Massachusetts Mandatory Safety Protocol, Using the Risk Management Methodology to Guide Compliance.

MIIA
Risk Management

State of Massachusetts Guidance – Three Dimensions

Social guidance

Business guidance

Business guidance

General Social Guidance
Guidance all individuals must follow to reduce the risk of new covid19 transmission.

- Cover your face
- Wash your hands
- Socially distance
- Be vigilant for symptoms
- Stay at home if sick

Mandatory Workplace Safety Standards
New standards for all workplaces that are designed to reduce the risk of new covid19 transmission to employees and customers.

Sector Specific Protocols and Best Practices
Additional standards and recommended best practices to reduce the risk of covid19 transmission in specific industries.

State of Massachusetts Guidance – Four Categories

Mandatory Workplace Safety Standards for reopening

All businesses and activities, as they reopen, must meet the following minimum safety standards:

Social Distancing
- 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 Protocols
- Provide hand washing capabilities throughout the workplace
- Ensure frequent hand washing and ensure adequate supplies
- Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

Staffing and Operations
- Provide training for employees regarding the social distancing and hygiene protocols
- Employees who are displaying COVID-19-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

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

Note: Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28 and May 15, may remain open and have until May 25, 2020 to comply with these mandatory safety standards.

List of businesses eligible to reopen in Phase 1

May 18

- Essential businesses stay open and continue to operate; must comply with safety standards by 5/25
- Manufacturing
- Construction
- Worship
- Hospitals and community health centers upon attestation expand to provide high priority preventative services, pediatric care and treatment for high risk patients

May 25

- Laboratory and life sciences facilities
- Offices, excl. those in Boston; WFH* strongly encouraged; restrict workforce presence to <25% max occupancy
- Hair salons and barbershops by appointment only
- Pet grooming by appt. only (curbside pet drop-off/pick-up)
- Car washes - exterior car washing only
- Recreation and outdoor with guidelines
- Other health providers that attest to specific safety standards can provide high-priority preventative services, pediatric care and immunizations, and treatment for high-risk patients
- Retail - remote fulfilment and curbside pickup

June 1

- Offices in the City of Boston, following applicable guidelines for the rest of the state detailed above

Businesses will be provided with materials to aid in reopening and ensure compliance

All materials available on mass.gov/reopening

COVID-19 control plan template
Does not need to be submitted to a state agency for approval, but must be retained on the premises

Compliance attestation poster
Businesses must attest that they have completed a control plan, and post it on premises

Employer and worker posters
Describe social distancing rules and protocols for hygiene, cleaning, and disinfecting

Mandatory safety standards for all workplaces[1]
Apply to all MA businesses

Sector-specific protocols
- Places of worship
- Office spaces
- Manufacturing
- Construction
- Labs
- Car washes
- Hair salons & barbershops
- Pet grooming

Sector circulars and checklists
How to adjust operations for public safety

More information available at mass.gov/reopening

WFH = Work from home

1. Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28 and May 15, may remain open and have until May 25, 2020 to comply with these mandatory safety standards

All public health criteria included in this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data

COVID-19 Control plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

BUSINESS INFORMATION | please provide the following information

Business name: _____ ☐ Check if part of a larger corporation

Address: _____

Contact information (Owner/Manager): _____

Contact information (HR representative), if applicable: _____

Number of workers on-site: _____

SOCIAL DISTANCING | check the boxes to certify that you have:

☐ Ensured that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces

☐ Established protocols to ensure that employees can practice adequate social distancing

☐ Posted signage for safe social distancing

☐ Required face coverings or masks for all employees

☐ Implemented additional procedures. Please describe them here: _____

HYGIENE PROTOCOLS | check the boxes to certify that you have:

☐ Provided hand washing capabilities throughout the workplace

☐ Ensured frequent hand washing by employees and provided adequate supplies to do so

☐ Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

☐ Implemented additional procedures. Please describe them here: _____

COVID-19 Control plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

STAFFING & OPERATIONS | check the boxes to certify that you have:

☐ Provided training for employees regarding the social distancing and hygiene protocols

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

☐ Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

☐ Implemented additional procedures. Please describe them here: _____

CLEANING & DISINFECTING | check the boxes to certify that you have:

☐ Established and maintained cleaning protocols specific to the business

☐ Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed

☐ Prepared to disinfect all common surfaces at intervals appropriate to said workplace

