



TOWN OF LINCOLN

16 LINCOLN ROAD
LINCOLN, MA 01773

TIMOTHY S. HIGGINS, TOWN ADMINISTRATOR

**COVID
PUBLIC ACCESS
PLAN**

1. REOPENING TIMELINE

Town employees have met public service needs during the COVID pandemic in a variety of ways. While essential employees have continued to report to work with little or no modifications, non-essential employees initially transitioned to a fully remote work schedule and are now working a hybrid (remote/in person) work schedule.

Starting on Monday, July 27, all employees will return to work unless they have conditions - or their department head identifies public health concerns - that require that they continue to work remotely.

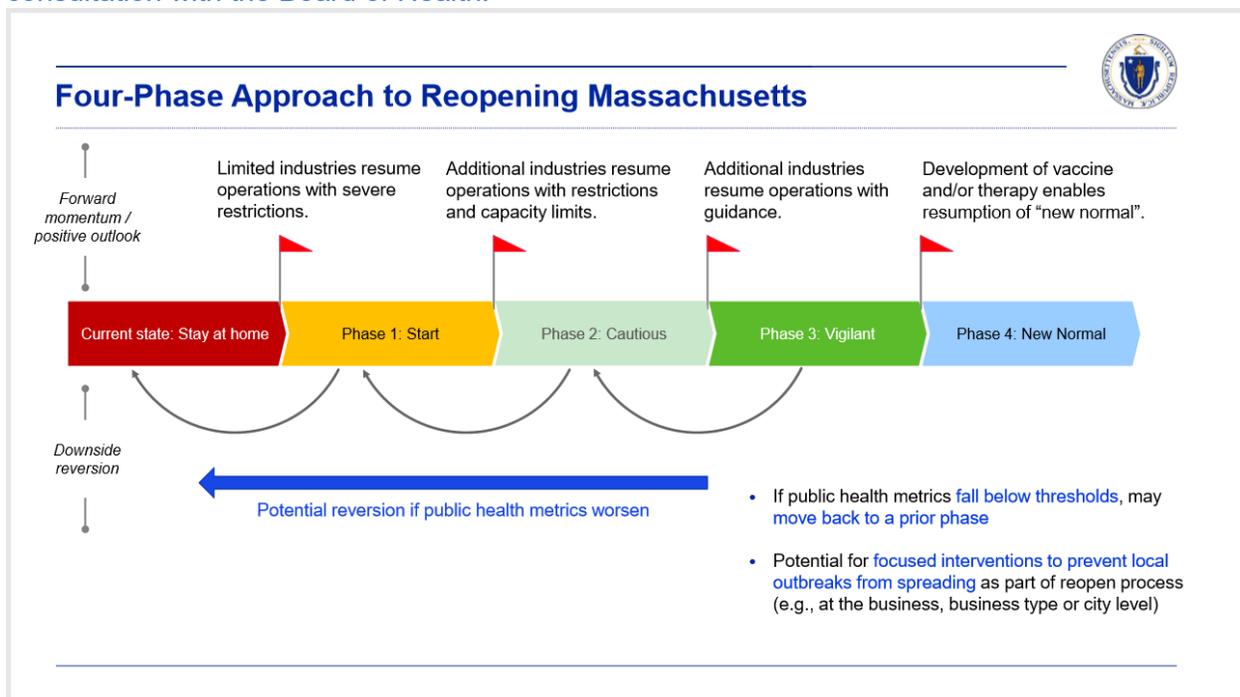
Employees who are eligible for and are taking FMLA+ under the Emergency Family and Medical Leave Expansion Act (EFMLEA), Emergency Paid Sick Leave (EPSL), or other approved leave, are exempt from returning while on such leave. [Employees who have underlying health conditions or general concerns about working through this COVID pandemic should contact their department head to discuss options available to them.](#)

[Department heads shall staff their offices in accordance with departmental and employee needs.](#) Employees may be allowed to continue to telecommute if their job duties allow and their department head has approved. Any modifications to employee schedules must be documented and signed by both the department head and employee.

Department heads are encouraged to implement staffing plans that allow for the minimum number of employees needed to operate the department.

On days that employees are not assigned to the office, they will telecommute during their regularly scheduled hours, including Fridays.

[These protocols will continually evolve based on State of Massachusetts Public Reopening Guidelines and shall remain in place until a change is so ordered by the Town Administrator in consultation with the Board of Health.](#)



2. PUBLIC ACCESS

All departments are operational and available to assist the public either in-person or remotely. Although we continue to encourage the use of electronic communications and transactions to limit the need for in-person interactions to the degree possible, our staff will extend every courtesy, including in-person interactions when necessary in order to assist.

This section details the reopening schedule for all town buildings and services. On July 27, 2020, the Town Offices, Bemis Hall, the Department of Public Works, and the Water Department buildings will open to the public *on a limited basis*, the details of which are specified later in this section. Other town buildings /services have already begun their limited reopening (Parks and Recreation and the Pierce House) while Public Safety has remained open throughout the pandemic.

Please note these protocols are based on current best practices and are subject to change as new information is received from the Commonwealth of Massachusetts. Access to all public buildings will remain in compliance with the Americans with Disabilities Act (ADA).

BOARDS AND COMMITTEES

This is to confirm that there will be no in-person meetings of boards or committees for the foreseeable future. Instead we will continue to follow the remote meeting protocols specified in the Selectmen's guidance memo ([see the full memo here](#)) dated March 19, 2020, pertinent language of which is repeated below. Please note that with the reopening of Town Hall, meeting notices should be posted on the bulletin board within. Notices may be emailed to [Peggy Elder](#) for posting.

