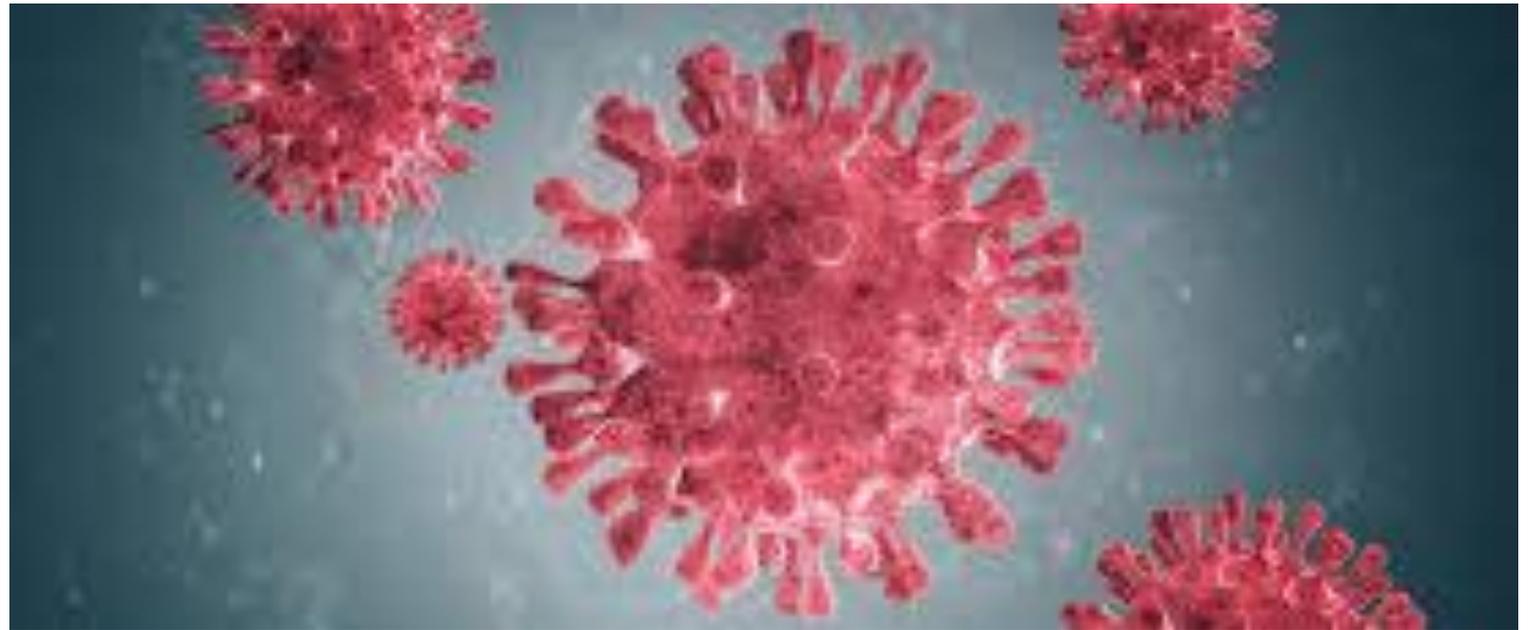




Presented 11/16/2020



COVID-19 Business Workshop

KRISTIN BLACK, PH.D., M.S.
HEALTH AGENT

Workshop Outline

- Role of the Local Board of Health
- Massachusetts Reopening Standards for Businesses
 - General Business Guidance
 - Sector-Specific Protocols and Best Practices
 - Additional Guidance
- Recent State COVID-19 Orders and Advisories
- Updates to Northborough's COVID-19 Webpage
- Current Phase/Step and Northborough Risk Status
- Frequently Asked Questions (FAQ) to the Health Department
- Presentation by Karen Chapman, Corridor 9/495 Chamber of Commerce President
- Open Question and Answer Session



Questions may be submitted in the Q&A box. Type questions and hit "Send".
This presentation and slides will be available on the Town's COVID-19 Business Page.
THIS WEBINAR IS BEING RECORDED.

Role of Local Board of Health

- Local boards of health in Massachusetts are required by state and local laws and regulations to perform many critical duties related to the protection of public health. These duties cover a wide range of public health control and prevention activities, including **disease surveillance**; the promotion of sanitary conditions in housing, recreational facilities, and food establishments; elimination of nuisances; the protection of the environment; and numerous other responsibilities.
- MA Department of Public Health (DPH) and local boards of health investigate infectious disease and in the case of COVID-19, perform contact tracing.
- Local boards of health have the authority to issue their own orders and regulations.

Role of Local Board of Health

- During COVID-19 pandemic, local boards of health have been tasked with non-compliance investigations and enforcement.
 - **Complaints**: On the [state's website](#), complainants are told to contact the local health department or the Department of Labor Standards to file a complaint.
 - **Enforcement**: The Department of Public Health, Local Boards of Health and their authorized agents, state and municipal police, or any other agency that the Governor may formally designate at the request of the Commissioner of DPH may enforce COVID-19 Orders.
 - **Fines**: The local board of health has authority to issue fines in accordance with COVID-19 Orders.

Get notified by text, email, or phone in your preferred language. Sign-up for COVID-19 alerts. *Nov. 8th, 2020, 5:00 pm* [Read more](#)

For the latest information on COVID-19 Cases, Travel, & Reopening. *Nov. 12th, 2020, 5:08 pm* [Read more](#)

PART OF [COVID-19 Information for Local Boards of Health](#) Show 2 more

OFFERED BY [Executive Office of Housing and Economic Development](#) Show 1 more

Reopening Massachusetts

The Baker-Polito Administration's comprehensive plan to safely reopen the Massachusetts economy, get people back to work, and ease social restrictions while minimizing the health impacts of COVID-19.



CURRENT STATE: Phase III, Step 2 (as of October 5, 2020) for lower-risk communities

Lower-risk communities are permitted to move into Step II of Phase III of the Commonwealth's reopening plan. ([Details](#))

<https://www.mass.gov/info-details/reopening-massachusetts>

Reopening Massachusetts Website

Sections of Reopening MA Website

TABLE OF CONTENTS

- ✓ Learn more about Reopening Massachusetts
- ✓ General business guidance
- ✓ Sector-specific protocols and best practices
- ✓ Additional guidance
- ✓ The Reopening Advisory Board

General Business Guidance

This information is related to the self-certification requirement of the Reopening Plan. All businesses must meet these requirements before reopening.

