



# OPEN FOR BUSINESS

Springfield Regional Chamber Visitor Reopening Guide

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Regional Chamber

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# SPRINGFIELD REGIONAL CHAMBER VISITOR REOPENING GUIDE

As businesses reopen, so, too, is the Springfield Regional Chamber. This guide will provide you with the information you need to know about our reopening plan, work hours, guidelines we are following, and ways we are keeping you safe. This guide will be monitored and adjusted/restrictions eased as needed and appropriate and based on local and state guidance.

## HOURS

**Monday-Friday** 8:30 a.m. - 5:00 p.m.

Staff will rotate on-site days, but one staff member will be on site each day.

## VISITORS

- Visitors will be accepted by appointment only. We are sorry that we cannot accept drop-ins at this time.
- Only one visitor on site will be accepted at a time.
- Visitors will be required to wear a mask or face covering. If you do not have one, the Chamber will provide you with one.
  - If, pursuant to local, state and federal guidelines, you are unable to wear a mask or face covering, we kindly ask that you schedule a virtual visit.
  - If you are unwilling to comply with local, state and federal requirements, the Chamber will reschedule the appointment to a virtual visit.
  - We ask that you take any mask or face covering with you, including those provided to you by the Chamber, when you leave and properly dispose of it.
- All visitors will be asked to log in upon arrival to support contact tracing.
- Visitors may meet in-person with only one staff member at a time.
- Staff will arrange for appropriate entry into the office when the appointment is scheduled.
- Hand sanitizer will be provided upon entry.

## EVENTS

- The Chamber has paused all in-person programming and will continue to do so through the remainder of 2020.
- Virtual programming will become our norm.

## USE OF CHAMBER CONFERENCE SPACE

- Due to the state guidelines with respect to occupancy limits, use of the Chamber conference space is not available at this time.
- All Chamber meetings will continue to be held virtually.

## KEEPING YOU SAFE

The Chamber is committed to keeping our visitors and our staff safe.

- We developed a worksite-specific COVID-19 Prevention Plan and all staff have been fully trained.
- We are administering daily screening and temperature checks of all staff upon arrival.
- We are following all state guidelines (see Appendix A).
- We are following all social distancing protocols.
- We will be wearing masks/face coverings.
- We have provided each staff member with hand sanitizers, and other sanitation products, including disinfectant wipes, are readily available near high-touch areas.
- We are remote working where possible and staggering our work schedules so that only one staff member will be in the office at one time.
- We have limited our entry and egress to avoid common areas and high traffic areas.
- We are following all hygiene protocols with respect to hand washing and sanitization.
- We provide regular cleaning and sanitization of office space, workstations, high-touch areas, etc.
- We have committed to each other to avoid sharing office equipment where possible (e.g. telephones, keyboards)

# **APPENDICES**

**APPENDIX A:** SELF ATTESTATION

**APPENDIX B:** MANDATORY SAFETY STANDARDS

**APPENDIX C:** MA STATE OFFICE SPACE SAFETY STANDARDS

# Welcome



Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standards for workplaces:



Workers are wearing face coverings and we've put social distancing measures in place



We provide hand washing capabilities and we are regularly sanitizing high-touch areas



Our staff has received training regarding social distancing and hygiene protocols



We have established thorough cleaning and disinfecting protocols



We ask you to do your part as well by wearing your face mask and maintaining social distance. Thanks—and we hope to see you again soon.

A handwritten signature in black ink that reads "Nancy D. Creed".

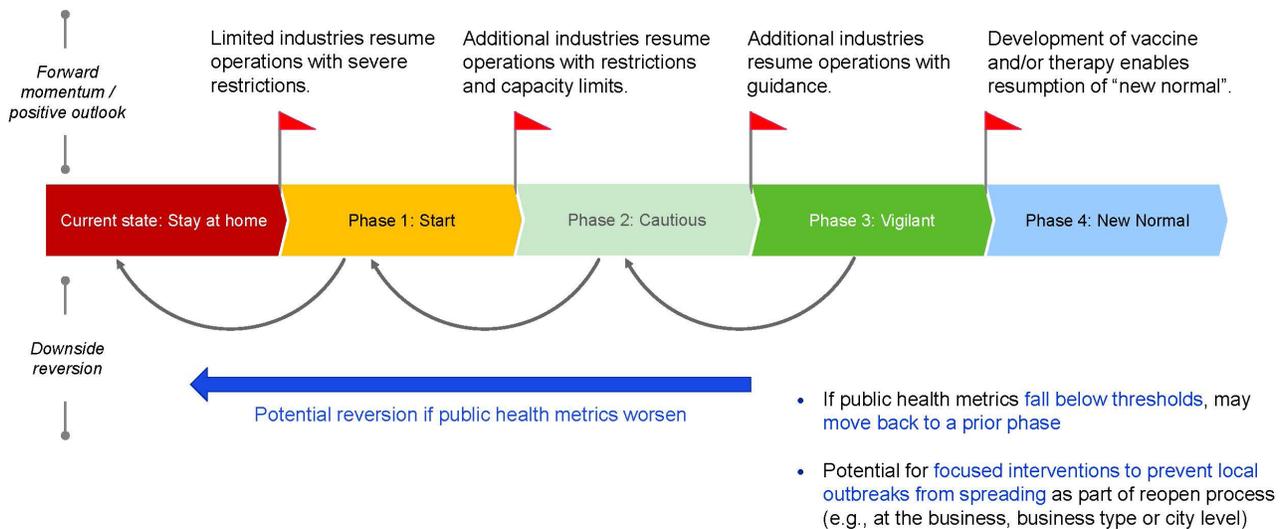
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Springfield Regional Chamber's

# GUIDE TO MANDATORY WORKPLACE SAFETY STANDARDS

Massachusetts will reopen its economy using a phased-in approach:

## Four-Phase Approach to Reopening Massachusetts



This guide outlines the Mandatory Workplace Safety Standards required of every workplace throughout the Commonwealth to prepare for START and will be updated as the state moves through its reopening phases.

