

## TOWN HALL RE-OPENING TO THE PUBLIC OCTOBER 13, 2020

Dear Falmouth Residents and Visitors,

The COVID-19 pandemic continues to present a significant health risk to residents, visitors and Town Hall employees. During this most challenging time, I respectfully ask everyone who seeks to transact business with the Town to consider whether you indeed need to physically enter Town Hall to transact your business or secure the information that you desire.

- Bills can be paid by mail, telephone, text, drop-box, or online at:  
<http://www.falmouthmass.us/339/Online-Bill-Payment>
- Staff members from all departments can be reached by telephone or email. A directory of department phone numbers and email addresses is available at:  
<http://www.falmouthmass.us/Directory.aspx>
- A large, grey “drop box” has been placed outside the front of Town Hall for any and all transactions you may wish to deliver. This box is secure and is emptied multiple times each day. We also continue to have drop boxes in the rear of Town Hall for specific applications and related materials to the Building Department, Conservation, Planning, Zoning Board of Appeals, Health Department and others.

To protect the health of Falmouth residents, visitors and Town employees, a number of health and safety measures have been put in place, consistent with the guidelines provided by the Commonwealth:

- All visitors are required to wear a face covering or mask;
- Automatic hand sanitizer dispensers are placed at all entrances. Please utilize them.
- Town employees self-screen for symptoms every day and are directed to stay home when sick. We also ask visitors to avoid entering Town Hall when sick.
- Floor markers have been set out to designate 6-foot social distances for those waiting in line.
- Split doors, glass shields and other barriers have been installed to maintain social distancing separation and minimize direct exposure.
- The lower level of Town Hall is arranged with a one-way entrance and exit.
- Public restrooms are available in the lower level.
- Meeting rooms are posted with limited capacity of 8 persons per 1,000 square feet in compliance with Governor Baker’s Emergency Order #48.
- Regular cleaning and sanitation of the building is in place, including all high touch areas.

To reduce your wait time and limit the number of people congregating inside Town Hall, we encourage all visitors who do need to enter the building to consider making an appointment where it is reasonable and appropriate. Please continue utilizing on-line transactions with Town departments wherever possible. Be assured that you will be served without the need to visit Town Hall. We understand that this process is not practical for some visits to the Town Clerk’s Office.

Thank you for your patience and understanding of these temporary circumstances. Be assured that Town Hall staff and all Town employees have been working diligently and consistently to deliver your municipal government services uninterrupted during the entirety of this pandemic. We all look forward to a return to more normal Town Hall operations and service. Stay safe.

**Julian M. Suso, Falmouth Town Manager**

*Presented to Select Board 10/5/2020*