- [COVID-19 control plan template](#) – Template that satisfies the written control plan requirement for self-certification
- [Compliance attestation poster](#) – Poster that businesses are required to print, sign, and post in an area within the business premises that is visible to workers and visitors
- [Employer](#) and [Worker posters](#) – Posters that businesses can print and display within the business premises to describe the rules for maintaining social distancing, hygiene protocols, and cleaning and disinfecting

Mandatory Workplace Safety Standards

These new standards apply universally to all reopening workplaces and are designed to reduce the risk of COVID-19 transmission to employees and customers. There are four main sections:

- Social Distancing
- Hygiene Protocols
- Staffing & Operations
- Cleaning & Disinfecting

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

Attestation Poster employer must sign and post.

Staffing and Operations

- Provide training for workers regarding COVID-19 safety which includes at least:
 - Signs and symptoms of COVID-19;
 - Risk of asymptomatic spread of COVID-19;
 - Employee and employer requirements under COVID-19 Workplace Safety Regulations, including sector specific standards;
 - Anti-retaliation protection available under 454 CMR 31.00
- Training shall be documented and provided at no cost to the employee during working hours.
- Employees who are displaying COVID19-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.
- Employers should take measures to ensure employees comply with all State-issued rules concerning out of state Travel for any employer-paid or -reimbursed travel.

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. See sector-specific guidelines for details.
- Disinfection of all common surfaces must take place at intervals appropriate to said workplace.



*Source Mandatory Workplace Safety Standards

About 1 in 3* adults used chemicals or disinfectants unsafely while trying to protect against COVID-19

Stay safe while using household cleaning and disinfectant products



Always read instructions



Wear protective gear



Do not mix chemicals

*According to a nationally representative survey of 502 U.S. adults—May 4, 2020

Cleaning verses Disinfecting

- Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Disinfecting kills germs on surfaces or objects



Disinfecting – the Devil is in the Details

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a disinfectant.
- Use an EPA-registered disinfectant (see [EPA's List N: Disinfectants for Coronavirus COVID-19](#)) that is **appropriate for type of surface** (e.g. food contact).
- Follow the instructions on the label to ensure safe and effective use of the product.
- Many products recommend keeping surface wet for a period of time (aka contact time). See product label.
- Follow precautions such as wearing gloves and making sure you have good ventilation during use of the product. Safely store product when done!
- Check expiration dates of products. Some products have limited use period once mixed. Check concentration with test strips (e.g. Quat, Chlorine).
- If you are using a defogger or electrostatic dispensing gun, make sure the products is approved for this use and staff are properly trained. Check with the manufacturer for more information.

Visit EPA's List N to check your disinfectant

- Visit <https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>
- [EPA expects](#) all products on List N to kill the coronavirus SARS-CoV-2 (COVID-19) when used according to the label directions.
- To find a product, locate the EPA Reg. No. on the product label, then enter the first two sets of numbers into [the tool](#).
- Make sure the product is appropriate for the surface (e.g. Food Contact No Rinse for food prep areas).

List N was last updated on November 10, 2020.

i EPA Registration Number	<input type="text" value="12345-12"/>
Active Ingredient(s)	<input type="text"/>
i Product Name	<input type="text" value="Product A"/>
Company	<input type="text" value="Company XYZ"/>
i Contact Time (in minutes)	<input type="text"/>
i Formulation Type	<input type="text"/>
i Surface Types	<input type="text"/>
i Use Sites	<input type="text"/>
i Why is this product on List N?	<input type="text"/>
i To kill SARS-CoV-2 (COVID-19), follow disinfection directions for the following pathogen(s)	<input type="text"/>
Date Added to List N	<input type="text"/>

Example of Disinfecting Product and Use

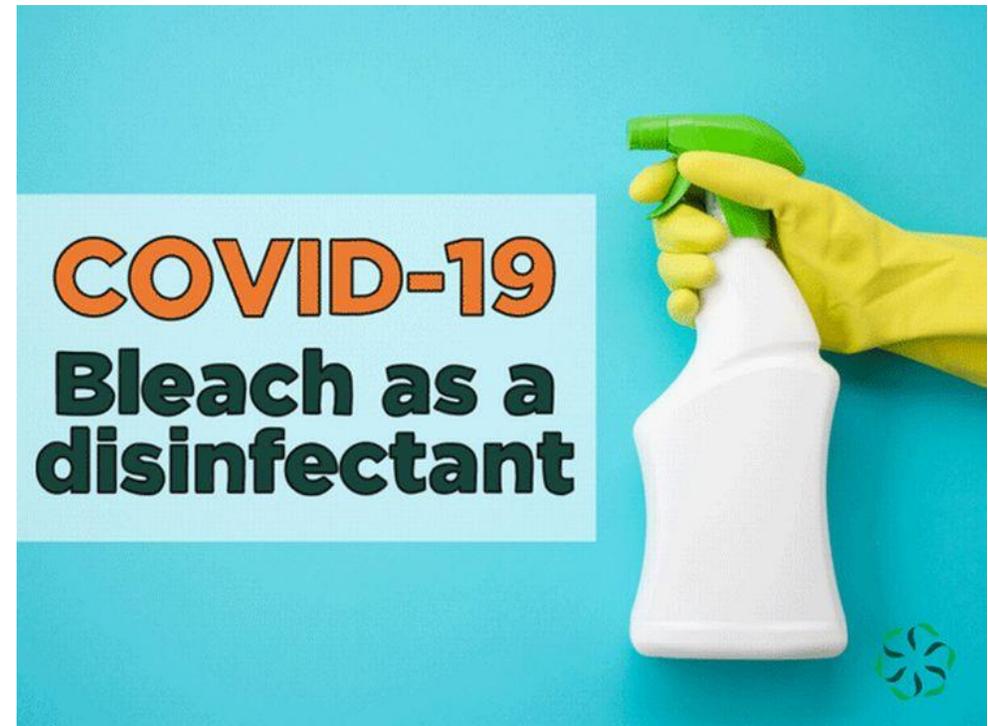
Lysol® Disinfectant Spray - Crisp Linen®

- Found on EPA's List N: This was tested against SARS-CoV-2 (COVID-19).
- Use on hard, non-porous surfaces.
- Pre-clean surfaces prior to use.
- Hold can upright 6" to 8" from surface.
- Spray 3 to 4 seconds until covered with mist.
- Rinse toys and food contact surfaces with drinking water after use.
- To Disinfect: Surfaces must remain wet for 3 minutes then allow to air dry.



