

EPPING TOWN HALL PLAN TO RE-OPEN TO THE PUBLIC

First and foremost, the Epping Board of Selectmen hope you and your family are well and have managed to stay healthy during the COVID-19 pandemic. The Town has developed the following “re-opening” plan, which will enable the safe re-opening of Town Hall as follows in concert with public health guidelines as of:

Wednesday, July 15, 2020 - PUBLIC WALK-INS to the Clerk/Tax Collector’s Office; the public will be allowed entry into Town Hall to receive all services from the Town Clerk/Tax Collector’s Office. Social Distancing is in effect and as such one person will be allowed to stand at the service window with the next customer to stand behind in the designated area. Another three people will be allowed to wait in a que line and must wait to enter the room until an available spot is open. Please adhere to all signage.

All Other Departments **BY APPOINTMENT ONLY - Until Further Notice**

To make an appointment call 679-5441 and wait to hear the extension for the desired services. You may be asked to leave a message if your call is not answered immediately. Someone will call you to set your appointment date and time.

NOTE: We strongly encourage residents to continue to make use of our online services accessible through our website. Simply navigate to the applicable Department page for a complete list of services. You can call the department with any questions and they can assist in directing you to the appropriate location on the website.

To accommodate re-opening the building and in conjunction with our Emergency Management Director, we have developed the following Standard Operating Procedures (SOPs) which will be in effect until further notice. These practices are based upon public health guidelines, and are designed to keep both our employees and the public safe.

Please note that certain departments may need to adapt procedures specific to their facilities and services. We will learn, adjust and adapt as we move forward, and ask for your help and patience during this time.

PROCESS/FACILITY ADAPTATION PRIOR TO REOPENING

The following shall be in place for the re-opening of Town Hall:

- Town Hall has been sanitized, and will continue to be thoroughly cleaned every evening.
- Hand sanitizer stations have been established throughout the building, and members of the public will be required to use hand sanitizer prior to entering the building.
- Any member of the public, visitor or non-employee, will be required to wear a mask in order to enter the town hall. **No mask, no service.**

- Upon entry all visitors must fill out a “Health Screening Form” or use the QR code with you iPhone. Follow the instructions.
- Glass guards have been installed at all customer service counters. A new “service window” has been added to the Selectmen’s Office. The public is restricted from entering the office and must utilize the service window for services.
- When possible, workstations will be separated by at least six feet. Wherever needed, 6’ demarcations will be added to areas where people often wait for service.
- To the extent possible, we will maintain only one public entrance to Town Hall via the main front door.
- The back stairwell shall be reserved and demarcated for public exit.
- **All visitors to Town Hall must wear masks.**