☐ Implemented additional procedures. Please describe them here: _____

Will need the attestation posted. Found at mass.gov -
https://www.mass.gov/doc/compliance-attestation-poster-english/download

Important

In order to reopen your business, please complete and sign the following checklist once you have completed your COVID-19 Control Plan template

The following poster should be displayed in an area within the business premises that is visible to employees and visitors. Thank you for your efforts to get back to business while keeping Massachusetts safe

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

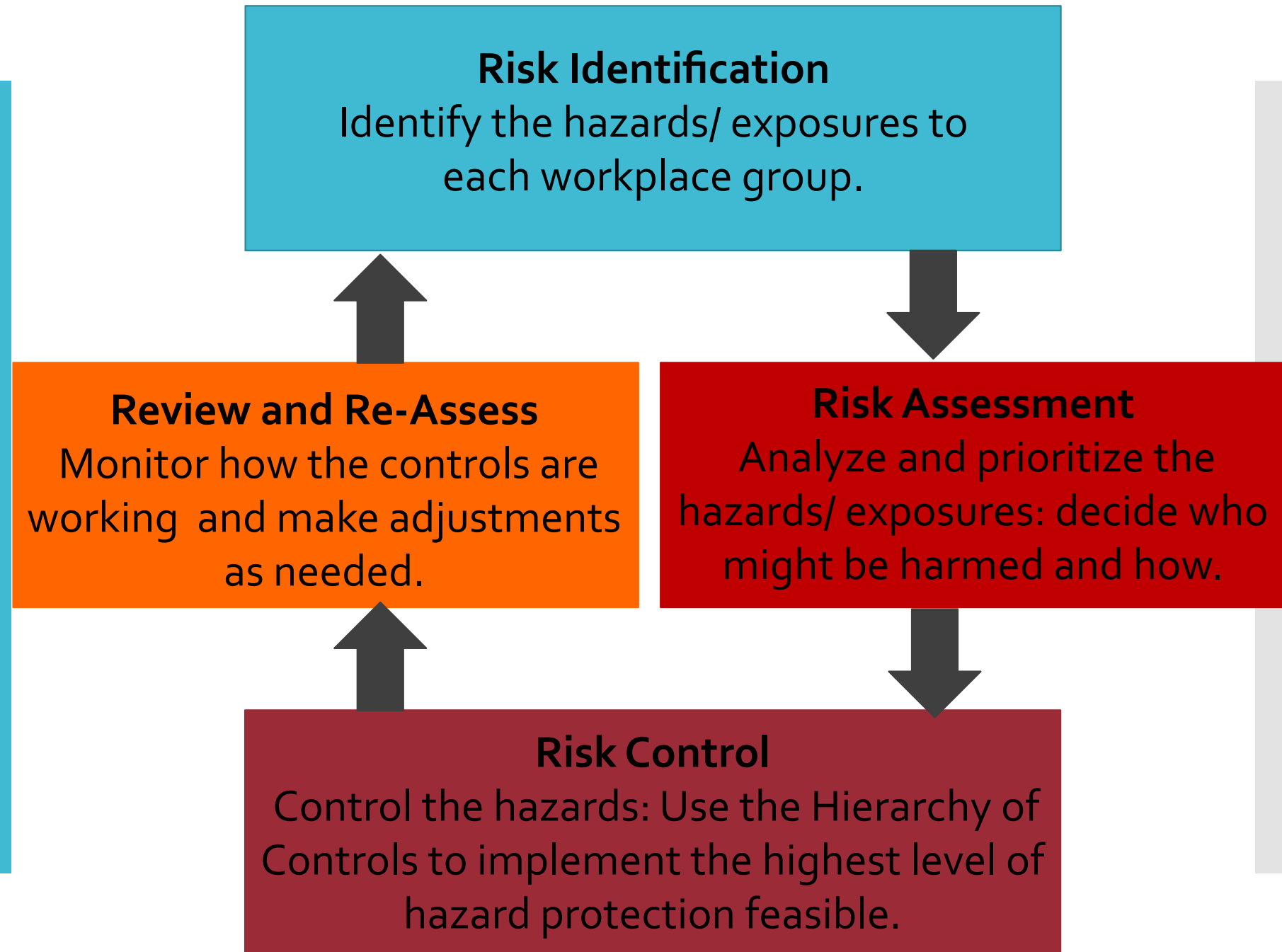☐ We have established thorough cleaning and disinfecting protocols

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.