Consider Bleach as a Disinfectant

- Bleach is readily available.
- Bleach is inexpensive
- Bleach is effective against coronaviruses
- Bleach MUST be diluted.
- Check expiration date.
- Dilution can be good for 24 hours.
- Use chlorine test strips to check concentration.



CDC's Recommendations for Use of Bleach

- If products on [List N](#) are not available, **diluted household bleach solutions** can be used if appropriate for the surface. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - Use bleach containing 5.25%–8.25% sodium hypochlorite. Do not use a bleach product if the percentage is not in this range or is not specified.
 - Follow the manufacturer's application instructions for the surface, ensuring a contact time of at least 1 minute.
 - Ensure proper ventilation during and after application.
 - Check to ensure the product is not past its expiration date.
 - Never mix household bleach with ammonia or any other cleanser. This can cause fumes that may be very dangerous to breathe in.
- **Prepare a bleach solution** by mixing:
 - 5 tablespoons (1/3rd cup) of 5.25%–8.25% bleach per gallon of room temperature water OR
 - 4 teaspoons of 5.25%–8.25% bleach per quart of room temperature water
- Bleach solutions will be effective for disinfection up to 24 hours.

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Sector-Specific Protocols and Best Practices

TABLE OF CONTENTS

[Arcades & Other Indoor & Outdoor Game & Recreation Businesses \(11/05/20\) →](#)

[Close Contact Personal Services \(11/05/20\) →](#)

[Construction →](#)

[Drive-In Movie Theaters \(11/05/20\) →](#)

[Driving and Flight Schools →](#)

[Fitness Centers and Health Clubs \(11/05/20\) →](#)

[Golf Facilities \(11/05/20\) →](#)

[Indoor and Outdoor Events \(11/05/20\) →](#)

[Indoor Recreation →](#)

[Laboratories →](#)

[Libraries →](#)

[Operators of Lodgings →](#)

[Manufacturing →](#)

[Museums / Cultural & Historical Facilities / Guided Tours \(11/05/20\) →](#)

[Office Spaces →](#)

[Places of Worship \(10/29/20\) →](#)

[Restaurants \(11/05/20\) →](#)

[Retail Businesses \(11/05/20\) →](#)

[Sectors Not Otherwise Addressed →](#)

[Theaters and Performance Venues \(11/05/20\) →](#)

Additional Guidance

Additional guidance

[Recreation →](#)

[Reopening health and human services →](#)

[Child care →](#)

[Occupational Schools and Testing Centers →](#)

[Reopening higher education →](#)

[Reopening K-12 schools →](#)

[Reopening gaming establishments \(via MGC\) →](#)

[Recreational day camps and programs →](#)

More than one set of standards/rules may apply

- Businesses may fall under more than one Sector-Specific Protocols/Best Practices and Additional Guidance documents.
- Example 1: A fitness center holds adult classes and an occasional birthday party.
 - [Sector Specific Workplace Safety Standards for Fitness Centers and Health Clubs to Address COVID-19](#)
 - [Safety Standards for Youth and Adult Amateur Sports Activities – Phase III, Step 2](#)
 - [Safety Standards and Checklist: Indoor and Outdoor Events](#)
- Example 2: A motel has a small retail shop and a pool.
 - [Safety Standards and Checklist: Operators of Lodgings](#)
 - [Safety Standards and Checklist: Retail Businesses](#)
 - [Safety Standards for Public and Semi-Public Pools](#)



New State Orders and Advisories

- [Stay At Home Advisory](#)
- Early Closure of Businesses and Activities ([COVID-19 Order No. 53](#))
- Revised Gathering Order ([COVID-19 Order No. 54](#))
- Revised Face Covering Order ([COVID-19 Order No. 55](#))
- [Safety Standards for Youth and Adult Amateur Sports Activities – Phase III, Step 2](#) (effective 11/7)
- [COVID-19 Travel Order](#) (more red states added)

Stay At Home Advisory

Beginning Friday, November 6, 2020 all residents of Massachusetts are advised to stay home between the hours of 10 p.m. and 5 a.m. During these hours only leave home for essential needs, such as:

During these hours only leave home for essential needs, such as:

-  **Going to work**
-  **Going to school**
-  **Seeking emergency medical care**
-  **Going to the grocery store**
-  **Going to the pharmacy**
-  **Picking up take-out food**
-  **Receiving a delivery**

 **Do not host gatherings during these hours**

Early Closure of Businesses and Activities

COVID-19 Order No. 53 (effective 11/6/2020)

REQUIRES THE EARLY CLOSURE OF CERTAIN BUSINESSES AND ACTIVITIES EACH NIGHT AT 9:30 PM. MAY KEEP BUSINESS OPEN FOR EMPLOYEES AS LONG AS CUSTOMERS AND PUBLIC NOT ADMITTED. BUSINESSES INCLUDE:

- Restaurants (in-person dining must cease at 9:30 PM, although takeout and delivery may continue for food and non-alcoholic beverages, but not alcohol)
- Liquor stores and other retail establishments that sell alcohol must cease alcohol sales at 9:30 PM (but may continue to sell other products)
- Adult-use marijuana sales must cease at 9:30 PM (not including medical marijuana)
- Indoor & outdoor events
- Theaters/movie theaters (including drive-in movie theaters), and performance venues (indoor and outdoor)
- Youth and adult amateur sports activities
- Golf facilities
- Recreational boating and boating businesses
- Outdoor recreational experiences
- Casinos and horse tracks/simulcast facilities
- Driving and flight schools
- Zoos, botanical gardens, wildlife reserves, nature centers
- Close contact personal services (such as hair and nail salons)
- Gyms, Fitness Centers and Health Clubs
- Indoor and outdoor pools
- Museums/cultural & historical facilities/guided tours

Early Closure of Businesses and Activities

COVID-19 Order No. 53 (effective 11/6/2020)

- The Mandatory Closing Period DOES NOT APPLY to Retail
- The term “Essential Business” is not used anymore.
- The retail does not need to be a prior “Essential Business”
- They can sell anything to in-person customer (food, gas, clothes, furniture, hardware, candles, candy, etc.) except for Alcohol or Cannabis.

