

COVID-19 Guidance for Reopening Town Offices to the Public



**August 26, 2020
Revision 2**



Town of Chatham

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COVID-19 Guidance for Reopening Town Offices to the Public

In order to ensure the safety of our employees, the following protocols are intended for a safe and healthy return to the workplace and re-opening of Town buildings to the public.

These protocols, as well as information and training about COVID-19, social distancing, and proper use of personal protection equipment (PPE) have been, and will continue to be, provided to employees as Guidance from State and Federal entities continues to evolve. Additional PPE will be provided in public buildings for the general public when accessing Town buildings. In addition, physical adjustments to workspaces, i.e. physical barriers at public counters, desk shields, standup barriers etc. for offices where social distancing guidelines between employees cannot be achieved are being completed.

When contemplating a full re-opening date, our primary consideration is the safety of our employees. We wanted plenty of time to get everything ready for employees and to fine-tune any new procedures. **We recognize that when employees fully return to the workplace there may be additional recommended modifications to enhance employee safety as we enter a new normalcy.**

Like all re-opening plans in Massachusetts, health data, along with the timeline to complete physical modifications to workspaces, influence the timing of fully re-opening public access. Thus, dates for restoring public access are contingent upon the COVID-19 health data continuing to show encouraging indicators that the virus' spread is being managed.

Town Buildings will open to the public in a phased manner following protocols, guidelines, and restrictions set by the Commonwealth (Appendix 1). Phase I will involve a period of "by-appointment only" public access. This will provide the public a limited ability to interact with Town staff under controlled conditions to conduct business that can't be accomplished via other means (see Appendix 2). The duration of Phase I is undefined and will be guided by public health

data and Staff comfort level that PPE and physical building alterations are appropriate to allow for more public contact (Phase II).

The information below highlights the protocols and safety standards we will put in place:

Maintaining Physical Distance of 6 feet or More

- Departments who interface with the public on a regular basis at counters or windows have had physical barriers installed between employees and the public with a means to exchange papers, etc.
- Departments who are set up without counters but instead greet the public via a staff member and a front desk have had these spaces modified to create appropriate physical distancing and/or installation of physical barriers as needed.
- Department heads will continue to manage employee work schedules to allow for physical distancing and/or locate workstations in a way that promotes at least 6 feet of distance between employees, more if possible. Department Heads will continue to consider remote work that is productive and timely, and potential alternative work schedules for recommendation to the Town Manager.
- Elevators will be limited to one person at a time unless in the same household.
- Floor markings will be set up outside of offices where there may be a line/queue demonstrating 6 ft of distance.
- Signs reminding people to physically distance (and to wear face coverings) will be placed throughout Town buildings.
- Staff to staff social distancing is also required, no handshaking, fist-bumping, or hugging, etc. shall occur between employees.
- To the extent possible town vehicles shall be assigned to only a single person per day. If more than one person must occupy a vehicle all persons shall wear masks.

Face Coverings

- Face coverings are required by employees and the public whenever maintaining at least 6 feet of distance is not possible (per the Governors Order as may be amended <https://www.mass.gov/news/mask-up-ma>).
- Employees shall wear face coverings when they are not in their own office space and in situations, i.e. meeting, where social distancing is not possible.
- Please remember the Governors Order on face coverings includes a medical exemption. Medical conditions that prevent use of face coverings include difficulty breathing because of lung and respiratory conditions, conditions that require supplemental oxygen, and

behavioral health diagnoses that make someone unable to wear a mask. Asking for proof of a medical condition is not allowed.

- Disposable face masks will be available at building entrances if visitors forget to bring one.
- Signs reminding people to wear face coverings (and practice physical distancing) will be placed throughout Town buildings.
- Employees will be provided re-useable cloth face coverings, or you may use your own. Guidance on face coverings continues to evolve, the bottom line is something is better than nothing (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>).
- Town employees should also be cognizant of mandatory face covering areas enacted by the Board of Health: downtown (Rotary to School St, 9am to 10pm), and Fish Pier Observation Deck, Lighthouse Overlook and Stairs, and Transfer Station, 9am to 9pm. Proper adherence by town employees to these mandatory directives goes along way in public education and compliance.

Hand Hygiene

- Employees should wash their hands often with soap and water for at least 20 seconds.
- Hand sanitizer will be provided in offices and throughout buildings open to the public.
- Signs will be placed throughout Town offices reminding people to wash hands or use sanitizer frequently.
- Town vehicles shall be equipped with surface wipes to be used daily or more often as needed.
- Vehicles shall be equipped with hand sanitizer.