Signature

Construction – Permitted to reopen on May 18, 2020 →

Manufacturing – Permitted to reopen on May 18, 2020 →

Places of Worship – Permitted to reopen on May 18, 2020 →

Offices spaces – Permitted to reopen on May 25, 2020 (Boston: June 1, 2020) →

Laboratories – Permitted to reopen on May 25, 2020 →

Hair salons and barbershops – Permitted to reopen on May 25, 2020 →

Car washes – Permitted to reopen on May 25, 2020 →

Pet grooming – Permitted to reopen on May 25, 2020 →

[PREVIEW] Restaurants – Permitted to reopen in Phase 2 →

Additional guidance

Outdoor Recreation →

Reopening health and human services →

Child care and summer camps →

based on the sector specific guidance found -
https://www.mass.gov/doc/sector-specific-workplace-safety-standards-for-office-spaces-to-address-covid-19/download

Using the Risk Management Cycle to adapt these protocols to your municipality and departments

Risk Identification
Identify the hazards/ exposures to each workplace group.

Risk Assessment
Analyze and prioritize the hazards/ exposures: decide who might be harmed and how.

Risk Control
Control the hazards: Use the Hierarchy of Controls to implement the highest level of hazard protection feasible.

Review and Re-Assess
Monitor how the controls are working and make adjustments as needed.

Hazard/ Exposure Identification

- Collect and review information on the exposures/ hazards likely to exist in building/ department. This could include:
  - How far away do employees sit/ work from each other?
  - Are there vulnerable populations within the workforce?
  - Do any employees have tasks/ duties that put them in a high risk category? (ex: healthcare/ first responder)
  - Do non-employees enter workspace and how?
  - What are the touchpoints on surfaces? (equipment, utensils, writing instruments, counters, kitchens etc.)

Hazard/ Exposure Identification

- Ensure you include input from employees on tasks and exposures.

- Consider exposures/ hazards associated with routine and nonroutine situations.
  - Routine ex: daily entrance of citizens to see town clerk, transfer station activities, road repairs.
  - Non-routine ex: bi-annual tax payments, water main breaks, downed trees, emergency response.

- Consider areas within buildings/ departments where people may congregate: breakrooms, locker rooms, foyers etc.

