

## **TOWN OF SEABROOK REOPENING GUIDELINES**

### **General Cleaning and Disinfection:**

All areas where staff and/or the public are allowed will be disinfected and cleaned daily.

Common areas will be disinfected every half-hour and will include but not limited to the following:

Door Handles, Door Knobs, Panic Bars, Table Tops, Counter Tops, Water Fountains and Restrooms.

This is a slow process while the public is in the building and will require some extra time between customers in order for the custodian to complete the disinfecting cycle. We are in process of receiving an electrostatic cleaner which will allow the process to be a little easier and less time consuming.

### **Non-Customer Facing Interactions:**

We will continue to resume to normal schedules and shifts and complete any and all non-customer facing interactions in each office. A list has been submitted by each department as to what can be done through the drop-box and is listed below by department.

Assessing: Everything can be done through the drop-box, mail, email or phone with a couple exceptions (see below).

Code: Everything can be done through the drop-box, mail, email or phone with meetings being done through Zoom or Microsoft Teams with department heads and contractors.

Finance/Payroll/Town Manager: Everything can be done through the drop-box, mail, email or phone. Meetings will be done through Zoom until further notice.

Town Clerk: Car renewals, dog licensing and/or renewals can all be done through the drop-box.

Welfare: Application and required documentation can be done through the drop-box, mail or email. If a resident is seeking further resources or additional information they can contact the office at 474-8931 or email at [welfare@seabrooknh.org](mailto:welfare@seabrooknh.org).

### **Customer Facing Interactions:**

The town hall will open to the public as a trial run only on May ?????, 2020 for services that cannot be done through the phone system, mail, or drop-box. A list has been submitted by each department as to what needs to be done through customer and staff interaction and is listed below by department.

Any person coming into the town hall will be asked to wear a mask. Although, we cannot mandate they do so we will make disposable masks available in the hopes they will put one on when entering.

Assessing: Customer interaction is needed to look at files, historical information or anyone needing assistance with filing for an exemption. Only one customer will be allowed into the Assessing office at any time.

Code: There currently is no need for customer interaction so any requests will be handled on a case-by-case basis. Should a need be determined that requires a customer to come in only one customer will be allowed into the Code office at any time.

Finance/Payroll/Town Manager: There currently is no need for customer interaction so any requests will be handled on a case-by-case basis. Should a need be determined that requires a customer/employee from another area outside of town hall come in only one customer/employee will be allowed into each of the offices.

Town Clerk: Marriage licenses, marriage certificates, birth certificates and death certificates will be done by appointment only. There will be no marriage licenses done after 2:45PM. New car/boat registrations or transfer of car/boat registrations will be done by appointment only. Fish and Game licenses, election changes or new voter registrations and all notaries will be done by appointment only. There will be a limit of 2 customers allowed at the Town Clerks office at any time.

Welfare: There currently is no need for customer interaction so any requests will be handled on a case-by-case basis. Should a need be determined that requires a customer to come in only one customer will be allowed into the Welfare office at any time.

Plexi-glass guards have been installed at each window in the town clerk, tax collector, assessing and code enforcement offices. All employees will be required to wear a mask at all times while in town hall and working with the public.

There will be a limit of 6 individuals allowed into the lobby area at any given time. Customers will be able to sign-up for an appointment time with the town clerk through the telephone or the employee who will be station in the lobby area. The appointment blocks will be done in half-hour increments allowing time between customers for disinfecting. There will be a staff member stationed in the lobby every day we are open to the public in order to facilitate the number of people in the building as well as coordinate scheduled appointment times.

The town hall will be closed to any and all social visitors, there will be no exceptions during this time and will include employees from areas outside of town hall unless prior arrangements have been made dealing with a payroll, finance or a town manager issue.

**Fire Department:** Currently handling permits and payments for permits the Fire Department will move as many of these transactions online as possible. The burn permit is now online. The Fire Department has also traditionally done free blood pressure checks. In phase one reopening Fire will allow one customer at a time into the building to

do business at the dispatch window, with others waiting outside the building six feet apart. In phase one blood pressure checks will be by appointment only.

**Police Department:** Since the advent of COVID-19 the Department has implemented several measures. Under a phase one reopening one customer at a time will be allowed into the Police lobby, with others waiting outside the building, six feet apart. “Non-emergency” matters can be reported by phone or via a new feature on the police website at [www.seabrookpd.com](http://www.seabrookpd.com). The waiting room at the Police Department will remain closed during this phase one reopening. Walk ins for VIN checks or fingerprinting will remain suspended through phase one. Police internal policies, contained within the police reopening memo, will be continued. A no social visitor policy will be continued, and staff segregation, based on assignment, will be continued. Police personnel and staff may not visit on days off, except for official business. Additional building cleaning will be continued, as well as additional deep cleaning of the cruiser fleet.

