Town of Kennebunkport Board of Selectmen Meeting VIA Zoom May 7, 2020 6:00 PM

Minutes of the Selectmen's Meeting of May 7, 2020

Selectmen attending via Zoom: Patrick A. Briggs, Allen A. Daggett, Ed Hutchins, Sheila Mathews-Bull, and D. Michael Weston.

Others attending via Zoom: Kathy Anuszewski, Jason Cooper, Richard Driver, Werner Gilliam, Tina Hewett-Gordon, Paul Hogan, Kristopher Kraeuter, Debra Lennon, John Luby, Jamie Mandell, Arlene McMurray, Betsy Seavey, Laurie Smith, and others

1. Call to Order.

Chair Daggett called the meeting to order at 6:06 PM. He took **roll call** of Selectmen present: Patrick A. Briggs, Allen Daggett, Edward Hutchins, Sheila Matthews-Bull, and D. Michael Weston.

2. Review the Business Committee Reopening Plan.

Tina Hewett Gordon, general manager of the Nonantum Resort, thanked Town Manager Laurie Smith for her leadership and everyone else involved with the reopening plan for the hospitality group in Kennebunkport. She discussed their best practices guidelines (see Exhibit A) which she said is a working document to be updated as things change depending on the Governor's guidelines. Businesses that agree to follow their health and safety guidelines and sign on to their "Kennebunkport promise" will receive a vinyl decal to post on their door. They are developing a new website: www.thekptpromise.com which will have the latest information regarding COVID practices in town and which businesses have opened, signed on, etc.

Debra Lennon talked about the items on their website. She said Kennebunk businesses have asked to be a part of their plan. The Board supports including other town businesses.

Ms. Smith thanked the hospitality group for coming up with a plan in such a short period of time. She said that Maria Junker, Heather Mote, and Kathy Anuszewski are going to put a plan together for short-term rentals.

Ms. Smith said that Director of Planning and Development Werner Gilliam has talked to the construction industry about safe practices. He and Ms. Smith provided a memo describing a plan to assist businesses during COVID-19 which includes a release of liability for temporary use of public property. See Exhibit B.

Motion by Selectman Hutchins, seconded by Selectman Briggs, to authorize the parameters listed in the memo in Exhibit B. **Roll Call Vote:** Patrick A. Briggs, Allen Daggett, Edward Hutchins, Sheila Matthews-Bull, and D. Michael Weston. **Voted**: 5-0. **Motion passed.**

3. Review the Goose Rocks Beach Advisory Committee recommendation for a phased reopening of Goose Rocks Beach.

Richard Driver, chair of the Beach Advisory Committee (BAC), said the BAC is concerned with the safety of residents and visitors. He presented their plan (see Exhibit C) and discussion followed.

Motion by Selectman Hutchins, seconded by Selectman Matthews-Bull to approve \$3,000 funding for the plover volunteer coordinator this summer. **Roll Call Vote:** Patrick A. Briggs, Allen Daggett, Edward Hutchins, Sheila Matthews-Bull, and D. Michael Weston. **Voted**: 5-0. **Motion passed: 5-0.**

Speaking on item 2 of their recommendations, Mr. Driver said, the BAC consensus is that they should not have daily parking stickers at all this year, but the BAC will meet again in June to make further recommendations. They currently recommend no daily parking stickers until June 15. He said the General Store sells parking stickers, but they can't give a refund if someone cannot get a parking space. If the person buys it at the police department or town hall, they can get a refund.

Item 3 which states, "May 15 to 5/31 open 39 spaces between Broadway and Belevidere for K'Port residents only..." This would require residents to have the seasonal beach stickers on their vehicles.

Ms. Smith explained that the current regulation states beach stickers are not required until Memorial Day. She said in order to qualify for the resident, seasonal sticker, an individual must either pay property taxes on property in Kennebunkport or be a resident of the Town and pay excise taxes on a motor vehicle registered in his/her name.

The Board agrees with requiring the seasonal stickers needed for parking starting on May 15 instead of Memorial Day. Ms. Smith will prepare some language for the next meeting on May 14 and get signs ready for Friday, May 15.

Discussion followed regarding item 7 which gives the police authority to tow vehicles that are illegally parked. Selectman Matthews-Bull said as a business person, she disagrees with this. She does not think it is right to tow someone's car who is visiting for a few weeks.

Motion by Selectman Briggs, seconded by Selectman Weston, to enact an ordinance giving the policy authority to tow vehicles that are illegally parked. **Roll Call Vote in support:** Patrick A. Briggs, Allen Daggett, Edward Hutchins, and D. Michael Weston. **Roll Call Vote opposed:** Sheila Matthews-Bull. **Voted:** 4-1. **Motion** passed.

Ms. Smith said they need to have a public hearing to change the Traffic and Parking Control Ordinance.

4. Other Business.

Selectman Weston said a section of the guardrail at Cape Porpoise where the sidewalk snowblower bangs it needs painted, and he knows someone who will paint it. He asked if the Board is okay with that. The Board supports someone painting it.

Selectmen Hutchins asked how the parking situation is at Cape Porpoise Pier. Ms. Smith said they are working on it, but there are some challenges they need to discuss. She arranged for them to meet on Monday.

Selectmen Briggs asked if the Planning Board will be able to get back in operation soon. Ms. Smith responded that she will bring back a reentry plan next week. She thinks they will be part of phase 2 to be operational again on June 1.

5. Adjournment.

Motion by Selectman Hutchins, seconded by Selectman Matthews-Bull, to adjourn. **Roll Call Vote**: Briggs, Daggett, Matthews-Bull, Hutchins, and Weston. **Voted:** 5-0. **Motion passed**.

The meeting adjourned at 7:24 PM.

