

UPDATE ON TOWN HALL OPERATIONS
Per Order of the Select Board of the Town of Milton

As of January 11th, 2021:

Appointments will be required to conduct business in Town Hall.

(see attached Facility Use and Customer Service Protocols for Department-specific information).

Office hours for appointments for Assessing, Land Use, Code Enforcement and Town Administrator are:

Monday, Tuesday, Thursday and Friday: 9 a.m. – 3:30 p.m.

Wednesdays: 9 a.m.-1 p.m.

Hours for the Town Clerk/Tax Collector's Office and other departments can be found in the attached

Monday, Tuesday and Friday: 9 a.m. - 3 p.m.

Wednesday: 9 a.m.-1 p.m.

Thursday: 9 a.m.- 5:30 p.m.

Phone calls and e-mails will be responded to and appointments scheduled with staff during the non-appointment hours, and on Wednesdays, there will be no appointments between 1PM and 4PM to allow time for administrative tasks to be completed.

Town Hall: Page 2	Department of Public Works: Page 6
Town Clerk/Tax Collector's Office: Page 3	Recreation Department: Page 6
Police Department: Page 4	Boards and Committees: Page 7
Fire-Rescue: Page 5	Free Public Library: Page 7

Please remember - masks must be worn and social distancing adhered to while in Town Facilities.

Please refer to the attached facility protocols for additional information.

TOWN OF MILTON, NH
COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS
UPDATED DECEMBER 28, 2020

Per Vote of the Board of Selectmen¹, Milton Town Hall will open by appointment only starting on the **11th of JANUARY 2021**, until further notice. What follows are the protocols which have been developed to keep both our residents and Town employees safe. Additionally, we have made minor modifications to Town Hall traffic flows and put in place protective measures (plexiglass partitions for protection of both residents and employees). The Select Board will evaluate 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.

Click Here to Download and Complete the Contact Survey Form in the comfort of your own home, before you go to your appointment!

Public entering Town Hall shall:

1. Have an appointment set up previously with the pertinent department/individual.
2. Complete a **contact survey form** prior to entering the building (available on the website and outside each Town Hall entrance in a weatherproof document container).
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, other facilities and work areas (check the protocols within this document pertaining to the facility you wish to visit).

ANYONE CHOOSING NOT TO FOLLOW THESE HEALTH AND SAFETY REQUIREMENTS
WILL NOT BE PERMITTED TO ENTER TOWN-OWNED FACILITIES.

PLEASE CONTINUE ON FOR BUILDING OR DEPARTMENT-SPECIFIC GUIDANCE.

Town Hall: Page 2	Department of Public Works: Page 6
Town Clerk/Tax Collector's Office: Page 3	Recreation Department: Page 6
Police Department: Page 4	Boards and Committees: Page 7
Fire-Rescue: Page 5	Free Public Library: Page 7

¹ The Milton Select Board Voted to Implement these requirements on December 14, 2020, following the Covid-19 surge.

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

UPDATED DECEMBER 2020

SECTION 2: FACILITY PROTOCOLS

A. MILTON TOWN HALL

Office Hours (by appointment): Mondays, Tuesdays, Thursdays and Fridays 9 a.m. – 3:30 p.m. and Wednesdays 9 a.m.-1 p.m. ****See Section B for different Town Clerk/Tax Collector Office Hours****

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

- When a customer must make an appointment, they may do so for the following offices and enter through the designated entrance:

- **Town Clerk/Tax Collector:** Business will be conducted in the front office directly inside the main entrance of Town Hall (*near Town Hall sign across from Charles Street Parking Lot*).

See Section B for more specifics regarding the Town Clerk/Tax Collector's Office.

- **Land Use, Planning & Zoning, Assessing, Recreation and Town Administrator:** Business may be conducted 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 (*use the door on the Northwest side of the building, facing Route 125*).

- **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 all customers must wear masks if they need to conduct business in the building by appointment only. There are other options available to them online and by mail or drop box (in front of Town Hall).

- **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.
- 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

UPDATED DECEMBER 2020

B. TOWN CLERK/TAX COLLECTOR'S OFFICE – (603) 652-4501 EXT. 3 OR 4

**Office Hours (by appointment): Mondays, Tuesdays and Fridays 9 a.m. - 3 p.m.,
Wednesdays 9 a.m.-1 p.m. and Thursdays 9 a.m.- 5:30 p.m.**

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 please 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 postage paid return envelope and 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).

