



**TOWN OF MADISON
CONNECTICUT 06443-2563**

BACK TO WORK MAY 20, 2020

In an effort to return the Town of Madison to some sense of the new normal during the Covid19 pandemic the importance of social distancing and the proper use of PPE must be recognized. In an effort to address our changing world, the Town of Madison has formed a Long Term Recovery Committee whose job will be to oversee the reopening of businesses in Madison.

In anticipation of the Governor implementing phase 1 of opening Connecticut on May 20th we are providing guidance for who can open and how to achieve compliance with the Governor's executive orders, Health codes, building codes, and fire codes. The following businesses will be allowed to open by State guidelines:

Restaurants (outdoor only, no bar areas)

Personal services (hair)

Remaining retail

Museums, Zoos (outdoor only)

Outdoor recreation

University research

Offices (continue WFH where possible)

Please note all businesses subject to these guidelines are required to self-certify prior to opening May 20th. The certification system will be online next week, and a link will be added to the following website at that time.

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Sector-Rules-for-May-20-Reopen>

The health and safety of you, your employees and the public is the foremost concern as we press forward during these unprecedented times.

Should you have any questions or would like to have your plan reviewed, please submit them to: reopenmadison@madisonct.org and someone will get back to you.

Below are some suggested guidelines as to the formation of your business plan.

Recommendations and Guidelines for Retail Stores

The health and safety of our residents in your establishment is a top priority for the town of Madison. The following recommendations will help ensure clean and healthy work environments. We encourage individuals to take personal responsibility and take an active role in maintaining a clean and healthy workplace.

Communication Plan

1) Potential Reopening

- Update your website

- Once your reopening date is known, communicate it to all relevant parties.
- Inform customers of the steps you are taking to sterilize and clean your store
- Promote your delivery service and any applicable online retail to limit the number of patrons that visit your business
- Update social media
 - Ask for a review on Google or Facebook
 - Ask customers to share a happy memory or a past look you gave them
 - Like and comment on your posts, as well as tag you in theirs

2) Employee Preparation

- Have a meeting with your employees to go over new sanitation procedures for your business
- Go over pertinent COVID-19 considerations from CDC with your employees
- Stock appropriate PPE and disinfectant for employees
- Place communications with rules and guidelines related to COVID-19 within the store.

Retail Store Environment

1) General

- Communicate with customers through in-store signage, and public service announcements and advertisements, there should only be one person per household during shopping trips, whenever possible.
- Ensure that the facility has a sufficient number of employees to perform all measures listed here and under the [Safe Workplace Rules For Essential Employers](#) effectively and in a manner that ensures the safety of the public and employees.
- Ensure that all employees who do not speak English as their first language are aware of procedures by communicating the procedures, either orally or in writing, in their native or preferred language.
- Post prominent notices in-store identifying the specific efforts taken to keep customers and workers safe in stores, including but not limited to:
 - in-store cleaning protocols;
 - social distancing requirements in store;
 - order fulfillment options such as curbside pickup;
 - provision of hand sanitizer/effective disinfectant at appropriate areas;
 - point out where customers can wash their hands or use sanitizer.
 - efforts to protect vulnerable guests (e.g. special store hours for seniors).

2) Occupancy, store layout, and managing customer flow

- Occupancy capped at **50%** of store capacity. At entrance, staff will maintain a count of the number of customers entering and exiting stores.
- Fitting rooms to remain closed.
- Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face covering.

- Clearly mark 6' spacing in lines on floor at checkout lines and other high-traffic areas and, as much as practicable, provide ways to encourage 6' spacing in lines outside the store.
- Post conspicuous signage and floor markings to direct customers and limit bottlenecks and/or encourage spacing and flow in high-density areas.
- Have aisles be one-way in stores where practicable to maximize spacing between customers. Identify the one-way aisles with conspicuous signage and/or floor markings.
- Maximize space between customers and employees at checkout lines, including, but not limited to, only using every other checkout line, where and when possible.
- Install Plexiglas shields to separate employees from customers at checkout lines and other areas in the store where practicable.
- Place hand sanitizer strategically throughout the store and particularly at exit and entrance points and cash registers;
- Re-sanitize all carriers, carts and buggies after each customer use;
- Establish hours of operation, wherever possible, that permit access solely to high-risk individuals, as defined by the CDC.