GUIDANCE FOR ESSENTIAL BOARD AND COMMITTEE MEETINGS

Informing the public regarding the use of remote participation and virtual meetings:

The following statement will be posted to the town website and on the individual pages of the four essential boards:

In light of the ongoing COVID-19 coronavirus outbreak, Governor Baker issued an emergency Order on March 12, 2020, allowing public bodies greater flexibility in utilizing technology in the conduct of meetings under the Open Meeting Law. The Town of Lincoln greatly values the participation of its citizens in the public meeting process, but given the current circumstances and recommendations at both the state and federal levels to limit or avoid public gatherings, including Governor Baker's ban on gatherings of more than 25 people, together with the present closure to the public of Town Offices and other public buildings, the Town has decided to implement the "remote participation" procedures allowed under Governor Baker's emergency Order for all boards, committees, and commissions. This means that:

- 1. All or any of the members of the public body may choose to participate in a public meeting via remote access. Meetings may be virtual, in their entirety.*
- 2. The public will not be allowed into a Board/Committee meeting, even where there are any members of the public body and/or town staff or official(s) physically present at the meeting location during the meeting. "Public comment" portions of meetings may be temporarily suspended.*

3. *The public will be provided with alternative access through which they can watch or listen to meetings “in real time,” and meeting notices will specify the manner in which members of the public may access audio or video of the meeting as it is occurring.*
4. *If, despite our best efforts, our technological capabilities do not adequately support public access to virtual or remote meetings, the town will ensure that an audio or video recording, transcript, or other comprehensive record of the proceedings at the meeting is posted on the town website as soon as possible after the meeting: www.lincolntown.org*
5. *Notices for public hearings will contain additional information about how the public may participate via electronic/technological means.*
6. *For executive session meetings, public access to the meeting will be limited to the open session portion(s) of the meeting only. Public access to any audio, video, internet or web-based broadcast of the meeting will be discontinued when the public body enters executive session.*
7. *Where individuals have a right, or are required, to attend a public meeting or hearing, including executive session meetings, they will be provided with information about how to participate in the meeting/hearing remotely.*
8. *Meeting notices will still be posted online at least 48 hours in advance (not counting Saturdays, Sundays, or legal holidays), unless it is an emergency meeting as defined under the Open Meeting Law (in which event, the meeting notice will be posted with as much advance notice as is possible in the circumstances). Minutes will still be taken.*
9. *Please check individual meeting agendas on the calendar on the Town of Lincoln website, www.lincolntown.org for the latest information regarding meetings. Each meeting may experience unique circumstances that may require last minute changes in protocol, including cancellation or rescheduling. We appreciate your patience as we undergo this shift in a significant aspect of how the town conducts business.*

Language for Meeting Notices:

*Pursuant to Governor Baker’s March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor’s March 15, 2020 Order imposing strict limitation on the number of people that may gather in one place, this meeting of the Lincoln **[board/committee/commission]** will be conducted via remote participation to the greatest extent possible.*

Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found on the Town of Lincoln website, at www.lincolntown.org.

*For this meeting, members of the public who wish to **[listen/watch]** the meeting may do so in the following manner: **[specify method of access: This should be tailored to each board/committee depending on whether or not they are usually televised.]***

No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do so, despite best efforts, we will post on the Town of Lincoln website an audio or video recording, transcript, or other comprehensive record of proceedings as soon as possible after the meeting.

Statement to be made by the Chair at the start of any Public Meeting conducted virtually:

*Pursuant to Governor Baker’s March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor’s March 15, 2020 Order imposing strict limitations on the number of people that may gather in one place, this meeting of the Lincoln **[board/committee/commission]** is being conducted via remote participation.*

*No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings as provided for in the Order. A reminder that persons who would like to **[listen to/view]** this meeting while in progress may do so by **[specify remote access instructions: This should be tailored to each board/committee depending on whether or not they are usually televised]** **OR** [Despite our best efforts, we are not able to provide for real-time access, and we will post a record of this meeting on the Town of Lincoln website as soon as we are able.]*

Statement to be made by the Chair at the start of any Public Hearing conducted virtually:

Note that for public hearings, the applicant and the public must be provided a means to participate in the virtual meeting in real time. Thus, the statement made at the start of public hearings would be slightly different than for public meetings:

*Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor's March 15, 2020 Order imposing strict limitations on the number of people that may gather in one place, this public hearing of the Lincoln [board/committee/commission] is being conducted via remote participation. No in-person attendance of members of the public will be permitted, but the public can [listen to/view] this meeting while in progress by **[specify remote access instructions: This should be tailored to each board/committee depending on whether or not they are usually televised.]** Members of the public attending this meeting virtually will be allowed to make comments if they wish to do so, during the portion of the hearing designated for public comment, by **[This should be tailored to each board/committee depending on whether or not they are usually televised.]***

We appreciate your patience as we undergo this shift in a significant aspect of how the Town of Lincoln conducts business.

TOWN HALL - 16 LINCOLN ROAD

25 FT/PT EMPLOYEES

AVAILABILITY

Town Offices will reopen to the public at 8:30am on Monday, July 27, on a restricted basis. Town Offices staff will be available in the building **Monday through Thursday, from 8:30 am – 4:30 pm, and remotely on Fridays through Labor Day**, at which time the building will be open Monday through Friday.

To protect the health and safety of our residents and staff, we are **urging the public to continue to make full use of phone, e-mail and virtual conferencing communications**, and our various forms of on-line transactions to minimize the need for in-person interactions.

Members of the public who visit Town Offices will have access to the building only via the front/Lincoln Road entrance. A greeter desk has been installed in the front entryway. A staff member will greet members of the public and help facilitate interactions with individual offices in the most efficient manner possible.

STAFFING

Most of our staff have been and will continue reporting to their respective offices. However, the Town Administrator has authorized telecommuting privileges for certain staff members, at the discretion of their department manager, with the expectation that all staff are expected to respond in a timely manner to requests from the public, colleagues or town board and

committee members. Department managers are expected to monitor the ongoing responsiveness of their office.

