

Town of Truro

Town Manager's Weekly Report

April 3, 2020

Announcements:

- To the Truro Community – please do not hesitate to contact the Town if you need assistance. All phones are being monitored during normal business hours. Thank you for practicing social distancing, together we will get through this. Be well, stay safe and healthy.
- Travel Guidance released by Governor Baker directs that, beginning March 27, all travelers arriving to Massachusetts are instructed to self-quarantine for 14 days. Visitors are instructed not to travel to Massachusetts if they are displaying symptoms. Health care workers, public health workers, public safety workers, transportation workers and designated essential workers are exempt from this requirement.
- The Select Board, along with the Health Board, declared a State of Emergency. The text of the declaration is available on the Town website.
- Stay informed!
 - The State's 211 service has up to date information that is available via phone (Dial 2-1-1) or online at www.mass211.org
 - Massachusetts Department of Public Health <https://www.mass.gov/orgs/departments-of-public-health>
 - The Centers for Disease Control (CDC) <https://www.cdc.gov/>

This week's activities of note from the Town Manager's Office:

- Town Board and Committee Meetings will be broadcast live on Channel 18 for Truro residents. We are awaiting a piece of equipment to live stream the meetings on the Town website, we will announce when that is available. Please note that the meetings are held remotely, and you may only hear audio. For more information on remote meetings, please [click here](#).
- While Town Hall is closed to the public, you can still call or email staff. For information about how to conduct Town business, [click here](#).
- The Town of Truro posts updates about the COVID-19 pandemic on the Town website. Please [click here](#) for our COVID-19 Information Page.
- A drop box outside Town Hall offers a safer place for the public to drop off materials for Town staff. To protect your payments to the Town of Truro, please do NOT deposit cash into the drop box. Only checks may be deposited at this time. Thank you for your understanding.

Upcoming Meetings:

- Monday, April 6, 2020, Conservation Commission, *Postponed to April 15*
- Tuesday, April 7, 2020, Select Board Remote Meeting @ 2:00 pm.
- Tuesday, April 7, 2020, Board of Health Remote Meeting @ 4:30 pm

Department News:

Police Department

- If you contact the TPD dispatch center, please advise the call taker if you or anyone in your household is experiencing any of the emergency warning signs of the COVID-19 virus. While the following list is not all inclusive, common warning signs are difficulty breathing, fever, persistent pain or pressure in the chest, confusion or inability to arouse, loss of taste or smell, and bluish lips or face.
- Reminder: Due to the COVID-19 pandemic, members of the public should avoid coming to the Public Safety Complex for any non-emergency business. The non-emergency direct line to the dispatch center is 508-487-8730.
- As a result of the increased need for social distancing and other protective measures, the meeting and training room at the Public Safety Complex is closed until further notice.
- DEA has cancelled the next drug take-back initiative due to COVID-19. Due to our temporary protocol changes and then need to limit facility visitors, the prescription drop-box is temporarily closed.

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April 3, 2020

Fire Department

- Fire Department personnel have been issued Personal Protective Equipment (PPE), masks, gloves, protective eyewear and protective suits. This equipment is designed to protect staff as well as the public and help limit both the spread and exposure to the virus.
- Employees are screened when reporting for duty and are following protocols issued by the State Office of Emergency Medical Services. The protocols are designed to limit the communal spread of the virus. When responding to any call for emergency medical services we will limit the number of staff entering a building or residence. Crews will typically send in one provider in appropriate PPE to assess the situation. If clinically appropriate the patient will be given a surgical mask to wear. The additional crew will wait outside unless needed and maintain six-foot social distancing. Upon completion of the call all vehicles and non-disposable equipment will be cleaned and disinfected per Centers for Disease Control (CDC) guidelines.
- The Public Safety Facility is still closed to all non-essential traffic. The State has suspended all inspections. If you are selling your home or looking for occupancy on a new home, call the station for guidance. Other permit applications for service can be conducted over the phone.
- Should you have an emergency, dial 911. We also ask that you self-disclose to our staff if you believe you have been potentially exposed for whatever reason (travel, contact or other means). The members of the Truro Fire Department are here 24 hours a day should you need help or have questions 508-487-7548. We will release information as we receive it. As we move forward through this, we need to remain vigilant. We encourage you to take care of yourself, your family and your neighbors.

