Protocols	Staffing and Operations	Cleaning and Disinfecting
Plexiglass at reception	All Staff wear masks until mask order lifted	Downstairs restroom staff only	See Facilities Department process
Floor Markings 6' distance	Patrons Requested to wear masks per Governor's order	Promote Online Services	
Signs asking patrons to stop at reception & limiting access into offices	Signs promoting mask, handwashing & distance	and Appointments	
	Antibacterial Dispenser in Entry way (and around the building)	All staff review hygiene, social distancing & sanitization recommendations	
		More Discussion needed about private use of Stage and Auditorium	More Discussion needed about private use of Stage and Auditorium and required hygiene and sanitation for users.





## Phase II – Town Hall

### Town Hall – Town Manager

Social Distancing	Hygiene Protocols	Staffing and Operations	Cleaning and Disinfecting
Plexiglass at reception plus internal barriers	All Staff wear masks until mask order lifted when social distancing cannot be observed	Limit Copier Use to Building Staff Downstairs restroom staff only	See Facilities Department process
Floor Markings 6' distance	Patrons Requested to wear masks per Governor's order	Promote Online Services and appointments	
Signs asking patrons to stop at reception & limiting access into offices & hygienic use of copier & postage machine	Signs promoting mask, handwashing & distance	All staff review hygiene, social distancing & sanitization recommendations	
Relocate interoffice mail to hallway  Add exterior 'inbox' for applications	Temperature Check Voluntary	All staff report – unless they are not feeling well	

# BASIC TENANTS – OFFICE REOPENING

Separation – Early Plexi Ordering (April)

Hand Sanitizer & Wipes– Bulk Order (still waiting for large dispensers)

Masks –Yes

Signs – Card Stock – Standardized by Town

Social Distance Marking – Tape (still) waiting for decals)

Screening – Self Check, Thermometer on Site with instructions and Testing

Fogger – “Jack the Fogger” & Purchase (April) –  
Cleaning & Sanitizing Air Handling Systems

# BASIC TENANTS – OFFICE REOPENING

**Staggered/Rotating Staffing** - Department Head Discretion

**Training – In person on site & online-** focus on distancing, masks, self screening, personal responsibility & our commitment to continuous improvement & personal responsibility (no cases from work)

<https://www.mass.gov/info-details/covid-19-prevention-and-treatment>

No Press release – soft opening May 26<sup>th</sup>

All staff essential

Staff invited to preview before opening.

Many, Many Cancellations Preceded

COVID – 19 Command Team briefed and reviewed all plans

Governor Issued Reopening Plan

So far no issue unresolved

# COVID -19 TESTING

- Public Health Nurse, EMS & Town Physician
- Blood Test - Serology Quick Test
  - Offered Voluntarily to All Employees
  - Over 250 Tests Administered – More to follow
  - Achievable with strong relationship with Regional Hospitals & Swab test follow-up procedures

# COMMUNITY CULTURE

- Team Environment
- Executive Delegation of Authority – (judiciously applied)
- Presence Important
- Small Things Upon Return
  - Thank You note
  - Mask(s)
  - In person training



# ICMA

## Seven Things to Consider When Reopening Communities

1. Plan for the proper oversight. ...
2. Know your community culture. ...
3. Organize resources for the reopening effort. ...
4. Protection of employees and citizens. ...
5. Sanitation is key to reopening. ...
6. Communication and collaboration on reopening plans. ...
7. Remember the ICMA Code of Ethics.
  
8. Apr 30, 2020

# CONTINUES

1. State Special & Local Election May 19<sup>th</sup>
2. Reopened 3 Buildings – May 18<sup>th</sup>
3. Skatepark, Pickleball, Tennis Opening – June 5<sup>th</sup>
4. Town Meeting – June 15<sup>th</sup>
5. Graduation – June 26<sup>th</sup>
6. Beaches, Boardwalk, Marina, Golf, - Summer
7. Library – COA?

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IAP #14; Daily Report #76; PSA #21
3. Consistency – Over a long period
4. Preparedness
5. COVID-19 - Testing
6. Community Culture