



Boston Public Market Reopening Plan

The Boston Public Market looks forward to being able to serve our visitors and welcome back our community to our Market floor. We believe that reopening is important both to keep our small New England businesses viable and to ensure access to safe, healthy, local food for all of our visitors; however, we know that the public's health is of the utmost importance and we will be vigilant in doing everything we can to ensure a safe return for both our vendors and customers. The following reopening plan for the Boston Public Market outlines the steps we will take to ensure the safety of our Market community.

We will reopen the Market in September:

- **On Wednesday, September 16th, we will launch our Reopening – a Wednesday - Saturday schedule, 8 am-6 pm.** This schedule will be reassessed frequently to decide if we will add additional days or hours. This period of reduced hours for the Market will allow us to make adjustments to operations, further train employees and make any physical improvements that are necessary.

Action Plan

Our action plan consists of significant changes and enhancements to several areas of the Market's operations and our vendor's stalls, outlined below.

Market Management has held one on one meetings with each business represented at the Market to review their individual stall plans and sanitization efforts. These plans have been summarized and communicated to owners and/or managers. Owners and managers will be responsible for distributing their individual stall plan to their employees and ensuring their adherence.

Outdoor Space Utilization

We will be creating an Outdoor Plaza space, which will serve two purposes. First, it will contain outdoor socially distanced tables for seating. Second, it will provide pick up stations for visitors who want to purchase from our vendors but who do not yet want to go inside the Market. Several of the Boston Public Market's vendors will undertake significant efforts to develop an online ordering system which will allow for immediate or same day pick up of their products.

Capacity

As required in the Commonwealth of Massachusetts Reopening Standards for Retail Establishments, the Boston Public Market will operate at 50% of our building's maximum permitted occupancy. To ensure this, we will:

- **Market Management Responsibilities:**
 - Offer only one point of entry and limited exits to the Market.
 - Monitor vendor and visitor entry and exit using our electronic door counter system.
 - Ensure that our Managers on Duty will monitor the Market's floor and prohibit entry to the Market any time we are approaching 50% capacity.

Social Distancing

We will encourage six feet of distance between individuals wherever possible. To ensure this, we will:

- **Market Management Responsibilities:**
 - Require physical barriers at all vendor point of sale stations where physical distancing is not possible.
 - Install social distancing markers on our floors that encourage visitors to remain six feet apart, especially when in line to order or pay for products.
 - Create directional floor signage that requires all foot traffic to travel in one direction through the lanes of the Market (see attached Market Map).
 - Reconfigure our Seating Areas:
 - We will remove all of our communal farm tables and replace them with small four-top tables.
 - We will remove all standing tables and close any bar/counter space to ensure no visitors are utilizing those spaces.
 - We will reopen with no indoor seating, but when we add indoor seating, we will have smaller four-tops that will be spaced at least six feet apart.
 - We will add an outdoor seating area to our plaza and encourage guests to sit there as a first option rather than using indoor seating. This outdoor area will also include tents that will be utilized as a pick-up area, where customers who do not want to enter the Market can order online through vendor's apps and pick up outside. (See attached Map)
 - Continue to keep all children's play areas and community gathering spaces closed.
- **Vendor Responsibilities:**
 - Vendors will have as little employee overlap as possible in their staffing plans.
 - Install physical barriers at all vendor point of sale stations where physical distancing is not possible.

Face Coverings

All staff and visitors will be required to wear face coverings when inside the Market. These face coverings may only be removed when customers are seated at tables eating and must be replaced as soon as they have finished eating. To make sure visitors comply with this, we will:

- **Market Management Responsibilities:**
 - Deny entry to vendors or visitors who attempt to enter the Market without a face covering.
 - Post signage at point of entry and throughout the Market reminding all patrons that they must wear face coverings at all times inside the Market.
 - Coach all employees regarding management of customer compliance on this issue.
 - Ensure that our Managers on Duty and Security Staff are available to enforce face covering requirement.
 - Post signage on all tabletops reminding visitors they must properly wear masks at all times except when eating.

Food Safety

We will remove as many visitors and vendor touch points from the Market as possible. We will:

- **Market Management Responsibilities:**
 - All deliveries will occur only through our loading dock, minimizing the number of people coming through other entrances.

- **Vendor Responsibilities:**

- Close all self-serve stations such as salad bars.
- Remove all condiments/utensils displayed for communal use. All condiments/utensils shall be by request only or provided to customers in wrapped, single serve units.
- Wear gloves when they are handling food.
- Discontinue any sampling or tasting of products.
- Remove all baskets and shopping carts for use by customers, unless individual vendor demonstrates an ability to sanitize between each use.
- Strongly consider handing out gloves to their visitors at the front of each stall and require people to wear gloves or use sanitizer before handling any product.
- Strongly consider advising visitors to only handle products they plan to purchase.

Hygiene and Sanitation Protocols

We will require increased hygiene protocols for our vendors, encourage them for our visitors and will increase our cleaning and sanitization protocols for shared spaces in the Market. To accomplish this, we will:

- **Market Management Responsibilities:**

- Contracted custodial staff will frequently deep clean bathrooms.
- Contracted custodial staff will sanitize frequently touched surfaces such as handrails, tabletops and doors every forty minutes.
- Maintain cleaning logs that document date, time and scope of cleaning.
- Offer hand sanitizer at point of entry and exit and at several locations throughout the Market floor.
- Provide several visitor hand washing stations throughout the Market floor.
- Post visible signage throughout the Market to encourage hand washing and to direct guests to the location of stations.
- Designate one set of restrooms as employee only restrooms. These restrooms will be locked with a code that is only shared with vendors.