Michelle Beauchamp Town Clerk/Tax Collector 652-4501x3 or by e-mail at:
townclerktaxcollector@miltonnh-us.com

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

UPDATED DECEMBER 2020

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:** The Police Department lobby is open to residents as of this time. We ask there be only one person or family group inside the lobby at one time. All people entering the lobby are asked to wear a mask. Department employees will speak to you from inside of the protected glass unless we need to step into the lobby to take a audio/video statement for a report of a crime. If we need to step into the lobby to meet with a you, we will don a mask and do our best to keep the 6-foot distance.
- **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.

(Continued Next Page)

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

UPDATED DECEMBER 2020

D. MILTON FIRE-RESCUE – (603) 652-4201



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

UPDATED DECEMBER 2020

E. 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.

F. 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 Stay-At-Home 2.0 Universal Guidelines for NH Employees.
 - The employees who work at Camp 3 Ponds, must also follow all the directives listed in the Governor's Stay-At-Home 2.0 Universal Guidelines, along with all the directives listed in the COVID-19 Reopening Guidance in regards to Day Camps (attached).
- **Milton Town Beach - Resident Usage:**
 - The Milton Town Beach is currently only open to Milton/Milton Mills Residents who possess a 2020 Milton Town Beach Pass. Passes can only be purchased through the Milton Town Clerk's Office by appointment or on-line.
 - Residents using the beach must social distance, and follow posted protocols. There is signage posted with Universal Guidelines on social distancing, proper hand washing, what to do if you or a loved one is not feeling well.
 - The town beach bathrooms have been converted to family bathrooms allowing for only (1) family at a time to use each bathroom, along with signage on proper handwashing, and keeping our bathrooms clean.
 - Town Beach Playground remains closed at this time.
 - Fogging/cleaning of high use areas. The department has purchased a high-powered sprayer to disinfect all high traffic areas on a daily basis. High traffic areas will include the playground, bathrooms, port-a-toilets, picnic tables, gatehouse, and any other area that is warranted.
 - Trash removal remains the same. Residents are expected to remove any/all debris from the area that they use. Trash bags are available in the gatehouse when requested.
 - Picnic tables are spaced 10 feet apart and are for single family use.

TOWN OF MILTON, NH

COVID-19 FACILITY USE AND CUSTOMER SERVICE PROTOCOLS

UPDATED DECEMBER 2020

- Residents are requested to report anyone not following the guidelines to the gatehouse.

- **Milton Town Beach Boat Launch:**

- The town beach boat launch is open to all boaters. Boats will be inspected as they enter the property. Both residents/non-residents will be expected to use all social distancing and health and safety protocols listed in the Governor's Universal Guidelines in reference to State Parks.
- There is no mooring of any water vessels allowed on the property. All water vessels must launch and leave the property. All facility rules must be followed at all times.
- Signage on Universal precautions and social distancing are posted on site.

G. BOARDS, COMMITTEES AND COMMISSIONS

Boards, Committees and Commissions may begin meeting as needed, using the Zoom remote meeting platform or similar 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. Town Hall may not be utilized for Board, Committee or Commission meetings, other than the Select Board during regular business hours without the express approval of the Select Board.

H. 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. You may also visit the Milton Free Public Library website at: <https://miltonfreepubliclibrary.org/>



Milton Free Public Library

13 Main St., PO Box 127
Milton Mills, NH 03852
(603) 473-8535 / mfpl@metrocast.net
www.miltonfreepubliclibrary.org

Hours & Services as of October 6, 2020:

Porch-side Pickup Only

Tuesday 3:30 - 7:30 PM

Friday: 1 - 7:30 PM

Browsing by Appointment & Porch-side Pickup
45-minute appointments are available, please call ahead

Wednesday 12 - 7:30 PM

Thursday 10 AM - 12 PM

Thursday 3:30 - 7:30 PM

Saturday 10 AM - 1 PM

Masks are required in the building. Thank you!

Online Services: NH Downloadable Books, Hoopla, Interlibrary Loan
Please visit the "Resources" menu on our website for more information!



Hours and services are subject to change - thank you for understanding!

Route 125 (White Mountain Highway)

Charles Street

Parking Lot

Town Hall Sign

BOS Meeting Room

Policies will remain in place to encourage as much business to be conducted online and by mail as possible. Meetings by appointment can take place in this room, 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. The public must wear masks if they want to conduct business in the building, since there are other transaction options available. 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.

Runner to Protect Carpet

Designated Land Use/
Building Insp./CEO, Assessing,
Town Administrator Entrance/Exit

TC/TC Office

Building Inspector

Service Counter with Plexiglass

Main Hallway

No one beyond this point. Anyone with further business at other offices must exit and re-enter the other entryway

Service Counters 3 & 4 Protected with Plexiglass

Land Use and Assessing Area

Designated Town Clerk-Tax Collector entry/exit.

Lift

The lift will remain open for accessibility purposes.

Finance Office

BOS & Administrator Office

Ramp