



TOWN OF DOVER

CORONAVIRUS (COVID-19) UPDATE MARCH 16, 2020

In light of the ever-evolving situation here in the Commonwealth, the difficult decision has been made to close all town buildings to the public, effective Tuesday, March 17, 2020, until further notice. All town activities/programs are cancelled, as well. This decision is being made out of an abundance of caution to attempt to limit in-person contact while also continuing to provide basic services to residents and business owners. The Town has also begun to take the necessary steps to cancel non-essential government meetings.

While we certainly understand this situation is not ideal, we are proceeding with the well-being of our citizens and staff in mind. We encourage everyone to closely follow information from the Massachusetts Department of Health (DPH), Dover Board of Health, and the Centers for Disease Control and Prevention (CDC) and exercise good judgement and caution.

We are asking that the public use our on-line resources for on-line payment and contact us via email and telephone with any questions that you may have for us. Essential business with the Town requiring an in-person transaction must be conducted by appointment through each department. Residents are encouraged to use the on-line services and the drop box at the front of the Town House for bill payment. Again, other business will be conducted by phone or email.

Please see the telephone contact numbers below for frequently visited departments:

Assessors	508-785-0032 x241
Building Department	508-785-0032 x225
Conservation	508-785-0032 x233
Council on Aging & Social Services	508-315-5733
Fire Department (business line)	508-785-1130
Health Department	508-785-0032 x232
Highway Department	508-785-0058
Library	508-785-8113
Parks & Recreation	508-785-0476
Planning Board	508-785-0032 x238
Police Department (business line)	508-785-1130
Town Administrator/Board of Selectmen	508-785-0032 x221
Town Clerk	508-785-0032 x226
Treasurer/Tax Collector	508-785-0032 x228

Main Town House line is 508-785-0032.

Assessor's Office

- The Assessors' Office will continue to process auto excise abatements. Documentation may be sent

to kabraham@doverma.org.

- Personal Exemption applications are still being accepted until April 1st and can be returned via USPS or dropped off at the semi-circle of the Town House. Please call the office with any questions.
- Three-month extension agreements for Real Estate Tax abatements can be returned before the due date via USPS or dropped off at the semi-circle of the Town House.

Building Department

- The Building Department will continue to provide building, electrical and plumbing inspections by appointment only. For building call 508-785-0032 x225; for plumbing and gas call 508-906-3357; for wiring call 508-986-3338.

Collector's Office

- The Town's online payment system allows residents to pay real estate, personal property and motor vehicle excise taxes online. <http://doverma.org/town-government/town-offices/treasurercollector/pay-a-bill/>
- The payment drop box continues to be available 24/7 in the semi-circle of the Town House. Please avoid paying cash via the drop box.

Council on Aging

- Staff will be available to handle service calls and community outreach. All other programs are cancelled.

Fire/Building Inspections

- Time-sensitive fire/building inspections will be completed, but please call to schedule an appointment.

Police Department

- Until further notice, we are asking citizens to avoid coming into the lobby of the police department, unless it is a case of an emergency.
- We will be temporarily allowing our officers to take reports over the phone for any issues or incidents that we feel would not require a visit to your home. Some examples could be neighbor disputes/civil matters, calls for advice, credit card/identity theft, and animal matters that are not a threat to public safety.
- No citizen fingerprints will be taken at the station until further notice.
- We are not accepting any food items for police until further notice.
- If you have a situation that can be resolved over the phone by speaking with a police officer, please call our business line at 508-785-1130. Please continue to use 911 for all emergencies and medical calls.

Public Library

- All library services are suspended, including reserving materials, delivery and pick-up of materials.
- Visit www.dovertownlibrary.org for latest updates and online services.

Parks & Recreation Department & Recreation Facilities

- Recreation Programming: All recreation programming will be cancelled until further notice.
- Caryl Playground: The playground will be closed to the public until further notice. We have determined that play structures and park furniture are not sterile surfaces nor suitable locations for social distancing. We appreciate your understanding and cooperation.
- Caryl Tennis Courts: The tennis courts will be closed to the public until further notice.
- Parks & Recreation office: As part of the overall closure of the Caryl Community Center to the public, the Parks & Recreation office will not be physically open to the public. Recreation Department staff will be able to answer e-mails and phone calls at this time.

- Field Permitting: All field permitting has been temporarily suspended until further notice.

Town Clerk's Office

- You may register to vote, update your address and/or party, update your name or check registration information by visiting the Secretary of State's Online Voter Registration System: <https://www.sec.state.ma.us/ovr/>.
- Town census forms should either be mailed or placed in the drop box at the front of the Town House.
- For all other essential transactions, such as marriage licenses, please call the Town Clerk's Office to schedule an appointment. Notary Public services will not be performed.

Essential Government Meetings

Only essential meetings are to take place, and will be done so remotely, in keeping with Governor Baker's March 15, 2020 order limiting gatherings to 25 or less persons. Agendas will continue to be physically posted in the vestibule at the Town House and on the Town's website. Instructions will be included on each agenda so that the public may observe and participate in these meetings, as if they were in the audience.

As a reminder:

- Take every day precautionary actions to avoid the spread of respiratory viruses like the flu and COVID-19, such as washing your hands frequently for 20 seconds with soap and warm water (or use an alcohol-based hand sanitizer when soap and water are not available), avoiding people who are sick, avoiding touching your eyes, nose or mouth, and covering your cough or sneeze with a tissue. People who are sick should stay home and not go into crowded public places or visit people in hospitals.
- Anyone who is experiencing a fever and/or respiratory illness and is concerned they have either come into contact with the virus or traveled to an affected country within the last 14 days is advised to contact their primary health care provider.
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.
- Get the flu vaccine.
- Stay home if you are sick.
- Think about your own personal preparedness for you and your family (<https://www.mass.gov/know-plan-prepare>).

For the most up-to-date public health information, please visit these websites:

Massachusetts Department of Public Health – <http://www.mass.gov/2019coronavirus>

U.S. Centers for Disease Control & Prevention – <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

World Health Organization – <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Massachusetts 2-1-1 – <https://www.211info.org/corona-virus>

Mass.gov: Know, Plan, Prepare – <https://www.mass.gov/know-plan-prepare>

The Town continues to monitor this situation very closely and will provide further updates on the town's website and various social media platforms as new information becomes available:

Town Website – www.doverma.org

Town Facebook – <https://www.facebook.com/townofdovermass>

Town Twitter – <https://twitter.com/TownDover>

For school news and updates:

School Website -

<https://www.doversherborn.org/page.cfm?p=600>

Thank you for your patience and efforts as we navigate this ever-changing situation.