COVID-19 Update – March 17, 2020

Today, March 17, 2020, the Town is announcing further actions we are taking to address the COVID-19 pandemic. In light of the ever-evolving situation here in the Commonwealth, the difficult decision has been made to close all town buildings to the public, effective Wednesday, March 18, 2020, until further notice. All town activities/programs are cancelled, as well. This decision is being made out of an abundance of caution to attempt to limit in-person contact while also continuing to provide basic services to residents and business owners. The Town has also begun to take the necessary steps to cancel non-essential government meetings. While we certainly understand this situation is not ideal, we are proceeding with the well-being of our citizens and staff in mind. We encourage everyone to closely follow information from the Massachusetts Department of Health (DPH), Norfolk Board of Health, and the Centers for Disease Control and Prevention (CDC) and exercise good judgement and caution.

We are asking that the public use our on-line resources for on-line payment and contact us via email and telephone with any questions that you may have for us. Essential business with the Town requiring an in-person transaction must be conducted by appointment through each department. Residents are encouraged to use the on-line services and the drop box at the entrance to Town Hall for bill payment. Again, other business will be conducted by phone or email.

Please see the telephone contact numbers below for frequently visited departments:

Assessors 508-528-1120
Conservation 508-541-8455
Council on Aging 508-528-4430
Public Works 508-528-4990
Fire Dept (business line) 508-528-3207
Board of Health 508-528-7747
Library 508-528-3380
Police Dept (business line) 508-528-3206
Recreation Department 508-520-1315
Town Administrator/Select Board 508-440-2855
Town Clerk 508-528-1400
Treasurer/Tax Collector 508-520-0058
Veterans Services 508-528-8485
**Assessor’s Office**
- The Assessors’ Office will continue to process auto excise abatements.
  Documentation may be sent via USPS or emailed to dclarke@norfolk.ma.us
- Call the office or email with any questions regarding personal exemptions.

**Building Department**
- All building permits must be submitted on line. Completed permit applications will be processed within 30 days in accordance with 80 CMR.
- All building inspections, plumbing/gas & electrical inspections will continue for new Construction with Social Distancing protocol followed by all inspectors
- Residential remodeling and additional projects on dwellings which are occupied will be inspected at the discretion of the inspector
- Please contact the Building Department by phone to schedule all inspections and be prepared to answer Screening questions (recent travel, health, etc.) relative to the occupants for the dwelling subject to inspection.
- It is at the discretion of inspectors whether or not it is safe to enter a building for an inspection. If they aren’t assured it is safe, they may decline to perform the inspection.
- All periodic 110 inspections will be postponed until further notice

**Collector’s Office**
- The Town’s online payment system allows residents to pay Real Estate, Personal Property, Motor Vehicle Excise taxes as well as Water bills. [http://norfolk.ma.us/bill-pay-new/](http://norfolk.ma.us/bill-pay-new/)
- The secure drop box, located outside the door by the parking lot entrance at Town Hall, is available 24/7
- Requests for tax information, payment inquiries or any other related information can be requested through email at: tcoffice@norfolk.ma.us

**Council on Aging**
- The Senior Center is closed, however staff will be on site Monday through Friday 9:00 – 4:00 and can be reached by phone 508.528.4430 or email snorman@norfolk.ma.us
- Essential transportation to medical appointments, grocery shopping, pharmacy pickups, etc. are available upon request.
- At the present time, Meals on Wheels delivery will continue.
- Social Services available by appointment only.

**Department of Public Works**
- Staff is available to help residents coordinate business online, permits, cemetery payments, etc.

**Water Division**
- Emergency responses only.
- Final meter readings - pictures may be taken and send to DPW. Call the office or check the DPW website page for procedures.

**Transfer Station**
- Limiting the collection of materials, but remains open on its regular schedule.
- Roll Off Rental Suspended.
- DPW staff will be positioned in the First Building at the Transfer Station to manage the flow of residents into the facility. Please be patient there could be a short wait.
Please check the DPW website page for updates on recyclable items, bulk items, etc.

**Fire/Building Inspections**
- Time-sensitive fire/building inspections will be completed, but please call to schedule an appointment.

**Human Resources**
- Human Resources is open for business, please contact Scott Bragdon at 508-440-2826 or send an email at sbragdon@norfolk.ma.us and I will get back to you that day.
- All Human Resource policies, benefits information and union contracts are available of the Norfolk website under the Human Resources tab.

**Land Use Departments**
- Staff will be available to handle phone calls, answer emails, and provide information electronically.
- Appointments can be made to meet in person if needed.
- Board of Health septic system installation inspections will continue on a regular basis and can be scheduled through the Board of Health office at 508-528-7747 or email bfijol@norfolk.ma.us
- Applications can be left in the drop box located at the rear main door of Town Hall.
- Board of Health permits can be applied for on line http://norfolk.ma.us/boards-committees/board-of-health/online-permit-applications.htm
- We urge those individuals that are returning from travel to contact the Norfolk Board of Health at 508-528-7747, in order for us to make contact and monitor

**Police Department**
- We appreciate in person visits, but until further notice, we are asking citizens to avoid coming into the lobby of the police department, unless it is a case of an emergency.
- We will be temporarily allowing our officers to take reports over the phone for any issues or incidents that we feel would not require a visit to your home. Some examples could be neighbor disputes/civil matters, calls for advice, credit card/identity theft, and animal matters that are not a threat to public safety.
- Station tours and citizen fingerprints will be temporarily suspended.
- Firearms licensing - we will temporarily be delaying the in-person portion of the licensing process including interviews, fingerprinting and photographs in order to comply with the Governor's social distancing guidelines. Applications for new licenses or renewals should be sent in by mail, along with a check for the application fee; you can get these forms on our website (http://www.virtualnorfolk.org/departments/police/license-to-carry.htm).
- If you have a situation that can be resolved over the phone by speaking with a police officer, please call our business line at 508-528-3206.
- Please continue to use 911 for all emergencies and medical calls.