Personal Protective Equipment (PPE)

- For Town employees, cloth face coverings will be provided, or you can use your own; per CDC guidance face coverings are the only PPE needed for regular Town employees; public safety personnel have their own requirements. (Similarly, we have gowns and face shields available, but they are not necessary for regular town employee functions.)
- Gloves will be provided for Town employees, if requested. *The CDC does not recommend the use of gloves as a means of preventing COVID-19 unless you are caring for someone who is sick. Improper use, removal, and disposal of gloves promotes the transmission of the virus.* For hand hygiene, frequent handwashing and the use of hand sanitizer is the best way to protect against virus transmission.
- CDC guidance specifies that transmission of the virus happens primarily through person to person contact via respiratory droplets. The risk of transmission via physical objects

(books, computers, etc.) is low. The best way to reduce this risk is through good hand hygiene.

Health Monitoring

- Employees will be responsible to monitor their own health daily. All employees will use the standardized and effective self-assessment tool, Appendix 3, prior to coming to the workplace.
- Employees are required to stay home if they feel unwell.
- Any employee who has been diagnosed with Covid-19 will be contacted by the public health authorities in their home community. Workplaces are notified as necessary via Contact Tracing. All medical information is strictly confidential. However, employees shall tell their supervisors if they have been diagnosed with COVID-19, that information shall be shared with the Director of Health & Natural Resources. All HIPA information will remain confidential. Appendix 4 contains the latest Guidance from MA DPH on Isolation when diagnosed with COVID-19.

The latest CDC/MADPH guidance says the Isolation period is 10 days after symptom onset and resolution of fever for at least 24 hours, without the use of fever-reducing medications, and improvement of other symptoms.

- Employees who have been determined to be a “Close Contact” (see definition at end) of someone with a COVID diagnosis will be notified through Contact Tracing, shall notify their Supervisor and follow MADPH Guidance. Appendix 5 contains the latest Guidance from MA DPH on Quarantine following identification as a Close Contact.

Please note that MA DPH Guidance requires a full 14-day quarantine from the date of last exposure if you’re identified as a close contact. You can not “test out” of this requirement

- Anyone who has other COVID-19 related restrictions placed on them because of, for example, travel or other risk factors, shall notify their immediate Supervisor. Staff should be aware of travel restrictions imposed by the Governor: <https://www.mass.gov/info-details/covid-19-travel-order>.

- Staff shall keep a log of all appointments and meetings with members of the public that are longer than 10 minutes where physical distance may not have been consistently maintained. This information should include name, phone number, address, email address and time/time duration/date. If a member of the public refuses to give this information, they cannot be forced to do so.

Public Access

- Restrooms will be open to the public with enhanced cleaning.
- We will not be monitoring how many people are in public restrooms at a given time.

Cleaning Services and Supplies

- Custodians will continue to provide regular cleaning, including of high touch surfaces (door handles, conference tables, counters).
- Employees will assume a shared responsibility for the intensified need for cleaning. Staff will need to regularly clean their own high touch surfaces throughout the day including office equipment, copiers, refrigerator handles, etc.
- All restrooms will always be supplied with soap and paper towels. Extra trashcans will be located near the door so people can use a paper towel to open the door.

Protocols and Training

- We will be implementing employee training and additional guidance/protocols throughout this process with training conducted in a safe way.
- Your supervisors and department heads will be available to support you through this phased re-opening to the public plan.

You all have worked very hard to continue to serve the Town even while we had to change many of our usual ways of doing so. We will, together, continue to provide excellent and timely service with amplified attention to the health and safety of you and our residents.

This is a flexible document and will be revised as necessary as health metrics change, the Governor issues new or revised Orders, and/or MADPH or CDC issue new Guidance. Depending on the nature of new information the status of Town Offices may change in response; public access to Town Offices may need to scaled back or curtailed altogether again as the circumstances warrant.

These protocols shall remain in place until so ordered by the Town Manager in consultation with Health Authorities. Please remember “We are in this together”.