Submitted by Arlene McMurray Administrative Assistant

EXHIBIT A - 5-7-2020

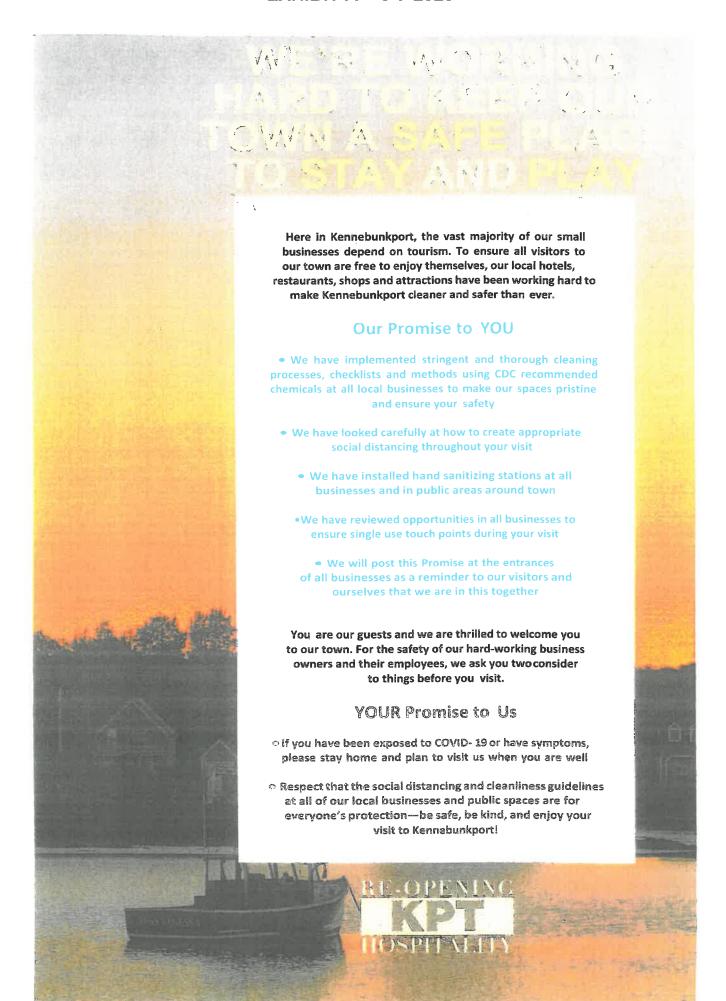


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The Why?....

In order for Kennebunkport to have a tourism successful season, we as community leaders, were tasked by our town manager, Laurie Smith to work together to help Re-Open Kennebunkport hospitality businesses safely for visitors. She has allowed Kennebunkport's business community to contribute to the broader conversation of re-opening Maine by developing the Kennebunkport Hospitality Task Force. This document lays out a developed set of best practices in accordance with CDC recommendations of how to maintain public health while continuing the prosperity of our local economy. Our Best Practice Guide outlines protocols in each sector to ensure a safe reopening of all our business for both our employees and guests.

We anticipate this document to be a "living" document that changes and updates as we open and learn about what it takes to open safely and work in this new normal. We have created a new website www.thekptpromise.com to house relevant and timely information about What's happening in KPT regarding best practices, which businesses have re-opened and what services and facilities are available in the community. This is a great resource for the most up to date information regarding COVID practices in our town.

As we prepare to welcome visitors and reopen responsibly, we would like to thank our task force members for their time and input in creating our promise.

Task Force Members

Lodging Representative:

Tina Hewett-Gordon

Rob Labelle

Deb Lennon

Justin Grimes

John Martin

Sheila Matthews Bull

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JohnEMartin@roadrunner.com

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Restaurant Representative:

Ashley Paget info@alissons.com
Taylor Benenti taylor.beneti@gmail.com



KRC

KRC

The Colony Hotel
The Rhumb Line

Nonantum Resort

Nonantum Resort

Alissons

Hurricane

TASK FORCE MEMBERS (cont)

Coastal Jewelers

Cape Porpoise Kitchen

Beach Grass

Webhannett Golf Course

Kennebunkport Marina

Pineapple Ketch

Retail Representative:

Susan MacDonald

Peg Liversidge

Glenna Turner

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Marina Representative:

Shawn Dumas

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Boating Excursions Representative:

John Martin

JohnEMartin@roadrunner.com

Town Representative

Werner Gilliam

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Chamber Representative

Laura Dolce

director@gokennebunks.com



Employee Training & Employee Promise

Kennebunkport's hospitality businesses will agree to the following commitments to protect their employees:

- We are committed to maintaining a safe, clean and productive workplace for our employees
- We will educate ourselves and our employees on the common symptoms and signs of COVID19
- We will ensure that employees who are sick remain home and be well
- If an employee is sick at work, we will send them home immediately. Clean and disinfect surfaces in their workspace to prevent future exposure
- We will instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an
 employee is confirmed to have COVID-19, while maintaining confidentiality
- Taking employees' temperatures is at the businesses' discretion, wherein all employees will pass a health or wellness check or complete a health survey prior to each shift
- · We will strictly adhere to 6-feet physical distancing for staff, customers, and vendors
- We will provide our employees with the proper PPE (Personal Protective Equipment) to keep our team safe. We will ensure that employees have access to hand soap, cloth face coverings, gloves, masks, goggles, tissues, paper towels, and a designated trash bin to dispose of used items
- We will train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face. Hand washing and sanitizing stations will be available to all employees. We will avoid greeting others by shaking hands
- We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift. <u>ServSafe Food Handler</u> certification is currently free through May 31st
- We will provide workers with up-to-date education and training on COVID-19 risk factors / protective behaviors (e.g., cough etiquette and care of PPE). We will use posters to educatestaff with visual reminders
- We will adjust break/meal times to limit contact between employees



Employee Training & Employee Promise

- Where possible, we will minimize contact among workers, clients, and customers by replacing
 face-to-face meetings with virtual communications and implementing telework opportunities.
 Creative solutions will also include alternating days or extra shifts that reduce the total number
 of employees in a restaurant at a given time
- We will ventilate workspace with open windows and doors to the extent possible
- We will disinfect time clocks, employee personal storage, phones, shared tools, scanning devices, and other shared items regularly.
- We will discourage shared use of lockers, desks, offices, or phones.
- We will increase electronic workplace communications (texts, emails, instant messaging, phone
 calls) with staff to reduce frequent face-to-face contact and create a forum for employee questions
 / concerns
- We will ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies
- We will maintain flexible policies that permit employees to stay home to care for a sick family member. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual
- We recognize that our team members all handle stress differently and we encourage all staff to be respectful and considerate of fellow team members



