



JUSTIN ELICKER
MAYOR

CITY OF NEW HAVEN
COMMUNITY SERVICES ADMINISTRATION
DEPARTMENT OF HEALTH

54 Meadow Street, 9TH Floor • New Haven, Connecticut 06519
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MARITZA BOND, MPH
DIRECTOR OF HEALTH

November 4, 2020

Timothy Skinner
President and CEO
Wal-Mart
315 Foxon Boulevard
New Haven, CT 06513

HAND DELIVERED

RE: Wal-Mart #5439, 315 Foxon Boulevard, New Haven, CT

Dear Mr. Skinner:

I am writing in regard to the above-mentioned premise. Wal-Mart is an essential business for our community, and I want to stress the importance of the health and safety of your employees and the patrons that frequent this establishment.

Unfortunately, this department has received numerous complaints regarding violations of the COVID-19 Sector Rules occurring in your establishment on the following dates:

April 3, 2020
April 20, 2020
April 27, 2020
September 14, 2020
October 31, 2020

These complaints included the following:

- (1) Employees not wearing face masks;
- (2) Employees not wearing face masks properly;
- (3) Patrons not wearing facemasks; and
- (4) Overcapacity

On the following dates, Inspectors Roslyn Hamilton, Brian Wnek and Shellie Longo conducted follow-up phone calls and e-mails with various staff and conducted site-visits to your establishment to ensure compliance with COVID-19 Sector Rules. During these calls, e-mails and visits, stern warnings were given regarding the consequence if these rules were not followed in the future:

April 3, 2020
April 20, 2020
April 27, 2020

September 14, 2020
October 31, 2020
November 2, 2020

The most recent complaint this department received was on November 2, 2020 in which an employee tested positive with COVID-19. For the purpose of contact tracing, this department attempted to collect information from your staff, numerous times; however, there was a delayed response. This information is time sensitive and crucial in trying to safeguard and protect the health and safety of all your employees and patrons that frequent this establishment. Moreover, it has been brought to our attention that there may have been additional COVID-19 cases among your employees in the previous weeks.

Based on these complaints and findings, your establishment is in violation of the State of Connecticut Sector Rules.

VIOLATIONS:

- (1) Failure to ensure that employees are wearing facemasks;
- (2) Failure to ensure that employees are wearing face masks properly;
- (3) Failure to ensure patrons follow proper face mask protocols;
- (4) Failure to enforce capacity limits;
- (5) Failure to follow State testing and contact tracing protocols;
- (6) Discrepancies in return to work protocols;
- (7) Lack of proper disinfecting protocols;
- (8) Failure of iPad synchronizing for capacity tracing; and
- (9) Inadequate training of staff for COVID-19 sector guidelines

For clear operational guidance, I have included the most updated CT Sector Rules to ensure the safety of both your employees and customers. This document can also be found at the following:

<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Sector-Rules-and-Certification-for-Reopen> Please refer to this link periodically, as sector rules are frequently updated.

Per our phone conference, the following must be provided to this office within **72 hours** of receipt:

- (1) Corrective action plan relating to violations;
- (2) How protocols will be implemented and followed;
- (3) Disinfecting protocols;
- (4) Training plans and protocol for capacity adherence;
- (5) Employee illness and COVID-19 reporting protocols;
- (6) Training protocol for employee personal protection and adherence to mask use;
- (7) Contact tracing protocol; and
- (8) List of point of contacts for the establishment.

Please know that I take these matters very seriously and if you are found to be in violation again, your establishment will be shut down without warning and you will face legal action. This letter serves as your FINAL WARNING.

Please contact (203) 946-8174 for any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read 'M. Bond'.

Maritza Bond, MPH
Director of Health

MB:srl

Cc: Kevin Johnson, Wal-Mart
Lauri Canales, Wal-Mart