DEPARTMENT CONTACT INFORMATION

Department	Staff Member	E-mail Address	Phone
Assessors	Dorothy Blakeley, Administrator for the Board of Assessors	blakeleyd@lincolntown.org	781-259-2611
Building and Engineering	Mark Robidoux, Building Commissioner/ Zoning Enforcement Officer	robidouxm@lincolntown.org	781-259-2613
Building and Engineering	Elaine Carroll, Administrative Assistant to the Building Department and Board of Health	carrolle@lincolntown.org	781-259-2613
Conservation	Jennifer Curtin, Conservation Assistant	curtinj@lincolntown.org	781-259-2612
Facilities	Kerry Parella, Facilities Administrator	kparella@lincnet.org	781-259-9400 x4304
Information Technology	Michael Dolan, Information Technology Director	dolanm@lincolntown.org	781-259-2702
Finance and Accounting	Colleen Wilkins, Finance Director	wilkinsc@lincolntown.org	781-259-2608
Planning and Land Use	Paula Vaughn - MacKenzie, Acting Director of Planning and Land Use	vaughnp@lincolntown.org	781-259-2610
Town Clerk / Archives	Valerie Fox, Town Clerk	foxv@lincolntown.org	781-259-2607

Town Administrator	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	elderp@lincolntown.org	781-259-2602
Treasurer Collector	Krystal Elder, Treasurer/ Collector	elderk@lincolntown.org	781-259-2605

BOARDS AND COMMITTEES

All the Town's key leadership boards, and most of its other boards and committees have been meeting remotely under the emergency protocols established by the Commonwealth. To schedule an appointment with a board or committee, please contact their respective support staff member as listed below:

Committee	Staff Contact	E-mail Address	Phone
Agricultural Commission	Tom Gumbart, Conservation Director	gumbartt@lincolntown.org	781-259-2612
Bemis Lecture Series	Abigail Butt, Council On Aging Director	butta@lincolntown.org	781-259-8811
Board of Assessors	Dorothy Blakeley, Administrator for the Board of Assessors	blakeleyd@lincolntown.org	781-259-2611
Bicycle and Pedestrian Advisory Committee	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	elderp@lincolntown.org	781-259-2602
Board of Health	Elaine Carroll, Administrative Assistant	carrolle@lincolntown.org	781-259-2613
Cable Advisory Committee	Jim Cunningham, Cable Access Coordinator	jfc35@comcast.net	
Capital Planning Committee	Daniel Pereira, Asst. Town Administrator	pereirad@lincolntown.org	781-259-2603

<u>Cemetery Commission</u>	Valerie Fox, Town Clerk	<u>foxv@lincolntown.org</u>	781-259-2607
<u>Commission on Disabilities</u>	Daniel Pereira, Asst. Town Administrator	<u>pereirad@lincolntown.org</u>	781-259-2603
<u>Commissioners of Trust Funds</u>	Krystal Elder, Treasurer / Collector	<u>elderk@lincolntown.org</u>	781-259-2605
<u>Community Preservation Committee</u>	Colleen Wilkins, Finance Director	<u>wilkinsc@lincolntown.org</u>	781-259-2608
<u>Conservation Commission</u>	Tom Gumbart, Conservation Director	<u>gumbartt@lincolntown.org</u>	781-259-2612
<u>Cultural Council</u>	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	<u>elderp@lincolntown.org</u>	781-259-2602
<u>Finance Committee</u>	Colleen Wilkins, Finance Director	<u>wilkinsc@lincolntown.org</u>	781-259-2608
<u>Green Energy Committee</u>	Daniel Pereira, Asst. Town Administrator	<u>pereirad@lincolntown.org</u>	781-259-2603
<u>Hanscom Area Towns Committee (HATS)</u>	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	<u>elderp@lincolntown.org</u>	781-259-2602
<u>Historic District Commission</u>	Elaine Carroll, Administrative Assistant	<u>carrolle@lincolntown.org</u>	781-259-2613
<u>Historical Commission</u>	Elaine Carroll, Administrative Assistant	<u>carrolle@lincolntown.org</u>	781-259-2613
<u>Housing Commission</u>	Elaine Carroll, Administrative Assistant	<u>carrolle@lincolntown.org</u>	781-259-2613

Lincoln Scholarship Committee	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	elderp@lincolntown.org	781-259-2602
Lincoln School Committee	Amy Pearson, Administrative Assistant	apearson@lincnet.org	781-259-9409
Lincoln Sudbury Regional High School Committee	Frances Zingale, Administrative Assistant	frances_zingale@lsrhs.net	978-443-9961 x2370
Personnel Board	Daniel Pereira, Asst. Town Administrator	pereirad@lincolntown.org	781-259-2603
Planning Board	Paula Vaughn - MacKenzie, Acting Director of Planning and Land Use	vaughnp@lincolntown.org	781-259-2610
Recycling Committee	Chris Bibbo, Superintendent of Public Works	bibboc@lincolntown.org	781-259-8899
Roadway and Traffic Committee	Chris Bibbo, Superintendent of Public Works	bibboc@lincolntown.org	781-259-8899
Select Board	Peggy Elder, Administrative Assistant to the Select Board and Town Administrator	elderp@lincolntown.org	781-259-2602
South Lincoln Planning Advisory Committee	Paula Vaughn - MacKenzie, Acting Director of Planning and Land Use	vaughnp@lincolntown.org	781-259-2610
Zoning Board of Appeals	Peggy Bozak, Administrative Assistant to Zoning the Board of Appeals	bozakp@lincolntown.org	781-259-2615

SAFETY PLAN

A greeter desk has been installed in the main floor lobby. The greeter's role will be to help the visitor transact business and answer questions in the most efficient manner possible, and with the least amount of in-person contact possible.

All visitors must log in with the greeter to ensure that contact information is available to our public health team should contact tracing be required.

All visitors must wear a face covering unless State law provides an exemption. If the greeter determines that the business requires an in-person transaction at one of our individual offices, they shall coordinate with the relevant department staff and arrange for the visitor to proceed to that office. The greeter may, in consultation with the department staff member, determine that it is best to use the main floor conference room to transact business.

The greeter, staff and visitor will always maintain 6 feet of distance and wear face coverings. Signage enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, use of telephone and virtual conferencing communications, on-line bill pay and permitting software and the drop box located on the front of the building adjacent to the main entrance are encouraged.

Plexiglass screens and other physical protection measures have been installed in all departments in consultation with the Building Inspector.

Mail and other deliveries will be left at the Greeters Desk, and staff will bring into the mailroom. The outgoing mail bin has been moved to the greeter desk. Mail that is stamped should be placed in that bin for pick up.

