

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE REGULATION AND PROTOCOLS

Per Order of the Board of Selectmen, pursuant to RSA 41:11-a and other applicable statutory authority, Milton Town Hall will open on Mondays, Wednesdays and Fridays starting on June 17th, 2020.

- **Office hours for the Town Clerk/Tax Collector are 8:30 am to 3:30 pm.**
- **Office hours for Land Use/Planning, Building Inspection/Code Enforcement, Assessing and Administration are 8:00 am to 4 pm.**

What follows are the protocols which have been developed to keep both our residents and Town employees safe. Additionally, we are making minor modifications to Town Hall traffic flows and putting in place protective measures much like what you see when you go to the grocery or other stores in preparation for our flex re-opening (plexiglass partitions for protection of both residents and employees). The Select Board will continue to reevaluate these protocols at its regularly scheduled meetings, based upon the Governor's Task Force recommendations, amendments to his Emergency Orders and how patrons respond to and respect the protocols the Select Board has ordered for the use of the Town Hall and other facilities. The Selectmen hereby adopt the following as a regulation:

SECTION 1: MILTON COVID-19 PROTOCOLS: FLEX RE-OPENING IN ACCORDANCE WITH GOVERNOR'S
State of Emergency

Employees arriving for their scheduled work hours shall:

1. Take their own temperature and record in on a contact survey form, as approved by the Select Board.
 - a. As long as an employee's temperature does not exceed 100 degrees, they will be permitted to remain at work.
 - b. If an employee's temperature exceeds 100.4 degrees, then said employee shall be instructed to leave the town premises, and seek medical advice.
2. Wear a mask that covers both mouth and nose.
3. When conducting business that requires exchange of money, paperwork or other materials, employees shall wash their hands thoroughly between each customer or, if an employee chooses to wear protective gloves, new gloves are to be donned between each customer. Used gloves shall be discarded in a special container kept in the immediate location of the employee's work area, then tied off and discarded at the end of each shift.
4. Abide by the requirements set forth in this document for Town facilities and work areas.

Public wishing to enter any Town Facility shall:

1. Ring the doorbell at the appropriate entrance for the department they wish to visit.
2. Complete a contact survey form, as approved by the Select Board.
3. Wear a mask that covers both mouth and nose;
4. Practice social distancing (maintaining 6 feet of separation), except where conducting business through the plexiglass separators at business counters in Town Hall.
5. Abide by the requirements set forth in this document for the Milton Town Hall and other facilities and work areas (check the protocols within this document pertaining to the facility you wish to visit).

ANYONE REFUSING TO ABIDE BY THESE REQUIREMENTS WILL NOT BE ALLOWED ENTRY INTO TOWN-OWNED
FACILITIES.

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

SECTION 2: FACILITY PROTOCOLS

A. MILTON TOWN HALL

Policies will remain in place to encourage as much business to be conducted online and by mail as possible:

- Services will be available for the following offices utilizing the protocols described herein:
 - **Town Clerk/Tax Collector:** In the front office directly inside the main entrance (facing the parking lot off of Charles Street). *See Section B for more specifics regarding the Town Clerk/Tax Collector's Office.*
 - **Land Use, Planning & Zoning, Assessing, Recreation and Town Administrator:** In the Selectmen's meeting space, using the large tables, as long as people respect the 6' social distancing and are wearing protective masks, however, any meeting requiring plans or paperwork will require a copy for each participant to discourage inadvertent violations. Meetings with the Town Administrator may take place in the Office of the Select Board/Town Administrator with no more than three people, with the same requirements described above. The Emma Ramsey Center will remain closed until further notice, except by special permission of the Board of Selectmen.
- All employees and the public must wear masks if they need to conduct business in the building by appointment only, since there are other options available to them online and by mail or drop box (in front of Town Hall).
- In cases where a meeting is necessary, under no circumstances will anyone be allowed in the building into the building without a face mask. These policies will remain in effect until such time as the Board of Selectmen change them.
- There will be no more than 3 to 4 customers allowed within the building at any given time. It will depend on how many employees are working. There can be no more than 10 people in the upper floor at any given time. Downstairs will remain inaccessible to the public for the foreseeable future.
- **Entrances (see attached diagram):**
 - The main entrance (facing the parking lot) will be used strictly for Town Clerk/Tax Collector business. Customers will be required to wear masks and maintain 6 feet of separation (social distancing) for the duration of the Governor's Task Force recommendations. A waiting area will be set up to accommodate these requirements.
 - The secondary entrance (facing White Mountain Highway) will be used for business regarding the Land Use Office, Building Inspection/Code Enforcement Office, Assessing, Welfare and Town Administrator. No more than three people will be permitted in the main lobby of the building at once. Meetings of up to 6 people may be permitted in the Selectmen's chambers for business meetings, as long as all participants comply with social distancing and the other protocols laid out in this document.

