

Town Manager, Christine Almand

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# Town of Skowhegan

## Town Manager

225 Water Street  
Skowhegan, Maine 04976



## The Town Office will re-open to customers on Monday, June 8, 2020

Customers must wear a mask and maintain a social distance of six feet.

### In Person Customer Service Hours will be Limited to the Following:

Monday: Open 8:00 am to 4:00 pm

Tuesday: Open 8:00 am to 4:00 pm

**\*\*\*Wednesday: 8:00 am to 12:00 pm \*\*\*for seniors and vulnerable customers only,\*\*\***

Thursday: Open 8:00 am to 4:00 pm

Friday: Open 8:00 am to 4:00 pm (Closed July 3<sup>rd</sup>)

- This temporary work plan schedule and procedure is subject to change.

The North Entrance is for the Clerk's Office (there may be a line).

All other offices require appointments at this time and will use the West Entrance.

Assessor's Office: 474-6903

Code Enforcement: 474-6904

Economic & Community Development: 474-6905

Finance/Human Resources: 474-6906

Town Manager's Office: 474-6907

Police Department: 474-6908

### Limited Entry and Use of Door/Lobby Monitor

During the times that we are open to the public, a staffer will serve as Lobby Monitor and will be in the lobby to limit entry to a maximum of TWO (2) customers in the Town Clerk's office. There will be no more than SIX (6) total customers in the Town Office Building.

North Entrance: The front double doors on the north side of the building across from the post office will serve as the public entrance for the Clerk's Office and drop box. One door will be marked as the line for the Clerk's Office. The other door will be marked for use of the drop box.

West Entrance/Exit: The side double doors on the west side of the building, adjacent to the parking lot are for appointments with other offices within the Municipal Building. The customer should call the appropriate office upon arrival to be let into the building. The west side entrance will also serve as the exit for all customers.

South Entrance/ADA access: The rear single door on the south side of the building serves as ADA access. Please call or use the buzzer. Calling ahead to the appropriate office will help us to serve the customer in the best manner.

**Customers May Have to Wait.** Once six customers are allowed in the building, no more can enter until someone leaves. Only one person will be permitted per transaction.

Only ONE (1) waiting customer can remain with the Lobby Monitor in the lobby itself. Any others must wait in line outside or in their car.

The Lobby Monitor will be supplied with a sanitization station (hand sanitizing spray and a face shield). If a customer or vendor tries to enter without a mask, the Lobby Monitor will hand them a business card for the appropriate staffer and ask them to call to make a private appointment for service, which may require use of the drop box.

The Lobby Monitor may assist with directing customers once they are done with their meetings to use the side doors to exit (cutting down on passing by one another in the lobby.) We will have tape arrows on floors pointing to the exit to use. The Executive Secretary will assist the Lobby Monitor as needed.

### **Essential Service Only**

The Lobby Monitor will ask the customer what service they need. If the customer is simply dropping off a payment and does not want a receipt, the Lobby Monitor can either take the payment/paperwork and relay it to the Clerks, or instruct the customer to exit and use the drop box. We want to still HIGHLY ENCOURAGE REMOTE TRANSACTIONS.

Restrooms will be closed to the public at this time.

### **Screening and Contact Tracing Information**

Prior to entry, we will screen customers and vendors with the following questions:

- **Do you have a cough, sore throat or shortness of breath?**
- **Do you have a fever or chills?**
- **Have you been around anyone with these symptoms?**
- **Are you living with anyone who is sick or quarantined?**
- **Have you been out of the state in the last 14 days?**

If a customer or vendor answers yes to any of these questions, we will not allow entry. We will work to make other accommodations, which may require use of the drop box.

For contact tracing purposes, we will maintain a record including contact information for visitors and staff who have direct prolonged interaction.