**Water, Sewer Departments:** Lobbies will be opened to the public. Two people at a time would be allowed into each lobby, with proper social distancing observed, with any additional customers waiting outside the building, observing proper social distancing. Water and sewer bills can be paid online at [www.seabrooknh.info](http://www.seabrooknh.info).

**DPW:** Bills are paid through a customer service window at DPW. Upon phase one reopening two customers at a time will be allowed into the DPW lobby, observing proper social distancing. Additional online interactions will be developed for DPW. In phase one the transfer station will remain open with current services offered, Monday through Thursday 8:00 am to 3:00 p.m. and Friday 8:00 am-12:30 p.m.

**Recreation:** A separate Recreation Department document will be issued, as there are unique issues that need to be addressed.

#### **Library: Seabrook Library Reopening plan**

The Seabrook Library will resume services according to guidelines set force by Federal/State/Local Governments and the CDC. The need to revert to an earlier stage may be necessary.

Stage 1 – Stay at home order.

The library will be closed to the public.

Staff will work in the building according to a set schedule for social distancing and will perform essential tasks to continue the current level of services.

Set-up building for curbside service, make a cleaning schedule

Circulation and all other services will be virtual/digital.

All return of materials must go through the book return – items will be quarantined for 72 hours then sanitized and put back into circulation.

The library’s website and social media will be used to inform patrons of online resources.

Stage2 - Stay at home 2.0 extended to May 31st

The library will be closed to the public.

Staff will be working in the building, to perform essential tasks preparing the library for social distancing for eventual public access. [Staggered schedules and telework will be employed to adhere to social distancing guidelines.](#)

Curbside begins with limited hours

Services and programs are virtual/digital

All return of materials must go through the book return – items will be quarantined for 72 hours then sanitized and put back into circulation.

Stage 3 – Is dependent on the State mandate. This stage will go into effect after the lifting of the stay at home order and will comply with State and local social distancing guidelines. Staggered schedules and telework will be employed to adhere to social distancing guidelines.

The building is open to the public with restrictions; these include limiting the number of people; time the public can spend in the building; reduced hours.

Activities include the use of public computers on a limited basis, limited browsing of the collection.

Continue curbside

Services/programs continue to be virtual/digital

Stage 4 -[Fewer restriction to building access by the public](#), this stage will be implemented when the State Mandate increases groups to under 50

Fewer restrictions on building access by the public while virtual/digital services continue.

Some in-person programming is possible.

Plan for return to earlier stages if necessary

Stage 5 – New normal

### Library INTERIM COMPUTER USE POLICY

To adhere to State and CDC Social Distancing Guidelines limitations need to be in place for computer use.

- 2 public use computers
- Computer use is by appointment only
- Appointments are for 30 minutes
- Only one appointment per day
- Masks are required
- Priority will be given to Seabrook Residents

## Library- Please Stop Before Entering



Only 5 patrons at a time

Please adhere to the 6ft social distancing guideline

Masks are recommended

Do not enter if you have any of the following symptoms

- Elevated temperature or fever of 100.4 F or higher
- Cough
- Shortness of breath and/or difficulty breathing
- Loss of smell and/or taste
- Fatigue or
- Persistent headaches.

### **TOWN OF SEABROOK INTERNAL GUIDELINES FOR EMPLOYEES**

**ALL** employees will be required to take their temperature and record it on daily log sheet to ensure that no employee is ill when coming into the building.

**ALL** employees while in the building and office will be required to wear facial masks. You may opt to wear your own homemade masks or one of the disposable masks that will be made available to you.

**ANY** employee who is experiencing a constant sore throat, dry cough, fever, shortness of breath, fatigue, or body aches should stay home for at least 24-hours and monitor their symptoms. If the symptoms continue they should remain at home and notify their direct supervisor. Should the

symptoms persist that employee should contact their physician to see if they should be tested for COVID-19. If the employee is tested that employee will not be allowed back to work until the test results are in. If the employee is not tested the employee should stay home while symptoms persist and for at least 72-hours after symptoms have subsided. If an employee is put on anti-biotics the employee should remain at home until all of the medication is completed and for at least 72-hours after completion.

**\*\*Any employee who has COVID-19 related symptoms and cannot get a test please contact the town manager's office and we can assist you with getting tested\*\***

**ALL** employees should practice safe distancing with co-workers and the public by keeping at least 6-feet of distancing, wear masks while in the town hall and office, wash hands after contact with other individuals with soap and water, utilize anti-bacterial between each customer visit, leaving or coming back into the office and/or building and when handling paperwork or any time you the employee feel it is necessary.

Should you have any questions or concerns please let your department head or town manager's office know. We want all employees to be safe and feel safe during this trying time while we continue to bring excellent customer service to our residents and serve the public.

Stay well, stay healthy and we will continue to monitor the protocols that are in place and make changes as necessary!

William Manzi  
Town Manager