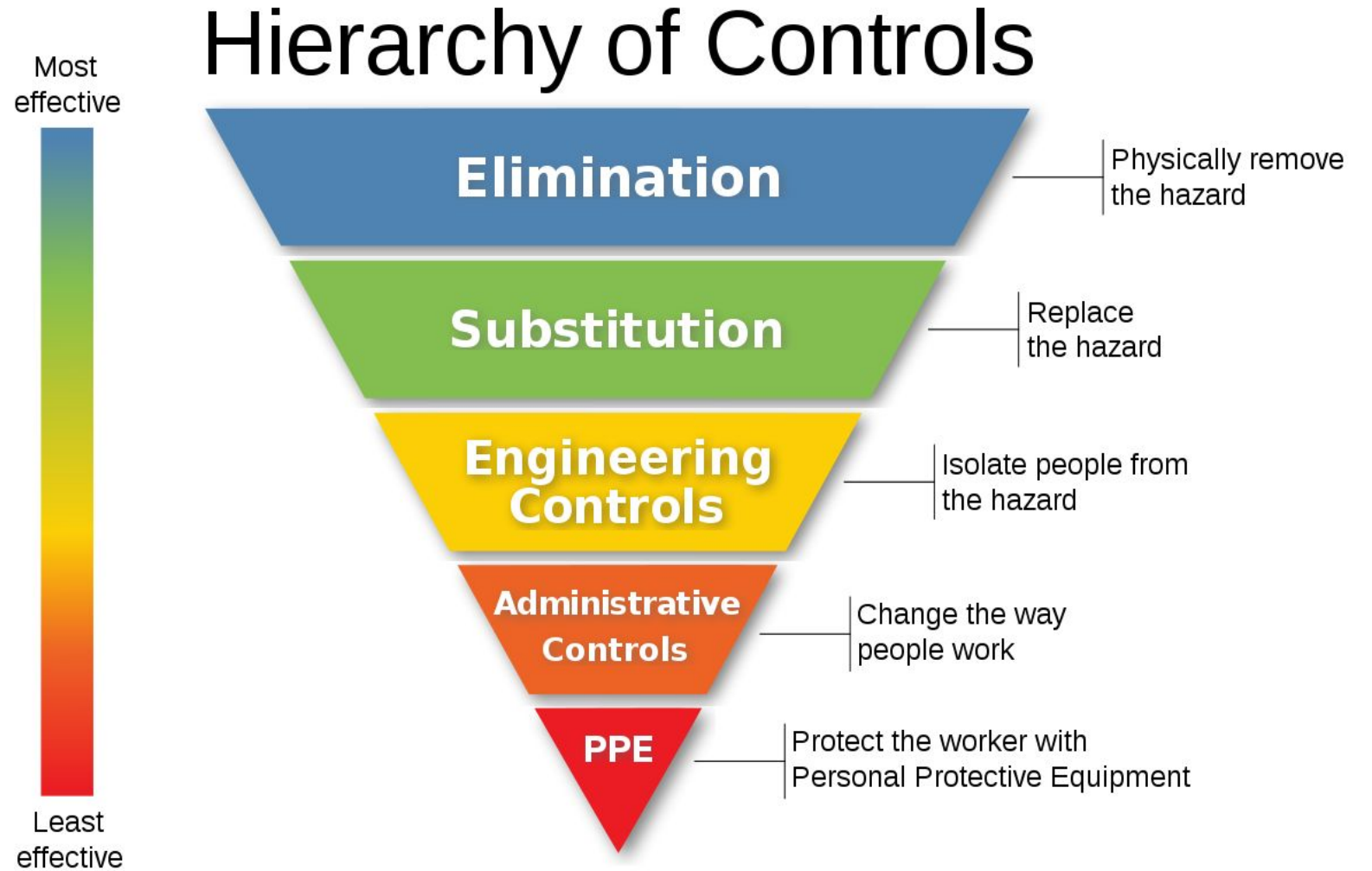## Hazard/ Exposure Assessment

- Evaluate each hazard/ exposure by considering the severity of potential outcomes, the likelihood that an event or exposure will occur, and the number of workers who might be exposed.

- Prioritize the hazards so that those presenting the greatest risk are addressed first.
    *Note: employers have an ongoing obligation to control all serious recognized hazards to protect workers and municipalities have an obligation to protect the public.