Best Practices & Policies

Hotel

Phase 1

June 1 - 30th

- · Reservations must be made on-line or call ahead NO walk-ins
- PPE required for all staff members
- Visitors restricted to state of Maine residents
- Following guest departures rooms will remain vacant for a minimum of 24 hours for deep cleaning and disinfection
- Pools and health clubs remain closed

Phase 2

July 1 - August 30

- Reservations are encouraged prior to arrival, but walk-ins allowed
- Visitors from out of state allowed, but must self-quarantine for 14 days
- 24-hour room vacancy requirement rescinded
- · Pools and fitness centers may open

Front Desk Procedures

Front Desk procedures and processes should be assessed to minimize guest contact surfaces while still creating a welcoming and hospitable guest experience. Look closely at all steps in your check-in, check-out and guest information processes for areas where you can minimize physical contact but maximizing guest service.

Guest Touchpoints Areas/Social Distancing

- Virtually escort guests to their rooms with telephone or email capabilities
 - All Front Deck/Reception Staff receive training in COVID 19 Protocol and are certified
 - Re-invent check-in procedures to be as 'virtual' as possible
 - Utilize email forms to pre-register guests
 - E-mail guests prior to arrival with "virtual" check-in details
 - Utilize technology to be identify guest's arrival and meet them outside in driveways or outside of their rooms with check-in materials



Hotel continued

- If using a traditional desk insure 6 foot distancing of all guests with physical markings
- Re-invent check-out procedures to be "virtual" as possible
- · E-mail receipts
- Encourage Express Check-out-folio review evening before
- With in room materials, brochures all to be "one use" consider how to create detailed communication for your guests through arrival materials, digital presentations-Consider use of TV's with rotating guest information
- · Eliminate brochure racks and shared collateral in front desk area
- Consider placing Credit Card Machines ON the Front Desk and guests should be encouraged to swipe their own credit cards
- Consider eliminating the need for Guest ID checking or the guest should be politely asked to place on clean countertop for agent to verify information
- · Pens should not be shared between employees or consider use of pencils
- Space stanchions or other guest friendly physical barriers in six-foot intervals to provide appropriate physical distance for queues and in between workstations
- · Place stickers on floor in six-foot intervals showing guests wear to stand in queue
- Lobby greeter to provide guidance to arriving and departing guests to ensure physical distancing is being adhered to and no more than 10 people are congregating in the lobby at any given time
- Self-serving water station dispensers or welcome food items to be removed from lobby
- Consider Plexiglass to be installed to shield guest from front desk agent interaction if 6 foot distance cannot be maintained
- Employees should not open doors of cars, taxis or Uber/Lyft rides
- Doors leading to the reception area should be propped open or kickplates will be installed
 on the bottom of doors in order to limit multiple people touching the door handles
- If a guest requests bell service, the employee will wear gloves to handle luggage and sanitize the bell cart after each guest is assisted. Employees should not enter a guest room and should place luggage outside for guest to bring in room on own
- Valet service should be temporarily suspended and only self-parking should be available



Cleaning Processes

- Develop cleaning checklists for front desk area
- Ensure that all guest touchpoints are sanitized with Ecolab yellow cleaner after each transaction i.e. countertop, pens, credit card machines
- Room keys should be sanitized before stocking and kept in closed container/box, not in the open air. Individual key packets can be considered to protect the keys
- Place Anti-Bacterial Dispensers to be put on the Front Desk adjacent to each check in station for guest and staff use
- All workstations including but not limited to phones/keyboards/mouses to be wiped down
 with anti-bacterial wipes at least once every two hours and before a shift change.

Shuttle Service Processes

- Guests that aren't traveling together are to keep at least one empty row in between them and other riders
- Guests must wait for the driver to open and close the doors from the outside and not open the
 doors on their own
- The shuttle will be sanitized after each trip is completed. Allow 15 minutes between trips for thorough cleaning

Elevator Practices

- Elevators are to be cleaned at 30 minute intervals wiping down all contact services
- Elevator signage to be placed on outside of each elevator:

As a courtesy to other,

If you are waiting for an elevator (up or down) and the elevator is occupied, please wait for the next elevator. Stairs are also available for you to use an alternative.



MAINTAINING PRISTINE GUEST AREAS: COVID 19 HOUSEKEEPING PROCESSES

The cleanliness of our guest rooms and public areas are critical components to insuring a safe and healthy stay for our guests. Extreme care must be taken to insure pristine conditions throughout the properties. All team members are considered part of the "cleaning team"

Guest Room Cleaning

- All Housekeeping staff receive training in new cleaning protocols and are certified in COVID 19 protocol
- Guest rooms will be cleaned for arrival and at check-out only. Stayovers will receive daily replenishing
- Set a time for guests to leave trash and towels outside their room or in a designated area each day in tied bags
- Replenish amenities, towels in single use bags left outside guest rooms
- Supply guest rooms with additional products to minimize calls
- · Pool towels, bath amenities, towels
- All checkout rooms are to be sanitized following strict industry cleaning procedures with
 particular attention paid to disinfecting door handles, hard surface furniture, tables,
 nightstands, furniture knobs and handles, light switches and thermostats, drapery pull
 handles, telephone and keypad, remote control, alarm clock, television, safety latch and
 peephole, trash receptacle, faucet handles, toilet and shower handles. Once we leave a
 room that has been cleaned, we know it is sterile
- Detailed inspection checklists for cleaning are developed
- Appropriate PPE must be worn by staff at all times
- No more than one staff member should be in a guest room at a time
- Staff must maintain 6 foot distancing while working
- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Recommend removal of in-room coffee makers if alternative services are unavailable
- Remove all ice buckets. Ice will be brought upon request. Lock all ice machines accessible to guests
- All glassware is cleaned in dishwasher in between guests and placed upside down in room



