

# Town of Truro

## Town Manager's Weekly Report

March 26, 2020

### **Announcements:**

- *Travel Guidance released by Governor Baker today directs that, beginning March 27, all travelers arriving to Massachusetts are instructed to self-quarantine for 14 days. This guidance will be displayed as posters at service plazas along 1-90 eastbound, distributed as flyers at major transportation hubs and on posted on highway message boards. 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.*

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

- *All Town Board and Committee Meetings will be broadcast live on Channel 18 for Truro residents. The meeting is then posted on the Town's website. 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.*
- *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 under News & Announcements on the Town website. Please [click here](#) for our COVID-19 Information Page.*
- *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](http://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/>*

### **Upcoming Meetings:**

- March 27, 2020-Board of Health Meeting-Remote Call for Board Members @ 11:30 am.
- March 31, 2020-Select Board Meeting-Remote Call @ 3:00 pm.

### **Department News:**

#### Police Department

- Members of the public should avoid coming to the Public Safety Complex for any non-emergency. The direct line to the dispatch center is 508-487-8730.
- Due to 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 the need to limit facility visitors, the prescription drop-box is temporarily closed.

#### Fire Department

- The Truro Fire Department continues to work with Federal, State, County and local resources to monitor the current situation as it relates to the Covid-19 outbreak. Our goal is to get accurate information and maintain clear lines of communication and to disseminate that information to the public. Please adhere to the recommendations from the Centers for Disease control; hand washing, practicing social distancing, avoiding large gatherings and self-monitoring are simple and key measures to help slow the spread and "flatten the curve" of this epidemic.
- The Building 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.

## Town of Truro Town Manager's Weekly Report

March 26, 2020

- 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

- In response to 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. The DPW continues to maintain standard staffing levels in all areas. We anticipate that DPW Highway crews will continue with routine springtime cleanup with beach and park setup to follow in April. Due to the timing of this 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.
- We encourage the public to use our online system for purchasing Transfer Station permits available [here](#).
- The following precautions/procedures have been initiated and will be maintained throughout the emergency event:
  - A drop box for documents has been installed in the lobby area of the Public Safety Facility to facilitate social distance.
  - The Public Safety Facility will have custodial service 7 days a week, and 7 hours a day five days a week.
  - 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.
  - 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.

### Health Agent

- On Wednesday we received confirmation of a resident testing positive for COVID-19. Close contacts of the individual are being directed to self-quarantine.
- We are continuing to monitor the quarantine of numerous staff members who have returned from travel, or who have concerns about contact exposures.
- Gov. Baker's *Order assuring continued operation of essential services in the Commonwealth, closing certain workplaces and prohibiting gatherings of more than 10 people* rolled out on Monday, March 23<sup>rd</sup> and took effect at noon the following day. Since then we have been parsing the language regarding "essential services" for members of the public, and answering questions regarding enforcement, etc. See <https://www.mass.gov/info-details/covid-19-essential-services>
- This week we revisited the staffing levels for the Building, Health and Conservation Departments. The current scaled-back plan now alternates staff schedules and keeps staff from overlapping with each other. Staff are scheduled to be in the office 2 mornings per week. They collect permit apps/payments/reports from the drop-box, check email and office voicemails and dispatch our PT plumbing and gas inspectors and our local building inspector (who is filling in until April 3) to respond to inspection requests.
- On Monday, Town Staff held a conference-call with Truro Central School staff about the food pickup

## Town of Truro Town Manager's Weekly Report

**March 26, 2020**

---

programs. The School is providing 5-days' worth of breakfasts and lunches for school aged kids from 3-18 during once/week drive thru pickups.

- On Monday we held an on-site at the Community Center to review the procedures and social distancing protocols for receiving deliveries of new food-stock for the Lower Cape Outreach Pantry.
- The highlights from this week's DPH conference call included: **1)** the 2-1-1 information line for COVID-19 is very busy with a wait time of about 90 minutes. Instead of waiting on the phone they ask people to provide a call back number, and a professional returns the call; **2)** the State Lab identified and corrected a glitch in the reporting system that has delayed results being reported out; **3)** they directed Agents to take no action on "hearsay: of positive tests, but prepare for action and wait until you have evidence in hand to act; **4)** they reported that the testing now used for individuals with symptoms does not have FDA approval to test those who are asymptomatic.
- The Board of Health will hold a meeting on Friday 3-27 at 11:30 for an up-date on COVID-19.

### Council on Aging

- COA Staff are answering all incoming calls.
- COA Staff are contacting Seniors of Concern List which has expanded in light of the current crisis.
- COA Staff calling participants in activity and exercise classes – over 135 contacts to date.
- COA/Rec Staff participating in Food Pantry Project with Lower Cape Outreach through 3/27 food drive – through participant pick-up.
- COA Director working with community member to develop community volunteer group.
- COA Staff picking up mail for people we currently have mailbox keys for.
- COA Director communicating with instructors weekly.
- COA Director participating in weekly COAST (Councils on Aging Serving Together) conference calls with DPH.
- Regular "live" Dialogue with the Director on our COA Facebook page to offer connection, answer questions and stay available to our older adults.