March 24, 2020

The Norfolk DPW has implemented the following protocols to minimize the potential for person-to-person spread of the virus. These protocols will be in place indefinitely.

**DPW Office**

- In accordance with the Town’s lockdown policy, the DPW doors are locked during business hours. Please go to Main Entrance/Front Door if you need to conduct any business at the DPW.
- The DPW office will remain open, but residents are **STRONGLY** encouraged to contact the DPW via Phone: 508-528-4990, Email: dpw@norfolk.ma.us
- Staff is available to help residents coordinate business online.

**Solid Waste Division**

- **Transfer Station is OPEN REGULAR SCHEDULE for TRASH ONLY.** We are no longer taking in recycling.
  - The station has been modified to a single stream operation, accepting all waste in trash bags with a **BAG STICKER**. We are currently no longer accepting the following:
    - Paper
    - Glass
    - KP Can Collection
    - Clothing Drop Off
    - Book Drop Off
    - Bulk Materials
    - Leaves and Yard Waste
    - White Goods
    - Mattresses
    - Box Spring
    - E-Waste

- In order to help facilitate social distancing, DPW Staff will be positioned inside the facility to monitor the flow of traffic.
- DPW staff will be continually monitoring the flow of traffic. **If vehicles are occupying the same area, such as pulling up to the same container, traffic will be slowed or paused.** This is to ensure a safe distance between residents, and to provide a safe area for transfer station employees to do their jobs. Please be patient, there could be a short wait.

- Roll Off Container Rental has been **SUSPENDED**
Water Division

- Emergency response only
- DPW Water Staff will not enter a residents home unless it is an emergency
- If building entry is required staff will be wearing, masks and gloves
- All non-emergency appointments that are currently on the schedule, will be postponed
- **DPW Staff WILL NOT be performing final meter readings.**
  
  If a final meter read is needed, the realtor or homeowner my take pictures and send to DPW email as described below
  
  - Close up legible picture of the numbers on the meter
  - A full picture of the meter and service