Early Closure Order COVID-19 Order No. 53 Restaurants

Mandatory Closing Period Special Rules:

- Food and beverages cannot be served after 9:30pm, except takeout.
- In-person dining is not allowed between 9:30pm to 5am, indoor or outdoor.
- Patrons may not be admitted after 9:30, except for take-out.
- Patrons who are still present at 9:30pm may remain to finish any food and beverages they have ordered and been served prior to 9:30pm. They may not order any additional food or beverage after 9:30 and must leave no later than 10pm.
- Events, performances, and other activities must all be concluded and participants must disperse by 9:30pm.
- No restaurant may sell or provide alcohol of any kind during mandatory closing.
- Restaurants may permit employees to stay on premises during the mandatory closing period.

Restaurants Include:

- Restaurants, social clubs, college cafeteria, food courts (e.g. at malls) must close any seating areas
- Rest stops and drive through must close any seating areas, but can offer take-out food sales

Early Closure Order COVID-19 Order No. 53 Alcohol or Cannabis Sales

Alcohol and Cannabis sales are not permitted from 9:30pm-5am.

- This is NOT a ban on all alcohol in the state. It's a reduction of hours.
- Restaurant or retail does not have to close, just has to stop alcohol and cannabis sales.
- Sales are permitted as usual before 9:30pm under a license
- "Take-out" alcohol or cannabis is not allowed after 9:30pm.
- Delivery of alcohol is not allowed after 9:30pm.
- Medical marijuana sales may continue past 9:30pm

Revised Gathering Order

COVID-19 Order No. 54

Occupancy limits for event venues or in public spaces

Indoors	No more than 25
Outdoors, higher risk* communities	Not more than 50
Outdoors, lower risk* communities	Not more than 100

* As defined by Executive Order #56

- **Face coverings are required at all public gatherings**
- **Social distancing of at least 6 ft between attendees**
- **All gatherings must end and attendees disperse by 9:30pm**
- **For events exceeding 50 people, organizer must notify the Local Board of Health at least a week in advance**

Occupancy limits for private residences

Indoors	No more than 10
Outdoors	No more than 25

- **Face coverings are required:**
 - When people who live outside of the household are present, AND
 - There are more than 10 people present
- **Social distance of at least 6 ft between people except those from the same household**
- **All gatherings must end and attendees disperse by 9:30pm**

Revised Gathering Order

COVID-19 Order No. 54

Members of same household, when assembled together with no other non-household members present, do not constitute a gathering and are not subject to the capacity limit.

Workers and staff present to provide services to participants shall not count towards the capacity limits in the Gathering Order.

Revised Face Covering Order

COVID-19 Order No. 55 (effective 11/6/2020)



All persons over the age of 5 MUST wear a face covering whenever in public, indoors or outdoors**



Face coverings are required when in a vehicle with non-household members

Failure to comply with this order may result in a civil fine of up to \$300 per violation.

Public locations include any place open to the public including, without limitation, grocery stores, pharmacies, and other retail stores; public transportation, and other ride-sharing vehicles; public streets and ways; and any location that hosts indoor or outdoor events or performances.

According to Order, there is an exception (d) if Sector-specific COVID-19 safety rules apply such as while eating and drinking restaurants, receiving dental care, or swimming.

Revised Face Covering Order

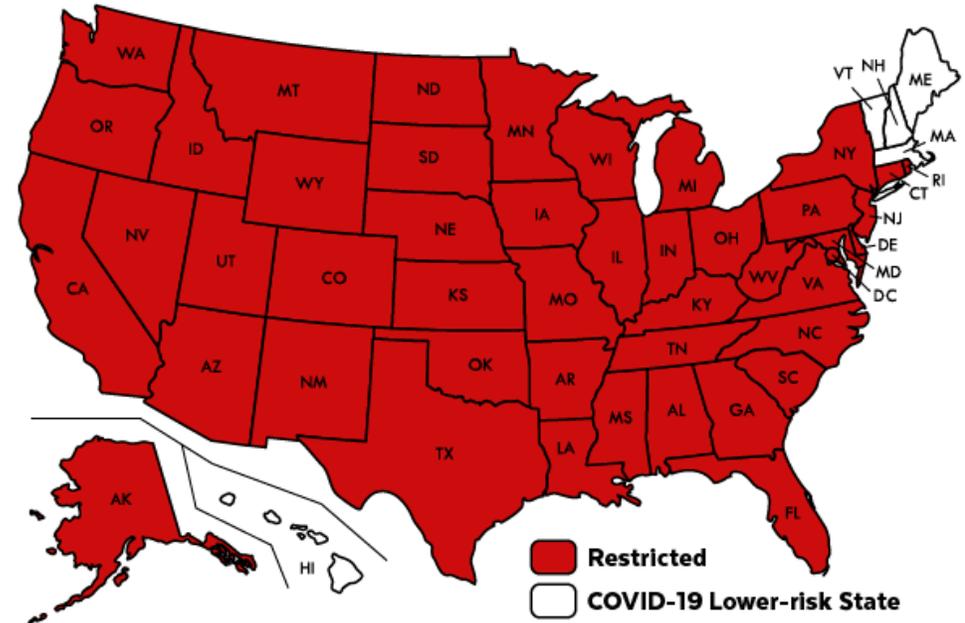
COVID-19 Order No. 55 (effective 11/6/2020)

- Where
 - All public locations, even if no one else is closer than 6ft *NEW*
 - Carpool with non-household members *NEW*
 - All locations that host indoor/outdoor events or performances *NEW in the order*
 - Note that any sector guidance that permits the removal of a face covering under certain circumstances still applies (e.g. removing it at a restaurant while eating; removing it at a gym during strenuous fitness activity with appropriate distancing)
- Proof of medical exemption
 - Employer can require documentation from employees who request an accommodation *NEW*
 - School can require documentation from employees and students *NEW*
 - Business cannot require documentation from customers
- Deny Entry
 - A business can deny entry to someone who refuses to wear a face mask over nose and mouth for non-medical reasons
 - Note: a business may determine that it is necessary for employee safety that customers are not confronted about masks. Business still needs signage and distance markings.