Employees must wash/sanitize their hands before and after dispersing mail or otherwise handling public transactions. Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

All incoming mail and deliveries will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

Public spaces will be cleaned regularly by the Town's facilities maintenance staff. Logs will be maintained by custodial staff to certify the daily cleaning of common areas and bathrooms, and high touch surfaces such as equipment keypads, counters, doorknobs, floors, tables, chairs, etc. Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. In the event that an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (Workplace Safety/ Cleaning and Disinfection) of this Plan.

The public will be allowed access to the restrooms on the main floor, and only these two restrooms.

MISCELLANEOUS PROGRAM NOTES

Fall State of the Town Meeting – The Board of Selectmen has yet to determine whether to host the 2020 Annual State of the Town Meeting, customarily held in early-November. The Board will continue to monitor the evolving public health emergency and will consult with the Town's public health team before deciding whether to convene the State of the Town Meeting.

Special Town Meeting – The Board of Selectmen, in consultation with the Moderator and other key officials, will determine whether there shall be a fall special town meeting (customarily convened on the same day as the State of the Town Meeting).

State Primary Important dates- The State Primary will be held on **Tuesday, September 1, 2020 from 7am to 8pm**. Once again, for health and safety reasons, we encourage you to vote by mail. If you have not already submitted an application, the form is available here <https://www.sec.state.ma.us/ele/elepdf/2020-Vote-by-Mail-Application.pdf>. The last day to submit a vote by mail application is **Wednesday, August 26, 2020**.

You can also vote in person at Town Hall during the early voting period from **Saturday, August 22 to Friday, August 28**. The last day to register to vote in the **September 1, 2020 Primary is August 22, 2020**. You can register to vote online <https://www.sec.state.ma.us/ovr/> or in person at Town Hall, please check the website for details.

As always, you are welcome to vote in person at the polls on election day. All COVID 19 precautions will be observed to maximize the safety of our poll workers and our voters. Given current conditions, the above information is subject to change, please phone our office at 781 259-2607 or check the website for details.

On-line Transactions – Although referenced throughout this document, we want to emphasize the availability of on-line bill pay and permitting capabilities that have been enhanced in recent years:

Make Real Estate, Property, Excise and Utility Payments	Apply for Building Permits	Apply for Wetland Permits
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COUNCIL ON AGING (BEMIS HALL) - 15 BEDFORD ROAD **6 FT/PT EMPLOYEES**

AVAILABILITY

Bemis Hall will open to the public at 8:30am on Monday, July 27, 2020 on a restricted basis for individual/family social service counseling only. **Counseling will be available Monday through Thursday, 8:30-4:30pm, by appointment only, with a maximum of 4 clients/families served per day or every two hours, whichever is least to ensure ample time for sanitizing between sessions.**

Contactless pick up and drop off of medical equipment and forms remain available with prior arrangement. COA staff can also assist with **contactless faxing and photocopying** as needed with prior arrangement.

To protect the health and safety of our residents and staff, we are **urging the public to continue to make full use of phone, e-mail, and virtual conferencing communications.**

Prior to scheduling their appointment and entering, the visitor should certify that they have not been ill, do not feel ill, and have not been in contact with anyone who has been ill with COVID-19.

All visitors must wear a face covering unless State law provides an exemption.

Clients should ring the doorbell at their scheduled appointment time. The COA employee will escort them inside after first checking the visitor’s temperature and asking the visitor to certify that they have not had any COVID like symptoms or been in contact with anyone who has within the last 14 days.

Bemis Hall will remain closed for regularly scheduled indoor activities (e.g. exercise classes, interest groups, etc.) tentatively until September. COAs in our regional catchment area have decided to open up regular activities in unison so that no local COA shoulders an undue burden of residents from other communities.

STAFFING

Staffing has been staggered with two to three staff people in the office Monday through Thursday, around the core hours of 8:30am-4:30pm:

Abigail Butt, Director: M,T: 8:00am – 3:00pm, W: 8:00am – 7:00pm Th: 8:00am – 4:00pm
Amy Gagne, Asst. Director: T: 7:30 – 4:30pm, W: 8:30 – 4:30pm, Th: 8:30 – 4:30pm
Natalia Dedkov, Social Worker: M: 9:00am – 5:00pm
Peter Harvell, Veteran Affairs Officer: Th: 9:00am – 12:00pm
Marilyn Leviss, Administrative Assistant: W: 9:30am – 1:30pm
Beverly White, Receptionist: Currently working remotely.

SHINE Counselors: Currently working exclusively remote. SHINE counseling works within a regional catchment area. Thus, in person counseling cannot resume until the program as a region decides to open.

AARP Tax Aide: Currently working exclusively remote. AARP Tax Aide counseling is a national program. Thus, in person counseling cannot resume until the program decides that we may function again in person.

DEPARTMENT CONTACT INFORMATION

Staff Member	E-mail Address	Phone
Abigail Butt, Director	butta@lincolntown.org	781-259-8811
Amy Gagne, Assistant Director	gagnea@lincolntown.org	781-259-8811
Natalia Dedkov, Social Worker	dedkovn@lincolntown.org	781-259-8811
Peter Harvell, Veterans Affairs Officer	veterans@lincolntown.org	781-259-8811
Marilyn Leviss, Administrative Assistant	levissm@lincolntown.org	781-259-8811
Beverly White, Receptionist	whiteb@lincolntown.org	781-259-8811

LINCOLN COUNCIL ON AGING / FRIENDS OF THE LINCOLN COUNCIL ON AGING / EMERGENCY ASSISTANCE FUND COMMITTEE

The COA Board of Directors and Friends of the Lincoln COA (FLCOA), have been meeting remotely under the emergency protocols established by the Commonwealth. They are on break for the summer months and will resume in September. The Emergency Assistance Fund Committee meets as needed. They are also meeting remotely until public health protocols allow in-person meetings to resume. To schedule an appointment with these boards or committees, please contact:

Abigail Butt, Director	butta@lincolntown.org	781-259-8811
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SAFETY PLAN

Members of the public who visit Bemis Hall will have access to the building only via the front/Bedford Road entrance. A doorbell has been installed in the front entryway.

A staff member will greet members of the public outside of the building first to [monitor for symptoms of COVID-19 and log visitors](#) to ensure the ability to contact trace.

[All visitors must wear a face covering unless State law provides an exemption](#). Staff will then assist residents to the Map Room/Counseling Room for assistance. Clients are not permitted in the basement or on the second floor of Bemis Hall.

