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Health Agent

CITY OF EASTHAMPTON

BOARD OF HEALTH

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Public Health
Prevent. Promote. Protect.

Official Order of the Board of Health: **All Essential Businesses Open to the Public**

The Easthampton Board of Health is ordering all grocery stores, pharmacies, convenience stores, food establishments, and all essential businesses that remain open to the public adhere to the following requirements. Certain establishments have specific requirements which are designated below in separate categories; however, all businesses must adhere to the first and last category in addition to their specific requirements.

These requirements typically encompass the Governor's Order's; however, please visit mass.gov to view all current orders from the Governor that may affect your business.

It is imperative that business owners and managers follow these requirements and enforce them. As essential businesses, there is high foot traffic in your establishments including those who may be elderly, immunocompromised, and/or high-risk.

All Essential Businesses that Remain Open to the Public

1. All essential businesses open to the public must deploy strategies to reduce COVID-19 exposure for their customers and employees including but not limited to:
 - Access to handwashing facilities, including those available in public restrooms, and allowing employees sufficient break time to wash hands, as necessary.
 - Alcohol-based hand sanitizers, as available, provided for all customers upon entry.
 - Disinfecting wipes, as available, at point of entrance for customers to disinfect carts, at cash registers, and/or other appropriate locations.
 - Procedures to ensure that both employees and customers remain at least 6 feet apart at all times. Procedures should include a marked "social distancing line," which begins 6 feet away from all checkout counters.

- Closure of any salad bar or other self-serve prepared or other open food stations such as coffee, frozen drinks, soda fountains, etc.
 - Elimination of any open free samples or tastings.
 - Procedures to sanitize frequent touchpoints throughout the day, including point of sale terminals and registers.
 - Employees who are sick should not report to work and if, when reporting to work, they have symptoms of COVID-19, they should be sent home.
2. Accommodate employees who fall within the higher-risk populations, as defined by the CDC guidelines, with lower-exposure work assignments, or allowing them to stay home.
 3. Employees shall not perform bagging of retail products if a customer presents a reusable bag. Note: reusable bags have been prohibited by this order. Therefore, stores **shall post in a conspicuous location** that customers shall not be using these bags.
 4. Stores may choose to use recyclable paper bags, compostable plastic bags, or single-use plastic bags.
 5. Stores may not assess a charge for recyclable paper bags, compostable plastic bags, or single-use plastic bags.
 6. **Post signage, in a conspicuous location**, alerting customers to use hand sanitizer, disinfecting cart wipes, or to wash their hands upon entering and where the location of each is located.
 7. Provide gloves for cashiers/employees.
 8. Disinfect high-touch areas frequently throughout the day. Read the label of the disinfectant to ensure the minimum contact time is being completed. Some disinfectants have a contact time up to 10 minutes where the surface must remain wet and the disinfectant is NOT wiped off.
 9. Disinfect counters, credit/debit card machines, etc. **after each customer.**
 10. Designate an employee to wash carts and basket handles after customer use.
 11. Do not allow customers to use reusable containers such as bulk item containers.
 12. Post two (2) signs provided by the Health Department at all entrances to the establishment:
 - https://easthamptonma.gov/images/Do_Not_Enter1.pdf
 - https://easthamptonma.gov/images/General_Business_Sign_1.pdf

13. Partitions (i.e. plexiglass) shall be erected between employees and the public at all cash registers, drive-thru windows, and/or any area where a customer and an employee interact.
14. All employees shall wear a cloth face covering, in addition to gloves, at all times. Medical grade face coverings such as surgical masks/N95 masks, shall be avoided as those supplies are in critical need for first responders and medical personnel.
 - Information on face coverings can be found:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - The City of Easthampton may have face coverings to donate if needed. Please contact the Health Agent at: beichstaedt@easthamptonma.gov

Food Establishments:

1. Food Establishments: Strongly recommend: Take-out orders shall be processed over the phone with debit/credit cards. Cash transactions shall be avoided if possible.
2. Food Establishments: Curbside/drive-thru take-out ONLY. Entry into food establishments offering take-out is prohibited.
3. Employees shall be wearing gloves at all times and changing them as frequently as needed.

Grocery Stores/Large Food Retailers

1. Each store shall limit occupancy to 40 percent of its maximum permitted occupancy level as documented in its occupancy permit on record with the municipal building department or other municipal record holder in order to provide for in-store social distancing while preserving sufficient access for the public to supplies of food and necessities.
2. Store staff shall monitor the number of customers entering and exiting the store in order to demonstrate compliance with the maximum permissible occupancy level. One or more staff members shall be designated to count the number of customers entering/exiting the store.
3. The occupancy count shall include customers & employees.
4. If lines form outside the grocery store, staff should monitor the line to ensure customers are maintaining appropriate distance from each other.
5. Grocery stores shall be closed to the public for a sufficient time overnight to allow for stores to be properly sanitized and restocked.
6. If a store offers online delivery or curbside pickup capabilities, customers should be encouraged to use those methods before coming into the store.

7. Aisles shall be designated with signage and/or floor markings as one-way to maximize social distancing between customers.
8. Any large amount of non-essential products being sold in an essential business shall be closed off to the public.
9. Stores shall limit entry to a single door or set of doors and shall limit exiting to another single door or set of doors.
10. Social distance marking shall be marked outside of the establishment in the event a line forms.
11. Hand sanitizer or a handwash station shall be provided at the entrance and exit.
12. Disinfectant wipes shall be provided for customers to sanitize shopping carts or baskets.
13. Gloves shall be provided to customers upon entry.

Grocery Stores/Pharmacies

1. Grocery stores and pharmacies must provide alternative hours, at least one hour every day in the early morning, for adults 60 years and older in order to limit their potential exposure. These hours must be **conspicuously posted** and should be enforced by the owners of the establishments.

Screening Requirements of All Essential Businesses:

1. Screen employees upon arrival to work. Screening questions should include:
 - Are you experiencing a cough, fever, or shortness of breath?
 - Have you recently been in contact with a positive COVID-19 case?

NOTE: If an employee answers yes to any of these questions, they shall be **excluded** from work and contact their primary care physician.

2. If an employee is positive for COVID-19, they are not allowed to return back to work until they have two negative tests, 24 hours apart, or until their fever is gone for three days without the use of fever reducing medicine.
3. If an employee has COVID-19 symptoms (a fever of 100.4 or greater and a cough or respiratory symptoms) but has not been tested, they should not return to work until they are completely symptom free.
4. If an employee has been in contact with someone who has tested positive for COVID-19 or has traveled to a level 3 country, then we encourage you to ask the employee to not come to work for 14 days and to self-quarantine.

- Level 3 countries:
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html>
- Information on self-quarantine:
https://easthamptonma.gov/images/COVID19_Quarantine_Guidance_for_Contacts.pdf

This order will remain in effect until otherwise rescinded by the Board of Health. Failure to comply may result in permit suspension and/or fines. This order may be enforced by any agent of the Board of Health and/or the Easthampton Police Department.

1st offense: verbal warning

2nd offense: \$150 civil fine

3rd & subsequent offenses: \$300 civil fine

Effective date: Monday, April 13, 2020



Margaret Hebert, Chair, Board of Health

April 9, 2020

Date