Guest Room Cleaning continued

- Remove all reusable collateral from guest rooms, notepads, pens; critical information to be
 placed on single use collateral and/or electronically posted. Guests are provided with
 pencils at check in along with room key
- Remove extra pillows/blankets stored in guest room closets and provide upon guest request
- All rooms must have a sticker adjoining the door and door frame to indicate the room is sanitized

Cleaning of Public Areas/BOH

- Assign a designated public area cleaner to rotate through all public areas on a regular basis
- Develop detailed cleaning checklist for all Public Areas -Supplies and standards
- Employees to sanitize the following areas at least every 30 minutes
- · Elevator Buttons-inside and out
- Public restrooms
- Handrails
- Employee dining tables and counters
- · Hotel entry doors
- All doors and knobs through guest areas
- · Exterior seating
- Trash bins
- Vending machines (if available)
- All back of house toilets should be cleaned once every hour using the normal procedure plus Ecolab Peroxide Multi-Surface Cleaner and Disinfectant should be used on all hand contact surfaces
- All public space areas and back of the house areas, such as the kitchen, storage areas, breakrooms, and offices, must be cleaned and disinfected minimum of once per day. See specific department guidelines for areas that require more frequent disinfecting.
- Anti-Bacterial Dispensers should be placed in all elevator banks and landings, bathrooms, hostess stand, cashier station, time clocks
- Hand sanitizing products (should have at least 70% alcohol) must be available in employee break room, team member entrance, locker room entrance, food and beverage areas (buffets, bars, and restaurants), front desk, hotel entrances, outside public restroom entrances, meeting and pre-function areas, guest/team member transportation vehicles



Laundry Processes

- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC. (for in-house laundry for linen and towels)
- Store all clean linens and towels in bags or bins to avoid contact
- Work with your outside laundry company (if you have)to provide safe delivery and pick up processes and appropriate chemical use
- Work with laundry equipment and chemical provider to develop best linen protocols

Pools

Swimming Pools & Hot Tubs

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and disinfection (for example, with chlorine or bromine) of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19

Pool Areas

Phase One

June 1-June 30

- Hot Tubs should remain closed
- Pools should remain closed

Phase Two

July -August

- Pool Deck areas should conform to social distancing protocols of staying at least 6 feet apart.
- Consider "lounge chair" reservations to ensure the proper amount of chairs are grouped together to accommodate a family of 10 or less
- Lounge groupings should adhere to social distancing standards as well
- Pool towels should be placed on reserved chairs and request that they leave them there for staff collection
- After each chair is vacated it will be thoroughly disinfected
- Cushions should be removed when possible
- Hot Tubs should remain closed

Phase Three

September 6th - October 12th

Update standards based on current protocols



Hotels- Administrative Offices Best Practices

Top Areas Where Germs Exist in Offices:

Desks – It is proven that more than 10 million germs can be found on the average work desk (nearly 400x more than a toilet seat). Employees should be responsible for keeping their personal workspaces clean.

Pens -1 in 5 office workers admit to chewing on their pens. Purchase enough office supplies so that there is ample supply to prevent the need for borrowing / sharing of supplies.

Keyboard & Mouse – This equipment is a haven for skin cells, food residue and sweat. Wipe off your keyboard, mouse, printers and copies before and after your shift, even if your equipment is not shared amongst other employees. Use canned air to clean between the keys of your keyboard.

Water Cooler – Consider purchasing single-use bottled water for the workplace to avoid common touch points.

Door Handles - Be diligent about sanitizing common touch points every 1-2 hours

Employee Bathrooms – Restroom facilities should be cleaned and disinfected frequently and additional supplies should be made available to employees to empower them to keep these spaces clean.

Best Practices for a Clean Workplace and Healthy Workforce:

- Actively encourage sick employees to stay home and identify possible work-related exposure and health risks to your employees.
- © Continue to improve professional cleaning and disinfecting procedures within the office to reduce the occurrence of germs and bacteria in the workplace. Use disposable gloves, gowns and a mask for cleaning and disinfection. Carefully remove and throw them away immediately after disinfection and trash disposal.
- Always clean before beginning disinfection. Cleaning with a detergent or soap and water solution removes particles that can carry the COVID-19 on surfaces. This reduces the viral load before disinfection begins, which helps the disinfectant to be more effective in killing the remaining virus.



Administrative Offices Best Practices (cont.)

- Clean and disinfect high-touch surfaces daily in common areas (e.g. tables, hard-backed chairs, doorknobs, light switches, phone receivers and keypads, remotes, handles, touchscreens, desks, toilets, sinks). Clean and disinfect shared electronics and equipment, digital signage, and touch-screen kiosks.
- Increase the availability of disinfecting wipes and virus-killing hand sanitizers, and be sure
 everyone knows how to use them effectively. As an added touch, quality unscented lotion
 around the office will keep everyone from drying out while keeping their hands clean.
 Encourage everyone in the office to commit to regularly cleaning high-touch surfaces.
- Where possible, rely on touch-reducing amenities, such as double-swinging push doors, motion sensor lights, and other hands-free amenities that reduce germs in high-traffic areas.
- If flexible seating is an option in your office and people share desks, require everyone to clean equipment, workstations, and surfaces as soon as they leave or move to a different spot.
- Make sure tech is consistent across the entire company including communication, video conferencing, project management, and collaboration tools.
- Continue to provide clear, concise and well-worded updates that are relevant to your location, industry, current work culture, and overall state of the pandemic. Communicate in a timely, calm manner.
- Keep team communication consistent. It's easy for team collaboration to decrease without
 face-to-face interaction making it that much more critical that communication is prioritized
 with daily or weekly posts, emails, and video calls. With that being said, be mindful of how
 much time you're taking out of the workday to check in through video calls.
- Don't forget to value social and recharge interactions, beyond just "work talk". Encourage
 digital get-togethers in the form of team lunches, happy hours, and group downtime via
 video calls when needed.
- Check in with your team early and often to gauge what's working and where people need extra support.



Administrative Offices Best Practices (cont.)

- Promote a work-life balance. Social distancing requires lots of downtime at home which can result in an unclear blend of work and non-work activities.
- Review Human Resources policies to make sure that policies and practices are consistent
 with public health recommendations and are consistent with existing state and federal
 workplace laws.

