



TOWN OF SHREWSBURY

Council on Aging

Shrewsbury Senior Center

98 Maple Avenue, Shrewsbury, Massachusetts 01545-5398

COA Name: Shrewsbury Council on Aging

Address: 98 Maple Avenue, Shrewsbury

Contact name: Hollie Lucht

Contact phone and email: 508-841-8640 hlucht@shrewsburyma.gov

Number of employees on-site: 12

Social Distancing

Ensure that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible. Examples of guidance include:

- Create and issue 6-ft distancing instructions
- Create visual social distancing guidance through the use of tape markings on floors, signs, barriers, etc.
- Place directional arrows to establish the flow of traffic.
- If possible, designate different doors for entering and exiting facility/rooms.
- Install Plexiglas in reception and other face-to-face interaction areas.

Establish protocols to ensure that employees can practice adequate social distancing.

Examples of guidance include:

- Limit or postpone all non-essential services and programs.
- Establish protocols to prevent crowding.
- Consider postponing use of volunteers if social distancing cannot be maintained and appropriate cleaning cannot be performed.
- Create a flexible schedule to ensure participants have access to programs, including staggering program start and end times, or requiring pre-registration with limits on numbers allowed to attend at one time.

Post signage for safe social distancing

- Include 6-ft distancing instructions
- Include the use of tape markings on floors, signs, barriers, etc. for larger crowds
- Post signage that states face coverings or masks are required.
- Post signage that physical contact of any kind is not permitted, this includes hugging, shaking hands, etc.
- Place directional arrows to establish the flow of traffic.
- Post signage in high traffic areas including all entries stating people must stay at least six feet (two arm's length) apart from others while in social settings.

Require face coverings for all persons entering the center.

- Educate staff, participants, volunteers and vendors on requirements of and proper use and wearing of face coverings.

- Require masks to be worn except for the reasons specified in the Governor's order

Implement additional procedures as needed.

- Determine what programs and services can be provided and when it is permissible to do so, with limited face-to-face interaction meeting State and local BOH safety standards.

Hygiene Protocols

Provide hand-washing capabilities. Examples of guidance include:

- Hand sanitizing stations throughout your center.
- Set up hand sanitizing stations, hand sanitizer dispensers using alcohol-based hand sanitizer that contains at least 60% alcohol.

Ensure frequent hand washing by employees and provide adequate supplies to do so.

- Purchase hand sanitizer and/or stations throughout center.
- Post signage to wash hands frequently with warm water and soap.
- Require handwashing *and* glove protocols for certain activities.

Provide regular sanitization of high-touch areas.

- Follow guidelines for cleaning hard surfaces (such as tables, desks, etc.) and soft or porous surfaces (such as fabric chairs, etc.). Use products that are EPA-approved for use against the virus that causes COVID-19 and suitable for porous surfaces.
- Clean and safely space chairs and tables before and after use.

Implement additional procedures.

- Post signage on respiratory etiquette and hand hygiene.
- When possible, use single-use supplies.
- Ensure staff and participants wear face coverings.
- Set up and divide supplies and/or equipment prior to program.
- Educate on proper donning and doffing of PPE, for masks and gloves.

Staffing & Operations

Provide training for center staff regarding the social distancing and hygiene protocols.

- Avoid touching your eyes, nose and mouth.
- Wash hands frequently with warm water and soap.
- Stay at least six feet apart from others while in social settings.
- Physical contact of any kind is not permitted. This includes, hugging, shaking hands, etc.
- Require masks to be worn except for the reasons specified in the Governor's order
- If you are not wearing your mask for any reason, cover your coughs and sneezes with a tissue, then dispose of the tissue in the trash and immediately wash your hands.
- Anyone who does not follow protocol may be asked to leave the facility.
- If anyone refuses to leave the facility, authorities may be contacted.

- Make sure all above protocol is communicated with staff, volunteers and vendors prior to returning to the facility.

Ensure employees who are displaying COVID-19-like symptoms do not report to work

- Determine if screening will be required for staff, participants and vendors in order to enter the building (i.e.: Temperature checks, self-screening and/or self-reporting requirements).
- If screening is required, work with your local BOH and local officials to implement screening process and establish the location in the center where screenings will be conducted.
- If employees become ill with respiratory symptoms while at work, they should be sent home as soon as possible.

Establish a plan of action for employees getting ill from COVID-19 at work, and a return-to-work plan.

- Anyone who develops symptoms while on the job/at the facility should keep their mask/face covering on, notify their supervisor or upper management, and leave the facility.
- Those with symptoms of respiratory illness should stay home. After recovering from illness, employees should only return to work consistent with the guidelines established by your local BOH.

Implement additional procedures if needed.

- If screening is required for entry to the center, contact your fire department and/or local paramedics for templates/documents they use for screening.
- Work that can be completed at home should still be completed at home during initial reopening of the facility. Follow your local board of health's guidelines regarding returning to work.
- Contact staff and volunteers about returning to work.
- Provide staff and volunteers with established guidelines.
- Adjust your building hours and/or maximum capacity for programs and services in order to meet the required mandatory safety standards.
- Schedule staff and activities to limit the number of people in the center at one time. Stagger shifts or alternate work days.

Cleaning & Disinfecting

Establish and maintain specific cleaning protocols.

- Plexiglass should be cleaned and sanitized regularly according to the cleaning schedule.
- Ensure all employees are being mindful of their workspace and practicing proper cleanliness and hygiene.
- Determine which staff will be responsible for sanitation and disinfecting of your senior center.

- Provide informative training and instructions on how to effectively disinfect the facility.
- Create a cleaning schedule, including disinfecting of common surfaces and ‘high touch’ areas.
- Clean and disinfect prior to staff returning.
- Create a log to document when cleaning has been completed and by whom.
- Use wipe-able plastic covers on frequently touched/shared surfaces (electronics, light switches, automatic door opener, etc.), and disinfect these surfaces regularly.
- Use stylus, disposable cotton swabs or cleanable screen cover for logging in with ‘MySeniorCenter’ or other software; or consider having staff sign participants in.
- Follow guidelines for how to clean hard surfaces (such as door handles, seat belt buckles, etc.) and soft or porous surfaces (such as fabric seats, etc.). Use products that are EPA-approved for use against the virus that causes COVID-19 and suitable for porous surfaces.

Ensure that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed. If someone who is sick enters the facility, follow the disinfecting protocols from the CDC.

- Follow guidelines for how to clean hard surfaces (such as door handles, seat belt buckles, etc.) and soft or porous surfaces (such as fabric seats, etc.). Use products that are EPA-approved for use against the virus that causes COVID-19 and suitable for porous surfaces.

Implement additional procedures if needed.

Use the 6 Steps for Safe & Effective Disinfectant Use from EPA and display in areas that will be sanitized and where custodial supplies are kept.

- Remove fabric table cloths and any unnecessary items from all rooms to decrease the number of surfaces that may be touched.
- When scheduling appointments for service providers such as such as SHINE counselors, legal consultants and podiatrists allow for sufficient time in between appointments to clean and disinfect frequently touched surfaces.
- Check with your local BOH for disinfecting and reporting procedures if anyone sick enters your facility.