3) Cleaning and Sanitizing

- Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom- touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- Check restrooms regularly and clean and sanitize them based on frequency of use.
- Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.

4) Social Distancing

- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least eight feet of separation between table setups. Limit party size at tables to no more than the established "maximums approved" by the town. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space patrons.

- Any social distancing measures based on square footage should take into account service areas as well as guest areas.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Ensure employees stay 6 feet apart whenever practical.
- Prohibit gatherings or meetings of employees of 10 or more during working hours, permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or truck drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person to person contact in the workplace.
- Clean and disinfect any tools or supplies used throughout delivery/installation upon leaving the home.
- Break rooms should be temporarily closed or the use limited.
- If the break room is opened, limit the number of employees allowed simultaneously in break rooms.

5) Payments

- Cashless payment systems are preferred, but not required. If Point of Sale (POS) equipment is used and a patron must sign or enter PIN, the equipment must be disinfected after each use.

Customer and Employee Wellbeing

- **Employees**
 - Each employee shall be required to wear a mask or other cloth material that covers his or her mouth and nose at all times while a store is open to customers or as otherwise required under separate DECD workplace guidance. Employers shall issue such masks or cloth face coverings to their employees. In the event an employer is unable to provide masks or cloth face coverings to employees because of shortages or supply chain difficulties, employers must provide the materials and [CDC tutorial](#) about how to create a [cloth face covering](#), or compensate employees for the reasonable and necessary costs employees expend on such materials to make their own masks or cloth face covering.
 - Managers should also take time to ask each employee if they are feeling healthy and well when they arrive at work. The fear of not having money to pay for food will often override employee concerns about others' safety. Managers must be on the lookout for this type of behavior. At the same time, managers should be careful to display empathy during this time of high stress and uncertainty; while they should not guaranteeing job security, they can emphasize that everyone's well-being is the top priority.

- Encourage employees to self-evaluate (before they arrive for shifts) for signs of illness (such as a fever over **100.4** degrees F, cough, or shortness of breath).
- Require associates who exhibit signs of illness not to report to work and encourage them to seek medical attention prior to returning.
- Prohibit sick employees in the workplace
- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work.
 - At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for ten (10) days from the onset of symptoms and be symptom and fever-free for three days without medication.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.
- Schedule monitored hand-washing for employees;
- Require vendors to wash or sanitize their hands immediately upon entering the store;
- It is recommended that employees will wear gloves at all times that they are interacting with customers and/or handling products.

- **Customers**
 - Each retail facility shall require customers to wear a mask or cloth face covering while inside such retail facility, provided that no customer shall be required to wear a mask or cloth face covering if doing so would be contrary to his or her health or safety due to a medical condition, the customer is under two years of age, or is an older child if the parent, guardian or person responsible for the child is unable to place the mask safely on the child's face.
 - If a person declines to wear a mask or cloth face covering because of a medical condition as described above, such person shall not be required to produce medical documentation verifying the stated condition.
 - The use of thermometers for temperature scanning is optional. A fever only indicates someone who is already symptomatic and likely knows that.
 - The goal is to treat all patrons (many of whom may be asymptomatic or mildly symptomatic) as though they are sick.
 - Provide hand sanitizer for customers to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.

The following is a list of additional resources available to you;

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Sector-Rules-for-May-20-Reopen>

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Essential-Safe-Store-Rules>

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Safe-Workplace-Rules-for-Essential-Employers>

<https://home.treasury.gov/policy-issues/cares>

<https://www.sba.gov/funding-programs/loans/coronavirus-relief-options>

This document is meant to be a guiding tool for re-opening business. All businesses are responsible for ensuring that their operations comply with applicable laws and health requirements. No review or approval of plans, specifications or other information or documentation by the Town of Madison shall constitute a representation or warranty by the Town of Madison that such plans, specifications or other information or documentation satisfy any applicable laws or health requirements, and no such review or approval shall make the Town of Madison otherwise liable with respect thereto.