

TOWN OF KENNEBUNKPORT, MAINE  
**Board of Selectmen Meeting Agenda**  
Thursday, May 7, 2020 @ 6:00 PM

**This meeting will be conducted through the electronic platform Zoom.**

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- **Connecting by computer or mobile device**, go to  
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You will be asked to enter the Webinar ID number followed by the # sign.

**Webinar ID: 970 5351 0356**

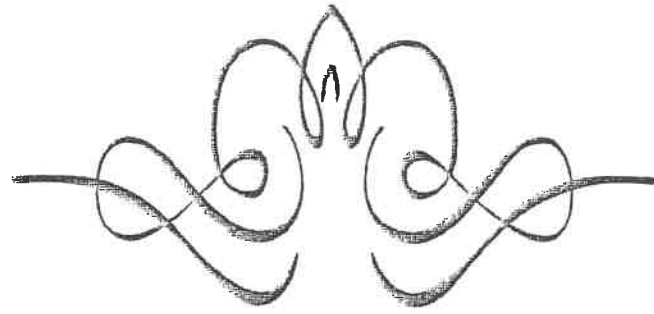
**NOTE:** During the meeting, only the Selectmen and Town Manager will be on screen with audio connected. All other participants will be blacked out and audio muted except when the Board solicits public input.

**PUBLIC COMMENTS:** If you wish to speak on an agenda item and you are:

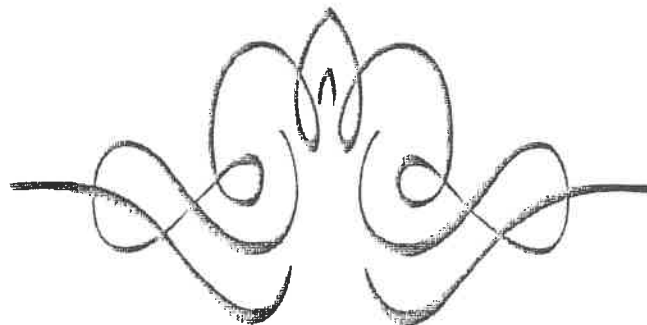
- **Joining via your computer or cell phone**
  - Please use the “raise your hand” feature by clicking “participants” (computer). The host will be notified and will identify you when it is your turn to comment.
- **Joining via landline phone:**
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    - \*6 - Toggle mute/unmute
    - \*9 - Raise Hand

**Written Public Comments:** With the shift to remote meetings, we are encouraging written public comments in place of in-person participation. Written public comments must be e-mailed to Town Manager Laurie Smith at [LSmith@kennebunkportme.gov](mailto:LSmith@kennebunkportme.gov), or mailed to Public Comment, Town Manager Office, P.O. Box 566, Kennebunkport, Maine 04046, or dropped in the Town Office “drop box” and must be received by 2 hours prior to the start of a meeting on the date of the Board of Selectmen meeting. These comments will become a part of the permanent record of the meetings. If e-mailing, please note “Public Comment” and the meeting date in the Subject field. \*This method is subject to change. Any updates will be communicated.

1. Call to Order.
2. Review the Business Committee Reopening Plan.
3. Review the Goose Rocks Beach Advisory Committee recommendation for a phased reopening of Goose Rocks Beach.
4. Other Business.
5. Adjournment.



# Agenda Item Divider



# THE KENNEBUNKPORT PROMISE

## WE'RE WORKING HARD TO KEEP OUR TOWN A SAFE PLACE TO STAY AND PLAY

Here in Kennebunkport, the vast majority of our small businesses depend on tourism. To ensure all visitors to our town are free to enjoy themselves, our local hotels, restaurants, shops and attractions have been working hard to make Kennebunkport cleaner and safer than ever.

### Our Promise to YOU

- We have implemented stringent and thorough cleaning processes, checklists and methods using CDC recommended chemicals at all local businesses to make our spaces pristine and ensure your safety
- We have looked carefully at how to create appropriate social distancing throughout your visit
- We have installed hand sanitizing stations at all businesses and in public areas around town
- We have reviewed opportunities in all businesses to ensure single use touch points during your visit
- We will post this Promise at the entrances of all businesses as a reminder to our visitors and ourselves that we are in this together

You are our guests and we are thrilled to welcome you to our town. For the safety of our hard-working business owners and their employees, we ask you two consider to things before you visit.