Town Hall Phone Number: (603) 652-4501

Town Administrator:	Ext. 1	Town Clerk/Tax Collector:	Ext. 3 or 4
Land Use:	Ext. 5	Assessor:	Ext. 6
Bldg. Insp./Code & Health Officer:	Ext. 7	Recreation:	Ext. 8

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

B. TOWN CLERK/TAX COLLECTOR'S OFFICE – (603) 652-4501 EXT. 3 OR 4, with office hours 8:30 am – 3:30 pm, M-W-F

At this point in time, the Town Clerk/Tax Collector's Office is **extremely** short-staffed. You will not see the normal turn-around time, so plan ahead and be patient with us, we are doing the best we can during this difficult time.

We encourage residents to please use the online service, mail service or drop box option. This will allow us to work with residents in the office that have extreme circumstances.

Online Services include:

****If you need assistance navigating the online system, please reach out to us****

- Motor vehicle, motorcycle, trailer & camper renewals
- Dog Licensing (renewals only)
- Vital Record requests with a scanned copy of your photo ID
- Transfer station decals
- Beach/Boat Passes
- Tax Payments
- Absentee Ballot Requests

Mail/Drop Off Box Services include:

****please provide us with a phone number with your documents****

- Motor vehicle, motorcycle, trailer & camper renewals with renewal notices previously mailed/emailed.
 - For new vehicles...send us what you have (certificate of origin, title, title application, copy of your photo id, original registration that you are transferring). Once we receive the documents, we will call you and let you know how much money to send in.
- Transfer station decals with a copy of your vehicle registration \$5.00
- Tax Payments
- Absentee Ballot Requests
- Dog Licensing (provide last year's tag # or rabies certificate). For renewals add \$1.00 late fee.

Senior citizens (over 65) \$ 2.00
Puppies under 7 months \$ 6.50
Spayed/Neutered dogs \$ 6.50
Unaltered dogs \$ 9.00
Group license (5 or more dogs) \$20.00

- Boat renewals can be done through the State via mail.

New Residents should change their addresses with the DMV and provide the Town Clerk with a copy of proof of residency: an electric/cable bill (within the last 60 days), a signed purchase & sales agreement, a signed rental agreement **or** a notarized affidavit from the property owner/agent (available online at www.miltonnh-us.com).

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

Michelle Beauchamp Town Clerk/Tax Collector 652-4501x3 or by e-mail at:

townclerktaxcollector@miltonnh-us.com

C. MILTON POLICE DEPARTMENT - (603) 652-4514

The Police Department Operations are not going to change at this time. The following applies:

- **Entry into the Police Department Building:** No one other than law enforcement personnel are allowed into the building.
- **Responding to Calls:**
 - If a resident needs to file a report that does not require an officer responding to their home or the resident coming to the building, they can call and an officer will deal with the issue over the telephone.
 - If an officer needs to respond to a resident's home or business, they will do their best to speak with people outside of their homes or places of business and keep the 6-foot space. If they cannot speak with them outside of the home or place of business, officers will don a mask and speak with them inside the home.
- **Pistol Permits:** The Police Department is issuing Pistol Permits utilizing a specific process. Residents will download the permit document from the State Police Website and then fill it out and mail it or email it to the Police Department. Once complete the process on the permit, we will call the resident and advise them to come to the building with a check or exact change and their own pen to write with. We will meet them at their car with a disinfected clipboard wearing the appropriate PPE and allow them to sign and pay. We will give them a copy of the permit and then will disinfect all of the items with disinfectant spray and cleaning wipes.
- **Arrest protocol:** Once a person is in custody and it is safe for the officer to do so, they will put a mask and, if possible, gloves on the arrested individual and themselves. The officer will keep the mask on during the entire booking process and any transport process. Gloves will be removed after touching the suspect and prior to touching the computer equipment, then put back on prior to touching the suspect again. Officers are well aware of the process and are making sure to protect themselves.

Unanticipated Events: Police work is not something we can pre-plan every incident for and there are times when we will not be able to be ready with PPE, so we are doing the best we can to protect ourselves when needed. All of our officers have all of the appropriate PPE issued to them and or have access to it in the cruisers.

Motor Vehicle Enforcement and VIN Checks: The Milton Police Department will be increasing its Motor Vehicle enforcement this week as we are getting large numbers of complaints. The Department will most likely start doing VIN checks again, as those can be done outside. We will be supplying the VIN check documents and not having the resident give them to us.

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

D. MILTON DEPARTMENT OF PUBLIC WORKS - (603) 652-9891 | TRANSFER STATION – (603) 652-4125

Break Room/Garage: The Public Works Department will continue to keep the public from entering the main building (break room/office/garage).

- Business will be conducted by appointment or on the phone.
- When a resident or contractor needs to have a review of a permit or any other issue, they will be met in the parking lot or on the site needing review, engaging in social distancing and using safe practices, even though meetings are outside the building, wearing masks is mandatory for employees.

Transfer Station: The transfer station is open for all waste streams.

- There are two lanes open for disposal.
- Two vehicles will be permitted per lane and social distancing will be enforced. There will also be a lane for the scales where payments are accepted.
- All Staff in the transfer station will continue to wear masks, gloves and glasses until further notice.
- Money or credit cards transactions will occur outside the building.
- All equipment and counters will be disinfected after each transaction.

Other DPW Activities: Employees working independently off-site will adhere to social distancing policies and in cases where work may require employees to be closer to one another, protective equipment, such as mask, gloves and goggles will be required.

E. MILTON RECREATION DEPARTMENT – (603) 652-4501 EXT. 8

There are two offices manned by the Recreation Department at different times throughout the year:

- **Emma Ramsey Community Center (ERCC):** The ERCC will remain closed to the public for the foreseeable future. This will be reevaluated at regularly scheduled meetings of the Board of Selectmen.
- **The Milton Town Beach Gatehouse** has employee protocols in place:
 - The employees who work at the Milton Town Beach Gatehouse, must follow all the rules listed in the Governor’s Universal Guidelines for NH Employees.

(Recreation Department Continued on Next Page)

COVID-19

New Hampshire State Parks Response to COVID-19

Maintaining the safety of our visitors and our staff is a top priority for New Hampshire Division of Parks and Recreation. Many parking lots are open and visitors using those parks are requested to follow all COVID-19 precautions.

As you make plans to get outdoors remember **Be safe, be well, and be local** so that we can keep our parks open. The future status of parks and the availability of facilities will be determined by whether everyone is following all of the precautions.

Visitors must be asked to:

- remain home if experiencing symptoms of COVID-19; and
- keep a safe distance of at least 6 feet from other people visiting the park/campground at all times; and

wear a cloth face covering over mouth and nose to protect others when in locations where other consumers might be present (e.g. bathroom facilities)

NH State Park seacoast sand beaches, bathrooms and parking are open as of June 1, 2020 With Restrictions.

This includes Hampton Beach State Park (Seashell, South Beach and North Beach), North Hampton State Beach, Jenness State Beach and Wallis Sand State Park.

Sunbathing and other traditional beach activities have resume on seacoast beaches, effective June 5, 2020. Beachgoers must still remain 6 feet from other groups.