[In Person Counseling](#) will take place in the Map Room. Staff and visitors will always maintain 6 feet of distance and wear face coverings. Both staff and visitors will sanitize their hands at the beginning and end of each social service counseling session to ensure no cross contamination occurs during shared handling of paperwork. Plexiglass has been installed in the Map Room and visitors will leave through the side door so as not to meet other individuals who may be entering for their counseling appointments. Staff members have each been given a day during the week that is only theirs to meet with clients in the Map Room in order to minimize potential contamination. Staff members will bring their own personal phone, computer, and other office supplies to the Map Room when serving clients. Thorough sanitizing of all surfaces will be completed by the staff member utilizing the Map Room between each client.

Refreshments will not be available, and visitors will not be allowed in the kitchen.

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

[To minimize the need for in-person transactions](#), use of telephone and virtual conferencing communications are encouraged. A contactless curbside pickup and drop off program for durable medical equipment has also been arranged to minimize in person transactions.

[Plexiglass screens and other physical protection measures](#) have been installed both at the front desk and the Map Room. Signage designating areas for COA and Facilities staff have been installed and a gate to block off staff offices from the main lobby has been ordered. Furniture has been removed from areas where people might congregate (lobby, vestibule, etc.) Temporary offices have been set up in empty meeting rooms in instances where offices were shared.

Employees must wash/sanitize their hands before and after [dispensing mail or otherwise handling public transactions](#). Employees may instead choose to wear disposable gloves, but should discard them in the trash after each use and wash/sanitize their hands after use.

All incoming mail and deliveries will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

A general disinfecting of everything likely to have been touched in common areas each morning will be done by department staff. Public spaces will be cleaned regularly by the Town's facilities maintenance staff. Logs will be maintained by custodial staff to certify the daily cleaning of common areas and bathrooms, and high touch surfaces such as counters, doorknobs, floors, carpets, tables, chairs, etc. Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. In the event that an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (*Workplace Safety/ Cleaning and Disinfection*) of this Plan.

The public will be allowed access to the one designated "Visitor" restroom off the first floor Lobby.

MISCELLANEOUS PROGRAM NOTES

The Friends of the Lincoln Library Book Sale, the Lincoln Minute Men, and Lincoln Historical Society have either suspended their activities or are meeting remotely.

Rental use of Bemis Hall is currently not allowed as this could contaminate the entire building depending on where people go and what they touch.

Transportation for essential services will begin on July 15 by appointment only. Social distancing and face coverings are required. Our volunteer transportation program has not yet restarted due to the fact that it is impossible to socially distance while in a car and most of our volunteers are at an increased risk to COVID. However, through a contract with Bedford Charter, we are able to provide socially distanced van rides to clients where trained transportation staff safely administer the rides and thoroughly sanitize the vehicle thereafter.

Tai Chi, Line Dancing, and Stretch 'n Flex fitness classes began outside on the Pierce House grounds on July 6. All participants are required to pre-register, sign a general waiver and an additional COVID waiver approved by Town Counsel. Class size is limited to 9. All participants have to wear a face covering and remain at least six feet away from other participants. Participants must supply their own mats, towels, etc., and not share them.

Much of our programming is being presented remotely. For a full listing, please see our newsletter at this link: <https://www.lincolntown.org/ArchiveCenter/ViewFile/Item/132>

Borrowing medical Equipment: ONLY COA staff, wearing masks and gloves, may enter and remove equipment. All equipment should be sterile as it has not been touched for many weeks. Outgoing items will be placed outside for pick-up with a waiver form. Residents should fill out the waiver form and leave it on the outdoor table. Returned equipment is left outside where it is retrieved by staff wearing gloves and a mask. Items are thoroughly wiped down with disinfecting wipes and put into the "quarantine area" for medical equipment in the basement. All returned items are stored and dated by COA staff. Three days from that date, they will return to the rental rotation. Items that cannot be wiped down will be left in quarantine for two weeks.

Grab and Go lunches: To provide other in-person programming in addition to exercise, we are in the process of planning "grab and go" lunches. Though only in the beginning planning stages, this program will be completely contactless, proper PPE will be worn and sanitizing will occur. The first date in this series of events is slated for August 6th.

Podiatry Clinics: Clinics are available by appointment only on the 4th Tuesday of each month. Please call 781-259-8811 to schedule time.

LINCOLN PUBLIC LIBRARY - 3 BEDFORD ROAD **28 FT/PT EMPLOYEES**

AVAILABILITY

The Library Trustees are working to determine their opening date and are considering plans to limit the amount of time the public can spend in the library when it opens. Updates will be provided on our website.

Library materials can be reserved via email, phone or the our online catalog at find.minlib.net. We are offering curbside pickup four days per week. Library programs are offered on Zoom and Facebook. Staff are available by phone, email, and Zoom conferencing. We purchased eBooks, eAudiobooks, and streaming videos during the shutdown.

STAFFING

Staff are reporting to the library. The Library Director has authorized telecommuting privileges for certain staff members who are at risk of severe complications from Covid-19 or who have childcare needs, but all staff report to work periodically.

DEPARTMENT CONTACT INFORMATION

Staff Member	E-mail Address	Phone
Barbara Myles, Director	bmyles@minlib.net	(781) 259-8465 x201
Lisa Rothenberg, Assistant Director	lrothenberg@minlib.net	(781) 259-8465 x202
Debbie Leopold, Children's Librarian	dleopold@minlib.net	(781) 259-8465 x205
Denise Shaver, Children's Librarian	dshaver@minlib.net	(781) 259-8465 x205
Reference Librarian Desk	lincoln@minlib.net	(781) 259-8465 x204
Lisa Welter, Archivist	archives@lincolntown.org	(781) 259-8465 x212

LIBRARY TRUSTEES

The Library Trustees are meeting virtually for now. Trustee meetings will return to the library when public health protocols allow. To schedule an appointment with the Trustees, please contact:

Jacquelin Apsler	apsler@verizon.net	
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SAFETY PLAN

All visitors will enter the Library from the Library Lane entrance and staff will log visitors to ensure the ability to contact trace. There will be a staff member at the door tracking occupancy, so the building does not exceed Covid-19 capacity limits. Visitors will be encouraged to use hand sanitizer at a station located in the lobby.

