

MEMO

From: John C. Carrington, Interim Town Manager
Date: March 30, 2020
Subject: COVID-19 Update

Departmental Reports

Eastern Highland Health District

- 17 confirmed cases of COVID19 in EHHD member towns. One in Mansfield. No response yet from DPH on why state report dropped the Mansfield case.
- Completed 7 case contact investigations. 4 are still active.
- Distributed EHHD cache of PPE (1000 masks, 1000 N95 expired respirators) to member town emergency managers.
- We continue to provide infection control and social distancing guidance to partners, and stakeholders as needed.

IT Department

- Very actively providing technology solutions and support.
- During the past 5 weekdays, we have ranged from 154 to 196 staff remote access connections per day to support social distancing.
- We are averaging 14 Go-To-Meeting or Zoom meetings per weekday for Public Committees and Staff Meetings.
- All of our schools are now setup with distance learning options, most notably Zoom Conferencing, Google Classroom, and PLearning.
- Collaboration with Town Manager's Office on the <https://mansfieldct.gov/covid-19> homepage as well as other Department's communications efforts.
- Rapid technology technical support as Departments and Buildings adjust their work and services (IT Staff are very active and focused on getting solutions and support to users).

Mansfield Schools

- Completed week two of our Supplemental Learning. This week was filled with a tremendous amount of work as administrators and staff worked to develop and implement our School at Home plan. All ending the week quite tired but optimistic that we are taking the right approach for our students, our families, and our staff.
- Administrators and district specialists continue to meet every day to develop plans and ensure unison in our communications.
- Clear guidance has been provided to teachers regarding lesson planning and operations for School at Home. MANY resources to support this work have been vetted and those that address our curriculum and instructional approach have been shared with teachers.
- Additional communications have gone to families about what to expect in the coming weeks from both me and individual schools
- We continue to distribute meals in five locations and have thus far distributed 2,781 meals.
- Our Little Lending Libraries in 8 locations around town are stocked and available to provide children with reading material. Any returned items are sanitized before going back into the library.
- We have identified a safe video platform for teachers to work in a virtual capacity with students. It was rolled out to all staff today and support and training have been provided.
- Schools are completely cleaned. Some summer maintenance projects and painting have begun.

Emergency Management

- Coordinate Town PPE order request to DEMHS
- Disseminate information from DEMHS to Town Departments related to Presidential Disaster Declaration; work with Finance Department to submit required paperwork
- Attend State and Local conference calls for updated information
- Working with business owners with any concerns

Human Services

- Nutrition support for food insecure and homebound senior households through food pantry, Meals-on-Wheels delivery and Mobile Foodshare
- Transportation for seniors and disabled adults to medical appointments that are necessary and in which there is no other alternative
- Mental health support through counseling, parent and caregiver support, telephone reassurance and wellness checks, crisis intervention and referral.

Fire & Emergency Services

- Number one priority is to be able to respond to 911 emergencies and keep our personnel safe.
- Updates to personnel on latest protocols for PPE.
- Keep personnel up to date on latest information for operational effectiveness.
- Supporting Emergency Management & Fire Marshal Staff.
- We have modified responses to limit exposure to personnel.
- One ambulance as the primary response vehicle for any sick person type calls.
- Restricted access to all fire stations to on duty staff and those actively responding
- Having regular communications/updates with leadership (remotely)
- Suspended any group training or meetings.
- Developing plans for possible staffing models, schedule changes.
- Developing plans for temporary housing to isolate staff if needed.
- Coordinating and communicating with local departments and statewide resources.
 - Daily conference calls with local/county/state Fire & EMS
 - Continuous monitoring of Email and phone.
- Monitoring and requesting essential EMS supplies and PPE through Region 4 EM.
- Providing information and support to personnel and their families.

Building and Housing

- We continue to provide housing inspection services but have had a limited number of customers asking to postpone. I have advised staff to approve these requests and clearly document the reason and update our schedule so we return at a later date. This will have a negative effect on revenue in the short term. We may also need to consider overtime in the future to maintain our implementation schedule as required by ordinance.
- Building code enforcement function remains status quo . I have received a memo from the State Building inspector asking that we manage our activities as near to normal as practicable. I do expect a drop in activity due to financial consideration, again with a negative revenue effect.
- I have trained all inspectors on adding our historic paper records into the MAGNET software which is an important task we never had the time to undertake until now.
- The Fire Marshal and I will be meeting with Natchaug staff to discuss creation of a COVID surge staging area at the facility.

Public Works

- The Transfer Station remains open. We are accepting credit and debit cards at this time.
- Drainage Replacement on Browns Road & Mansfield City Road, Sweeping and Roadside Mowing
- Addressing Trees along roadsides
- Grounds are prepping fields, cleaning parks, and spring clean up.
- Engineering and Administrative Staff are primarily working at home or directly on active Construction Projects observing social distancing guidance for all interactions

Library

- Selecting and purchasing online materials to meet rising demand. Purchase new materials daily.
- Assessing free digital resources currently being offered before publically recommending
- Expanding access (via online library card registrations) to electronic materials and databases.
- Providing support to the schools' distance learning efforts.