Massachusetts COVID-19 Travel Order

Information for Employers

Employers are strongly discouraged from requiring or allowing business-related travel to non-lower-risk states, as indicated in red on the map. Employers that permit employer-paid or -reimbursed travel to non-lower-risk states should take measures to ensure employees comply with the [Travel Order](#). Employers are also urged to strongly discourage their employees from taking leisure travel to non-lower-risk destinations.

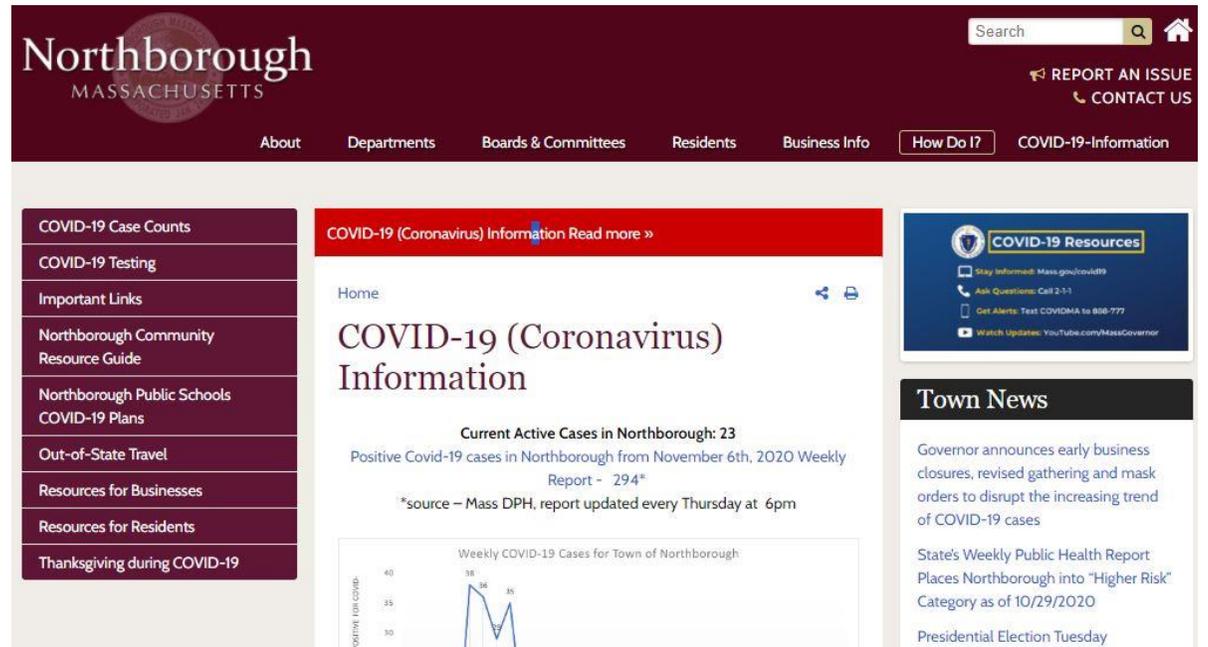


(District of Columbia, New York, Washington State removed as lower-risk, effective 12:01AM on November 14, 2020)

<https://www.mass.gov/info-details/covid-19-travel-order>

Updates to Town's COVID-19 webpage

- COVID-19 Case Counts updated weekly
- Source of case counts is [Massachusetts Department of Public Health's COVID-19 Weekly Public Health Report](#)
- New Line and Age Cohort graphs added
- Information consolidated into Resources for Businesses and Resident webpages
- New Out-of-State Travel webpage
- New COVID-19 Testing webpage