DEFINITIONS:

WORKPLACE – *Town office occupied by several employees and access area for general public.*

WORKSPACE – *Town employees’ personal work area (desk/cubicle) they occupy when working within the workplace.*

CLOSE CONTACT - *Living in the same household; caring for a positive COVID-19 patient; being within six feet of a person for more than 15 minutes who has tested positive or coming in direct contact with secretions.*

Appendix 1
MA Sector Specific Workplace Specific Safety Standards for Office Spaces to
Address COVID-19



**SECTOR SPECIFIC WORKPLACE SPECIFIC SAFETY STANDARDS
FOR OFFICE SPACES TO ADDRESS COVID-19
Updated as of July 24, 2020**

Purpose

These sector specific COVID-19 workplace safety standards for Office Spaces are issued to provide businesses and other organizations operating within general use office spaces and workers in these office spaces with instructions to help protect against the spread of COVID-19. Employers are encouraged to have workers continue to telework if feasible.

These standards are minimum requirements only and are not exclusive or exhaustive. The public health data and matrix for disease prevention upon which these guidelines are based can and does change frequently, and the operator of the office space is accountable for adhering to all local, state and federal requirements. The operator of the office space is also responsible for staying abreast of any updates to these requirements.

Standards for Responsible Office Spaces in Massachusetts

No activity in office spaces can occur without meeting the following sector specific COVID-19 workplace safety standards. These standards apply to all businesses and other organizations operating in general use office space until rescinded or amended by the State.

The following workplace specific safety standards are organized around four distinct categories covering Social Distancing, Hygiene Protocols, Staffing and Operations, and Cleaning and Disinfecting.

I. Social Distancing

- Each office must monitor customer and worker entries and exits and limit occupancy at all times to the greater of the following:
 - 50% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
 - Buildings for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space
 - In any case, no enclosed space within the facility may exceed occupancy of 10 persons per 1,000 square feet
 - All occupancy counts and calculations shall include customers, staff, and other workers
- Businesses and other organizations may exceed this maximum occupancy level based on a demonstrated need for relief based on public health or public safety considerations or where strict compliance may interfere with the continued delivery of critical services
- Ensure separation of 6 feet or more between individuals unless this creates a safety hazard due to the nature of the work or the configuration of the workspace

- Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing; redesign work stations to ensure physical distancing (e.g., separate tables, use distance markers to assure spacing)
- Cafeterias must practice physical distancing and appropriate hygiene measures and may allow indoor and /or outdoor seating according to Restaurant guidance
- Physical partitions separating workstations must be installed for areas that cannot be spaced out. Physical partitions must be at least 6 feet in height
- Establish directional hallways and passageways for foot traffic if possible, to minimize contact. Post clearly visible signage regarding these policies
- Limit visitors where feasible, and avoid congregation in common areas (e.g., lobbies)
- Mark rooms and hallways to indicate 6 feet separation
- Designate assigned working areas (e.g., floor, building) to individuals where possible to limit movement throughout the facility and limit contact between workers
- Stagger work schedules and improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Limit meeting sizes, ensure 6 feet of social distancing, and encourage remote participation
- Stagger lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing
- Minimize the use of confined spaces (e.g., elevators, control rooms, vehicles) by more than one individual at a time; all workers in such spaces at the same time are required to wear face coverings

II. Hygiene Protocols

- Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- Post visible signage throughout the site to remind workers of the hygiene and safety protocols
- Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for workers
- Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms
- Avoid sharing office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)

III. Staffing and Operations

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature and symptom checks
 - Importance of not coming to work if ill
 - When to seek medical attention if symptoms become severe

- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- Facilities must screen workers at each shift by ensuring the following:
 - Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
 - Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic
 - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
 - Workers who fail to meet the above criteria must be sent home
- Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
- Maintain a log of workers and customers to support contact tracing (name, date, time, contact information) if needed
- Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability
- Employers are encouraged to have workers continue to telework if feasible; external meetings should be remote to reduce density in the office
- Employers should establish adjusted workplace hours and shifts for workers (if working in-person, leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- For guidance on business-sponsored travel, refer to the Commonwealth's current out-of-state travel order: [mass.gov/MATraveler](https://www.mass.gov/MATraveler). Employers are strongly discouraged from allowing business-related travel to destinations other than those appearing on the Department of Public Health’s list of COVID-19 lower risk States. Employers that permit employer-paid or -reimbursed travel to those States should take measures to ensure employees comply with this order. Employers are also urged to strongly discourage their employees from taking leisure travel to destinations not included on the list of COVID-19 lower-risk States
- Workers must stay home if feeling ill
- Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise

likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH

- Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](#)
- Offices should maintain operating hours that allow for on-going off-hour sanitation and cleaning
- Allow water fountains to be used as refill stations only, provided that social distancing can be maintained. Workers should bring their own water bottles
- Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth's Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the [Reopening Plan website](#), applicable to the amenity or service. Examples include:
 - Cafeterias: Must follow the latest restaurant guidance