### YOUR Promise to Us

- If you have been exposed to COVID- 19 or have symptoms, please stay home and plan to visit us when you are well
- Respect that the social distancing and cleanliness guidelines at all of our local businesses and public spaces are for everyone's protection—be safe, be kind, and enjoy your visit to Kennebunkport!

RE-OPENING  
**KPT**  
HOSPITALITY

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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](http://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:

Nonantum Resort	Tina Hewett-Gordon	<a href="mailto:tina@nonantumresort.com">tina@nonantumresort.com</a>
Nonantum Resort	Rob Labelle	<a href="mailto:rob@nonantumresort.com">rob@nonantumresort.com</a>
KRC	Deb Lennon	<a href="mailto:dlennon@blueprintmaine.com">dlennon@blueprintmaine.com</a>
KRC	Justin Grimes	<a href="mailto:jgrimes@eosinvestors.com">jgrimes@eosinvestors.com</a>
The Colony Hotel	John Martin	<a href="mailto:JohnEMartin@roadrunner.com">JohnEMartin@roadrunner.com</a>
The Rhumb Line	Sheila Matthews Bull	<a href="mailto:sheila@rhumblinerestort.com">sheila@rhumblinerestort.com</a>

#### Restaurant Representative:

Alissons	Ashley Paget	<a href="mailto:info@alissons.com">info@alissons.com</a>
Hurricane	Taylor Benenti	<a href="mailto:taylor.beneti@gmail.com">taylor.beneti@gmail.com</a>

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**TASK FORCE MEMBERS (cont)**

**Retail Representative:**

Coastal Jewelers	Susan MacDonald	<a href="mailto:info@coastaljewelers.com">info@coastaljewelers.com</a>
Cape Porpoise Kitchen	Peg Liversidge	<a href="mailto:pliversidge@kitchenchicks.com">pliversidge@kitchenchicks.com</a>
Beach Grass	Glenna Turner	<a href="mailto:beachgrass@myfairpoint.net">beachgrass@myfairpoint.net</a>

**Golf Course Representative:**

Webhannett Golf Course	Kirk Kimball	<a href="mailto:kirk.kimball@webhannettgolfclub.com">kirk.kimball@webhannettgolfclub.com</a>
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**Marina Representative:**

Kennebunkport Marina	Shawn Dumas	<a href="mailto:shawn@kennebunkportmarina.com">shawn@kennebunkportmarina.com</a>
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**Boating Excursions Representative:**

Pineapple Ketch	John Martin	<a href="mailto:JohnEMartin@roadrunner.com">JohnEMartin@roadrunner.com</a>
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**Town Representative**

Werner Gilliam	<a href="mailto:wgilliam@kennebunkportme.gov">wgilliam@kennebunkportme.gov</a>
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**Chamber Representative**

Laura Dolce	<a href="mailto:director@gokennebunks.com">director@gokennebunks.com</a>
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## 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-foot 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. ServSafe Food Handler certification is currently free through May 31<sup>st</sup>
- 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 educate staff with visual reminders
- We will adjust break/meal times to limit contact between employees

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## 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

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## 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 Desk/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

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## *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 guestroom 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.*

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**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 6<sup>th</sup> – October 12<sup>th</sup>**

- Update standards based on current protocols

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## *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

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## 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
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### *Restaurants – Back of House*

According to [the CDC](#), "Coronaviruses are generally thought to be spread from person-to-person 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

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## *Take Out & Delivery<sup>1</sup>*

### **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
  - Gloves should be single use ONLY
  - Hands must be washed prior to placing gloves on
  - Ensure the proper size glove is available at all times and chosen
  - 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?
  - When entering the establishment
  - For take-out, before and after each guest interaction
  - After handling money, credit cards or dirty dishes
  - After touching eyes, nose or mouth
  - After using the restroom
  - When switching tasks
  - When switching gloves
  - Anytime a task is interrupted
- Employees must ensure they are following the employee health agreement guidelines
  - 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 car using curbside 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 tight work 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

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## 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/handling 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-foot 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

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## *Golf Best Practices*

**Golf Clubs can open as of May 1<sup>st</sup> 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 [printable](#) 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 8<sup>th</sup> tee and the 16<sup>th</sup> 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

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## *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.

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## *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 of 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

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## *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*

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## 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:



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