COVID-19 Update – March 23, 2020

Governor Baker has issued a stay at home advisory effective Tuesday, March 24, 2020 at noon through April 7th. All non-essential businesses must close or work remotely. Information on this order and details about what services are deemed essential and not subject to the order can be found at https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19.

The Town of Norfolk will continue to provide essential public services to our community. Services include but not limited to Police, Fire, EMS, Public works, Public health, the Council on Aging, building department and Animal Control services are working and ready to meet the needs of our citizens. Employees in other departments are also working, though most will be performing their duties remotely. Updates that we’d like residents to be aware of include:

- **Board/Committee meetings** that cannot be cancelled will be held remotely using the Zoom platform. The Select Board will have its first fully remote meeting on Tuesday, March 24, 2020 for which the agenda can be found here. Please check the agenda you are interested in for the remote access information.

- **Town Buildings** – all buildings are closed to the public, but all of our staff is in place either at their office or remotely to take calls and maintain services. Many services can be accessed on line: Library services, various permits, taxes and bill payments.

- **Transfer Station** remains open on its regular schedule for the collection of trash. During this emergency recycling will be suspended to facilitate the flow of traffic through the station. Residents may mix recycling with their household trash. Please check the DPW webpage for the most recent information.

- **The Council on Aging** staff are continuing to provide a variety of services.
  - Meals on Wheels is available to any senior (age 60+), please contact our provider HESCO at 781-784-4944
  - Residents who are at risk may apply for emergency meals, contact the COA for details
  - Food Pantry – Contact 508-528-5862, option 4 for assistance.
  - Medications – some pharmacies are offering free delivery or contact the COA to arrange a pickup.

- **Fire department** smoke detector inspections have been suspended for 90 days per an order of Governor Baker. Residential house closings may go forward without this certificate.
• **Recreation Commission:**
  o Pond Street Recreation complex is open only for use of the ¾ mile walking trail. The pavilion, skate park and basketball courts are all closed.
  o The Town’s playgrounds are closed
  o The Tennis courts are open

• **Building Inspections** – are still being conducted. Please understand that in order to ensure your safety and that of our staff, you will be asked some questions regarding infectious diseases so that we can ascertain whether it is safe to enter your home.

• **Animal Control** will respond to calls where animals pose a public safety issue. Other services will include animal rescues, bats in houses & issues with transmittable diseases, protective custody of pets, cruelty/neglect investigations, assistance with lack of food. Lost pets and other such services will be curtailed.

**Town Department Phone Numbers:**

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Assessors</td>
<td>508-528-1120</td>
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<tr>
<td>Conservation</td>
<td>508-541-8455</td>
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<tr>
<td>Council on Aging</td>
<td>508-528-4430</td>
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<tr>
<td>Public Works</td>
<td>508-528-4990</td>
</tr>
<tr>
<td>Fire Dept (business line)</td>
<td>508-528-3207</td>
</tr>
<tr>
<td>Board of Health</td>
<td>508-528-7747</td>
</tr>
<tr>
<td>Library</td>
<td>508-528-3380</td>
</tr>
<tr>
<td>Police Dept (business line)</td>
<td>508-528-3206</td>
</tr>
<tr>
<td>Recreation Department</td>
<td>508-520-1315</td>
</tr>
<tr>
<td>Town Administrator/Select Board</td>
<td>508-440-2855</td>
</tr>
<tr>
<td>Town Clerk</td>
<td>508-528-1400</td>
</tr>
<tr>
<td>Treasurer/Tax Collector</td>
<td>508-520-0058</td>
</tr>
<tr>
<td>Veterans Services</td>
<td>508-528-8485</td>
</tr>
</tbody>
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**Miscellaneous**

• GATRA’s regularly scheduled routes have been suspended but they are offering dial a ride service at no cost, please contact them at 800-698-7676

• Local volunteers have established a website detailing community effort to aid people in need for food and various services: [www.Feedourvillage.com](http://www.Feedourvillage.com)

**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:


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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.