All visitors must wear a [face covering](#) unless State law provides an exemption and always [maintain 6 feet of distance](#).

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, curbside pickup will continue after the library opens to the public. The librarians began a book match service for patrons who want readers advisory recommendations. Patrons complete an [online form](#) describing the type of book they want to read, and the librarians recommend books to the patrons.

Plexiglass has been installed at all service counters, as well as office spaces where 6 feet of social distancing cannot be maintained. Furniture has been removed from areas where people might congregate (lobby, reading rooms, vestibule, etc.) and traffic cones will be used to direct traffic flow in the lobby.

All returned library items, mail, and deliveries are quarantined for 72 hours as recommended by the [Institute of Museum and Library Services](#).

No meeting rooms are available for use until public health protocols allow.

Public spaces will be cleaned regularly by the library custodians. Logs will be maintained by custodial staff to certify the daily cleaning of common areas and bathrooms, and high touch surfaces such as counters, doorknobs, floors, carpets, tables, chairs, etc. Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. If an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (*Workplace Safety/ Cleaning and Disinfection*) of this Plan.

The public will be allowed access to the one designated "Visitor" restroom, which is handicap accessible and located on the second floor outside the children's room near the elevator.

MISCELLANEOUS PROGRAM NOTES

The Children's Librarians will hold a [book group outdoors](#). Visit our website for details.

The Friends of the Lincoln library have established "book donation drops" in two locations:

Tracey's Garage at the corner of Bedford Road and Rt. 2, and the Lincoln Mall on the island entering the commuter lot. These books are resold as part of a larger network, and the Friends receive a percentage of the revenue.

PIERCE HOUSE - 17 WESTON ROAD **2 FT/PT EMPLOYEES**

AVAILABILITY

The Pierce House is open for [tours by appointment only](#). The patio and surrounding grounds are open for use in compliance with public health protocols for parks and outdoor education / events.

Indoor events will be limited in size to 16 persons. Events under the tent will be limited to 50 persons. Events using the grounds and park will be limited to 100 persons. All calculations include guests, vendors, and staff. Event size maximums will then continue to follow state guidelines and take into consideration any site-specific sensitivities.

All visitors must wear a [face covering](#) unless State law provides an exemption.

Prior to scheduling a tour and entering, the visitor should certify that they have not been ill, do not feel ill, and have not been in contact with anyone who has been ill with COVID-19.

STAFFING

The Pierce House is staffed by a full-time property manager and part time assistant. Property manager hours are Monday - Friday from 10:00am - 6pm. Assistant hours are Thursdays from 9am-5pm.

DEPARTMENT CONTACT INFORMATION

Staff Member	E-mail Address	Phone
Victoria Otis, Property Manager	victoria@piercehouse.com	781-259-9757
Jennifer Curtin, Assistant	curtinj@lincolntown.org	781-259-9757

PIERCE HOUSE COMMITTEE

Pierce House Committee meetings are conducted remotely for now. Meetings will return to the Donaldson Room in Town Hall when public health protocols allow. To schedule an appointment with the Pierce House Committee, please contact:

Victoria Otis, Property Manager	victoria@piercehouse.com	781-259-9757
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SAFETY PLAN

All visitors [inside the house must wear a face covering](#) unless State law provides an exemption. Guests [outside the house must wear masks when a social distance of 6 feet cannot be maintained](#). Staff will wear masks at all times.

[Event staff will log all visitors](#) to ensure the ability to contact trace.

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, [use of email, telephone and virtual conferencing communications are encouraged](#).

Wherever possible, the Pierce House will install visual markers and physical barriers to assist guests with social distancing.

[Hand washing facilities](#) will always be available for staff and guest use.

The property manager will ensure all rentals and vendors are in compliance with [current public health protocols as indicated by the state](#).

Employees must wash/sanitize their hands before and after [dispensing mail or otherwise handling public transactions](#). Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

[All incoming mail and deliveries](#) will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

[Public spaces will be cleaned regularly](#) by house staff. If an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (*Workplace Safety/ Cleaning and Disinfection*) of this Plan.

The public will be allowed access to the [one designated "Visitor" restroom](#) which is located on the first floor off of the service kitchen. The brick path outside of the house also leads to the exterior door of the restroom.

MISCELLANEOUS PROGRAM NOTES

The Pierce House is working with the Lincoln Board of Health to develop an [Outdoor Micro Wedding](#) package for parties of 50 guests or less for up to 5 hours.

The Pierce House is developing a [Food Truck Festival](#) in compliance with local Board of Health protocols.

A variety of [town-sponsored fitness classes](#) will run on the Pierce House grounds this summer. All participants pre-registered, signed a general waiver and an additional COVID waiver.

PUBLIC SAFETY ([POLICE](#) / [FIRE](#)) - 169 LINCOLN ROAD 46 FT/PT EMPLOYEES

AVAILABILITY

The Public Safety Building continues to be fully operational on a 24/7 basis. [Public access is limited to the lobby unless circumstances dictate otherwise.](#) With the exception of emergencies, routine business will be handled via the telephone.

[All visitors must wear a face covering unless State law provides an exemption.](#)

Until further notice, there will be [no tours of the building.](#)

STAFFING

The Fire, Police and Communications Departments are fully staffed on a 24/7 basis.

DEPARTMENT CONTACT INFORMATION

Department	Staff Member	E-mail Address	Phone
Police Communications	Chief Kevin Kennedy	kkennedy@lincolntown.org	781-259-8113
Fire	Deputy Chief Brian Young	brian.young@lincolntown.org	781-259-8113

SAFETY PLAN

Dispatch will [log all visitors](#) who enter the non-public areas of the Public Safety Building to ensure the ability to contact trace.

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including the Department's General Order confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, [use of email, telephone and virtual conferencing communications are encouraged.](#)

Protocols encourage [social distancing](#) around the building and [staff are required to wear a mask when social distancing is not possible unless State law provides an exemption.](#)

Employees must wash/sanitize their hands before and after [dispersing mail or otherwise handling public transactions.](#) Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

[All incoming mail and deliveries](#) will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

[Public spaces will be cleaned regularly](#) by the building custodian. Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. If an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (*Workplace Safety/ Cleaning and Disinfection*) of this Plan.

