TOWN OF WEST SPRINGFIELD

REMEDY FOR REOPENING BUSINESS RESOURCE

UPDATED: MAY 28, 2020
The Town of West Springfield is looking to the future for the possibilities of having businesses, like yours, reopen and thrive. We understand that your business will need to adapt and modify day to day operations to meet both state and local safety standards that are now in place to keep our community healthy. We recognize that modifications to these operations have had and will continue to have significant impacts on your business for some time.

This Remedy for Reopening Business Resource is just an example of our communities great efforts to support one another to get back on track.

If you would like additional tools or information as a part of this resource, please let us know.

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Public health metrics will determine when the first phase of reopening begins, as well as when it is safe to move into later phases. If public health metrics worsen, the state may need to return to an earlier phase.

For more info on Reopening Massachusetts:
https://www.mass.gov/info-details/reopening-massachusetts
CHECKLIST PRIOR TO REOPENING

ALL BUSINESS MUST MEET THESE REQUIREMENTS BEFORE REOPENING.

MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS

For more info on Massachusetts Workplace Safety Standards see the next page or visit: https://www.mass.gov/info-details/reopening-massachusetts
CHECKLIST PRIOR TO REOPENING

MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS

STAFFING & OPERATIONS

EMPLOYEE TRAINING
Provide training for employees regarding social distancing and hygiene protocols

DO NOT WORK
Employees who are displaying COVID-19 like symptoms do not report to work

ESTABLISH PLAN
Establish a plan for employees getting ill from COVID-19 at work and return to-work plan

CLEANING & DISINFECTING

CLEANING PROTOCOL
Establish and maintain cleaning protocols specific to the business

SICK EMPLOYEE
When an active employee is diagnosed with COVID-19, cleaning & disinfecting must be performed.

DISINFECTION
Disinfection of all common surfaces must take place at intervals appropriate to said workplace.

For more info on Massachusetts Workplace Safety Standards see the next page or visit: https://www.mass.gov/info-details/reopening-massachusetts
MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS

CHECKLIST PRIOR TO REOPENING

SOCIAL DISTANCING

6-FT PHYSICAL DISTANCE
All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces.

PROTOCOLS
Establish protocols to ensure that employees can practice adequate social distancing.

SIGNAGE
Signage for safe physical distancing.

FACE MASKS
Require face coverings or masks for all employees.

HYGIENE PROTOCOLS

HAND WASHING FACILITIES
Provide hand washing capabilities throughout the workplace.

HAND WASHING
Ensure frequent hand washing by employees and adequate supplies to do so.

HIGH TOUCH SANITIZATION
Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout the work site.

For more info on Massachusetts Workplace Safety Standards: https://www.mass.gov/info-details/reopening-massachusetts
CHECKLIST PRIOR TO REOPENING

ALL BUSINESS MUST MEET THESE REQUIREMENTS BEFORE REOPENING.

MASSACHUSETTS SAFETY PROTOCOL REQUIREMENTS BY BUSINESS SECTOR

For more info on Sector-Specific Safety Protocol Requirements see the next page or visit:
https://www.mass.gov/info-details/reopening-massachusetts

(To date, the state has only published Phase 1 sector specific standards. If you are slated for Phase 2 or 3, you may have specific standards posted at a later date. Please continue to monitor the site linked above.)
CONSTRUCTION
(Permitted to reopen on May 18, 2020)
https://www.mass.gov/lists/safety-standards-for-construction

MANUFACTURING
(Permitted to reopen on May 18, 2020)
https://www.mass.gov/lists/safety-standards-for-manufacturing

PLACES OF WORSHIP
(Permitted to reopen on May 18, 2020)
https://www.mass.gov/lists/safety-standards-for-places-of-worship

OFFICE SPACES
(Permitted to reopen on May 25, 2020)

For more info on Sector-Specific Safety Protocol Requirements
See the next page or visit:
https://www.mass.gov/info-details/reopening-massachusetts

(To date, the state has only published Phase 1 sector specific standards. If you are slated for Phase 2 or 3, you may have specific standards posted at a later date. Please continue to monitor the site linked above.)
HAIR SALONS & BARBERSHOPS
(Permitted to reopen on May 25, 2020)

PET GROOMING SERVICES
(Permitted to reopen on May 25, 2020)

CAR WASHES
(Permitted to reopen on May 25, 2020)
https://www.mass.gov/lists/safety-standards-for-car-washes

LABORATORIES
(Permitted to reopen on May 25, 2020)
https://www.mass.gov/lists/safety-standards-for-laboratories

For more info on Sector-Specific Safety Protocol Requirements
See the next page or visit:
https://www.mass.gov/info-details/reopening-massachusetts

(To date, the state has only published Phase 1 sector specific standards. If you are slated for Phase 2 or 3, you may have specific standards posted at a later date. Please continue to monitor the site linked above.)
CHECKLIST PRIOR TO REOPENING

ALL BUSINESS MUST MEET THESE REQUIREMENTS BEFORE REOPENING.