IV. Cleaning and Disinfecting

- Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines
- Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)
- Keep cleaning logs that include date, time, and scope of cleaning
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)
- Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Open windows and doors to increase airflow where possible

Additional worker safety guidelines and resources (with hyperlinks to web pages) are available below:

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA):

[OSHA – COVID-19 Webpage](#)

[OSHA – Enforcement Guidelines Webpage](#)

[OSHA Fact Sheet – Protecting Workers During a Pandemic](#)

U.S. Centers for Disease Control (CDC):

[CDC – Environmental Cleaning and Disinfection Recommendations](#)

[CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease \(Updated 3/21/20\)](#)

Additional Information:

Massachusetts State Coronavirus (COVID-19) Website

mass.gov/covid19

United States Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Appendix 2
Phase I Public Access via Appointment Only

Chatham Town Offices Update



Town Offices to Open for Limited “By-Appointment-Only” Hours

As part of the Town’s Plan for Reopening to the Public, Town Offices will be open, by appointment only, for limited hours beginning **Monday, September 14th**. Persons wishing to meet with town employees, must call or email the respective department/employee and schedule an appointment. Contact information can be found on the Town’s website at www.chatham-ma.gov.

Town Offices will offer meetings by appointment during the following times:

Tuesdays 1:00pm – 3:00pm

Thursdays 9:00am - 11:00am

These hours may be expanded if necessary and once it is safe to do so as Phase III progresses.

Please use the designated door only, at each location, which are all handicapped accessible. An employee will let you into the building at the appointed time.

All visitors entering Town buildings:

- must wear a face covering during the entire meeting (unless health conditions prevent the use of face covering).
- must practice 6-foot social distancing.
- must sanitize their hands.
- will be required to sign in with the employee for contact tracing purposes.
- only 4 people will be allowed in the building at one time.

Appointments will be held in the following areas:

Town Office – 549 Main St., Chatham – at the appropriate counter or office

Town Annex (Natural Resources [including Health] & Community Development – 261 George Ryder Rd, Chatham – table in the vestibule or Natural Resources conference room.

Public Works – 221 Crowell Road, Chatham – vestibule through front door

The Police and Fire Departments will continue to limit access, please contact them directly at the non-emergency business numbers to make arrangements.

Please fill out any forms or applications in advance. Most forms are available on-line (www.chatham-ma.gov) or can be obtained upon request. We highly encourage residents, business owners, and visitors to continue to use phone calls, email, USPS mail, or virtual meetings whenever possible as these remain the safest options for conducting business with Town Departments. Please be reminded that visitors must call or email ahead and speak to the respective department if you are picking up documents, permits, licenses or other materials so they can be ready for pick-up.

Please note there are secure drop boxes located at the following locations:

Town Office – parking lot entrance, up the stairs, drop box in the wall to the right for payments. Large drop box for Town Clerk materials including mail-in and early voting ballots.

Town Annex – drop box located up the stairs to the left at the front entrance.

Public Works – to the right of the front entrance, near handicapped parking.

We thank you for your cooperation and understanding during this unprecedented time, it's our way of ensuring the safety of you, your families, and our employees. Please continue to follow the Governors' protocols and take all precautions to remain safe and healthy.

Appendix 3
Employee Self-Assessment

Employee Self-Assessment

Prior to the start of each workday or shift, the employee shall conduct a Self-Assessment to ensure they safely come to work:

1. If you feel ill and have any of the following symptoms:

- ❖ Signs of a fever or a measured temperature of 100.0°F or higher
 - ❖ Have a cough
 - ❖ Experience trouble breathing within the last 24 hours
 - ❖ Loss of taste or smell
 - ❖ Headache
 - ❖ Chest tightness
 - ❖ Chills
 - ❖ Body aches
 - ❖ Sore throat
 - ❖ Muscle pain
- **YES: to any of the above:**
 - ✓ *DO NOT come into work*
 - ✓ *CONTACT SUPERVISOR*
 - ✓ *Contact your Primary Care Physician for further guidance.*
 - **NO:**
 - ✓ *Welcome to your workspace*

