



TOWN OF WESTBOROUGH MASSACHUSETTS

September 8, 2020

Dear Westborough Community;

Thank you for your patience and support as the Town continues to monitor the COVID-19 situation and works under state guidelines to implement the Re-Opening plan. Please review this communication for important updates regarding Town Operations and Information.

Effective today, September 8, 2020, the Westborough Town Hall and Forbes Municipal Building have re-opened to the public with certain restrictions and new protocols in place due to the continued threat of the COVID-19 pandemic.

Town Hall will be open to the public the following days and times:

Monday: 10:00 am to 3:00 pm

Tuesday: 10:00 am to 7:00 pm

Wednesday: 10:00 am to 3:00 pm

Thursday: 10:00 am to 3:00 pm

Friday: 8:00 am to 12:00 pm

Departments located in the ***Forbes Municipal Building*** (Building Department, Planning Department, Youth and Family Services, Conservation Commission and Historic Commission) will be available by appointment only.

When possible, we ask that the public continue to use our remote capabilities to help mitigate the spread of COVID-19. While Town Hall will be open to the public, we strongly encourage residents to continue to utilize alternative means of communicating and conducting business, such as online permitting and bill pay, email, and or phone calls whenever possible. A full list of available resources is **available here**. Please keep in mind that certain department heads frequently conduct off-site inspections so it is always a good idea to call before visiting Town Hall to speak with those individuals. **The drop box is located at the front (West Main Street entrance) of the building and can be used to drop off mail for any Town Department.**

The Town has implemented all mandatory workplace safety standards for reopening included in the Massachusetts Reopening Plan. This includes establishing adequate social distancing protocols, requiring face coverings or masks in public areas, providing handwashing capabilities throughout the workplace, providing regular sanitization of high touch areas, providing training for employees regarding the social distancing and hygiene protocols. There have been multiple changes throughout the buildings to make them safe and accessible to staff and residents, and all visitors are required to adhere to the following:

- All visitors to Town Hall must enter and exit through the West Main Street Entrance.
- All visitors to the Forbes Municipal Building will be directed to enter and exit using the West Main Street –facing entrance closest to the Library/Parkman Street.
- Signage at the entrance explains that visitors are expected to self-screen before entering the building. Signage will indicate common COVID-19 symptoms, and you are asked not to enter the building if you have the symptoms listed.
- **Face coverings must be worn by all members of the public at all times while in the building, in accordance with the Governor’s orders.** Employees are also required to properly wear masks at all times while interacting with the public. Signage is posted throughout Town Hall and the Forbes Municipal Building indicating these rules. . The Town has also installed plexiglass barriers at receptions counters.
- Visitors should continue to socially distance themselves from others while inside the building. Please carefully read all signage regarding the number of people allowed in each office.
- Hand sanitizer stations are available throughout the building and visitors are requested to sanitize prior to, and after, any interaction with town staff.
- Only one passenger/household group at a time may use the elevator.

Meeting rooms remain unavailable to the public and meetings of public bodies continue to be held remotely.

These new protocols are for the safety of those conducting business in the Town Hall and the employees. It is understood that this situation is rapidly evolving and the operational guidelines established herein may change as needed to maintain service levels.

Thank you again for doing your part to help keep your Town Hall a safe place to conduct business.