

# Town of Truro

## Town Manager's Weekly Report

March 20, 2020

### Announcements:

- All program activities at the Council on Aging and Recreation and Library have been suspended.

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

- The Select Board, along with the Health Board, declared a State of Emergency. The text of the declaration is available on the Town website.
- This is a trying and difficult time for our community, our nation and the world. Staff is working to provide you the most update guidance that we receive and to maintain essential services. Please do not hesitate to reach out to us by either phone or email. We will respond to all calls and messages. Currently there is staff coverage during normal business hours in all buildings except the Library.
- Please watch our website for more updates and if you have not signed up for AlerTruro, please do. You can sign up by clicking on the red triangle at the top of the home page. We will continue to provide information both through the website and through AlerTruro.

### Upcoming Meetings:

- March 24 3 PM - Remote Meeting of the Select Board

### Department News:

#### Police Department

- The COVID-19 (Coronavirus) situation continues to evolve. It is vital to limit the risk of community transmission but also ensure that essential services remain available to our Truro residents and visitors.
- To help slow the spread of COVID-19, please practice the health guidance protocols provided by the CDC and Massachusetts Department of Health.
- Truro Police Department is asking that anyone who requests police, fire or EMS assistance (whether emergency or non-emergency) to please advise the call takers if you are experiencing any flu like symptoms, respiratory issues, or if suspect you may have been in contact with someone that has been diagnosed with COVID-19 or who is under quarantine. This is essential in keeping the public and our first responders safe.
- Until further notice, we are requesting that citizens avoid coming into the lobby of the Public Safety Complex unless it is an emergency. Many common situations can be resolved through a phone call – the main number is 508.487.8730. Always use 911 for all emergencies and medical calls.
- Some examples of situations that can be resolved via a phone call include:
  - Calls for advice, general information, or directions.
  - Civil matters.
  - Requests for police reports.
- ❖ Until further notice, the following LTC/FID licensing process will be in effect:
  - LTC/FID Renewals: Applicants are directed to mail their renewal applications to the address below. Applicants must include a check, payable to the Town of Truro, in the amount of \$100.00 for the application fee. For renewal applications submitted prior to the expiration of a holder's current license period, the applicant will receive a confirmation receipt by mail, and their license will remain valid until issuance of their new license unless other information is provided.
  - New LTC/FID applicants: Completed applications must be mailed to the address below along with (1) a copy of the applicant's firearms safety course certificate and (2) a check payable to the Town of Truro in the amount of \$100.00. Applicants will be notified when their application has been submitted and is pending. New applicants will be contacted for individual appointments for an interview, fingerprinting, and photographs.
    - \*Applications will not be processed without the appropriate fee.
    - \*Applications are available on the Firearms Review Board website: <https://www.mass.gov/how-to/apply-for-a-firearms-license>
- Please mail completed applications to:

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**Truro Police Department**  
**Attn: Firearms Licensing**  
**P.O. Box 995**  
**Truro, MA 02666**

If you have any questions or concerns, please contact Jackie Mastrianna at 508-487-8730 or email [mastrianna@truropolice.org](mailto:mastrianna@truropolice.org)

- Truro Police Department thanks you for your assistance during this public health emergency, and we will continue to be here to help when needed.

### Fire Department

- The Truro Fire Department is working in conjunction with Federal, State, County and local resources to monitor the current situation as it relates to the Covid-19 outbreak. We are meeting with the Town Manager and Department heads on a regular basis to stay on top of the situation. Our goal is to get accurate information and maintain clear lines of communication and to disseminate that information to the public. I would encourage all to adhere to the recommendations from the Centers for Disease control; hand washing, practicing social distancing, avoiding large gatherings and self-monitoring are simple yet effective steps we can all take to help slow spread of this or any virus.
- Regarding the operation here at the Department, the Building is closed to all non-essential traffic. We are awaiting guidance from the State regarding inspections which will be conducted on a case to case basis. 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 be it travel, contact or other means. We encourage you to stay informed, the State's 211 service has up to date information that is available via phone or online [www.mass211.org](http://www.mass211.org) . The Centers for Disease Control (CDC) is another valuable resource <https://www.cdc.gov/> .
- 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. Truro is a great community and as a community I am confident that we will make it through this.

### DPW

- To combat the Corona virus, custodians continue to take special care of all entryways and commonly used areas. Additional surface and hand sanitizer products have arrived, and we expect additional supplies to arrive next week. 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. In addition, the following precautions/procedures have been initiated/implemented.
  - The Safety Facility will be occupied by a custodian up to seven hours a day.
  - A drop box for documents has been installed in the lobby area of the Safety Facility to facilitate social distance.
  - Maintain DPW routine morning meetings with all staff with an emphasis on self-care, recognition of symptoms, social distance, avoid touching your face, wash hands regularly, while also reminding staff to have a family care plan in place.
  - No riding with two people in a vehicle.
  - DPW staff has been reminded to avoid meetings/gatherings to eliminate unneeded exposure/risk to personnel.
  - Drivers/operators are to wipe down the vehicle they use each day, at the beginning and at the end of day.
  - Hand sanitizer dispensers have been added to high traffic areas at Town Hall, Transfer Station, and Community Center. We currently have one dispenser in every hallway and bathroom.
  - A cleaning schedule has been established for the COA minivan and RTA bus. The COA Director will alert the DPW once either vehicle returns from a high-risk area to be sanitized.