2. Have had close contact with an individual diagnosed with COVID-19:

- **YES:**
 - ✓ *DO NOT come into work; follow MADPH Guidance for Quarantine.*
 - ✓ *CONTACT SUPERVISOR*
 - ✓ *Contact your Primary Care Physician for further guidance.*
- **NO:**
 - ✓ *Welcome to your workspace*

3. Asked to self-isolate or quarantine by their doctor or a local public health official.

- **YES:**
 - ✓ *DO NOT come into work*
 - ✓ *CONTACT SUPERVISOR*
 - ✓ *Contact your Primary Care Physician for further guidance.*

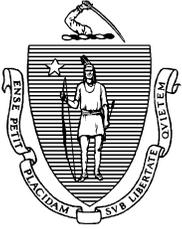
- **NO:**
 - ✓ *Welcome to your workspace*

4. While in the workplace you become ill or experience any of the below symptoms, inform your supervisor immediately and return home.

- ❖ Signs of a fever or a measured temperature of more than 100.4 degrees,
- ❖ Have a cough
- ❖ Experience trouble breathing within the last 24 hours
- ❖ Loss of taste or smell
- ❖ Headache
- ❖ Chest tightness
- ❖ Chills
- ❖ Body aches
- ❖ Sore throat
- ❖ Muscle pain

Supervisors shall contact the Town's Health Division and inform them.

Appendix 4
MADPH Information and Guidance for Persons in Isolation
due to COVID-19



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Infectious Disease and Laboratory Sciences
305 South Street, Jamaica Plain, MA 02130

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary

MONICA BHAREL, MD, MPH
Commissioner

Tel: 617-624-6000
www.mass.gov/dph

Information and Guidance for Persons in Isolation due to COVID-19

You are required to isolate (separate yourself) from other people because you have been diagnosed as a confirmed case of infection with 2019 Novel (new) Coronavirus (COVID-19) or because you had a high-risk exposure to COVID-19 and now have symptoms.

COVID-19 is caused by a virus. It is spread through respiratory secretions (mucous and droplets from coughs and sneezes) from an infected person and can cause serious illness such as pneumonia (lung infection), and in some rare cases, death.

You must remain in isolation until a public health authority (the Massachusetts Department of Public Health or your local Board of Health) tells you can leave your home. A public health authority will confirm that you may leave your home once the risk of infecting others is determined to be low. For most patients, this period of required isolation will last approximately 10 days, but may be longer if your symptoms persist.

During the isolation period, you may not have visitors in the location where you are isolating. If you must share living quarters with another person, then that person will be subject to quarantine. If someone in your home is a young child, pregnant, immunocompromised, or has a chronic heart, liver, lung, or kidney condition, or is over 65 years of age, that person is at particular risk if they have contact with you during isolation. If anyone you have contact with fits this description, please discuss this with your local board of health or the Massachusetts Department of public health so that steps may be taken to protect these individuals.

Your local Board of Health and the Massachusetts Department of Public Health will work with you to identify anybody, including household members, who are considered to have been exposed and will make required quarantine recommendations.

This information sheet provides you with information about what *to do* and *not to do* while you are in isolation. If you have questions after reading this, you can call your local Board of Health, or the Massachusetts Department of Public Health which is available 24/7 at 617-983-6800.

While you are in isolation you should follow these instructions:

1. Do not leave your home except for urgent medical care. If you must leave your home for urgent medical care, wear a mask, such as a cloth or surgical mask. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less. Call the healthcare provider before you go and tell them that you have COVID-19 infection. For the protection of others, you should use a personal car or call an ambulance to travel to your healthcare provider. **Do not take public transportation, ride shares (e.g. Uber or Lyft), or taxis under any circumstance.**
2. Wear a mask, such as a cloth or surgical mask, if you must be in contact with another person. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less.
3. Do not have visitors in your home.
4. If possible, other people should not be living in your home while you are in isolation there.
5. Do not share a bedroom or bathroom with anyone else.
6. Do not share towels or bed sheets/blankets with other people.
7. Wash your laundry separately from the laundry of other people.
8. Do not share eating or drinking utensils with other people. Wash utensils normally in a dishwasher or by hand with warm water and soap.
9. Cover your mouth and nose when coughing or sneezing and throw tissues away in a lined waste container. Then wash your hands.
10. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Anyone you have to come in contact with in your household should:

