

THE TOWN OFFICE WILL PARTIALLY RE-OPEN TO CUSTOMERS ON MONDAY, June 1, 2020

Hours of Work and Customer Service - Beginning 6/1 (Monday)

Everyone at the Town Office will resume normal business hours as of 6/1/2020

Limited Entry/Exit

Clerk/Tax Collector – Two customers can be served at a time and all other customers for the Clerk/Tax Collector must wait in a line outside the front door. We will mark off 6-foot increments on the sidewalk on Elm Street for customers to wait at, which will allow them to safely distance themselves from each other. Customers will exit through the Elm Street door that leads to the Town Manager's Office.

Town Manager – One member of the public will be allowed at the counter of the Town Manager's Office at a time. They will enter through the door to the front counter (Clerk's/Tax Collector's front counter) and exit through the door on Elm street to the Town Manager's Office.

Codes/Planning & Development/Assessing Office - Out of an abundance of caution and due to the confined work space area and the number of employees in the office, the offices will remain closed to the public. Permits, applications and other submittals can be dropped off in the Clerk/Tax Collector office in a mail bin dedicated for such purposes, or in a bin planned for the alcove on Washington Street. Applicants are encouraged to email or mail permits, applications and other documents. Department staff will process in accordance with CDC guidelines and will be processed in a timely a fashion. Those wishing to meet with the Assessor, Code Enforcement Officer or Planning & Development Director must schedule a meeting with the appropriate staff person via email or phone, Meetings will generally be conducted remotely either via email, phone, conference call, zoom, skype or in person at a location determined by the appropriate staff person.

Members of the public can only enter the building through the Elm Street entrance to the Clerk/Tax Collector front counter. All other entrances will be locked to the general public, so we know how many people are in the building at one time and to reduce the number of people cutting through the building from Washington Street to Elm Street.

Masks / Sanitization

NO ONE comes into the Town Office without a mask. All staff must wear masks in the building. Staff may remove masks when they are at their workstations.

Staff must wipe down their stations / pens / hands after each transaction or visit.

If necessary, additional hours will be granted to the Custodian to a) help be Lobby Monitor (otherwise we rotate staff for one hour at a time) and b) to perform additional sanitization rounds of the public spaces / door handles, etc.

Each staffer is expected to keep sanitizing wipes / gels at their workstation.

Essential Service Only

We want to still HIGHLY ENCOURAGE REMOTE TRANSACTIONS. The staff member attending the front counter will ask the customer what service they need. If they are simply dropping off a payment and do not want a receipt, you can either take the check (only touch cash with gloves on) and relay it to the Clerk/Tax Collector or instruct them to exit and use the drop box.

Public Bathrooms and Signage

Public Bathrooms will be closed to the public during this period. The use of voting stands / ropes along with a sign will direct people not to access the bathrooms.

A sign on the Front Door and the Middle Door will inform visitors to wear a mask at all times. Those who cannot wear masks for medical reasons will be asked to make an appointment.

A new sanitizing dispenser will be put up next to the entrance to the Clerk/Tax Collector front counter and the staff member attending the front counter should encourage its use.

A new sanitizing dispense will also be put up at the entrance to the Codes/Planning & Development/Assessing Office and the Administrative Assistant should encourage its use.

A sign at both the Elm Street and Washington Street entrances will also note 6' Minimum Distancing between people – even with masks.

Public Meetings / Meeting Spaces

There will be no change in using Zoom for all group meetings until at least June 11th.

Maximum capacity for the French Conference room will be 10 people.

Public Works, Wastewater, Harbor & Parks & Rec Departments

All employees will resume their normal work schedules and shifts as of June 1st.