



**Town Office Reopening Plan - Adopted by the Select Board on June 15, 2020
Implementation Period: July 6 – August 3**

1. General

- This plan is a broad overview. Standard Operating Procedures have been written for staff operational needs.
- The Town Hall will reopen to the public by appointment only on July 6.
- At the August 3 Select Board meeting, the Select Board and Town Administrator will revisit this plan and determine whether to continue with this plan or further open the building to the public.

2. Conducting Business

- We will continue to encourage customers to conduct business online, over the phone and email whenever possible and “How To” documents are available on the website at www.wiltonnh.gov
- The only meeting rooms available for meetings will be the Town Hall Courtroom and Courtroom Conference Room. Furniture will be arranged in according to CDC, NH Department of Health and Human Services, and Emergency Order guidelines
- The Select Board will begin to hold in-person meetings at the Town Office building starting with the June 15 meeting. To ensure continued compliance with Emergency Order #16 and #12, the meetings will be attended in person by Select Board members and staff who are requested to attend. The public will continue to have the ability to participate through electronic means as outlined in the meetings policy and meeting agendas.
- All appointments with staff will be during normal business hours.
 - Town Clerk/Tax Collector staff will allow one appointment at a time at their window.
 - Land Use Administrator and Building Inspector and will allow one appointment at a time in their office.
 - The Welfare Officer will continue to be seen by appointment only, by telephone or in-person in the Conference Room.
- Customers should contact staff in advance by phone or email to set up appointments. Staff should inform the customer at that time of the protocols in place.

- Call the office number to announce your arrival.
- Wait in your car until someone comes out to meet you unless otherwise advised.
- Upon entry, customers will be required to wear a mask. If you don't have one, one will be offered. Signage for the public entrances will be posted which shall explain the procedures.

3. Building Maintenance

- The building will be cleaned thoroughly by the cleaning company each week. On the nights where the cleaning company is not in, commonly used areas of the building will be cleaned at the end of the night by an employee.
- It will be each employee's responsibility to clean his/her work surface, and common touch areas (tables, chairs, light switches, counters, windows, etc.) If an employee has a meeting in one of the meeting rooms, he/she should clean those surfaces after the meeting.

4. Building Entry

- All building employees should enter through their usual entry doors. All employees are subject to temperature checks.
- All staff from other buildings should:
 - Wear a mask (if no health issues) in common areas, such as hallway, copy room, etc.
 - When finished, wipe down anything that is touched (equipment, door handles, tables, etc.)

5. Employee Attendance and Protections

- The below items shall apply to employees, officials, board and committee members, volunteers, and other agents of the Town.
- Employees will continue to be expected to report to work.
- Employees must be vigilant in monitoring their health, and those who are sick or not feeling well must stay home.
- Prior to leaving home each day, employees should self-screen themselves for symptoms and keep a daily log for themselves. If the answer to any of the questions is yes, the employee should stay home, and notify their Department Head. The Town Administrator will then work with the Department Head to assist the person with getting a test, evaluating their return to Town Office, and the application of our leave policies.
- Other protocols will be in place, including: mask use, avoiding/minimizing face to face contact when possible, practicing good hand hygiene, and other cleaning.
- Department Heads have been advised to plan for contingencies in the event we experience higher than anticipated absenteeism due to COVID-19.