

Town of Norwich, VT COVID-19 Contingency Emergency Plans

Date:	03/17/2020
Authorized by:	Acting Town Manager – Police Chief Jennifer Frank
Gen. Description:	Town of Norwich COVID-19 Contingency Plan
Purpose:	The purpose of this contingency plan is to ensure continuity of operations for the town, maintain the highest level of normal operations possible, and support and respond to community needs to the best of our abilities.

Town Hall / Tracy Hall:

- A. Effective Thursday, 03/19/2020, the Norwich Town Hall – Tracy Hall, will be restricted to business-only traffic.
- B. All non-essential meetings and program activities have been cancelled through 04/06/20. Those events scheduled in the building for the 30 days post 04/06, should be mindful of the fact that the temporary suspension may be extended, and plan accordingly.
- C. When possible, please utilize phone and e-mail to conduct town business.
- D. The physical building will remain open for those individuals requiring in-person town related business however, the following restrictions will be in place:
 1. In building business activity will be limited to 15 minutes, with the exception of scheduled record research appointments which may extend up to 30 minutes in length.
 2. **Building access for the public will be restricted to entry through the main door facing Main Street.**

Town Manager's Office:

- A. The Town Manager's Office will remain open for business during regular hours however, visits will be limited to 15-minute time frames, with no more than two non-staff visitors at any given time. Citizens are encouraged to utilize e-mail and telephone communication where able to reduce in-person contact.
 1. Contact: (From 3/13-3/22) Chief Jennifer Frank, Jennifer.Frank@vermont.gov or Miranda Bergmeier, MBergmeier@norwich.vt.us 802-649-1419
 2. Contact: Herb Durfee, HDurfee@norwich.vt.us, or Miranda Bergmeier, MBergmeier@norwich.vt.us 802-649-1419

Town Clerk's Office:

- A. The Town Clerk's Office will remain open for business during regular hours however, the clerks will be socially isolated behind the restriction gate. They will be available to answer questions in-person, via e-mail, and by telephone.
 1. Dog Licensing: The Rabies Clinic scheduled for March 21st has been cancelled. Late fees for dog licenses have been waived through May 1, 2020. Canines can still be registered by mailing in an updated rabies certificate (if required) and payment to: Town of Norwich, 300 Main St, Norwich, VT 05055.
 2. Land Records Research: In-person land records research may continue to take place at the Clerk's Research Office, by appointment only, and the reviewer must wear gloves. Anyone having symptoms of COVID-19 (i.e.. fever, cough, difficulty breathing) or who have been exposed to someone exhibiting symptoms should not request an appointment.
 3. Voting registration: Can be completed online at <http://olvr.sec.state.vt.us>
 4. Contact: Bonnie Munday, Bmunday@norwich.vt.us 802-649-1419

Fire Department:

A. The Fire Department will be closed to the public. All town fire business will be conducted by telephone or e-mail. No burn permits are being issued at this time. The Fire Warden will advise when permits resume.

1. Contact: Chief Alex Northern, Anorthern@norwich.vt.us Office: 802-649-1133, Dispatch: 603-643-2222

Finance Office:

A. The Finance Department will be closed to the public. All town finance business will be conducted by telephone or e-mail.

1. Contact: Becky Grammer, BGrammer@norwich.vt.us 802-649-1419

Police Department:

A. The Police Department will continue to take complaints and calls for service in-person and by telephone however, we encourage citizens to call in their concerns when they are able. In-person complaints will be handled within the vestibule of the building. The secure interior portion of the department will be restricted to police officer access only. All community programming has been suspended and some non-essential services may be unavailable.

1. Contact: Chief Jennifer Frank, Jennifer.Frank@vermont.gov Office: 802-649-1460, Dispatch 802-295-9425

Public Works / Town Highway:

A. The Town Highway garage will be closed to the public. All town highway business will be conducted by telephone or e-mail.

1. Contact: Larry Wiggins, LWiggins@norwich.vt.us 802-649-2209

Recreation Programs:

A. All Rec programs have been canceled through 04/20/2020. The rec programs office will be closed to public access however the Rec Director will be available by telephone between the hours of 7a-1p, or by e-mail.

1. Contact: Brie Swenson, BSwenson@norwich.vt.us 802-649-1419

Zoning and Planning:

A. The Zoning and Planning office will be closed to ALL foot traffic. Any individual needing services from Planning Director Rod Francis, may contact him via email or by telephone. Mr. Francis will be checking voicemail intermittently from an off-site location and will be available to return telephone calls and answer e-mail inquiries. The Planning director is not available for in-person queries and the physical office site is closed.

1. Contact: Rod Francis, RFrancis@norwich.vt.us 802-649-1419

Transfer Station:

A. The Transfer Station will continue to operate with normal hours however, the number of vehicles accessing the station will be restricted to four vehicles at a time. Staff will be practicing social distancing and will not be able to provide assistance with the removal of trash from private vehicles. The attendant shed is restricted to transfer station employees only.

IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

- Fever
- Cough
- Shortness of breath

DO NOT ENTER THE BUILDING