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- Mini Libraries that are usually seen at our beaches and parks will be utilized at the Library entrance so folds can plan to pick up books and return in drop box later.
- The Town Hall building received an exterior drop box for mail, permit applications, documents for staff review, etc. The drop box is located at the main entrance on the North side of the building.
- The Transfer Station will remain open throughout the emergency event, while staff and residents also maintain social distance.
- The Swap Shop is closed and will remain closed until further notice.
- Checks will not be accepted; Transfer Station staff will accept credit or debit cards to be swiped independently by the public through the new sales window. The credit card reader will be sanitized and handled by staff while wearing gloves.
- DPW Director Cabral has recommended the Transfer Station maintain the off-season schedule and remain closed two day a week if environmental conditions require it. The Department will be able to backfill personnel positions more effectively if we have staffing shortfalls due to staff illness/quarantine, staff family needs related to illness/quarantine, and childcare.
- Transfer Station staff will actively be promoting online permit sales and will provide flyers with basic instructions-documents needed, where to find on Town website, etc.
- The DPW Director will also stay in close contact with Truro Central School to provide support as needed.

### Health Agent

As you can imagine, Covid-19 planning is dominating the workday. Support staff is focusing their work on communications with contractors and engineers in efforts to keep all permitting moving, as well as providing support for the Pandemic response. The following are details on the most recent activities of the Health Agent:

- Distributed guidance for restaurants transitioning from sit-down to take-out service, in accordance with the March 17 emergency Order from Governor Baker regarding restaurants;
- Reviewed quarantine procedures with staff members who have returned from out-of-state and out of US travel;
- Reviewed town building public closures with respect to cleaning/disinfecting, and staffing with Town Manager and DPW Director;
- Developed guidance to the public for submitting electronic or hardcopy applications and supporting materials for regulatory Board hearings or permit applications for the Health and Conservation as well as Building (plumbing, gas-fitting and electrical) Departments;
- Met with the emergency team at Truro Central School to listen to and review:
  - On-going operations while closed relative to staff and cleaning;
  - Considerations in developing a meal plan for students;
  - Communications with the school will be on-going as the meal program is developed and implemented
- Developed needs assessment for Barnstable County Health Department's county-wide request for emergency request for funds. Estimated support funding is anticipated to address costs associated with Covid-19 case contact-tracing, staffing, mental health support contracting through the Navigator program, medical support contracting through the VNA.
- Over the past 3 weeks we have been participating in conference calls from multiple agencies regarding the pandemic; these calls are now occurring daily. Agencies involved include Barnstable County Health Agent Coalition subcommittee; MA DPH; MEMA; MA EOHHS; CDC.
- Meeting on 2/20/2020 with DPW staff at the transfer station to address their concerns and review their social distancing procedures.
- Conducted a conference call with the Board of Health on 3/17 to update them on our Covid-19 planning. DPW Director Jarrod Cabral called in to discuss the change in procedure at the Transfer Station.
- Completed an update to the Health Department and Board of Health plan for the Continuity of Operations, this has been submitted to the Town Manager and the Chair of the Board of Health.

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Council on Aging

- Staff is currently calling our Seniors of Concern. In addition, we are contacting participants of our activities/exercise classes on the days the programs would normally meet to check-in.
- Staff is working to help residents with specific needs.
- We have permission from Lower Cape Outreach Council to provide emergency food from the Food Pantry. We are working with the Council to accept a food delivery and assist with the pick on March 27<sup>th</sup>.
- All transportation has been canceled through the end of next week when we will reevaluate.

# **SAMPLE**



## **TOWN OF TRURO**

### **DEPARTMENT OF PUBLIC WORKS**

#### **Community Center Weekly Cleaning List**

**MONDAY**- Deep clean of all bathrooms

**TUESDAY**- Maintain cleanliness of all bathrooms check and refill supplies, vacuum and pick up trash in all offices ,vacuum COA hallways and main room, setup café, cleanup and vacuum after café, remove all food trash and take to the dump before the end of the day, sweep multipurpose room .

**WEDNESDAY**- Maintain cleanliness of all bathrooms check and refill supplies, vacuum and pick up trash in all offices, deep clean of kitchen remove all rolling counters and use floor machine to scrub floors also take time to use the floor machine in hallway, staff kitchen, and copy room, deep clean of the multipurpose room, sweep and vacuum all crevasses and closets, use floor machine on to scrub floor.

**THURSDAY**- Maintain cleanliness of all bathrooms check and refill supplies, vacuum and remove trash from all offices, vacuum dust off ceiling vents and surrounding tiles, check blinds for dust and clean has needed, sweep multipurpose room .

**FRIDAY**- Maintain cleanliness of all bathrooms check and refill supplies, vacuum and remove trash from all offices, sweep multipurpose room for the weekend, do circle check of outside property and pick up trash that is lying around this includes a walkthrough of puma park, make sure outside trash receptacle is emptied, sweep multipurpose room

All cleaning tasks are to be accomplished daily except for the normal ebb and flow of the building which include setups and break downs, inclement weather and staffing short falls. This written narrative along with the cleaning checklist must be complied with.

*Cleaning narratives are different from building to building depending on operational function of building*



**SAMPLE**

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