**Public Library**
- All library services are suspended, including delivery and pick up of materials.
- Materials that are checked out will have their due dates extended to April 16th.
- Online resources (Hoopla, Overdrive, Libby, Creative Bug, etc.) remain available and can be accessed through our website, www.norfolkpl.org/resources/databases.
• If you need to sign up for a temporary digital library card to access the online resources or have questions about your account, our website is the best place to get the most up to date information. www.norfolkpl.org.
• Virtual story times will be posted on our Facebook page (@NorfolkPL)
• All programs and meetings are cancelled until further notice.
• Need WIFI? Our signal can be reached in the parking lot, but please follow safe social distancing procedures as outlined at www.cdc.gov. (Network name: NPL, Password: norfolk88)
• If you have any questions please send us a message, https://norfolkpl.org/contact/.

Recreation Department & Recreation Facilities
• All current programming is cancelled and reimbursements are being processed.
• Registration for spring and summer programs will start on April 16th. Spring and summer programs are scheduled to start May 1 and June 22 respectively.
• We will adjust our schedules if new information so warrants. Changes will be on our webpage and Facebook pages.
• All Playgrounds in town including schools are closed until further notice.
• Fields are closed until further notice. The status of fields directly depends on the State of Emergency and recommendations of health authorities. If and when fields do open, restrictions may include single team practices only, no groups including parents or spectators of >25, no games, no communal food or snack bar use, players are encouraged to wear sport gloves.

Town Clerk’s Office
• You may register to vote, update your address and/or party, update your name or check registration information by visiting the Secretary of State’s Online Voter Registration System: https://www.sec.state.ma.us/ovr/
• Annual Town Census – can be left in the outside mail drop box located at the rear of Town Hall.
• Dog Licensing: http://norfolk.ma.us/departments/town-clerk/dog-licenses/
You can make payments online or by check/cash to register or renew your dog license.
You can request certified copies of birth & death certificates, and marriage licenses via our online submission form. Payments can be made online or by check/cash.
• Parking Tickets: https://www.kelleyryan.com/
You can pay your Norfolk Police Department issued parking ticket online by going to the above website.

The following services by appointment:
• Notary Services: http://norfolk.ma.us/departments/town-clerk/notary-services.htm
• Nomination & Petition Papers
• Marriage Intentions: http://norfolk.ma.us/departments/town-clerk/marriage-licenses.htm
• DBA’s (doing business as): http://norfolk.ma.us/departments/town-clerk/business-certificate-dba.htm
Essential Government Meetings

- Essential meetings are to take place. It is up to the purview of each board or committee as to whether they will be done remotely. The Town has established a Zoom account for this, and provided each board and committee with the information needed to hold that meeting.
- Agendas will be posted on the Town’s website. Instructions will be included on each agenda so that the public may observe and participate in these meetings, as if they were in the audience. Boards and Committees are reminded that in keeping with Governor Baker’s March 15, 2020 order limiting gatherings to 25 or less persons.

Miscellaneous

- The Massachusetts Department of Public Health issued guidance on March 15, 2020 that authorizes licensed pharmacies to create and sell hand sanitizer over the counter. Please contact your local pharmacy to inquire if they have availability.
- A website is being established to provide information on community efforts to provide assistance to people in need for food and various services. Check the website: www.Feedourvillage.com
- The MBTA and Keolis announced a Reduced Service Schedule effective Tuesday, March 17. For more information, please visit www.MBTA.com/coronavirus

As a Reminder:

- Take every day precautionary actions to avoid the spread of respiratory viruses like the flu and COVID-19, such as washing your hands frequently for 20 seconds with soap and warm water (or use an alcohol-based hand sanitizer when soap and water are not available), avoiding people who are sick, avoiding touching your eyes, nose or mouth, and covering your cough or sneeze with a tissue. People who are sick should stay home and not go into crowded public places or visit people in hospitals.
- Anyone who is experiencing a fever and/or respiratory illness and is concerned they have either come into contact with the virus or traveled to an affected country within the last 14 days is advised to contact their primary health care provider.
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.
- Get the flu vaccine.
- Stay home if you are sick.
- Think about your own personal preparedness for you and your family (https://www.mass.gov/know-plan-prepare).

For the most up-to-date public health information, please visit these websites:

Massachusetts Department of Public Health – http://www.mass.gov/2019coronavirus
Massachusetts 2-1-1 – https://www.211info.org/corona-virus
The Town continues to monitor this situation very closely and will provide further updates on the town’s website and its Facebook page as new information becomes available:

Town Website – https://www.norfolk.ma.us
Town Facebook – https://www.facebook.com\norfolkma

For school news and updates:
Norfolk Public Schools Website – https://district.norfolk.k12.ma.us
King Philip Regional Schools – www.kingphilip.org

Thank you for your patience and efforts as we navigate this ever-changing situation. We appreciate your patience as we continue to monitor the situation. During this time, we recommend taking a few moments to review your notification options for Citizen Alerts at https://townofnorfolk.bbcportal.com/ the Town’s official emergency notification system.