- Use interim control measures to protect workers until more permanent solutions can be implemented.
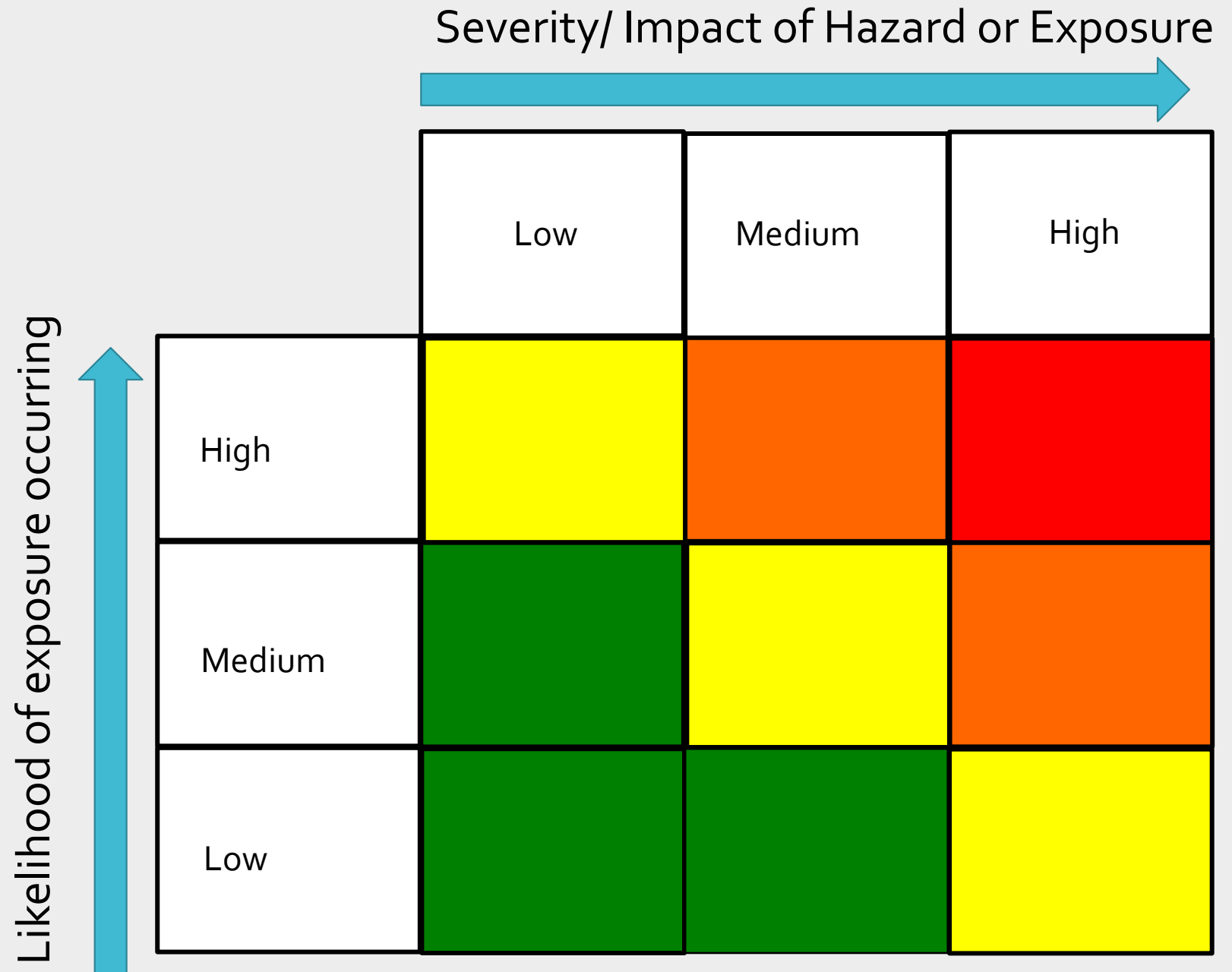
Hazard/ Exposure Control

Hierarchy of Controls

Most effective

Least effective

Elimination — Physically remove the hazard

Substitution — Replace the hazard

Engineering Controls — Isolate people from the hazard

Administrative Controls — Change the way people work

PPE — Protect the worker with Personal Protective Equipment

Elimination

Physically remove the hazard/ exposure

- Vaccine
- Isolation

Workers who are particularly vulnerable to Covid19 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

Substitution

Replace the hazard/ exposure

- Social Distancing

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

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

Engineering Controls

Remove the hazard at its source before it comes into contact with employee.

- Physical Barriers
  - Plexiglass

- Ventilation Systems

- Ultraviolet Light Systems

- Disinfectant Sprayers

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

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

☐ 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)

Administrative Controls

Change the way people work.

- Checking employee temperatures before entry to workspace

- Separate staff into cohorts to reduce number of people exposed.

- One way aisles/ hallways.

- No shared equipment/ supplies.

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

☐ 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

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

Administrative Controls

Change the way people work.

- Implement work practices such as frequent hand-washing.

- Place signage to remind people of safe practices.
  *note: "Do this" signs work better than "Don't do this" signs.

- Establish suspected and confirmed illness 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

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

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

☐ Establish and communicate a worksite specific COVID-19 Prevention Plan for all office locations

PPE

Protect the worker with personal protective equipment.

- **Face shields, face masks and eye protection -** Viruses can be transmitted through the eyes, nose and mouth via tiny viral particles known as aerosols.

- **Gloves -** Employees may possibly contract COVID-19 by touching contaminated surfaces and then touching their face. Gloves could be a reminder for employees not to touch their face.

*Note – It's important to know what PPE is available in inventory, what the burn rate is, and how the supply line is working.

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

Monitor Controls and Begin Cycle Again

- Are the controls effective in both design and operation?
  - Evaluate any incidents or near misses that may occur.
  - Encourage feedback from employees and/ or citizens.

- Identify changes in the external or internal environments
  - Has the hazard/ exposure changed?
  - Are there new state or other mandates that affect your process?

Risk Management