MAKE A PLAN COVID-19 CONTROL PLAN

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period.

Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak. All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

To access the COVID-19 control plan refer to the appendix or the link below: https://www.mass.gov/doc/covid-19-reopening-control-plan-template/download
CHECKLIST PRIOR TO REOPENING

ALL BUSINESS MUST MEET THESE REQUIREMENTS BEFORE REOPENING.

COMPLIANCE ATTESTATION POSTER

The following poster should be displayed in an area within the business premises that is visible to employees and visitors.

Print, sign & post this compliance.

To access the Compliance Attestation Poster refer to the appendix or the link below:

https://www.mass.gov/doc/compliance-attestation/download
CHECKLIST PRIOR TO REOPENING

ALL BUSINESS MUST MEET THESE REQUIREMENTS BEFORE REOPENING.

EMPLOYER & WORKER POSTER

The following poster should be displayed in an area within the business premises that is visible to employees and workers which describes the rules for maintaining social distancing, hygiene protocols & cleaning and disinfecting.

Print & post this compliance.

To access the Employee & Worker Poster refer to the appendix or visit the link below:
https://www.mass.gov/doc/employer-reopening-poster/download
CHECKLIST PRIOR TO REOPENING

PURCHASING HYGIENIC OR PROTECTIVE SUPPLIES FOR THE WORKPLACE (PPE)

Below is a link to provide resources to help inform employers and employees about supplies needed to return to workplaces, and connect businesses with manufacturers and distributors.

To find a PPE Vendor List for Businesses visit: https://www.mass.gov/info-details/reopening-purchasing-hygienic-or-protective-supplies-for-the-workplace#who-sells-hygienic-and-protective-supplies?-.

For more information on Purchasing Hygiene or Protective Supplies visit: https://www.mass.gov/info-details/reopening-purchasing-hygienic-or-protective-supplies-for-the-workplace
BACK TO BUSINESS

PRO TIPS

WELCOMING EMPLOYEES BACK TO WORK

• PLAN AHEAD
Develop a COVID response plan and update company polices prior to employees returning to work. Purchase personal protective equipment (PPE) for your business.

• PROFESSIONAL CONSULTATION
Speak with a professional advisor or attorney to help you understand HR related matters including on-boarding furloughed employees, refusals to return to work, polices for sick or quarantined employees and other technical topics.

• COMMUNICATE
Communicate with employees in advance and in writing about updated polices, procedures and expectations prior to returning to work.

• EDUCATE & TRAIN
Provide education materials and training to employees on safety requirements, protocols and company procedures and customer service.

BE KIND & PATIENT. WE ARE IN THIS TOGETHER.
MASSACHUSETTS FACE COVERING POLICY

USING A FACE COVERING EFFECTIVELY

You can use anything that covers your nose and mouth

Including dust masks, scarves, and bandanas

Continue on to next page.
For more information visit:
MASSACHUSETTS FACE COVERING POLICY

USING A FACE COVERING EFFECTIVELY

Leave surgical masks and N95s for healthcare workers

When you wear a cloth mask, it should:

Continue on to next page.
For more information visit:
MASSACHUSETTS FACE COVERING POLICY

USING A FACE COVERING EFFECTIVELY

Fit snugly against the side of the face,

Be secured with ties or ear loops,

Continue on to next page.
For more information visit:
Include multiple layers of fabric,

And be able to be laundered and machine dried without damage

Continue on to next page.
For more information visit:
Massachusetts Face Covering Policy

Using a Face Covering Effectively

When putting on and taking off a mask, only touch the ties or ear straps.

Do not touch the front of the mask, and wash your hands after touching it.