The public will be allowed access to the [one designated "Visitor" restroom](#) located in the lobby.

MISCELLANEOUS PROGRAM NOTES

Employees returning from travel outside of New England, New York and New Jersey must wear a mask until getting a negative COVID test.

Employees who are required to quarantine may work with a mask if asymptomatic.

PARKS AND RECREATION (HARTWELL PODS) - 5 BALLFIELD ROAD **3 FT/PT EMPLOYEES**

AVAILABILITY

The Parks and Recreation office is open to the public from 8:30 am - 4:30 pm Monday - Friday. Walk-in registration is welcome. Paper forms can also be left in the drop box outside of door #9 of the Hartwell A Pod.

Registration for all programs are available online at: www.lincolnrec.com

STAFFING

Parks and Recreation staff report to the office daily between 8:30am and 5:00pm.

DEPARTMENT CONTACT INFORMATION

Staff Member	E-mail Address	Phone
Daniel Pereira, Director	dpereira@lincnet.org	781-259-0784
David Sequeira, Asst. Director	dsequeira@lincnet.org	781-259-0784
Laurie Dumont, Office Administrator	ldumont@lincnet.org	781-259-0784

PARKS AND RECREATION COMMITTEE

The Parks and Recreation Committee have been meeting remotely under the emergency protocols established by the Commonwealth and will continue to do so until public health and Town of Lincoln Protocols allow in-person meetings. Upcoming committee agendas can be

viewed here. To schedule an appointment with the Parks and Recreation Committee, please contact:

Daniel Pereira, Director	dpereira@lincnet.org	781-259-0784
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SAFETY PLAN

All visitors must wear a face covering unless State law provides an exemption.

One visitor can be serviced at the front desk at a time. One visitor can wait in the doorway. Other visitors should wait outside or in their car if they cannot socially distance. Staff will log visitors to ensure the ability to contact trace.

Signage enforcing all relevant public health and building specific protocols will be displayed upon entry, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, use of [online registration](#), email, telephone and virtual conferencing communications are encouraged. Please make an appointment to meet with staff.

Plexiglass screens and other physical protection measures have been installed at the front desk.

Employees must wash/sanitize their hands before and after [dispensing mail or otherwise handling public transactions](#). Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

All incoming mail and deliveries will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

Public spaces will be cleaned regularly by a vendor. Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. If an employee or visitor has shown symptoms or has tested positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (*Workplace Safety/ Cleaning and Disinfection*) of this Plan.

There are no public restrooms available.

MISCELLANEOUS PROGRAM NOTES

Protocols for access to specific department programs and facilities are available at www.lincolnrec.com

DEPARTMENT OF PUBLIC WORKS - 30 LEWIS STREET 10 FT/PT EMPLOYEES

AVAILABILITY

The DPW office will reopen to the public at 8:00 am on Monday, July 27, 2020 on a restricted basis and otherwise, office staff will be available in the building Monday through Thursday, 7:00 am – 3:00 pm and Friday 7:00 am – 11:00 am.

STAFFING

The Office Manager reports to work during office hours listed above. The Superintendent and crew work normal business hours, 7 am - 3:00 pm, Monday through Friday.

DEPARTMENT CONTACT INFORMATION

Staff Member	Email Address	Phone Number
Chris Bibbo, Superintendent	bibboc@lincolntown.org	781-259-8999
Susan Donaldson, Office Manager	donaldsons@lincolntown.org	781-259-8999
Steven McDonald, Foreman	mcdonalds@lincolntown.org	781-858-0025
James Durkin, Crew Chief	durkinj@lincolntown.org	978-490-7816

SAFETY PLAN

The public should access through the door only, not through the garage bay doors. The first garage bay door will be kept closed as much as possible.

Department staff will [log visitors](#) to ensure the ability to contact trace.

All visitors must wear a face covering unless State law provides an exemption and shall remain in the front lobby at the sliding window unless told otherwise to enter an office.

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

To minimize the need for in-person transactions, use of telephone and virtual conferencing communications are encouraged. [On-line payments](#) will be implemented for Trench Permits and recycling items for sale.

[Deliveries](#) should be placed in the garage as much as possible. Mail will be picked up at Town Hall daily.

Employees must wash/sanitize their hands before and after [dispensing mail or otherwise handling public transactions](#). Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

All incoming mail and deliveries will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

[Public spaces will be cleaned regularly by the department](#). Private offices shall be cleaned and disinfected routinely by those who occupy the respective office. If an employee or visitor has shown symptoms or tests positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (Workplace Safety/Cleaning and Disinfection) of this plan.

[There are no public restrooms available.](#)

MISCELLANEOUS PROGRAM NOTES

The [Transfer Station on Rt. 2A](#) is open Monday, Wednesday, and Saturday 7:30 am – 3:30 pm. Mondays were added to help alleviate crowds during normal days. Mondays will be reevaluated at the end of the summer.

[Masks should be worn when social distancing is not possible.](#)

The [Swap Shed](#) will remain closed until further notice given the challenges associated with maintaining social distancing and sanitation.

The issuance of [Transfer Station stickers](#) has been suspended and should resume in August. Stickers will now be issued through the mail as much as possible.

LINCOLN WATER DEPARTMENT - 77 SANDY POND ROAD **9 FT/PT EMPLOYEES**

AVAILABILITY

The Town of Lincoln Water Department (LWD) is taking precautionary measures regarding all individuals who enter our offices, facilities and job sites and will evaluate requests to enter business and homes not owned or operated by LWD. Due to the critical need to protect our public water supply, LWD reserves the right to evaluate the potential for health and safety risks at our discretion and deny access on any premises or deny service during the COVID-19 health emergency.

The Water Department has remained available through the pandemic by appointment and will open to the public at 7:00am on Monday, July 27, 2020. Customer Service staff will be available in the building Monday through Friday, from 7:30 am – 3:30 pm Customers should check the Department web page for a more detailed description of Water Department protocols at <https://www.lincolntown.org/219/Water-Department>.

