Town of Norfolk
Department of Public Works
33 Medway Branch Road
Norfolk Massachusetts

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Town of Norfolk DPW COVID-19 Protocols

April 3, 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.

Transfer Station Operation Changes

- **Bag Sticker Sales Available Online**
  - 10 Stickers $25.00

- **Bag Sticker Sales will be available at the Transfer Station when open**
  - Strip of 10 Stickers $25.00
  - Checks Only
  - NO CASH

- Transfer Station is **OPEN** the following:
  - Wednesday 9:30 AM to 5 PM
  - Saturday 8 AM to 4 PM

- The following items will be **ACCEPTED**, as long as possible:
  - TRASH
  - RECYCLING (Paper, Glass, Plastic, Aluminum/Tin)
  - YARD WASTE

- Transfer Station is **NOT Accepting** the following:
  - KP Can Collection
  - Clothing Drop Off
  - Book Drop Off
  - Bulk Materials
  - 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 may 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

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.