For more information visit: https://www.mass.gov/news/wear-a-mask-in-public
STATE OF MASSACHUSETTS
HTTPS://WWW.MASS.GOV/INFO-DETAILS/COVID-19-UPDATES-AND-INFORMATION

TOWN OF WEST SPRINGFIELD
HTTPS://TOWNOFWESTSPRINGFIELD.ORG

THE ENTERPRISE CENTER
HTTPS://ENTRPRISCTR.ORG/

SMALL BUSINESS ADMINISTRATION
HTTPS://WWW.SBA.GOV/

RETAILERS ASSOCIATION OF MASSACHUSETTS
HTTPS://WWW.RETAILERSMA.ORG/

MASSACHUSETTS RESTAURANT ASSOCIATION
HTTPS://WWW.THEMASSREST.ORG/

FAMILIES FIRST CORONAVIRUS ACT
HTTPS://WWW.DOL.GOV/AGENCIES/WHD/PANDEMIC/FFCRA-EMPLOYEE-PAID-LEAVE

U.S. DEPARTMENT OF TREASURY
HTTPS://HOME.TREASURY.GOV/

U.S. DEPARTMENT OF LABOR OSHA
HTTPS://WWW.OSHA.GOV/

CDC BUSINESS RESOURCES
HTTPS://WWW.CDC.GOV/CORONA-VIRUS/2019-NCOV/COMMUNITY/ORGANIZATION-S/BUSINESSES-EMPLOYERS.HTML

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APPENDIX OF TEMPLATES AND POSTERS
COVID-19 Control plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

**BUSINESS INFORMATION** | please provide the following information
---
Business name: ____________________________
Address: ____________________________
Check if part of a larger corporation: ____________
Contact information (Owner/Manager): ____________________________
Contact information (HR representative), if applicable: ____________________________
Number of workers on-site: ____________________________

**SOCIAL DISTANCING** | check the boxes to certify that you have:
---
☐ Ensured that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces
☐ Established protocols to ensure that employees can practice adequate social distancing
☐ Posted signage for safe social distancing
☐ Required face coverings or masks for all employees
☐ Implemented additional procedures. Please describe them here: ____________________________________________

**HYGIENE PROTOCOLS** | check the boxes to certify that you have:
---
☐ Provided hand washing capabilities throughout the workplace
☐ Ensured frequent hand washing by employees and provided adequate supplies to do so
☐ Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site
☐ Implemented additional procedures. Please describe them here: ____________________________________________
All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

**STAFFING & OPERATIONS** check the boxes to certify that you have:

- [ ] Provided training for employees regarding the social distancing and hygiene protocols
- [ ] Ensured employees who are displaying COVID-19-like symptoms do not report to work
- [ ] Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan
- [ ] Implemented additional procedures. Please describe them here: 

**CLEANING & DISINFECTING** check the boxes to certify that you have:

- [ ] Established and maintained cleaning protocols specific to the business
- [ ] Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed
- [ ] Prepared to disinfect all common surfaces at intervals appropriate to said workplace
- [ ] Implemented additional procedures. Please describe them here: 
Important

In order to reopen your business, please complete and sign the following checklist once you have completed your COVID-19 Control Plan template.

The following poster should be displayed in an area within the business premises that is visible to employees and visitors. Thank you for your efforts to get back to business while keeping Massachusetts safe.
Welcome

Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standards for workplaces:

- Workers are wearing face coverings and we’ve put social distancing measures in place
- We provide hand washing capabilities and we are regularly sanitizing high-touch areas
- Our staff has received training regarding social distancing and hygiene protocols
- We have established thorough cleaning and disinfecting protocols

We ask you to do your part as well by wearing your face mask and maintaining social distance. Thanks—and we hope to see you again soon.

Signature
**SOCIAL DISTANCING**

All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces.

Establish protocols to ensure that employees can practice adequate social distancing.

Provide signage for safe social distancing.

Require face coverings or masks for all employees.

**HYGIENE PROTOCOLS**

Provide hand washing capabilities throughout the workplace.

Ensure frequent hand washing by employees and adequate supplies to do so.

Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site.

**STAFFING & OPERATIONS**

Provide training for employees regarding the social distancing and hygiene protocols.

Employees who are displaying COVID-19-like symptoms do not report to work.

Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan.

**CLEANING & DISINFECTING**

Establish and maintain cleaning protocols specific to the business.

When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed.

Disinfection of all common surfaces must take place at intervals appropriate to said workplace.
MAXIMUM CAPACITY REACHED

PLEASE WAIT FOR SIGN TO BE TURNED OR SOMEONE TO EXIT
How to Safely Wear and Take Off a Cloth Face Covering

WEAR YOUR FACE COVERING CORRECTLY
- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2

USE THE FACE COVERING TO PROTECT OTHERS
- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS
- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available

TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU’RE HOME
- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see: cdc.gov/coronavirus
Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

- Stay at least 6 feet (about 2 arms’ length) from other people.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.
- When in public, wear a cloth face covering over your nose and mouth.
- Do not touch your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

[cdc.gov/coronavirus]
WASH YOUR HANDS!

1. Wet
2. Get Soap
3. Scrub
4. Rinse
5. Dry