Summer 2020 update: The governor's stay-at-home orders expire on June 15, which means that playgrounds can once again open up. There may be individual rules and recommendations (masks, social distancing, etc.)

Milton Town Beach / Playground

On June 15, 2020, the Governor's Stay-At-Home 2.0 Emergency Orders will be expiring, allowing State Parks, Playgrounds, and Day Camps to open using protocols that have been in place to allow for the reopening of our state.

I would like to open our beach and playground property to fall in line with other parks & playgrounds. We have taken precautions by placing signage on the property in regards to social distancing outdoors, and the need to follow the universal guidelines on hand washing mask wearing and the need to stay home if you or a family member is sick, or might have come in contact with someone who may have been exposed to the COVID-19 Virus.

The beach bathrooms have been converted to be family use bathrooms, with signage posted on proper handwashing and the need to keep all our public areas clean and sanitized. We have ordered (have not received yet) sanitizing stations, one to be located between the two bathrooms, but will also have sanitizing products available within the bathrooms, so patrons can clean up after themselves as they use them.

Although we have been open since Memorial Day, we are experiencing very low beach usage, and beach pass sales (44 passes to date). We continually turn away families who have used our beach for generations, all the while the beach remains empty. At this time, we are not generating enough income to cover the cost of running the gatehouse, purchasing supplies and maintaining the updated cleaning protocols. What little income we can recoup by the end of the summer season, would go a long way to defray the cost of running the property, without depleting the beach revolving fund.

Camp 3 Ponds

We opened registrations for the camp last week and have had 50 children sign up with another 10 or so applications that are in process. The majority (90%) of our campers coming from Milton Families in need of daycare.

Our staff has started their training and will be training all week in order to be ready to receive the campers on Monday, June 22, 2020. The majority of the training will be on implementing the day camp protocols, beach safety (they met with Chief Krauss this morning) and CPR/First Aid Training.

Accommodations we have made to the Milton Town Beach to share the space with the public while the Camp 3 Ponds Summer Camp is open.

- 1.) Each group will have a reserved space. Camp 3 Ponds area will be marked off with a series of orange traffic cones with signs designating the area. The cones and signs will be put in place at the beginning of the camp day (8:00 am) and removed at the end of the camp day (4:30 pm) Monday - Friday.
- 2.) A Port-a-toilet will be moved to the bandstand area to make it easier for the public to access a toilet, or the public may walk around the designated camp area to access the regular bathrooms.
- 3.) Camp 3 Ponds will also have a designated swim area, as they always have had. The public will have the majority of the beach front swim area, and all of the pine cove where the picnic tables are. Camp 3 Ponds will have the area directly in front of the beach building over to the boat launch area. The public will not be able to go through the camp to access the bathrooms, but must walk up to the parking lot and walk across the boat launch driveway, or use the port-a-toilet by the bandstand.
- 4.) During camp drop-off/pick-up, in order to stay within the COVID-19 Guidelines, the public will not be able to access the playground area, once the Camp 3 Ponds Campers are in their groups, the playground will be assessable to the public. The playground area will be designated as parent pick-up/drop-off for Camp 3 Ponds. From 7:00 am - 8:30 am, and again between the hours of 4:30 pm - 5:30 pm the playground area will be closed to allow for camper pick-up. Parents dropping off and picking up children, will not be allowed out of their vehicles and all campers and staff will have to have their temperatures taken and a questionnaire made out. Parents will have to wear masks during pick-up and drop off, and will not be able to get out of their vehicles.
- 5.) The public will have accessibility to both the beach and the park during the summer months. The beach from 8:00 am - 8:00 pm in their designated public area, and the playground from 8:30 am until 4:30 pm and again from 5:30 until dusk.
- 6.) These protocols will be in place from Monday through Friday, June 22, 2020 until August 15, 2020, the last day of Camp 3 Ponds, then the beach will resume as to their usual times of Monday through Sunday from 8:00 am - 8:00 pm.

