Mandatory Safety Standards

Social Distancing

Ensure at least 6 feet of separation between individuals
Assign workers to individually designated work areas; increase physical space between workers; stagger work schedules
Stagger lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing
Face coverings are required for all workers, except where doing so is unsafe due to medical condition or disability
Physical partitions are recommended where physical distancing is challenging (e.g., cashier) and must be at least 6 feet in height

Recommended best practices

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

Hygiene Protocols

Ensure access to handwashing facilities on site, including soap and running water, wherever possible and allow sufficient break time to wash hands frequently; 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 frequent cleaning and sanitation of all high-touch areas such as desks, door handles, and restrooms
Post visible signage throughout the site to remind workers of the hygiene and safety protocols

Recommended best practices

Provide training to workers on car wash safety standards, up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission
Self-service interior cleaning is permitted so long as customers are able to maintain 6 feet of distancing
Customers should line up in their cars at facilities with automated car washing
Customers should stay in their cars throughout the exterior car wash process
Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
Maintain a log of workers and customers to support contact tracing (name, date, time, contact information)
Workers must stay home if feeling ill
If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts 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 the Commonwealth’s Mandatory Safety Standards for Workplace

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
Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to their 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 disinfesting of heavy transit areas and high-touch surfaces (e.g., doorknobs, bathrooms)
Disinfect self-service tools (e.g., vacuums) between each customer use
In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance

Additional details on Sector-Specific Protocols can be found at https://www.mass.gov/info-details/reopening-massachusetts