- **Vendor Responsibilities:**

- All vendors are required to have hand sanitizer in their stall available to customers for use.
- Post visible signage in Vendor's Stalls to require employee hand washing at least every half hour or more frequently as needed. Each vendor stall has at least one hand washing station.
- Frequently sanitize high touch areas, paying particular attention to point of sale systems, phones or any other equipment used by multiple employees.

Employee Health

The health and wellbeing of our employees is incredibly important to us. It is imperative that any employee reporting for work at the Market is feeling well and that any employee who is ill immediately reports it to their employer and does not report to the Market for work. To ensure this:

- **Market Management Responsibilities:**

- All BPMA employees must screen themselves each day and ensure that they are not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea.
- Each BPMA employee must take their temperature at the beginning of each shift and keep a temperature log. If they are experiencing a fever, they should leave work immediately.

- If an employee tests positive for COVID-19, they will be unable to come back to work until they have a negative test.
 - If any employee has travelled outside of Massachusetts to a state not on the Governor's list of states exempt from instructed self-quarantine, they will not be allowed to return to work at the Market for 14 days after their return.
 - Post the Commonwealth's Mandatory Safety Standards for Workplace in the Market.
 - Keep all employees informed of any updates or changes to the current guidelines and recommendations via our Biweekly Vendor Email listserv.
 - If an employee or visitor in the Market tests positive for COVID-19, we will follow the current procedures outlined by the City and Commonwealth for deep cleaning and sanitization.
- **Vendor Responsibilities:**
 - Vendors must screen workers at each shift by ensuring that employees are not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea.
 - Vendors must take employee's temperature at the beginning of each shift and keep a temperature log. If there is only one staff person onsite, they must take their own temperature and log it. If they are experiencing a fever, they should leave the Market immediately and may not work their shift.
 - If an employee is experiencing any of the above symptoms, they must report it to their employer, who must alert Market Management.
 - If an employee tests positive for COVID-19, they will be unable to come back to work until they have a negative test.
 - If someone in a stall tests positive for COVID-19, any employees who came into contact with that individual cannot return to work at the Market for 14 days.
 - If any employee has travelled outside of Massachusetts to a state not on the Governor's list of states exempt from instructed self-quarantine, they will not be allowed to return to work at the Market for 14 days after their return.

Circulation System

Our energy efficient modernized HVAC system draws in air from outside, which it filters before sending it through the rest of the system rather than recirculating the air that is in the building. We are committed to maintaining proper ventilation in our facility. To do this, we will:

- **Market Management Responsibilities:**
 - Continue regular maintenance on our HVAC system, focusing on frequent filter changes.
 - Upgrade the filters on our air handling unit to at least MERV-13 filters as recommended by our contractor.
 - Install a Bipolar Ionization Unit, which kills bacteriophages.
 - Continue to consult with our HVAC contractor as new innovations in indoor air circulation develop.



Boston Public Market Vendor Checklist: COVID-19 Operating Protocols

Prior to Opening

- Distribute this plan and your individual stall plan to your employees and take steps to train your employees on all these protocols and requirements. Ensure they understand it and are able to adhere to it.
- Create a staffing plan with as little employee overlap as possible.
- Review your stall's cleaning and sanitization plan to ensure it includes high touch areas and increased frequency.
- Modify your stall to accommodate social distancing as applicable:
 - Install transparent barriers at points of sale and other close contact areas where social distancing is not possible.
 - Reconfigure your stall to ensure customers move through it or in front of it in one direction.
 - Remove or block off any bar/bench seating.
- Purchase masks, gloves and hand sanitizer for your employees.
- Purchase thermometers for employee temperature checks.
- Purchase hand sanitizer for customer use in your stall.
- Close or remove all self-serve stations such as salad bars and condiment/utensil stations.
- Remove all baskets for use by customers, unless you can commit to sanitizing between each use and keeping them only in your stall.

Once we reopen:

- Screen employees for symptoms at the beginning of each shift.
- Check employee temperatures at the beginning of each shift and record in a log.
- If employees are exhibiting symptoms of COVID-19 or any employee tests positive for COVID-19, notify Market Management immediately.
- If any employee plans to travel outside of Massachusetts to a state not on the Governor's list of exempt states, instruct them that they will not be allowed to return to the Market for 14 days after their return.
- Provide masks, gloves and hand sanitizer for all of your staff members.
- Maintain a rigorous cleaning and sanitization protocols in your stall, focusing on high touch areas such as point of sale systems, countertops, handrails and cases.
- Discontinue any visitor sampling or tasting of products.
- Wear gloves when handling food.
- Ensure your employees are washing their hands at least every half hour. Post visible signage in your stall as a reminder.
- Strongly consider handing out gloves to your customers and requiring them to wear gloves or use sanitizer before handling any product.

Strongly consider advising visitors to only handle products they plan to purchase.