Webinar on Reentry

MMHR
June 11, 2020
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
COMMAN D 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
NEW EOC – Virtual EOC
Sanitation – Facilities Continuous
Early to Cancel Large & Other Events
Early to Order Hygiene and Separation
1st 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
## Town Hall – General Operations -

<table>
<thead>
<tr>
<th>Social Distancing</th>
<th>Hygiene Protocols</th>
<th>Staffing and Operations</th>
<th>Cleaning and Disinfecting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plexiglass at reception</td>
<td>All Staff wear masks until mask order lifted</td>
<td>Downstairs restroom staff only</td>
<td>See Facilities Department process</td>
</tr>
<tr>
<td>Floor Markings 6’ distance</td>
<td>Patrons Requested to wear masks per Governor’s order</td>
<td>Promote Online Services</td>
<td></td>
</tr>
<tr>
<td>Signs asking patrons to stop at reception &amp; limiting access into offices</td>
<td>Signs promoting mask, handwashing &amp; distance</td>
<td>and Appointments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Antibacterial Dispenser in Entry way (and around the building)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>More Discussion needed about private use of Stage and Auditorium</td>
<td></td>
<td>More Discussion needed about private use of Stage and Auditorium and required hygiene and sanitation for users.</td>
</tr>
</tbody>
</table>
# Phase II – Town Hall

## Town Hall – Town Manager

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


No Press release – soft opening May 26th
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
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
1. State Special & Local Election May 19th
2. Reopened 3 Buildings – May 18th
3. Skatepark, Pickleball, Tennis Opening – June 5th
4. Town Meeting – June 15th
5. Graduation – June 26th
6. Beaches, Boardwalk, Marina, Golf, - Summer
7. Library – COA?
1. Command Team
2. Communications – IAP #14; Daily Report #76; PSA #21
3. Consistency – Over a long period
4. Preparedness
5. COVID-19 - Testing
6. Community Culture