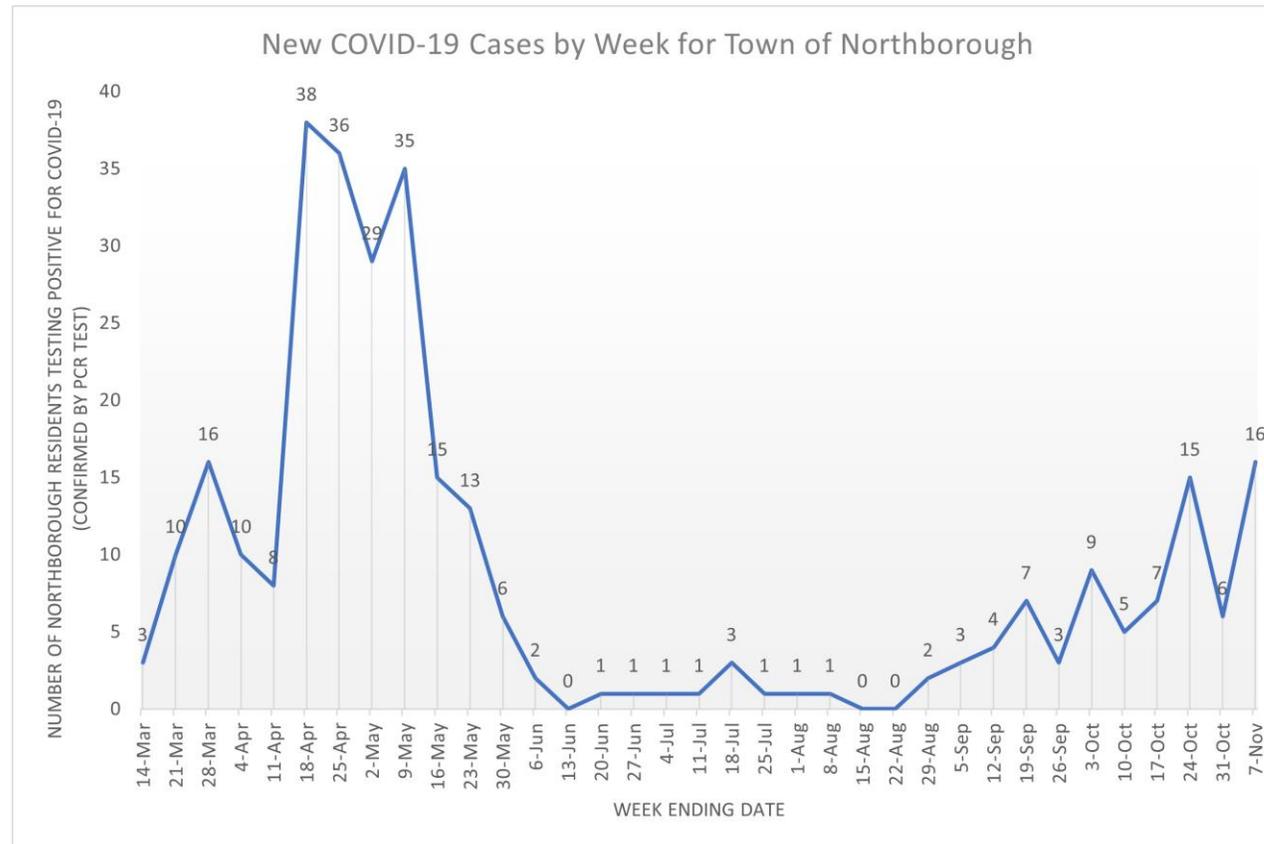


The screenshot displays the Northborough COVID-19 information page. The header includes the town name and a search bar. A navigation menu lists various town services. The main content area features a sidebar with links to case counts, testing, and other resources. The central section highlights current active cases (23) and provides a weekly report on positive cases (294). A line graph shows weekly case trends for the town, with data points for 38, 36, and 35 cases. A right-hand sidebar offers COVID-19 resources, town news, and contact information.

Week	Cases
1	38
2	36
3	35

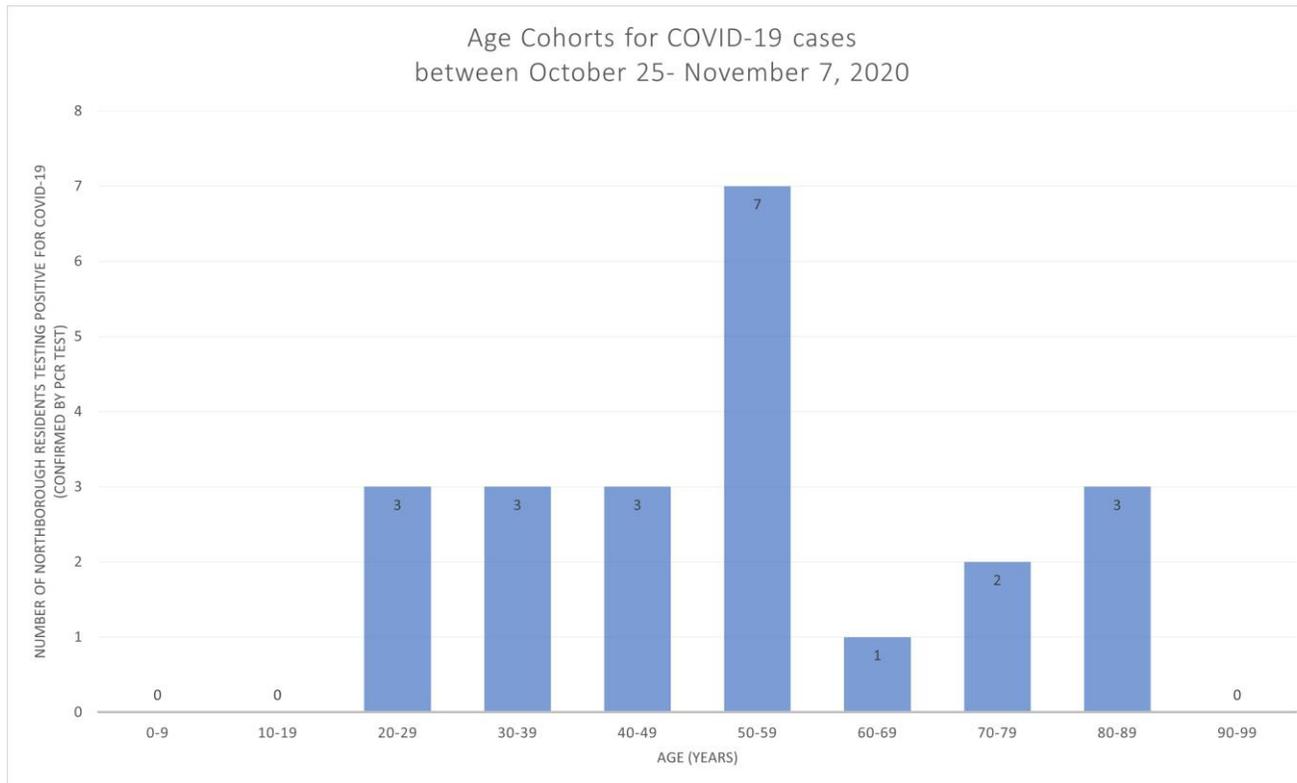
<https://www.town.northborough.ma.us/covid-19-coronavirus-information>

Weekly COVID-19 Cases Line Graph



- 318 Total Cases per 11/12/2020 DPH Weekly Report
- Produced by Health Agent each week and uploaded to COVID-19 home page on website

COVID-19 Age Cohort Graph



- Illustrates Age Cohorts for two-week period (ending Saturday before weekly report released)
- Produced by Health Agent each week and uploaded to COVID-19 home page on website

Lower-Risk Communities

- In Massachusetts, communities are categorized as high, moderate or low risk.
- Risk levels are published weekly in [DPH's Weekly Public Health Report](#).
- The Massachusetts Department of Public Health (DPH) defines low-risk communities as cities or towns which have not been “red” in any of the following COVID-19 Weekly Public Health Reports.
- A community must revert to Step I of Phase III of the Commonwealth’s reopening plan, as outlined in the [Governor's COVID-19 Order #56](#), when the community is designated in the “red” category for three consecutive weekly Department of Public Health weekly reports.
- The rule changes go into effect the Monday after the data is posted. For example, if a community is red for the third week and the Department of Public Health posts the data on Thursday, then the rules go into effect on the following Monday.