DPW

- To address COVID-19, custodians continue to take special care of all entry ways and commonly used areas. Additional surface and hand sanitizer products have been ordered; we also expect additional supplies to arrive in April. We anticipate that the DPW will continue throughout the emergency event with standard staffing levels in all areas. DPW Highway crews will continue with routine springtime clean up with beach and park set-up to follow in April. Due to the timing of the emergency event, the Pamet Harbor docks have been installed a few weeks earlier than normal.
- For the safety of the community and the staff, operations are modified at the Transfer Station. We will only be accepting solid waste (trash) and single stream recycling at this time. All other services will be closed, including the Swap Shop. We respectfully request that residents hold onto items not currently accepted until normal operations resume. These modified operations will remain in effect until further notice. **Please note: to avoid large crowds, we recommend avoiding the Transfer Station during the following peak hours of traffic: 11AM to 2PM.** In addition, the following precautions/procedures have been initiated and will be maintained throughout the emergency event.
 - The Transfer Station will extend the off-season schedule, and will continue to be closed Wednesdays and Thursdays until June 1, 2020.
 - The Transfer Station will be open Wednesdays from 8:00am-10:00am to accept yard waste only.
- The following building maintenance tasks have received additional attention, and sanitation, while the facilities have been closed. This will continue until all surfaces are cleaned and sanitized.
 - Blinds, bathroom floor surfaces, multipurpose flooring
 - Walls, wainscoting, vents, carpets, windows (interior and exterior), accessible desktops, keyboards
 - Office furniture, kitchen walls and floors, all accessible entrances and exits
- We encourage the public to use our online system for purchasing Transfer Station permits available [here](#).

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Health Agent

- At the end of this week we have 8 residents who have tested positive for COVID-19 and are in isolation. We have 1 resolved case.
- Staff members who have returned from travel have now completed quarantines without symptoms and are returning to work.
- Gov. Baker's Order assuring continued operation of essential services in the Commonwealth, closing certain workplaces and prohibiting gatherings of more than 10 people was extended this week until May 4. With that extension came more clarity and guidance from the State about what are non-essential services. Campgrounds and short-term rentals have been called out as non-essential. We are messaging our campgrounds, motels, cottage colonies and condominiums of this determination.
- This week we developed numerous guidance documents: *For Travelers*; *Regarding short-term rentals*; *For employees returning to work*, and, regarding *Support for those in isolation or quarantine*.
- Once again, we have revisited the staffing plan for the Building, Health and Conservation Departments to streamline working from home. The plan allows for 1 staff member in the office each day of the business week. The office day is used to collect permit apps/payments/reports from the drop-box, check email and office voicemails and dispatch our PT plumbing and gas inspectors. Perc tests, septic installation inspections continue for the Health Department.
- The highlights from this week's DPH conference call included a discussion on posting case counts. DPH maintains that it will continue to only report by County and cautioned local communities about posting by town as they are concerned about privacy and confidentiality; they specifically stated that the decision to share case-counts is at the discretion of town officials.
- The Board of Health will hold a meeting on Tuesday, April 7th at 4:30 for a Title 5 variance hearing and an update on COVID-19.
- The Conservation Commission meeting previously scheduled for 4/6/2020 has been re-scheduled until Wednesday, 4/15/2020 at 1:00pm.

Harbor Master/Shellfish Constable

- Harbor Master Jackett prepared the docks, such as the dock tie up lines, and scraping barnacles before the DPW put them back into the water for the upcoming boating season.
- Harbor Master Jackett is getting moorings ready by checking and replacing rope, shackles, chain, and painting letters and numbers to some mooring balls that needed it.
- Organizing office files and taking calls with questions about application fees for mooring renewals.
- This past weekend was the last weekend for shellfishing in Pamet Harbor. We had a very successful season with crowds averaging 40 to 50 or more. With shellfish stock still relatively healthy, particularly with the soft shell clams, we should get some good natural sets during the summer months.

Recreation and Beach

- We would like to remind the public to continue to practice social distancing while visiting parks, trails, and beaches.
- The Truro Community Center is closed but staff can still be reached by phone (508)487-1632 or email at dclements@truro-ma.gov
- Director Clements participated in the last Lower Cape Outreach Council Food Pantry delivery project. By packing the food bags.
- Recreation staff have been meeting daily online via Microsoft Teams.
- Puma Park Playground is currently closed to stop the spread of the Coronavirus.
- Recreation Department is organizing a Town of Truro Birthday Caravan to wish Truro residents a happy birthday during these times of isolation. For more information visit www.trurorec.com
- The Recreational League determined to cancel the Spring Softball season due to the COVID-19.
- Department staff have been participating in webinars and online trainings.
- All programming is suspended to stop the spread of the Coronavirus.