Visit the Department of Labor and the Equal Employment Opportunity Commission websites for detailed information that may apply to your business



Restaurants Best Practices

Restaurants Dining Room

Phase 1

June 1 – 30

- Limit tables to 10 or fewer guests
- · Reservations only, via online or call ahead
- Re-invent check-in procedures to be as virtual as possible, and communicate your policies clearly to guests before arrival. Use signage to direct guests
- Use signage and/or floor markings to help customers comply with social distancing requirements
- Consider entrances and exits (to building, restrooms, kitchen, and other employee areas),
 and when possible, establish paths that mitigate proximity for guests and staff
- All indoor and outdoor seating options will comply with the required social distancing guidelines
- When able, use physical barriers to separate tables, booths, and bar stools
- For tables that are unable to be moved, physically block off and/or remove seats so they are clearly not in use
- Hand sanitizer or hand washing stations will be available to all customers and employees, specifically at the entrance, near server/host stations, and near the entrance to the restrooms.
- We will clean and sanitize restrooms, common areas, and surfaces regularly
- We will clean and sanitize each dining area after every use
- Place settings, service tools, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use. Use only wrapped straws
- Eliminate beverage refills. Use new, sanitized glassware or paper cups with every beverage.
- Encourage contactless ordering and payment options
- Temporarily close buffets, topping bars, and other communal serving areas
- Where possible, dedicate a separate entrance for takeout, or consider curbside/delivery only



Phase 2 July 1 - August 30

- Limit tables to 10 or fewer guests
- Reservations recommended, via online or call ahead. Walk-ins allowed with social distancing restrictions
- Post signage at entrance which clearly communicates check-in and seating policies and guidelines
- Use signage and/or floor markings to help customers comply with social distancing requirements
- Consider entrances and exits (to building, restrooms, kitchen, and other employee areas),
 and when possible, establish paths that mitigate proximity for guests and staff
- All indoor and outdoor seating options will comply with the required social distancing guidelines
- When able, use physical barriers to separate tables, booths, and bar stools
- For tables that are unable to be moved, physically block off and/or remove seats so they are clearly not in use
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Restaurants - Back of House

According to the CDC, "Coronaviruses are generally thought to be spread from person-toperson through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food."

- All employees will wear a mask
- All employees will wear gloves and change frequently
- All employees are certified ServSafe Food Handlers and should use those practices daily
- There will always be one certified ServSafe Safety Manager working each shift
- Avoid all food contact surfaces when using disinfectants
- Thoroughly detail-clean and sanitize entire facility. Focus on high-contact areas that would be touched by both employees and guests



Take Out & Delivery¹

Personal Hygiene

- Employees must ensure proper handwashing practices are followed
 - Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails
 - Hand sanitizer should not be used in place of handwashing. If hand sanitizer is used after handwashing, allow time for it to dry completely prior to touching any surfaces or food products
- No bare-hand contact should occur with ready to eat food. Ensure gloves are worn at all times, following proper glove usage protocols
 - o Gloves should be single use ONLY
 - o Hands must be washed prior to placing gloves on
 - o Ensure the proper size glove is available at all times and chosen
 - o Gloves should be changed when:
- Gloves become dirty or torn
- Before beginning a different task
- After an interruption, such as taking a phone call
- After handling raw meat, seafood, or poultry and before handling ready-to-eat food
- After four hours of continuous use
- When should hands be washed?
 - o When entering the establishment
 - o For take-out, before and after each guest interaction
 - After handling money, credit cards or dirty dishes
 - o After touching eyes, nose or mouth
 - After using the restroom
 - o When switching tasks
 - o When switching gloves
 - o Anytime a task is interrupted
- Employees must ensure they are following the employee health agreement guidelines
 - o Anyone feeling off, sick or showing any symptoms of illness MUST stay home



Off-Site delivery

- Do not require credit card signatures in order to avoid close proximity
- Ensure all food is placed in containers to avoid mixing, spilling, leaking
- Delivered to guest in a protected manner
- All food items should be properly labeled to prevent potential allergic
- · Monitor food to ensure time/temperature guidelines are followed

Take-Out

- Encourage patrons to stay in their can using curb-side pick up
- Bring food outside to patrons picking up to go orders
- · Do not require credit card signatures in order to avoid close proximity
- Establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination
- · Condiments being provided should be single use products



Retail Best Practices

Phase One

Social Distancing/Touch Points

- Curbside Pickup/ Delivery- electronic payment, contactless
- · Cash payments are not accepted
- Social Distancing 6 feet required for employees and customers
- Let your customers know using social media/alternative outlets that you will continue to follow CDC guidelines of social distancing, providing sanitation stations and implemented store policies with regards to safe practices for employees and customers
- Create hand sanitizer stations for all
- All sampling prohibited including: food, drink, lotion, perfume, personal care products, candles, jewelry and apparel fittings
- Stagger flexible work shifts for the need of social distancing, create strategies for tightwork areas to maintain social distance guidelines
- When possible provide designated phones, desks, work stations, tools and equipment for employees, install plexiglass partitions between workstations

Cleaning Processes

- Enhanced cleaning/sanitation practices- routinely disinfect all surfaces and equipment, all entry and exit doors
- Designate employee areas (breakrooms/bathrooms) cleaned, wiped down regularly
- Maintain rigorous cleaning schedule of all guest and employee areas
- Create checklists for cleaning processes
- All bathrooms must have soap and paper towels available at all times

Employee Training

- Staff all wear required PPE
- Inform employees on all updated guideline changes on ways to protect themselves and their work areas
- Establish a safe process for receiving supplies and deliveries.
- Employees required to wash/sanitize hands before start of shift
- Provide training on best practices for PPE., respiratory etiquette (cdc.gov print- resources)
- Provide reviews and training w/ employee- updated handbooks, guidelines, checklists
- · Promote frequent and thorough hand washing, alcohol based rubs, hand sanitizer use
- Post signage for employees based on cdc.gov guidelines/ OSHA guidance



