



Town of Raymond COVID-19 PUBLIC REOPENING PLAN



FROM THE Town MANAGER - JOSEPH S. ILSLEY

We hope you are all well and have managed to stay healthy during this pandemic. The Town has developed the following **Reopening Plan**, which enables safe operations of the **Town Offices, Library, Public Works, and the Recreation Administrative Office**. Please refer to the Recreation Summer Camp Guidelines for further detailed guidance or call the Recreation Office at 603-895-7020.

Safety Complex will remain operational, but restricted to authorized personnel only.

The plan outlines a phased plan to re-opening our facilities and services while mitigating Covid-19 risks.

To accommodate re-opening, we have developed some Standard Operating Procedures (SOPs) which will be in effect until further notice. These practices are based upon public health guidelines, designed to keep employees and the public safe. Please note, Departments may need to adapt procedures specific to their facilities and services. We will learn and adjust as we move forward, and ask for your help and patience during this time.

PROCESS/FACILITY ADAPTATION PRIOR TO REOPENING:

The following shall be in place prior to re-opening each facilities listed above:

GENERAL:

- Each facility shall be thoroughly cleaned per state and CDC guidance.
- Hand sanitizer stations will be located throughout the building and cleaning supply caddies and/or carts will be located in each Department area.
- Public water fountains will be turned off.
- Shield guards will be installed at all customer service counters.
- Staff should continue to encourage and assist the public to utilize on-line resources to the maximum extent; staff should continue to minimize time spent conducting in-person transactions with public.

PHASE I PUBLIC REOPENING:

- Public access will be restricted to the front vestibule only and an appointment system will be utilized.
- Priority appointments will be given to high-risk or elderly.
- Public patrons must wear CDC-identified face masks to receive service. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- No more than one (1) patron in the vestibule at a time.
- Safety Complex will remain off-limits to public access.

PHASE II PUBLIC REOPENING:

- Public access will be restricted to the waiting areas only and an appointment system will be used.
- Priority appointments will be given to high risk or elderly.
- Public patrons must wear CDC-identified face covering to receive service. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- No more than one patron in a Town facility at a time.
- Safety Complex will remain off-limits to public access.

PHASE III PUBLIC REOPENING:

- Public access will be restricted to the waiting areas only, and an appointment system will be used.
- Priority appointments will be given to high-risk or elderly.
- Public patrons must wear CDC-identified face covering to receive service. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- The first two (2) hours of operation will be designated for elderly only.
- No more than two (2) patrons in a Town facility at a time.
- Six (6) foot demarcations will be added to work areas and waiting areas.
- Safety Complex will remain off-limits to public access.
- Library and Recreation will expand from one person to taking family groups who reside in the same household.

PHASE IV PUBLIC REOPENING:

- Public access will be allowed during business hours without appointment.
- Public access will be restricted to no more than 25% of waiting area capacity.
- Public patrons must wear CDC-identified face covering to receive service. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- The first two (2) hours of operation will be designated for elderly only
- No more than two (2) patrons in a Town facility at a time.
- Library and Recreation will expand from two person to taking family groups who reside in the same household.
- Six (6) foot demarcations will be added to work areas and waiting areas.
- Safety Complex will remain off-limits to public access.

PHASE V PUBLIC REOPENING:

- All restrictions lifted.

Please keep in mind that these protocols are in place until further notice.

Thanks in advance for your participation –working together, we hope to have a safe and healthy reopening.

Again, please note, Town Departments may need to adapt procedures specific to their facilities and services.