*The Springfield Regional Chamber bears no responsibility for any circumstances arising out of, or related to, the application or non-application of any of the practices or procedures contained in this guide.*

# MANDATORY SAFETY WORKPLACE STANDARDS

## SOCIAL STANDARDS

- All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces
- Establish protocols to ensure that employees can practice adequate social distancing
- Provide signage for safe social distancing
- Require face coverings or masks for all employees

## HYGIENE STANDARDS

- Provide hand washing capabilities throughout the workplace
- Ensure frequent hand washing by employees and adequate supplies to do so
- Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

## STAFFING & OPERATIONS STANDARDS

- Provide training for employees regarding the social distancing and hygiene protocols
- Employees who are displaying COVID19-like symptoms do not report to work
- Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

## FOR CLEANING AND DISINFECTING

- Establish and maintain cleaning protocols specific to the business
- When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed
- Disinfection of all common surfaces must take place at intervals appropriate to said workplace

For more information and resources, visit:  
[springfieldregionalchamber.com](http://springfieldregionalchamber.com)



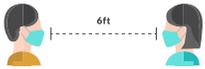
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OFFICE SPACES

# MA Safety Standards



## MANDATORY SAFETY STANDARDS



### SOCIAL DISTANCING

Businesses and other organizations shall limit occupancy within their office space to no more than

- 25 percent of (a) the maximum occupancy level specified in any certificate of occupancy or similar permit or as provided for under the state building code; or (b) the business or organization’s typical occupancy as of March 1, 2020
- Any business or other organization that has been operating as a “COVID-19 Essential Service” as of May 18, 2020 shall have until July 1, 2020 to comply with these occupancy limitations

Businesses and other organizations may exceed this maximum occupancy level based on a demonstrated need for relief based on public health or public safety considerations or where strict compliance may interfere with the continued delivery of critical services

Ensure separation of 6 feet or more between individuals unless this creates a safety hazard due to the nature of the work or the configuration of the workspace

Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing; redesign work stations to ensure physical distancing (e.g., separate tables, use distance markers to assure spacing)

Cafeterias may operate only with prepackaged food, practicing physical distancing and appropriate hygiene measures

Physical partitions must separate workstations that cannot be spaced out (partitions must be taller than a standing workers)

Limit meeting sizes, ensure 6 feet of social distancing, encourage remote participation

Stagger work schedules, lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing

Minimize the use of confined spaces (e.g., elevators, control rooms, vehicles) by more than one individual at a time; all workers in such spaces at the same time are required to wear face coverings

#### Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Designate assigned working areas (e.g., floor, building) to individuals where possible to limit movement throughout the facility and limit contact between workers

Establish directional hallways and passageways for foot traffic if possible, to minimize contact. Post clearly visible signage regarding these policies

Limit visitors where feasible, and avoid congregation in common areas (e.g., lobbies)



### HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms

Avoid sharing use of office materials / equipment or disinfect equipment between use (e.g., telephones, fax machines)

Post visible signage throughout the site to remind workers of the hygiene and safety protocols



### STAFFING & OPERATIONS

Establish and communicate a worksite specific COVID-19 Prevention Plan for all office locations, including:

- Contact information for local health authorities, including the MA Department of Public Health, and your local / municipal Health Authority
- Regularly evaluate all workspaces to ensure compliance with all Federal, State and Local Guidelines
- Isolation, Contact Tracing, and Communication plan for if a worker is diagnosed as positive with COVID-19, or comes into close contact (within 6 feet for 10 minutes or more) with an individual diagnosed with COVID-19

OFFICE SPACES

# MA Safety Standards



## MANDATORY SAFETY STANDARDS



### STAFFING & OPERATIONS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:

- Social distancing, hand-washing, proper use of face coverings
- Self-screening at home, including temperature or symptom checks
- Importance of not coming to work if ill
- When to seek medical attention if symptoms become severe
- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus

Workers must wear face coverings when social distancing of 6 feet is not possible, except where unsafe due to medical condition or disability

Employers should establish adjusted workplace hours and shifts for workers (if working in-person, leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points

Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas

Limit business sponsored travel and comply with state and federal travel restrictions / guidelines

Workers must stay home if feeling ill

If the employer is notified of a positive case at the workplace, the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH

Post notice to workers and customers of important health information and relevant safety measures as outlined in government guidelines

Log everyone who comes in contact with site to enable contact tracing, including temporary visitors (e.g., those doing material drop-offs)

Workers must continue to telework if feasible; external meetings should be remote to reduce density in the office

#### Recommended best practices

Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home or arrange an alternate work assignment

Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer

Encourage workers who test positive for COVID-19, to disclose to the employer of the office for purposes of cleaning / disinfecting and contact tracing



### CLEANING & DISINFECTING

Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)

Keep cleaning logs that include date, time, and scope of cleaning

Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases, vending machine, bathrooms)

Clean shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes)

In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance