



Updated Order Clarifying the Operation of Essential Businesses During the Declared Covid-19 State of Emergency

April 8, 2020

The City of Revere Board of Health pursuant to Massachusetts General Laws ch. 111 ss. 95-105 and the Board's authority to prevent the spread of infectious disease deems that the following action is necessary to protect the public health. **This Order updates and supersedes an Order issued April 1, 2020. New provisions of the Order are emboldened.**

This Order further supersedes any Directive or Guidance issued by a Corporate or parent company to management of a facility located in the City of Revere conducting Essential Services, and nullifies any such Directive or Guidance to the extent it contradicts or is inconsistent with this Order, but in no case shall this Order prohibit or discourage any measures implemented by any facility consistent with and in the spirit of promoting the objective of this Order with regard to the safety and health of employees and the public.

Whereas, the Governor of the Commonwealth of Massachusetts has declared a State of Emergency, and further the Mayor of the City of Revere also has declared a State of Emergency, in response to the Covid-19 pandemic;

Whereas, the Governor's Order requires the closure of all non-essential businesses, among other institutions, during the State of Emergency at least through May 4, 2020 and, however, further exempts from the closure requirement various businesses and services deemed "essential" to the continued operation of government and public safety (**Essential Services or "Business" or "Establishment"**);

Whereas, included among the Essential Services are those the operation of which necessarily entails:

- The presence of employees present within the confines of the Essential Services workplace;
- The entry by the public into the Essential Services workplace or facility;
- The interaction between Essential Services employees and the public;
- The potential use of items, such as bags, cartons, or other carrying receptacles;

Whereas, the Revere Board of Health recognizes the need within such Essential Services operations for heightened adherence to guidelines and policies to protect their employees and the public, and further the need for consistency among all Businesses and Essential Services in developing strategies for such protection;

Now, therefore, the City of Revere Board of Health ORDERS that all Essential Services operating with the City of Revere implement and enforce the following measures, said measures to constitute a minimum requirement within each Business and Essential Service for the protection of employees and the public:

1. REQUIREMENTS APPLICABLE TO ALL ESSENTIAL SERVICES:

All facilities, business places, and workplaces where “essential services” are conducted shall assure the presence on their property and within the WORKPLACE OR FACILITY ALL of the following:

- a. ZERO TOLERANCE for the presence of any employee or agent of the business who is sick, feels sick, or exhibits symptoms of being sick. Any such person is to be sent home.
- b. Sufficient running hot water, soap, hand-sanitizer as available, disinfectant spray as available, and ample and sufficient time for employees to regularly and frequently wash their hands.
- c. A copy/copies of this Order **as updated** posted in conspicuous places visible to employees and the public, with at least one copy posted at any place where the public enters the facility.
- d. Clear floor markings and/or signage that establish a buffer zone of no less than six feet to be maintained between customers and business employees.
- e. A plan for regularly cleaning/sanitizing surfaces with which the public and/or employees frequently touch, such as door handles, toilet facilities, faucets, telephones, keyboards, shopping carts and shopping baskets, menus and any other such surface or item.
- f. **PERSONAL PROTECTIVE EQUIPMENT - MASKS (New) Protective masks for each and every employee who in the course of such employment will be face-to-face with the public, even while observing, social distancing requirements. (While medical grade masks are not required, and should be reserved for medical use only, cloth coverings as recommended by the Center for Disease Control are appropriate. Such cloth masks must fit across the mouth and nose, fit snugly against the side of the face, be secured to the head, comprise multiple layers of fabric while allowing for unrestricted breathing, and can be laundered.)**
- g. **PERSON PROTECTIVE EQUIPMENT – GLOVES (New) Protective gloves for any Essential Services employee, such as a cashier or drive-through window attendant whose duties necessarily involve in-person public interaction.**

- iii. payment for the purchase is conducted as part of the same face-to-face transaction;

Such activity is hereby PROHIBITED for the duration of the Declared Emergency, except as provided in Section (b).

b. Notwithstanding the provisions of Section 3 (a), any Establishment that is an Essential Service may resume “countertop” sales transactions upon providing proof, and gaining approval after a Board of Health onsite Inspection, that the Essential Services Establishment has implemented the following measures:

- i. Notwithstanding any other provision of this Order, and specifically notwithstanding the limitations on numbers of customers in a facility described in Part 4, no more than THREE people at any one time may be in line at a sales countertop/cashier station, or such greater number contingent upon the size of the facility and subject to approval by an Inspector of the Board of Health;
- ii. Persons in line stand no less than six feet away from the countertop behind a clear marking on the floor at all times until the food order is ready to be obtained and carried out by the customer;
- iii. Persons in line stand no less than six feet away from each other;
- iv. Any customer seating area in the store is removed or, if unable to be removed, sealed from the public by signs and barriers preventing access to the area;
- v. The Essential Services Establishment erects a clear barrier (glass, fiberglass or some suitable material subject to the Inspector’s approval) extending from the top of the countertop to no less than 36-inches above the countertop and of sufficient width to shield the entire cashier/transaction area;
- vi. The Essential Services employee serving a customer wears a protective mask and gloves at all times;

c. Such establishments described in Paragraph (a) also may continue to utilize any or all of the following procedures:

- i. Drive-through transactions where the customer orders, pays for and obtains the products without leaving their motor vehicle;
- ii. Curbside pickup where the purchased product is carried by an employee to a customer’s motor vehicle located in a space designated by the establishment specifically for this purpose that is not located on a main thoroughfare and in such place so as not to interfere with normal traffic on a public way;
- iii. Delivery service where the product is delivered by courier to the customer’s remote location

4. LIMITATIONS OF THE NUMBER OF CUSTOMERS IN THE STORE AT ANY ONE TIME:
(These requirements are unchanged from the April 1 Order where they appeared as Section 2)
- a. Super-markets and every retail outlet of 15,000 square feet or more shall limit the number of customers in the facility at any one time to 140 persons, exclusive of employees;
 - b. Every retail outlet of 10,000 square feet or more but less than 15,000 square feet shall limit the number of customers in the facility at any one time to 48 persons, exclusive of employees;
 - c. Every outlet of more than 6,000 square feet but less than 10,000 square feet shall limit the number of persons in the facility at any one time to 24 persons, exclusive of employees;
 - d. Every outlet of more than 3,000 square feet but less than 6,000 square feet shall limit the number of persons in the facility at any one time to 15 persons, exclusive of employees;
 - e. Every outlet of 3,000 square feet or less shall limit the number of persons in the facility at any one time to no more than five (5) persons, exclusive of employees, or such lesser number that provides adequate distancing of no less than six feet between customers and in no case less than 60 square feet per customer.
5. PROCEDURES FOR LIMITING AND CONTROLLING ENTRY INTO A FACILITY:
(These requirements are unchanged from the April 1 Order where they appeared as Section 3)

In limiting the number of customers inside a facility at any one time as listed in Section 4, every such business shall create and implement:

- a. The clear delineation of a “waiting area” for customers where such customers are separated by at least six feet from one another while awaiting entry into a facility, or other plan to allow for the orderly entry of customers in compliance with this Order;
- b. Prominent signage requesting customers stand no less than six feet away from other customers;
- c. Where staffing reasonably permits, the assignment of at least one business employee, or an agent of the business, to oversee and tally the number of customers entering and exiting the business and to oversee social distancing requirements;
- d. Encourage the use of online ordering and delivery services as may be available in order to reduce the number of persons who need to enter a facility.

6. USE OF REUSABLE BAGS: (Unchanged from the April 1 Order)

The provisions of Revere Revised Ordinances 08.040.090 banning the use of plastic and single-use plastic bags are hereby suspended during the time of the Declared Emergency.

7. ADVISORY FOR REAL ESTATE AND OTHER PROFESSIONAL SERVICES (New)

The Board of Health acknowledges that residential and commercial real estate services, real estate settlement services, and professional services including legal, accounting, and tax preparation, are considered "Essential Services" in accordance with the Governor's March 31 Order.

Notwithstanding the Governor's Order, however, the Board of Health ADVISES and URGES all such services to utilize, to the maximum extent possible, telephonic, internet, and remote capabilities to carry on their work.

Professional Services are also ADVISED and URGED to permit employees to work remotely or on flexible schedules of reduced-hours so to minimize face-to-face contact between and among staff.

This ADVISORY encourages such Essential Services to:

- Close brick-and-mortar offices to the general public, and where such general closure is impossible, permit client entry only by appointment and limited to no more than two persons at one time;
- Utilize delivery options and conduct transactions so that necessary signatures and exchange of papers be completed without the need for face-to-face contact.

While the Board of Health acknowledges that in some instances it may be impossible to complete a professional services transaction in the manner preferred in this Order, all such services are reminded that they are REQUIRED to maintain social distancing requirements as otherwise established in this Order.

ALL PROVISIONS OF THIS ORDER ARE EFFECTIVE AS OF 5:00 P.M. ON WEDNESDAY, APRIL 8, 2020



NATHALEE KONG, MD
Chair of the Board of Health



BRIAN M. ARRIGO, Mayor



CAROL DONOVAN, Deputy Director,
City of Revere Department of Public Health