Phase Two – All of phase one continues: Stores are Open

Social Distancing/Touch Points

- Reduction of JUST Curbside Pickup/Delivery
- Payment- electronic TAP chip preferred whenever possible
- Encourage electronic receipts whenever possible
- Implement procedure for CC's to be entered into machine (offer tray for cc, cc is sanitized before being placed back in tray for customer)
- Provide multiple pens- clean pen jar/ dirty pen jar/ sanitize as needed
- For customers paying with cash, designate an area for cash only and provide tray to minimize handling
- Food/ Drink not permitted in store
- Reusable bags brought in from customer not permitted in store
- Reduce congestion within the store, move displays and minimize high traffic areas
- Create one-way only areas throughout stores with signage/markings
- Create floor markings/ barriers for social distance practicing
- Post Signage at entry way and throughout the store informing customers of 6 feet social distancing practices, sanitation practices
- Provide hand sanitation station for customers
- Increase trash receptacles if needed to ensure customers can dispose of waste themselves, tissues etc.
- Limit number of customers inside store based on store square footage, based on 6 feet social distancing guideline
- Create employee product/pricing reference guide to engage customers while socially distancing and to reduce touch spots
- Reduce the number of products that customers have contact with
- Create "sample merchandise" on floor that can be easily sanitized
- Designate an area for product back-stock for restocking displays. Assign one employee to handle back-stock, minimizing touch spots
- Offer an employee to personal shop for customer if they choose to wait outside
- Offer customers to place order on your website while inside store to minimize interaction/handing of product



Cleaning Processes

- Employees required to sanitize hands before and after each transaction/ customer assistance
- Utilize daily cleaning checklists
- Create deep cleaning procedures for closing at night
- Create restocking practices at night or at a time without customers in the store

Employee Training

- Staff all wear required PPE
- Review with employees Phase Two implementation
- Communicate with employees for all updated and new procedures added as necessary
- Offer empathy, compassion and understanding to your employees for working through a new reality of retail. Thank them often
- Review employee/customer relationship and make sure employees understand and are comfortable with practices and procedures

Other Best Practices

- Thank your customers for their patience and understanding
- Create a happy environment for employees and customers as both are introduced to a new normal

Phase Three - Phase two continues with possible relaxing of restrictions

- Sanitation and cleaning practices continue for surfaces and high touch spots
- Sanitation stations for employee and customers continue
- Hygiene practices and procedures for employees continue with no PPE
- Signage may be adjusted/ reduced for both employee, customer practices
- Social distancing guidelines may be relaxed
- Employee break room restrictions may be relaxed
- Limits on the amount of customers inside store may be relaxed
- Merchandise and displays may return to regular placement
- POS customer check out procedures and areas may return to regular placement and operation
- Employee to Customer interaction restrictions relaxed
- Customers permitted to bring usable bags into store
- Restocking procedures may return to regular practice
- Deep cleaning procedures may return to regular practice
- Sampling may resume on a limited level according to recommended safety standards: food, drink, lotion, perfume, personal care products, jewelry and apparel fittings.



Jewelry Retail Stores

Opening Guidelines

- Entryway signage notifying the public of the business's COVID-19 Mitigation Plan and stating clearly that any person with symptoms consistent with COVID-19 may not enter the premises
- Encourage curbside and home delivery whenever feasible for customers safety
- Provide online/telephone ordering for contactless pickup and delivery cashless and receipt-less transactions whenever possible. Free shipping is also available in most cases
- Maximum of 4 "like" households will be permitted at any one time inside the showroom to
 ensure proper social distancing. Maximum capacity limit based on the like households
- Social distance maintained between non-household individuals
- Fabric face coverings shall be worn by all employees and patrons
- Employees to wear single use gloves, changed after each single interaction with customer.
- Suspension of all "while you wait" repair services
- Employees will present all pre-sanitized jewelry to customer with gloves, only present one item at a time. Each piece presented will be re-sanitized in 90% alcohol bath
- New single use plastic bag used for each jewelry intake repair item

Cleaning Procedures

- Provide sanitizer at customer entrance and in communal spaces
- Frequent hand washing by employees, and an adequate supply of soap, disinfectant, hand sanitizer, and paper towels will be available
- Provide for hourly touch-point sanitization (e.g. workstations, equipment, screens, doorknobs, restrooms) throughout work site
- All jewelry taken in for repair will be placed in 90% alcohol bath prior to touching.
- All jewelry presented to and touched by clients will be sanitized in alcohol bath after transaction



Specialty Foods

Phase One

- Signage at store entry limiting access to number of customers at a time
- Staff to monitor and direct traffic in store
- Hand sanitizer or wipes at entrance for customer use
- Remove all dine-in seating
- No eating or drinking in the store
- Remove all self-serve items to counter service only
- Place 6-feet social distancing map on floors for guests and staff
- Plexiglass shields covering cash-out stations
- Take out food packaged and processed quickly, limiting customer time in store.
- Door handles, checkout station, drink coolers wiped and sanitized repeatedly throughout the day
- All storage rooms wiped down and sanitized
- No bathroom access for customers. Staff bathroom cleaned daily and sprayed down after each use

Staff Guidelines for Take Out Curbside/Delivery

- Follow all Serve Safe and CDC guidelines
- Follow handwashing guidelines and wash after each transaction and/or glove change
- Gloves to be worn at all time when handling food. Gloves are single use
- Gloves changed after handling money or credit cards
- Process orders quickly and move customers in and out
- Curbside pick ups outside, delivered by an employee with gloves and face mask. Give bag
 to customer or place on seat of car through open window
- Food delivery: All food in containers in bag and sealed
- Food delivery driver wears gloves and face mask for drop off
- Delivery is prepaid only No cash
- Delivery to door: ring bell or knock, hand over bag and leave



Phase Two

- All Phase One guidelines remain in place
- Outdoor seating available with warmer weather
- Picnic tables placed 6 feet apart, seat 4 people only
- Café tables seat 2 people at a time
- 10 people total seated on premise at any given time
- Tables and chair sanitized and wiped down after each use

Phase Three

Continue with all guidelines from Phase one and Phase two

Phase Four

- Only after return to normal business can Inside Seating be replaced
- Self-serve coffee in disposable cups. No reusable containers
- Food Samples managed and served in individual disposable containers
- Wine tastings managed and served in individual disposable containers



Golf Best Practices

Golf Clubs can open as of May 1st and the Governor's approval was subject to compliance with the Industry Guidance issued by the State Agency of Economic and Community Development.