1. Remain aware of their health and watch themselves for:
 - a. A fever (temperature over 100.3 degrees). They should take their temperature in the morning and at night.
 - b. Other symptoms such as a cough, difficulty breathing, shortness of breath, chills, stiff or sore muscles, headache, or diarrhea.
2. Wash hands often with soap and water for at least 20 seconds. If soap and water are not available they should use an alcohol-based hand sanitizer that contains at least 60% alcohol.
3. Wear a mask, such as a cloth or surgical mask, when they are in close contact with you. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less. They should be careful to only touch the parts of the mask that go around the ears or behind the head. Do not touch the front of the mask. They should wash their hands immediately with soap and water after taking the mask off.
4. Wear disposable gloves if they need to have direct contact with your body fluids (saliva/spit, mucous, urine, feces, vomit) or handle your dirty laundry. Remove the gloves carefully without touching the outside of the gloves, throw the gloves away, and wash their hands with soap and water or an alcohol-based hand rub.

If anyone in your household develops any of these symptoms, contact the local health department or the Massachusetts Department of Public Health at the phone numbers below.

If they need to seek medical care, they should call their healthcare provider before they go and tell them they may have been exposed to COVID-19.

Other advice to keep your germs from spreading:

1. Your gloves, tissues, masks, and other trash should be put in a bag, tied closed, and put with other household trash.
2. Your laundry may be done in a standard washing machine using warm water and detergent. Bleach may be used but is not needed. Do not shake out the dirty laundry and avoid having the dirty laundry touch anyone's skin or clothing.
3. Surfaces in the home that you touch or that become dirty with your body fluids (saliva/spit, mucous, urine, feces, vomit) should be cleaned and disinfected with a household disinfectant according to the directions on the label. Wear gloves when cleaning.
4. Your bathroom should be cleaned every day using a household disinfectant according to the directions on the label. Wear gloves when cleaning.

How long should you follow these instructions?

You will need to remain isolated for as long as it is possible for you to spread the infection to others. A public health authority (MDPH or your local board of health) will be in contact with you and will tell you when you can stop isolating yourself. **For most patients, the required isolation period is 10 days, but may be longer if your symptoms persist, if you develop severe illness requiring hospitalization or are immune compromised.**

Questions?

Please call your healthcare provider, your local board of health or the Massachusetts Department of Public Health with any questions.

1. **Your Healthcare Provider Name:** _____
Phone Number: _____
2. **Your local board of health (Town/City):** _____
Contact Person & Phone Number: _____
3. **Massachusetts Department of Public Health: On Call Epidemiologist**
Phone: (617) 983-6800 (7 days per week/24 hours per day)

Thank you for your active cooperation in keeping yourself, your family, and your community healthy and safe.

Date provided to patient: _____

Provided by (name): _____

Additional instructions or fact sheets may be attached as applicable.

Appendix 5
MADPH Information and Guidance for Persons in Quarantine
due to COVID-19



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Department of Public Health
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**Information and Guidance for Persons
in Quarantine due to COVID-19**

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You are required to quarantine (separate yourself) from other people because you have been exposed to the 2019 Novel (New) Coronavirus (COVID-19). If you have COVID-19, you could spread it to people around you and make them sick. **The Massachusetts Department of Public Health recommends persons exposed to COVID-19, regardless of whether they have any symptoms, should be tested as soon as possible after they are notified of their exposure.** Testing should be done by a swab to detect the presence of the virus by polymerase chain reaction (PCR). Neither serologic (antibody) testing via a blood draw nor antigen testing via a swab are appropriate for testing contacts. If you develop symptoms at any point during your quarantine, you should be tested by PCR (even if you were already tested and were negative).

COVID-19 is caused by a virus. It is spread through respiratory secretions (mucous and droplets from coughs and sneezes) from an infected person and can cause serious illness such as pneumonia (lung infection), and in some rare cases, death.

This information sheet provides you with information about what *to do* and *not to do* while you are in quarantine. If you have questions after reading this, you can call your local Board of Health, or the Massachusetts Department of Public Health which is available 24/7 at 617-983-6800.

During your quarantine period, you should not have visitors in your home. The other people who live in your home can continue to do their normal activities as long as they are not in contact with you, as described further below, and not also under quarantine. If you test positive for COVID-19 and someone comes into contact with you that person might also then need to be quarantined.

