



## **Town Center Community Association and Historic Oakland**

### **COVID-19 REOPENING PROTOCOL as of 5/13/2020**

Historic Oakland is committed to providing a safe environment for both our staff and our guests as we begin reopening our facility. Following are the guidelines we have put into place to ensure a sanitary environment.

#### **Staff:**

- Staff are always required to wear a face mask when in the presence of a guest (customer, neighbor, service provider, etc.). Staff will wash hands before and after each contact with a guest as well as hourly throughout the workday.
- Physical distancing will always be adhered to by Oakland staff and our guests.
- Oakland staff will also either prop open doors within the building and/or open doors for the guests, so they do not have to touch them.
- During the time, the guest is in the facility, we will monitor the areas that the customer may come in physical contact with and after they depart will sanitize each area thoroughly.
- We are scheduling tours for 30 minutes, 1 hour apart. This will provide Oakland staff ample time to wipe down specific areas for the next visitor.

#### **Customers:**

- All guests to Oakland are always required to wear a mask when in or on our property as well as when in the presence of Oakland staff.
- Customers are to provide their own face mask. However, in the event one comes to the building without a mask, we have a supply.
- We are not requiring guests to wear gloves, but we ask that you refrain from touching anything in the facility with the exception of the handrail on the stairs.
- Only 2 guests will be permitted into the facility to tour during each pre-scheduled appointment time.
- We ask that if you are experiencing any COVID-19 symptoms, please reschedule your visit to Historic Oakland.
- Upon leaving Oakland, please do not congregate on the property or parking lot.

**General:**

- Oakland will provide sanitizer and/or wipes at the front and side, ramp entry to the building.
- Oakland has coordinated with our cleaning company to provide thorough cleaning of the facility to include special attention to sanitizing door handles, railings, security keypad and common high trafficked spaces in the building.
- Cash transactions will not take place until further notice. Online payments, credit card and checks are acceptable.

Thank you for respecting each other and our staff by adhering to all protocols outlined in this document. All procedures are subject to change without notice.