Mansfield Downtown Partnership

- Near-daily email updates to businesses with announcements, news, and information about local, state, and federal response efforts
- Created and maintaining a Business Resource Center with information about funding opportunities, employee assistance, and more: mansfieldmdp.org/coronavirus/resourcecenter
- Created and maintaining a list of all restaurants in town that are open and offering take-out, curbside pick-up, and/or delivery: downtownstorrs.org/dine/togo
- Created and maintaining a list of other types of businesses in town that are open and serving residents: mansfieldmdp.org/openforbusiness
- One-on-one outreach to individual businesses to assess their needs and to inform them of available resources
- Outreach to major commercial property owners to update them on the local response and to keep informed of their plans and responses
- Attending webinars and conference calls with state officials and state-wide non-profit agencies to review assistance options for businesses and to stay up-to-date with latest guidance on federal funding opportunities

Town Clerk's Office

- The office is staffed during business hours (except for 4:30PM – 6:30PM on Thursdays). While in the office, we are busy with land recordings, searching and printing records by request, processing vital records, and many other related daily tasks; we have put much effort into making our webpage as descriptive and self-serve as possible.
- Any time in the office not assisting customers is spent back filing and digitizing land records and vitals.
- Work that staff is doing from home includes customer service via email, indexing and records management projects, and writing/research projects associated with various committees and office management.

Facilities Management

- Custodial staff have completed extensive disinfecting of all areas, currently working to keep up with any activity at their buildings.
- Custodial staff working on painting in various buildings.
- Maintenance staff working on getting jobs done that low occupancy in buildings allow for.
- Maintenance Staff installing water coolers, installing cabinetry, Installation of washer /dryer for Fire station 307, working on pipe repairs at MCC, going to work on family changing room mcc,
- Facilities working with contractors to install a generator for Library, replace flooring at MMS, renovations at Fire station 107 additional sleep room, city water tie in for station 207

Parks and Recreation and Community Center

- Program staff are processing refunds for winter and spring classes, communicating with instructors, preparing content for summer program brochure;
- In preparation for potential re-opening on May 1, supervisors are scheduling staff for normal facility operations;
- Supervisors are actively recruiting for summer seasonal staff;
- To maintain communication with the public, staff are regularly updating website, encouraging park use while practicing social distancing, posting daily activity options on facebook, and sending out weekly email to entire membership and program participants (3,300 email addresses on file);
- Program staff are offering online (via website) exercise classes and music lessons have resumed via Zoom

Mansfield Resident Troopers

- Closely monitoring all communications between the Governor and the EHHD regarding the COVID-19 pandemic.
- In communication with UConn regarding its off campus student population to ensure that their needs are met.
- Restricted all entry to the Mansfield Resident Troopers office regarding walk in complaints.
- Troopers have been instructed to maintain a high level of visibility within the Mansfield community while continuing to respond to calls of service.
- The CSP has issued a "calls for service limitations" to all barracks to reduce the possibility of an exposure of COVID-19 to a State Trooper.
- Mansfield Resident Troopers are working in conjunction with Mansfield Fire/EMS units when responding to needed calls for service.

Planning and Development Operations.

- **Remote Work.** All staff are primarily working from home at this time and limiting time in Town Hall. Members of the public are encouraged to submit requests for assistance via email at planzonedept@mansfieldct.org. Anyone calling the office should leave a voicemail when prompted; staff will return those calls as soon as possible.
- **Land Use Boards and Commissions (PZC, IWA, ZBA, HDC).** Staff is working with the Town Attorney to update application procedures, meeting procedures and public hearing schedules based on Governor Lamont's Executive Order 71. Information on revised procedures and meeting schedules will be posted on the Department webpage when completed.
- **Advisory Commissions and Committees (EDC, Conservation Commission, Parks and Natural Resources, Agriculture).** All advisory committee meetings have been deemed non-essential and cancelled for the time being as staff works on optimizing a virtual meeting format. Staff will work with Commission and Committee chairs to schedule virtual meetings as needed if there are time sensitive items that need to be addressed.
- **Zoning Permits.** Zoning permits continue to be accepted on-line at <http://mansfield.onlinegovt.com/> and processed. Applicants should expect that the review timeframe may be longer than normal given limited access to paper files and potential capacity issues at departments/agencies that must approve the application before a permit can be issued.
- **Inland Wetlands Permits.** Applications for Inland Wetlands Permits continue to be accepted on-line at <http://mansfield.onlinegovt.com/>. Applications for administrative approval continue to be processed; however, applicants should expect that the review timeframe may be longer than normal given limited access to paper files. Review of applications requiring Agency approval will be delayed pursuant to Governor Lamont's Executive Order 71.
- **Community Development Activities.** The deadline for a 2020 Small Cities (CDBG) application has been extended to May 22, 2020.

Finance

- Finance continues to work remotely handling normal daily activity
- Providing reporting and spending guidance as it pertains to COVID-19
- Providing guidance on revenue processing – electronic payments, mail-in payments, limiting or eliminating cash payments

Human Resources

- Communication to employees regarding remote/electronic time sheet processing, recommendations to sign up for direct deposit and information regarding Employee Assistance Program (EAP) information.
- Assisting part time employees with questions on submitting unemployment claims. Preparing for the April 1, 2020 effective date for the Family First Coronavirus Response Act (FFCRA) and potential implications for Town employees.
- Attending multiple webinars put on by Anthem, Lockton, USI and CIRMA regarding information on COVID-19.