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

F. MILTON FREE PUBLIC LIBRARY - (603) 473-8535

Please contact Library Director Betsy Baker at (603) 473-8535 or by e-mail to mfpl@metrocast.net.



Great News from the Milton Free Public Library

Starting June 8th our drop box will be open again and you will be able to return materials you have on loan. Those items will be quarantined in the library for 72 hours before they will be checked in and removed from your account to insure the materials are safe to circulate to others. If the drop box is full when you come to return your items please do not leave them outside the box. Come back another time.

Unfortunately, we cannot accept donations of books, etc. at this time.

We will monitor the health of the community and may adjust our services accordingly.

Stay tuned for news about our Porchside Pickup Service coming soon!

Milton Free Public Library

Porchside Holds Pickup Starting June 15th!



**Place items on hold and arrange a pickup on
Wednesday or Friday from 2:30 to 6:30
Or Saturday from 9:00 to 1:00**

STEP 1:

Place your holds online with your card through the catalog at <http://www.miltonfreepubliclibrary.org/>, email us at mfpl@metrocast.net or call us at 4738535. Not sure what you want or need your login information? Call or email for help!

STEP 2:

We'll get your items ready and you'll receive notification by email or phone when they are available. Once we have let you know that your request has been filled, we will arrange a specific time with you to pickup your items during our porchside hours. It will be at least 24 hours from when we let you know that your request has been filled until you can pick them up.

STEP 3:

When you get to the library to pick up your items, call to let us know you have arrived. If you don't have a cell phone beep your horn. Please stay in your car. A staff member will put your items (already checked out to you and packaged in a bag) on a table on our front porch. When you see that the staff member is safely back inside the library please come up to the porch to retrieve your items. Because this is contactless service we will not be able to chat with you face to face when you pick up. The library building is not open to the public yet.

STEP 4

Enjoy! Your items will be stamped with their due dates

**We will be monitoring the health of the community and may adjust our
services accordingly**

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

G. MILTON FIRE-RESCUE



Milton Fire-Rescue

865 White Mountain Highway
PO BOX 588
Milton, NH 03851
P:603-652-4201 F:603-652-9180

Nicholas Marique
Chief

June 5th

Effective June 5th 2020 the lobby of the Fire Station will once again be opened to the public. The on duty firefighters, if available, will be able to assist residents with fire permit renewals or other inquiries. In the event that COVID-19 cases surge in our area we may revert back to a complete lock down. If you present symptoms of COVID-19 we kindly ask that you refrain from visiting the fire station for any reason. At this time the Fire Station beyond the lobby will remain closed. Residents are still encouraged to call or e-mail with any non-emergency questions. Fire permits will still be available online at www.nhfirepermit.com but may now be obtained from the fire station. We understand that the State's online permit system was not perfect but we appreciate everybody's patience as we worked through these difficult times. Those who were unsuccessful obtaining an online fire permit are encouraged to stop by the station at your earliest convenience to renew your permit for this year. Milton Fire-Rescue continues to practice additional internal precautions to protect both our responders and the public we serve. Milton Fire-Rescue and Emergency Management have been and will continue to monitor the situation and provide critical updates as necessary. Additional information is best obtained from one of the following resources:

- <https://www.cdc.gov/>
- <https://www.nh.gov/covid19/>
- <https://www.miltonnh-us.com/your-local-covid-19-source-information>
- Dial 211 with specific COVID-19 questions

Nick Marique, Fire Chief-EMD

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

H. BOARDS, COMMITTEES AND COMMISSIONS

Boards, Committees and Commissions may begin meeting as needed, using Zoom or other remote meeting platform, with all parties offsite, or by arranging for the board, committee or commission to use Town Hall to meet in accordance with the protocols herein, still utilizing a remote meeting protocol with no public allowed in the building .

NO USE OF PUBLIC FACILITIES OUTSIDE OF TOWN BUSINESS BY THE GENERAL PUBLIC WILL BE PERMITTED, EXCEPT WITH EXPRESS APPROVAL AND VOTE BY THE MILTON BOARD OF SELECTMEN.