While you are in quarantine you should follow these instructions:

1. Do not leave your home except to be tested or for urgent medical care. If you must leave your home for urgent medical care, wear a mask, such as a cloth or surgical mask. Call the healthcare provider before you go and tell them that you are quarantined due to COVID-19 exposure. For the protection of others, you should use a personal car or call an ambulance to travel to your healthcare provider. **Do not take public transportation, ride shares (e.g. Uber or Lyft), or taxis under any circumstance.**
2. Wear a mask, such as a cloth or surgical mask, if you must be in contact with other people. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less.

3. Do not have visitors in your home.
4. To the extent possible, stay six feet away from other people in your home. If absolutely necessary, have one person help you and do not have contact with other people in your home. Wear a mask, such as a cloth or surgical mask, when in the same room as that person. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less.
5. If possible, use a separate bedroom and bathroom. Do not share towels or bed sheets/blankets with other people in your home. Wash your laundry separately from the laundry of other people in your home.
6. Do not share eating or drinking utensils. Wash utensils normally in a dishwasher or by hand with warm water and soap.
7. Cover your mouth and nose with a tissue when coughing or sneezing and throw tissues away in a lined waste container. Then wash your hands.
8. Wash your hands frequently using soap and water for at least 20 seconds each time you wash. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Anyone you have to come in contact with (including anyone in your home) should:

1. Wash their hands with soap and water for at least 20 seconds often. If soap and water are not available they should use an alcohol-based hand sanitizer that contains at least 60% alcohol.
2. Wear a mask when they are in close contact with you. They should be careful to only touch the parts of the mask that go around the ears or behind the head. Do not touch the front of the mask. They should wash their hands immediately after taking the mask off. If not available try to maintain a distance of six feet from others; when this is not possible, limit your time being closer to people to five minutes or less.
3. Wear disposable gloves if they have to have direct contact with your body fluids (saliva/spit, mucous, urine, feces, vomit) or handle your dirty laundry. Remove the gloves carefully without touching the outside of the gloves, throw the gloves away, and wash their hands with soap and water or an alcohol-based hand rub.

Anyone you have to come in contact with (including anyone in your home) should remain aware of their health and watch themselves for:

- a fever (temperature over 100.3 degrees). They should take their temperature in the morning and at night.
- other symptoms such as a cough, difficulty breathing, shortness of breath, chills, stiff or sore muscles, headache, or diarrhea.

If anyone you come in contact with has any of these symptoms, contact the local health department or the Massachusetts Department of Public Health at the phone numbers below.

If they need to seek medical care, they should call their healthcare provider before they go and tell them that they may have been exposed to COVID-19.

If they do **not** have any of the symptoms described above, they do not have to stay home and instead may continue with their normal activities.

Other advice to keep your germs from spreading:

1. Your gloves, tissues, masks and other trash should be put in a bag, tied closed, and put with other household trash.
2. Your laundry may be done in a standard washing machine using warm water and detergent. Bleach may be used but is not needed. Do not shake out the dirty laundry and avoid having the dirty laundry touch anyone’s skin or clothing.
3. Surfaces in the home that you touch or that become dirty with your body fluids (saliva/spit, mucous, urine, feces, vomit) should be cleaned and disinfected with a household disinfectant according to the label directions. Wear gloves while cleaning.
4. Your bathroom should be cleaned every day using a household disinfectant according to the directions on the label. Wear gloves while cleaning.

How long must you follow these instructions?

You will need to remain quarantined for at least 14 days from the date of last exposure. A public health authority (MDPH or your local board of health) will be in contact with you and can also provide a referral for testing. If you have any questions or experience a change in your health status during your 14-day quarantine period, please let them know. **You will need to complete the full 14-day quarantine, even if you test negative for COVID-19 during that time.**

Questions?

Please call your healthcare provider, your local board of health or the Massachusetts Department of Public Health with any questions.

1. **Your Healthcare Provider Name:** _____
Phone Number: _____
2. **Your local board of health (Town/City):** _____
Contact Person & Phone Number: _____
3. **Massachusetts Department of Public Health: On Call Epidemiologist**
Phone: (617) 983-6800 (7 days per week/24 hours per day)

Thank you for your active cooperation in keeping yourself, your family, and your community healthy and safe.

Date provided to quarantined individual: _____

Provided by (name): _____

Additional instructions or fact sheets may be attached as applicable.