

Town of Norwich, VT COVID-19 Contingency Emergency Plans

Date:	04/02/2020
Authorized by:	Herbert A. Durfee, III, Town Manager
Gen. Description:	Town of Norwich COVID-19 Contingency Plan – No 3 Report LATEST INFORMATION IS IN RED
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, 03/26/2020, the Norwich Town Hall – Tracy Hall, is closed to the public at-large.
- B. All non-essential meetings and program activities have been cancelled through 04/30/20. Those events scheduled in the building for the 30 days post 04/30, should be mindful of the fact that the temporary suspension may be extended, and plan accordingly. **Note: with recent, temporary VT Legislative changes to the Open Meeting Law, some committees are now able to hold essential meetings via ZOOM. These meetings will be duly noticed, including the ZOOM connection link. For ZOOM connection information (computer and/or telephone), you may also contact the Town Manager’s Office.**
- C. Any conduct of Town business needs to be conducted by phone, e-mail or other technological means (e.g., ZOOM), the US Postal Service, or other non-person contact means. Any essential direct person Town services shall be by appointment only.
- D. The physical building is closed. For any essential appointment made for Town business, the following protocol shall be adhered to:
 1. In building business activity will be limited to 15 minutes.
 2. Building access will be restricted to entry through the main door facing Main Street.

Town Manager’s Office:

- A. The Town Manager’s Office remains open for business during regular hours but subject to the limitations outlined for Town Hall/Tracy Hall listed above.
 1. Contact: Herb Durfee, Town Manager, HDurfee@norwich.vt.us, 802-649-1419x1
 2. Contact: Miranda Bergmeier, Assistant to the Town Manager, MBergmeier@norwich.vt.us, 802-649-1419x1

Town Clerk’s Office:

- A. The Town Clerk’s Office will remain open for business during regular hours but subject to the limitations outlined for Town Hall/Tracy Hall listed above. For the below essential services, the following protocols are in place:
 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: Land records research needs to be started by first using Record Hub: <https://www.cottsystems.com/recordhub-search-gateway>. Once a research has the info they seek, they need to call or e-mail the Town Clerk.
 3. Voting registration: Can be completed online at <http://olvr.sec.state.vt.us>
 4. Contact: Bonnie Munday, Bmunday@norwich.vt.us 802-649-1419x2

Fire Department:

- A. The Fire Department is 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. Emergencies – call 9-1-1.

Finance Office:

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

1. Contact: Becky Grammer, BGrammer@norwich.vt.us 802-649-1419x3

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 personnel 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. Emergencies – call 9-1-1

Public Works / Town Highway:

A. The Town Highway garage is 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 recreation programs have been cancelled through 04/20/2020. The Recreation Director is available by e-mail.

1. Contact: Brie Swenson, BSwenson@norwich.vt.us 802-649-1419x5

Planning & Zoning:

A. The Planning & Zoning Office is closed. All planning and zoning needs will be conducted by telephone or e-mail. Rod Francis, Director of Planning & Zoning will be checking voicemail intermittently from an off-site location and will be available to return telephone calls and answer e-mail inquiries.

1. Contact: Rod Francis, RFrancis@norwich.vt.us 802-649-1419x4

Transfer Station:

- A. The Transfer Station will continue to operate with normal hours. However, residents are being asked to PLEASE ensure “social distancing” and to self-police themselves related to the number of vehicles/people in any given area. The “Plough Share” building is closed until further notice.
- B. **Effective 04/08/2020, the Transfer Station until further notice will NOT be accepting bulky items (e.g., mattresses, furniture, sofas, chairs, etc.) Only true construction material will be accepted, and the Attendants have the right to refuse any items they deem “bulky”.**
- C. 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 a fever, cough, and/or shortness of breath, please do not use the Transfer Station, until you are well enough. The contingency emergency plan for the Transfer Station continues to evolve, so residents may experience changes to this plan on short to little notice. Thanks for your understanding.

Listers’ Office:

- A. **The Listers’ office will keep office hours as posted, but subject to the limitations to Town Hall/Tracy Hall listed above. Please call or email the Listers (Listers@norwich.vt.us) and/or Masaki Schuette, Administrative Clerk (mschuette@norwich.vt.us) for any inquires.**
- B. **The contract assessor is working remotely on Wednesdays; hours are the same as posted. If**

you need to contact Spencer Potter, please send an email to Assessor@norwich.vt.us.
C. The public can view property records by clicking on the following link:
<http://norwichvt.patriotproperties.com/default.asp>

IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS:

- Fever
- Cough
- Shortness of breath

DO NOT ENTER ANY TOWN BUILDING/FACILITY

REMINDER: GOVERNOR SCOTT HAS ISSUED A “STAY HOME – STAY SAFE” ORDER