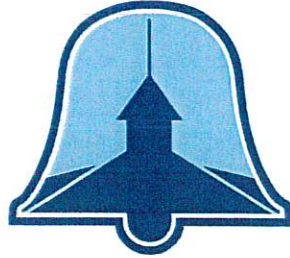


—TOWN OF— BISCOE

INCORPORATED 1901



OFFICE OF THE TOWN MANAGER

March 17, 2020

Honorable Mayor Reynolds and Commissioners

Re: COVID-19 Town of Biscoe Response

This memo is intended to provide information about the preparations being made by the Town of Biscoe Town Manager's Office and Town Departments in advance of the COVID-19 virus appearing in Montgomery County.

Summary

The COVID-19 Coronavirus has recently been declared a global pandemic, and the Governor's Office has declared a state of emergency for North Carolina. As of today, there have been no reported cases in Montgomery County. The Town of Biscoe will address and prepare for the public health concern as it has for other large natural events that will affect all its citizens. Strategic management of resources and communication to the public will flow through the Town Manager's office, while each Department Head will take steps to adjust their procedures to maintain safety and calm in their employees.

Current Operations

The Town of Biscoe operations will limit use of public facilities, including for parks and recreation programming, and in-person bill-pay at Town Hall. Administrative offices and restrooms will be closed to the public. This situation will be re-evaluated based on changing assessments of risk from the State, Montgomery County, and the public-school system. Notification methods are currently being developed to ensure residents will be able to receive services, pay bills, and get help from first-responders if the situation changes.

Department-level Planning

Each Town department is currently creating procedures to address the COVID-19 virus. Each department will:

- Develop procedures to cover essential services with only essential staff
- Develop procedures to regularly sanitize the work environment and vehicles
- Identify any employees with flu-like symptoms and remove them from the work environment without creating stigma or fear around these employees. Employees are required to call department heads as soon as they know they are ill.

The goal for all departments is to maintain calm and adapt quickly to any necessary changes.

The Town Manager's Office will stay in contact with state and local government agencies to receive any updates and share resources where possible. All media inquiries and general public messages will run through this office.

Customer Service will ensure residents are aware of the drop-box at Town Hall they can use it to pay bills. Until the state of emergency is lifted there will be no utility disconnections due to non-payment.

The Town will communicate with the School of Government to determine the Town's legal position with employees that may need to be quarantined or sent home from work for long periods; they will communicate with Town insurance providers and Teledoc to share information with employees about healthcare and prescription access; they will work one-on-one with any employee that is unable to come to work for a significant period of time.

The Biscoe Police and Fire Department will continue to respond to 911 calls while using personal protective equipment.

Planning and Zoning permitting will be provided electronically and invoicing will be made available.

Moving Forward

The Town of Biscoe will continue to monitor the situation and activate the developed procedures where necessary. It is unclear how long the COVID-19 virus will remain a concern, and the Biscoe community must be prepared to handle limited resources, limited mobility, and different ways of doing business in the coming weeks. This situation will result in changes to the way the Town of Biscoe prepares for public health concerns. However, Town leaders are prepared for changes that may need to be made and is committed to sharing that information with the Biscoe community moving forward.

Regards,



Brandon Holland, ICMA-CM