

### Town of Milton – Situation Update - March 27, 2020

At the Town of Milton, the safety and well-being of our staff, residents and our customers is always our priority. We recognize that we are here to serve you, your families and our community. We are actively monitoring the COVID-19/Coronavirus situation and taking steps to help keep our staff and residents safe.

1. Essential Town Selectboard meetings will continue as scheduled. Development Review Board Meetings will proceed on an as-needed basis. The public is encouraged to participate and engage remotely. Planning Commission, Economic Development Commission, and Conservation Commission meetings are cancelled until further notice.
2. Town Manager's office will remain open by appointment only throughout the duration of pandemic. TM staff, Human Resources Director will rotate to assure that office is open 8-5 daily.
3. Finance department director working remotely and hours expanded to allow remaining staff to work at different times to avoid contact with others in office. Accounts payable, receivable and payroll are essential functions.
4. Town Clerk/Town Treasurers Office Beginning Monday our office will start a new schedule. To minimize our staff's contact with the public and because we are working with a limited number of staff members, we will be open Monday through Thursday and closed on Friday. Those of us who are able to work from home will still cover calls and tend to emails that come in on Fridays, but there will be no coverage in our office. We will be making appointments for researchers to come in during the mornings only, Monday – Thursdays. Part-time staff (Loretta and Jocelind) will split the time Monday – Thursday covering their 20 hours. I am waiting to hear from Kristin to see if she is available, or wants to work any days to offset using her leave time. I will fill in around her so as to make sure we have no more than 2 people staffing the office at once. John has agreed to come in toward the close of each day to do the mail/bank run and close out the day. I have set my phone up and will have Ben change the contact number on our webpage in order to take calls and make appointments from researchers. There is a secure drop box available near the rear entrance of Municipal Building that is checked daily. Please put all payments in the drop box. Mail water bills to the address on the slip and wait for your check to clear as your receipt. **Title searchers will be by appointment.**
5. Access to Municipal building is by appointment only. For those who must visit there will be a phone with directly placed in lobby. Hand washing stations are to be used before entering employee work spaces. Town staff stands ready to assist residents over the phone.
6. Public use of meeting spaces in the Municipal Building, Library, Fire Station, Wastewater Plant, Highway garage and Police Station is suspended. Community room remains closed.
7. Dog Licenses can be submitted using the mail. Late fees will be waived.
8. School closed for all students through the rest of the school year.
9. No public access to the Fire or Rescue Departments except for duty crew. All trainings are cancelled.
10. Rescue call procedures: A) Dispatch will screen people by asking three questions. B) Rescue crew will contact hospital ahead of arrival. C) Transfer of patients happens outside of the hospital. D) Rescue crew decontaminates all equipment after every call, even if there are no symptoms.

11. Police department continues with all employees working 12 hour shifts including Chief, Sergeants, detectives, School Resource Officer and administrative staff. This creates four teams working independently of one another. Limited exposure between teams on and off duty. Office remains open for appointments. **Call 911 for emergency.**
12. Library remains closed and all library programs are cancelled. There will be no fines for overdue books. Book drop is open. Fulltime library staff are working regular hours on other projects.
13. Recreation programs have been cancelled until the end of April.
14. Planning and Zoning staff continue working remotely but are available by appointment.
15. Assessor's staff divided so no one two staff are in the office at the same time. Available by appointment only.
16. Public works administration are working remotely, are available for appointments.
17. Water Department will not be activating water shutoffs or replace meters until further notice.
18. Wastewater/Water department to work as follows effective 3/30/20:
  - Chief operator working remotely.
  - Remain separated into two crews of two members each.
  - Crews will alternate each day they report to wastewater plant starting Monday 3/30/20.
  - Crews asked to work from home will be given continuing education, job descriptions, job evaluations and other work as assigned to complete. Supervisor will assign work to be done at home. Webinars and other online training is preferred. Paper hand-outs are acceptable
  - Supervisor will develop work plan for in-house crew.
  - All vehicles/equipment will be sanitized at the end of each shift.
  - Staff can choose to use paid sick leave if they feel unsafe reporting to work.
  - Any planned time off previously scheduled may be used as they requested.
  - All staff must complete work spreadsheet on a weekly basis.
  - In case of emergency -Staff working from home will be expected to report to work within 45 minutes of being summoned by supervisor.
  - All unplanned absences must be reported to supervisor and the mandatory three questions answered. (You must talk to the person- text, email etc...)
19. Highway Department to work as follows effective 3/30/20:
  - Highway Supervisor working from Town Offices on off crew day.
  - Senior Equipment operator working with crew independent of supervisor.
  - 2 crews of three employees each.
  - Crews will alternate each day they report to highway garage starting Monday 3/30/20.
  - Crews asked to work from home will be given continuing education, job descriptions, job evaluations and other work as assigned to complete. Supervisor will assign work to be done at home. Webinars and other online training is preferred. Paper hand-outs are acceptable
  - Supervisor and Senior Equipment operator will develop work plans for in-house crews.
  - All vehicles/equipment will be sanitized at the end of each shift.
  - Staff can choose to use paid sick leave if they feel unsafe reporting to work.
  - Any planned time off previously scheduled may be used as they requested.
  - All staff must complete work spreadsheet on a weekly basis.

- In case of emergency -Staff working from home will be expected to report to work within 45 minutes of being summoned by supervisor.
- All unplanned absences must be reported to supervisor and the mandatory three questions answered. (You must talk to the person- text, email etc...)

20. Parks and recreational trails are open weather permitting.
21. Dog Park is currently CLOSED until weather and conditions improve.
22. Deployed 3 large sign boards with positive messaging on 2/26/20.
23. Working on setting up a fast-trash receiving station ASAP. A number of residents have expressed concern about trash disposal.

**Take care of yourself. This is an incredibly stressful time for so many of us. Do what you can to practice self-care, even if it's going for a quiet walk, exercising, reading a book or taking time to meditate at home.**

**Help your neighbors. Many kids are going without school lunches, and families may be struggling in other ways. See what you can do to lend a helping hand in your community or call your friends and family to check in.**

**Spring Cleaning. Start early with organizing closets, cabinets and drawers. Interior/Exterior projects like painting or small repairs.**

**Yard Work. Start your seeds for your garden or tackle that yard project you have been putting off.**

**Keep calm. Panic won't help us get through this, clear-headed action will. The best we and our communities can do is to take comfort that we are strictly following all health and safety guidelines from the government and major health organizations.**

While we are dealing with this crisis, I want to ask each of you to think about projects in your departments that can be done now while working remotely, that will advance our operation in the future. Hopefully this a once in a lifetime occurrence which is creating a once in a lifetime opportunity to catch up on projects and try new ways of doing things. I would like everyone to be working on trainings, evaluations, and other administrative items that will not be possible when the public returns to our buildings. We are now doing things today that were thought to be impossible just three weeks ago. The challenge we face today are creating a multitude of opportunity. Change can be good, let's continue to pushing the boundaries, working together to improve our organization in the future. We will get through this period of uncertainty and we are not alone.

Finally, we continue to encourage all residents to call or email if you need assistance from the Town. We are here to serve but in this unprecedented time, we want to protect the health and safety of our staff and residents. As always, thank you for your patience and continued trust as we manage through this time together.

Town Website- <https://www.miltonvt.gov>

Thank you!