Business Sector Reopening Guidance for Phase 3, Steps 1 & 2

	Phase 3, Step 1	Phase 3, Step 2
Indoor Theaters and Performance Venues	Closed	Open - 50% capacity but no more than 250 people
Outdoor gatherings at event venues and in public settings	50 person limit	100 person limit
Outdoor Theater and Performance Venues	Open - 25% capacity but no more than 50 people	Open - 50% capacity but no more than 250 people
Roller Skating Rinks, Trampolines, Obstacle Courses, Laser Tag, and Escape Rooms	Closed	Open, 50% capacity
Arcades, Indoor and Outdoor Recreation Businesses - lower contact activities	Open, 40% capacity	Open, 50% capacity
Driving/Flight Schools	Open, 40% capacity	Open, 50% capacity
Gyms	Open, 40% capacity	Open, 50% capacity
Libraries	Open, 40% capacity	Open, 50% capacity
Museums	Open, 40% capacity	Open, 50% capacity
Restaurants	Music performances allowed indoors but no wind or brass instruments or singing	Music performances allowed indoors but no singing
Retail - fitting rooms	Open for businesses where operation is necessary	Open for all retail stores

- A community that has been classified as Lower Risk must revert back to Phase 3, Step 1 if it becomes classified and remains a High Risk/Red community for 3 consecutive weeks.
- This table can be found at <https://www.mass.gov/doc/phase-3-step-1-and-step-2-reopening-protocols-english/download>.
- [View the list](#) of communities that are not designated as "lower-risk" communities, which will remain in Step 1 of Phase III of the Commonwealth's reopening plan.

Current Risk Level and Phase/Step

- As of 11/12/2020 DPH Report, Northborough's risk level is moderate.
- Northborough is considered a lower-risk community and businesses may operate in Phase 3, Step 2 of the Reopening Plan.
- State revised risk metrics on 11/6 and Northborough downgraded to Moderate Risk.
- Northborough was red for one week (11/6) under the older, more restrictive metrics.

New metric table released 11/6/2020

Group	Population		
	Under 10K	10K-50K	Over 50K
Grey	Less than or equal to 10 total cases	Less than or equal to 10 total cases	Less than or equal to 15 total cases
Green	Less than or equal to 15 total cases	<10 avg cases/100k AND >10 total cases	<10 avg cases/100k AND >15 total cases
Yellow	Less than or equal to 25 total cases	≥10 avg cases/100k OR ≥5% pos rate	≥10 avg cases/100k OR ≥ 4% pos rate
Red	More than 25 total cases	≥10 avg cases/100k AND ≥5% pos rate	≥10 avg cases/100k AND ≥4% pos rate

Most Recent State Case Counts



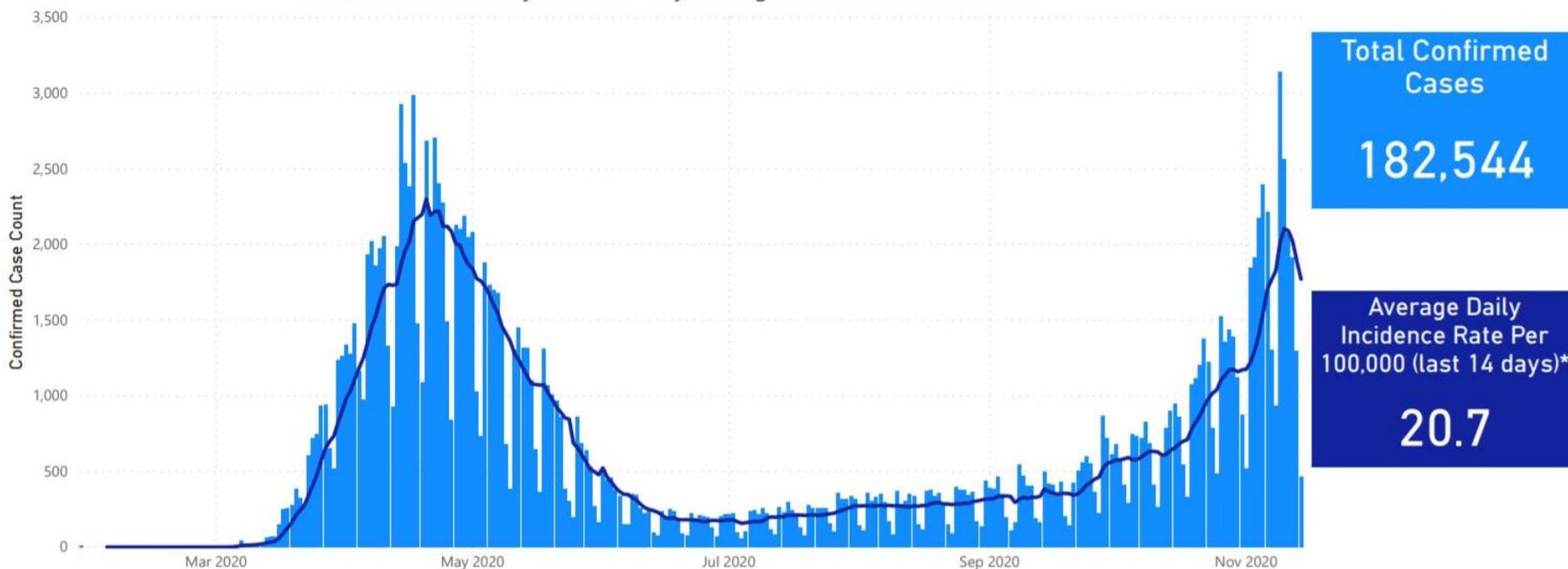
Massachusetts Department of Public Health COVID-19 Dashboard -

Sunday, November 15, 2020

Daily Confirmed Cases (Since March)

Confirmed COVID-19 Cases To Date by Date Individual Tested

● Confirmed Cases by Date ● 7-Day Average Confirmed Case Count



A black magnifying glass is positioned over a white surface. The lens of the magnifying glass is centered on the text "Frequently asked Questions", which is written in a black, serif font. The text is arranged in three lines: "Frequently" on the top line, "asked" on the middle line, and "Questions" on the bottom line. The magnifying glass's handle extends towards the bottom right corner of the frame.

