

To the Residents of Van Buren,

The Town of Van Buren has been monitoring the COVID-19 virus and its potential impact in our community. After serious consideration and in consultation with the Town Council, we will be making some adjustments in the way Town services are provided. These will be evaluated on an ongoing basis and changes will be made as information and circumstances change. Our goal is to ensure the safety of our employees and our residents in the most responsible ways possible. We apologize for the inconveniences that these measures will cause. We are trying to avoid the need to shut down entirely through unintended exposure to the virus, but we will continue to assess the situation as it evolves. *We strongly encourage residents to practice social distancing to avoid potential contact but we also encourage everyone to call and check on their neighbors, friends, and family to avoid social isolation. We are erring on the side of caution in order to do our best to slow the spread of this virus and protect the health of our employees and YOU, the general public.*

If you need to ask me a question, please send an email to vbtownmanager@gmail.com

Sincerely,

Nancy Troeger
Town Manager



The following measures will be implemented as of Tuesday, March 17th until Tuesday, March 31st. If circumstances warrant, that time period may/will be extended:

Fire/Police/Ambulance – Access to the Town Office - Public Safety Building at 51 Main Street will be closed to all except emergency needs. If you have a non-emergency request please call the Police at 868-3461 or dispatch at 1-800-432-7842 and they will assist you in obtaining what you need. Emergency needs for police, fire, and EMS should be treated as normal by calling 911 for assistance.

Recycling Center/Transfer Station – The transfer station will have **normal hours of operation from Tuesday, March 17th – Saturday, March 21st**. Personnel will practice social distancing of at least six feet, may be wearing masks and gloves, and will not be able to assist with unloading trash or other items.

Public Works – Public Works personnel will continue to work, however, there will be no public access to the Town Garage. Persons with road concerns or questions should call the Highway Garage at 868-3943 or the Town Office at 868-2886.

Sewer Treatment Plant – The Sewer Treatment plant will be open and operating but no non-employees will be allowed access to the plant.

Recreation – All recreation programs and the Skating Rink will be closed until March 31st. We are sorry for any inconvenience but it is necessary to prevent the potential spread of the virus.

Library – The Abel J. Morneault Memorial library will be closed from March 17th until March 31st. The High-speed Wi-Fi will remain on and can be accessed outside the building. Staff will be working normal hours from March 17th thru March 20th and you may call 868-5076 if you have any questions. If you are not already familiar with our Download library where you can get free audio and eBooks, this would be a great time to find out how to join.

Code Enforcement – Those wishing to get building permits or who have questions regarding projects should call the Town Office at 868-2886 and we will be processing as much as possible via phone, email, and snail mail.

General Assistance – Persons seeking general assistance should call the General Assistance Administrator at the Town Office during staffed hours or at 498-0499 at all other times. Your application will be processed over the phone. Calls after 10 PM should be made to the Police Station 868-3461 or Dispatch 1-800-432-7842.

Town Office – The Town Office will be closed to public traffic as of Tuesday, March 17th but staff will be working **normal office hours (8:00 AM thru 4:30 PM) from March 17th to March 20th**. Citizens are asked to call the Town Office at 868-2886 and we will do our best to answer your questions and provide the services that you require. We will be installing a drop box outside of the Town Office to allow people to drop off tax and sewer payments, but you may also send them through the mail. *If you are concerned about not being able to make a payment, please be assured that there will be no penalty incurred at this time.* It is possible to pay taxes and sewer bills, re-register vehicles and boats, and get hunting and fishing licenses online. You can find these links on the Town website <https://www.vanburenmaine.com>.

Town Council – The Town Council will hold a regular meeting on Tuesday, March 17th at 6:00 PM. Additional Council meetings will be scheduled if needed to deal with emergency issues as they emerge.