Please note that per an Executive Order issued by the Governor, visitors coming into Maine are required to self-quarantine for a period of 14 days and therefore all play is limited to Club members only.

- Do not come to the Club if you are feeling ill, have any of the symptoms associated with COVID-19, or have been exposed to a person who is displaying those symptoms
- Throughout your time on Club grounds, you must maintain a distance of at least 6 feet from others, and you should not share or touch another player's golf balls, clubs or other equipment
- All players must make a tee time in advance, either on-line or by phone. Do not come to the course without a tee time. Tee times will be set 15 minutes apart
- · No guests allowed
- No public play is permitted
- Please arrive at the course no earlier than, or stay in your cars until, 10 minutes prior to your tee time
- The Clubhouse, cart barn and golf shop will be closed. This means the Clubhouse rest rooms, club storage and locker rooms will not be available. Please plan accordingly
- No paper scorecards or pencils will be available. We suggest you keep your score using your phone, your own pad and pencil, or use a <u>printable</u> version
- Players may carry their own bag or push their own cart. Rental push carts will not be available
- For the time being, no motorized carts will be available
- All public restrooms will be closed during this first phase. The rest rooms by the 8th tee and the 16th tee will be closed
- Please leave the Club grounds immediately after completing your round
- All practice facilities, including the practice putting green, will be closed



Golf Best Practices

On the Course:

- Flagsticks must remain in the hole at all times and must not be touched
- Sections of pool noodles will be inserted in the holes in order to allow players to retrieve their balls without touching the flagstick or the cup
- All bunker rakes will be removed. Please smooth out the bunker surface using your feet. Preferred lies in bunkers will be permitted
- No water coolers/fountains, ball washers, divot mix containers, benches, trash containers or broken tee caddies and ball washers will be available
- Food and Beverage Facilities are closed

We thank you for your patience and understanding during this unprecedented and difficult time. We ask that you please comply with the new "PARK, PLAY and GO HOME" initiative.



Maine Boatyards and Marinas Best Practices

Communication is Key: Let customers know your level of access, policies, rules, schedule, and what to expect if they ask to come to your facility. Send emails, post signage, put notifications on social media. Let your local law enforcement, municipality, and/or harbormaster know if you have essential designation from the state. Let them know how you are operating and what activity is (or is not) going on at your location. Remember to communicate with subcontractors too and ask them what safety measures they are taking.

Boaters Arriving by Water: Please remind them that the Governor's Order still requires them to self-quarantine for 14 days (on board their boat or perhaps at their cottage). It might be helpful to have a list available of local stores or restaurants who are willing to deliver supplies and/or food to them. It would be up to the facility to determine if they can safely move around the facility and if those people should have access to restrooms, pumpouts, fuel, etc.

Retail: Make sure sales are online or curbside with electronic payment.

Facility Access: You know your facility better than anyone else. Use common sense to try to control customer access to limit the number of people at the facility at any one time. Require appointments. Put up signage to potentially stop public access by people walking near docks or driving in just to look around. You may want to try to keep a log of who is at your facility each day (employees, deliveries, clients, contractors) in case you are asked to help with virus contact tracing. Some CT boatyards have hired off-duty police officers for security to make sure people are not congregating on docks after hours. Consider limiting customers to only using the head on their boats. This summer consider limiting launch service to one boat crew at a time or offering no launch service at all.

Boat Service: Communicate with customers about employees accessing their boats and there may be extra charges for disinfection of contact surfaces before and after service. Some boatyards are telling boat owners they will not put an employee on the boat within 72 hours of a customer being on board. Remind them that some jobs may take longer if only one employee can be on board at a time.

On the Docks: Be clear about no congregating on docks. Minimize helping customers or having them help each other with dock lines unless there is risk o damage or injury. Ask employees and customers to give each other space. Do not walk onto a float or ramp until someone else has vacated the space. Remind people to hand wash or sanitize after touching dock lines, dock cart handles, fuel pumps, and hand railings. Keep pets leashed so they do not wander up to other people who may touch them. Enjoy your boat and



Maine Boatyards and Marinas Best Practices

return to your car directly without lingering. Catch up with your dock neighbors via phone or email this year. Maintain social distance. Consider adding sanitation options in key areas such as fuel pumps or near handrails. Currently outdoor sinks for hand washing do not have to be part of a wastewater license with Maine DEP.

Boat Ramps: If your customers use launch ramps, remind them to launch and haul away from others and only have their crew handle lines. They should avoid crowding and maintain social distance and not gather for fishing stories. If they arrive at a launch that has a full parking lot, keep moving to another location.

On the Water: Boaters should not raft with other boats or have beach parties. These activities have led to closures of boating in some places. Maine has plenty of freshwater and saltwater space to spread out and enjoy time on the water safely. If boaters are cruising to other marinas, suggest they call or research if their destination has any limitations or restricted access for transient boaters.

Operations: It may be important to review any internal company guidelines or handbooks about storm preparations, employee safety, or general policies and add special addendums at this time.

Ensure all staff members receiving Covid- 19 protocol training



General Resources

Cleaning Practices & Products

Objective:

Ensure the health and safety of employees by preventing the spread of viruses.

Procedure:

During an outbreak of any virus, follow your State's Health Department protocol regarding any quarantines, closures, or other health measures as needed. Each hotel is to select appropriate hand sanitizing dispensers for their location to place around hotel.