Frequently
asked
Questions

Frequently
Asked
Questions

FAQ: Contact Tracing

1. What do I do if an employee tells me they tested positive for COVID-19? Do I need to close my business?

Refer to applicable [Sector-Specific Protocols and Best Practices](#). When an active employee is diagnosed with COVID19, cleaning and disinfecting must be performed.

Encourage workers who test positive for COVID-19 to disclose to the employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of any positive case at the workplace, the employer must immediately notify the local Board of Health (LBOH) in the city or town where the workplace is located. Employers must assist the LBOH with contact tracing efforts, including advising 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

2. An employee has a household member who is quarantine for being in contact with a COVID-19 positive individual. Can the employee still come to work?

Household members of “close contacts” are not required to quarantine unless they become symptomatic or the “close contact” tests positive. They can carry out normal activities as long as they are not in contact with the individual in quarantine as outlined in DPH’s Quarantine Guidance documents.

FAQ: Contact Tracing (continued)

3. If an employee tests positive for COVID-19, when can they return to work?

Isolation typically lasts around 10 days. For most persons with COVID-19 illness, isolation and precautions can generally be discontinued 10 days after symptom onset and resolution of fever for at least 24 hours, without the use of fever-reducing medications, and with improvement of other symptoms. The local board of health will determine the end of isolation. You cannot test out of isolation.

4. If an employee is a “close contact” (an individual who was within 6 feet for 15 minutes or more with a COVID-19 positive person during their infectious period), when can they return to work?

Quarantine typically last 14 days from the day of last exposure (Day 0) to a COVID-19 positive individual. The local board of health will determine the end of the quarantine period and will consider possible development of symptoms and positive test results. You cannot test out of quarantine.

FAQ: Reopening Massachusetts Protocols

1. What Reopening protocols apply to my business and how will I know if the protocols change?

Refer to sector-specific guidelines. Look for details and make sure to follow links to other documents. Contact the local board of health if you need help. To stay up to date, [Create a profile and sign-up for COVID-19 alerts](#) by text, email, or phone call in your preferred language.

2. How often do we have to disinfect? Do I have to hire a professional cleaning company?

Refer to sector-specific guidelines for recommendations on frequency of cleaning. No, you are not required to hire a professional cleaning company.

3. Where can I find cleaning products that are effective against COVID-19?

Refer to [EPA's N-List](#). Or consider a bleach solution. Make sure the product is appropriate for surface.

4. What occupancy standard applies to my business?

See sector-specific guidelines. If you are planning an event, refer to [Event Standards \(11/5/20\)](#). Be aware of risk status/step. As a lower risk community, Northborough is operating in Phase 3, Step 2 but this can change.

FAQ: Gathering Order

1. We are planning a holiday event. How many people can we host?

Refer to [Indoor/Outdoor Event Standards](#).

- At private residences, events are capped at 10 indoors and 25 outdoors.
- Events held at venues or public settings are capped at 25 indoors. Outdoor events are capped at 100 for lower-risk communities or 50 in non-lower risk communities.

2. Do I have to notify the local board of health about the event?

For gatherings over 50, the operator of the event venue must provide notice 1 week prior to the Local Board of Health.

3. What is considered an event and regulated under the new Gatherings Order?

The Indoor/Outdoor Events Standards are issued to establish minimum standards for any indoor or outdoor event (such as a wedding, party, fundraiser, etc.), that is not specifically addressed by other sector-specific COVID-19 safety standards.

REMINDER: The mandatory closing period restrictions require that events cease by 9:30 pm, and attendees must depart the premises at that time.

FAQ: Mask Order

1. Do my employees have to wear masks when seated at their desks and 6 feet from others?

The [revised Face Covering Order \(11/6\)](#) removed the social distancing reference; however, sector-specific standards may trump the Face Covering Order (see Exception d of the Order). Refer to sector-specific standards related to face coverings for your business.

2. Can I ask an employee or customer to provide proof of a medical exemption for not wearing a mask?

The [revised Face Covering Order \(11/6\)](#) added a section allowing employers and schools to require documentation for employees and student/staff; however, this does not apply to customers.

Businesses cannot require customers to provide documentation of medical exemption from mask wearing. If a customer refuses to wear a mask for non-medical reasons, the operator of the business may deny entry. As a private business, you can offer alternatives for individuals who refuse a mask.

FAQ: COVID-19 Symptoms & Travel

1. My employee has a cough. Can he/she work?

Refer to the [Mandatory Workplace Safety Standards](#) which state “Employees who are displaying COVID-19-like symptoms do not report to work.” A list of COVID-19 symptoms is found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>. The General Business Guidance states “Establish a plan for employees getting ill from Covid-19 at work, and a return-to-work plan.”

2. My employee traveled to a non-lower risk state over the weekend. When can they return to work?

If an employee travels to a non-lower risk state, he/she must quarantine for 14 days or produce a negative COVID-19 test result that has been administered up to 72-hours prior to arrival in Massachusetts. He/she must quarantine until the test results are available and complete the online form. The test must be a PCR test. For more details visit the [MA COVID-19 Travel Order](#).

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**Covid-19 Resources and Guidance For Business
COVID Relief Coalition**



Paycheck Protection Program (PPP)

Economic Injury Disaster Loan (EIDL)

SBA Express Bridge Loans

Massachusetts Growth Capital Corporation (MGCC)

Main Street Lending Program

Phase 4 Coronavirus Relief Legislation (to-be-determined)

- Liability Protection Against Unwarranted Lawsuits
- Support for Small and Midsize Employers
- Support for Childcare and K-12 Schools;
- Unemployment and Job Training,
- State and Local Assistance

Open Question and Answer Session

- To ask a question, click Raise Hand in the Webinar Controls. The host will be notified that you've raised your hand. If the host allows you to talk, you may be prompted to unmute yourself. While unmuted, your profile picture and name is displayed to the host and panelists. Only your name is displayed to other attendees.
- If you don't want to speak, questions may be submitted in the Q&A box. Type question and hit "Send".
- If you stump us, we will be happy to contact you after the webinar to provide you a more knowledgeable source of information!
- Questions can be emailed to kblack@town.northborough.ma.us.



Thank you for attending!

We appreciate your attendance at today's webinar and value our partnership in protecting the health of community and keeping our businesses open.

Northborough's COVID-19 Website:

<https://www.town.northborough.ma.us/covid-19-coronavirus-information>

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