Department staff will continue to respond to calls as follows:

[Outside work will continue as scheduled](#). Outside work means routine and essential and/or emergency work done outside residential customers' homes and commercial customers' buildings.

[Inside Work will be assessed on a case by case basis](#). This refers to routine, non-outage, service-related work done inside residential homes and/or commercial customer buildings An example would be the investigation of a high water bill.

[Emergency work shall be accomplished expeditiously and safely using the appropriate controls such as PPE](#). This refers to calls for a disruption in water service or significant leak in our equipment.

STAFFING

[Customer Service staff](#) will be available Monday through Friday, from 7:30 am – 3:30 pm The Water Superintendent is available Monday thru Friday from 7:00 am – 3:00 pm [via email](#), telephone or virtual conferencing.

The Water Plant Manager will be at the Water Treatment Plant Monday thru Friday from 6:00am to 2:00 pm. Water Operators will be working with staggered start/end times, Monday thru Friday between 7:00am and 3:15pm. 24 hour on call services for after hour emergencies is available. Contact Police Dispatch at 781-259-8113

DEPARTMENT CONTACT INFORMATION

Staff Member	E-mail Address	Phone
MaryBeth Wiser, Water Superintendent	wiserm@lincolntown.org	781-259-2669

WATER COMMISSION

The Water Commission has been meeting remotely under the emergency protocols established by the Commonwealth. When in-person meetings resume they will be held in the Donaldson Room in the Town Offices. To schedule an appointment with the Water Commission please contact the Water Department support staff member below:

MaryBeth Wiser, Water Superintendent	wiserm@lincolntown.org	781-259-2669
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SAFETY PLAN

Department staff will [log visitors](#) to ensure the ability to contact trace.

[All visitors must wear a face covering unless State law provides an exemption.](#)

A gate shall be installed at the entrance to the office area to promote social distancing for customers and other employees.

Department staff will [respond to emergencies promptly and will evaluate all other requests against department health protocols](#) to determine if the request can be addressed remotely or via a virtual meeting. If an in-person appointment is needed, staff will determine what personal precautions need to be taken.

[The following questions will be asked when scheduling an appointment:](#)

1. Has anyone in the home been in contact with someone who has COVID-19 in the past 14 days?
2. Is anyone in the home exhibiting any signs of COVID-19 in the past 14 days?
3. Is it possible to allow access to the water meter/work site through a passageway other than the front door of the home (for example a basement door or garage entry).

The customer will be instructed to [disinfect the area as well as any door handles, wear a mask, practice social distancing or avoid contact altogether.](#)

[Employees may decline to enter a location if they have reasonable concerns for their health or safety.](#)

[Signage](#) enforcing all relevant public health and building specific protocols will be displayed throughout the building, including a self-certification checklist confirming compliance with the Commonwealth's reopening requirements.

[Physical barrier protection measures](#) have been installed at the Office. Where two employees need to share office space, the work areas shall be separated by a clear shower curtain to create a barrier and face covering shall be worn at all times.

In areas such where social distancing is not possible [one-way hallways or paths](#) through the workplace will be established so that employees need not walk past each other. Signage and arrows on the floor will help direct the flow of traffic in the narrow hallways.

[UPS and FedEx are to call ahead and drop and go. Customers and Contractors can drop off applications, plans and other items](#) to Town Offices 16 Lincoln Rd. Make sure the Water Department is identified on the outside envelope or cover letter. After hours items can be left in the black mailbox at the front entrance to Town Offices. The Water Superintendent shall pick up and drop off mail at Town Offices daily.

Employees must wash/sanitize their hands before and after [dispersing mail or otherwise handling public transactions](#). Employees may instead choose to wear disposable gloves but should discard them in the trash after each use and wash/sanitize their hands after use.

[All incoming mail and deliveries](#) will be removed from its packaging. Packaging will be disposed of and items will be sanitized with wipes if applicable.

[Employees shall be responsible for cleaning their workstations, phones, computers, laptops, and cell phones](#). Weekly cleaning shall be provided by a contracted cleaning company following [CDC guidelines](#). The vehicles, treatment plant and office are equipped with COVID-19 cleaning supplies. Disinfection of all common surfaces must take place before and after each work shift and documented in a cleaning log. If an employee or visitor has shown symptoms or tests positive, we will initiate the cleaning and disinfecting protocols specified in Section 3D (Workplace Safety/Cleaning and Disinfection) of this plan.

An [air purifying unit has been installed in the office](#) area to increase the air ventilation.

[There are no public restrooms available](#).

MISCELLANEOUS PROGRAM NOTES

[Contractors can drop off bid documents by the specified date and time noted in the Notice to bidders for each project at Town Offices](#). The Water Superintendent will collect all documents and proceed to open the documents at the specified date and time noted in the Notice to Bidders.

ESSENTIAL DEPARTMENT LIST

It has been determined that a municipality may determine that a municipal office can exceed the maximum occupancy level if the municipality determines that it is in the interest of public health or safety considerations, or where strict compliance may interfere with the town's ability to continue delivery of a critical service, as determined by the municipality.

The Town Administrator has deemed that the nature of the business and operations conducted by the following departments is essential to the smooth functioning of the Town during the COVID 19 pandemic, and therefore these departments may exceed the maximum occupancy threshold if necessary:

1. Town Administrator
2. Town Clerk
2. Building Department/Board of Health
3. Accounting-Finance Department
4. Treasurer/Collector
5. Public Safety
6. Public Works
7. Water Department

3. QUESTIONS / CONCERNS

Employees or members of the public who have [questions or concerns related to a specific department's COVID protocols](#) are encouraged to contact the appropriate department head.

Employees or members of the public who have [questions or concerns related to the Town of Lincoln's COVID protocols](#) are encouraged to contact Peggy Elder in the Town Administrator's Office at elderp@lincolntown.org.

Employees or members of the public who have questions or concerns related to the overall health and safety of the Town of Lincoln's programs and facilities are encouraged to contact the Lincoln Board of Health through Elaine Carroll at carrolle@lincolntown.org.

The MA Department of Labor Standards (DLS) can be reached at (508) 616-0461 x9488 or safepublicworkplacemailbox@mass.gov