- Stands are to be used for guest facing locations only. Wall mounted dispensers may also be used in guest locations where appropriate
- · Back of house should only use wall mounted dispensers
- All dispensers that require mounting must easily be removed without permanently damaging the surface. (since all dispensers should be removed from guest facing locations when health warning expires)
- All elevator banks and landings MUST have hand sanitizer available
- Our disinfectant products meet EPA criteria for use against SARS-CoV-2, the virus that causes COVID-19

Ecolab peroxide multi surface cleaner and disinfectant:





EXHIBIT B - 5-7-2020



TOWN OF KENNEBUNKPORT, MAINE

-INCORPORATED 1653 -

To: Board of Selectmen

From: Laurie Smith, Town Manager

Werner Gilliam, CFM Director of Planning and Development

Date: May 7, 2020

Re: Assisting Businesses during COVID-19

We are quickly entering into the season where many of our local restaurant and retail businesses are preparing to serve our visitors and residents. They are an important part of the character and lifeblood of Kennebunkport. In this unprecedented time related to the COVID-19 pandemic the Town has reached out to the business community to create a plan in partnership, that ensures public health concerns are in the forefront as businesses reopen.

There are many challenges meeting requirements in executive orders, CDC guidelines, local procedures, and physical restraints. In order to thread the needle from what was normal to this new world it would be prudent for the Board of Selectmen to direct us to work within a set of parameters to address situations unique to this particular circumstances and times. These would include:

- Business should be allowed to maintain their current capacities (seating limits, etc.) but may utilize the outdoor areas of their properties (lawns, parking lots, etc.) to allow for lower customer density. In the case of multiple tenant properties, the tenants and owners would establish the priorities. No additional seating beyond what has been previously approved on the latest victualer's license would be allowed.
- The Town Manager or her designee shall be authorized to administratively allow Town parking and public spaces to be used for alternative purposes within reason. Such spaces could assist with curbside pick-up, pedestrian walkways, or the opportunity to reduce customer densities.
- Temporary structures (i.e. tents) would be allowed to accommodate these new locations, beyond our typical 30-day limit. Tents would need to accommodate safety and egress concerns.

TOWN OF KENNEBUNKPORT, MAINE

- INCORPORATED 1653 -

- Temporary allowance of additional signage related to business during the pandemic, (i.e. to direct customers to new traffic patterns, remind staff and the public to hygiene and social distancing standards). Signage should not block pedestrian ways or cause safety concerns.
- Time expansion of sidewalk/outdoor sales to lower customer density in retail establishments. Sales would be held on business owner property, unless further approvals have been granted related to public property.
- Expanding curbside delivery options for retail as well as food service

Each business location is unique and will have its individual challenges. Staff will work with each business to make determinations on ways in which the Town may be able to address our public health and business recovery goals, while maintaining other standards in town processes and procedures.

Requests for these allowances would be considered on an individual basis and could be recognized provided that businesses acknowledge that this consideration is only a temporary accommodation that the Town is extending in the extraordinary circumstances of the current pandemic, which accommodation will cease as soon as the state of emergency is terminated by the Governor or other time as determined by the Board of Selectmen. Staff would approach the temporary allowances on a month by month basis based upon need, executive orders, and CDC guidelines.

In exchange for these temporary allowances each business should be required to be a signatory to the "Kennebunkport Promise" health and safety standards currently being established. Repeated failure to adhere to stated social distancing, sanitary and safety standards could result in the rescinding of these temporary allowances being granted. A release of liability could be established for the use of public property. A draft release is attached to this document.

TOWN OF KENNEBUNKPORT, MAINE

- INCORPORATED 1653 -

Release of Liability for Temporary Use of Public Property

[Name of Individual/Entity], hereby acknowledges and agrees that due to the outbreak of novel coronavirus (hereinafter "COVID-19"), and the resulting civil state of emergency in the State of Maine as declared by Governor Mills on March 15, 2020, that the Town of Kennebunkport, Maine (hereinafter the "Town") will temporarily be allowing the use of portions of public property for [Use]
[Name of Individual/Entity] acknowledges that this permission is only a temporary accommodation that the Town is extending in the extraordinary circumstances of the current pandemic, which accommodation will cease as soon as the state of emergency is terminated by the Governor.
THEREFORE, under the terms of this Release, the sufficiency of which is hereby acknowledged, and in consideration for the Town's permissive use of its property,[Name of Individual/Entity] does hereby release, hold harmless, and forever discharge the Town of Kennebunkport, Maine, including all of the Town's officials, employees, and agents, from any and all causes of actions, claims, demands, damages, and/or lawsuits of any kind or nature, which[Name of Individual/Entity] or any of his/her/its successor, assigns, customers or those claiming through them, now or may hereafter have, arising from or in any way relating to any and all omissions, or injuries of any kind whatsoever, to persons or property as a result of, or in any way relating to, the Town of Kennebunkport's use of public property located at (the "Property").
[Name of Individual/Entity] further agrees that he/she/it will abide by all safety, social distancing, and cleanliness standards as outline in the "Kennebunkport Promise", as well as any additional health, life, safety and welfare conditions that the town may deem necessary in order to safeguard the health and safety of the public at large.
[Name of Individual/Entity] acknowledges that the undersigned has fully read, fully understands, and is voluntarily signing this Agreement, and if signing on behalf of an entity, is duly authorized to sign on behalf of that entity.

6 Elm Street, P.O. Box 566, Kennebunkport, Maine 04046 Tel: (207) 967-4243 Fax: (207) 967-8470

EXHIBIT C - 5-7-2020

GRBAC RECOMMENDATIONS TO BOS

May 7, 2020

- 1. Funding Volunteer Coordinator for \$3,000 adopted 8/0
- 2. No daily parking stickers until 6/15 and reconsider before that date –adopted 7/1
- 3. May 15 to 5/31 open 39 spaces between Broadway and Belvidere for K'Port residents only 8/0
- 4. Open parking to all stickers in the following phases: adopted 7/1
- -- June 1: open the 39 spaces between Broadway and Belvidere and 19 spaces on Dyke Road
- -- June 15: open 28 spaces between New Biddeford Road and Broadway;
- -- July 1 or July 15 (depending on beach crowding): open 35 spaces between Belvidere and Bellwood
- 5. No fire permits this season adopted 8/0
- 6. No overnight storing of beach equipment such as umbrellas, chairs, tents and any left are to be tagged indicating equipment is subject to confiscation adopted 7/1
- 7. Enact an ordinance giving the police authority to tow vehicles that are illegally parked adopted 7/1