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April 3, 2020

- Community Center staff will be participating in Walk Massachusetts to earn money for the COA.
- Regional Shark Working Group's meeting was postponed due to COVID-19.
- with Fire Department to schedule CPR/1st Aid/Stop the Bleed training for seasonal staff.
- Department anticipates opening online sales of beach stickers on May 1, 2020.

Suspended Activities

- Walking Group
 - Tuesdays 9:00 am
- Indoor Walking
 - Various times at the Truro Community Center
- Zumba Fitness
 - Tuesday & Thursday, 8:30 am – 9:30 am at the Truro Community Center
 - Saturday 9:00 am – 10:00 am at the Truro Community Center
- Community Pickleball
 - Mondays: 4:00 – 6:00 pm, Truro Community Center
 - Thursdays: 2:00 pm – 4:00 pm, Truro Community Center
 - Fridays: 5:30 pm – 7:30 pm, Truro Central School
 - Saturdays: 10:30 am – 1:30 pm, Truro Community Center
- Adult Indoor Soccer
 - Monday 6:30 pm – 8:30 pm, Truro Community Center
- Community Volleyball
 - Wednesday 6:30 pm – 9:30 pm, Truro Community Center
- The Truro Beach Office is currently closed and will reopen on June 13, 2020.
- For inquiries about the beaches, please call (508)487-1632.
- Beach stickers are not required to access Truro beach parking lots. Beach stickers will be required on June 20, 2020.
- Truro ORV stickers can be purchased at the Licensing Desk at Truro Town Hall, 24 Town Hall Rd. - Currently suspended.
- Truro beach fire permits can be obtained by contacting the Truro Fire Department at (508)487-7548.

Council on Aging

- COA Staff handling all incoming calls and emails.
- COA Staff calling all seniors of concern, center participants, and responding to all requests for help.
- COA Staff connecting with other COAs to collaborate on services.
- COA Director acting as liaison for older adults in need and Community Neighbor-Truro volunteer group.
- COA Director continuing Live Facebook Dialogue with the Director M, W, F @ 10:00am.
- Truro COA Instagram account activated as a way to reach community members able to access.
- Participating in Lower Cape Outreach Council Food Pantry delivery project.
- COA Director conferencing with COAST and Barnstable County Health Department, Elder Services to coordinate efforts to meet the needs of Cape Cod's older adult population.
- COA and Rec working on a birthday caravan for residents.

Library

- Although the Truro Library is not currently open to the public or staff, we are remaining engaged remotely, and we are ready to help patrons via phone and email.
- Our existing Library website already provides patrons access to excellent items for them and their families, such as e-books, magazines, videos, as well as newspapers and other digital resources. Predictably under the current situation, demand for these services has increased dramatically. Many patrons are already familiar with these resources, but for those who may not be familiar with them, our staff can arrange for them to have access and can help patrons get acquainted with these options.

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April 3, 2020

- We have virtual staff meetings twice a week to review and coordinate activities and continue to explore ways to assist the community during these difficult circumstances.
- On social media we released a children's story time that Assistant Director Maggie Hanelt filmed. It proved to be very popular, so more such films will be forthcoming. Maggie has also been holding Zoom sessions with Truro Play Group parents. These sessions are valuable in two ways: misinformation can be corrected, and feelings of isolation can be momentarily alleviated.

Town Planner

- Town Planner Ribeiro continued to manage the operations of the Planning Board and Zoning Board of Appeals. This has entailed coordinating future applications, working with existing applicants (such as the Cloverleaf), speaking with abutters and those interested in pending matters, managing the procedural continuances of all existing cases, and preparing post-approval documentation for prior cases.
- Information on the actions of the boards during the emergency was added to all relevant documents and webpages to help inform the public about current operations.
- Both the Planning Board and Zoning Board held procedural hearings this week to ensure the legal timelines associated with permitting are met.
- Town Planner Ribeiro also worked collecting and analyzing data for planning purposes, which will be useful for projects such as the town's application to the Housing Choice program and the Local Comprehensive Plan.

Assessing

- The Assessors office has been able to maintain the business of the office while working remotely, forwarding phone calls and coming into the office weekly.
- The second Motor Vehicle Excise Commitment of 2020 as well as Second half Real Estate Tax bills for FY21 have gone out and you should have already received it, or will be receiving them any day now.
- If you have any Assessing related questions, or questions on Assessing deadlines, please feel free to give us a call at 508.349-7004 x 116 and we will be happy to assist.