

DURHAM RESPONSE TO COVID-19

In response to the ever-changing news about the impacts of the COVID-19 virus on the Durham community and the world, we have compiled a list of Durham's response to the situation as it applies locally. We thank you for your patience and understanding as we face this challenging time together.

TOWN BUILDINGS: The Durham Town Offices are open to the general public with limited hours: from 1:00 to 4:00 p.m. on Mondays, Tuesdays, and Fridays; and from 3:00 to 6:00 p.m. on Thursdays. The Town Offices will continue to be closed on Wednesdays. The Town Offices will be open **by appointment only** in the morning hours on the listed days for vulnerable populations. Call 353-2561 to make an appointment.

Other town buildings, including the Fire Department, Public Works buildings, and the Eureka Community Center, will remain closed to the public until further notice. Durham residents are urged to utilize [online services](#) on the [Durham website](#) to conduct Town Office business. Use the following phone numbers to reach staff members:

Town Office, 353-2561

Code Enforcement Officer, 376-6558

Fire Department, 353-2473

Roads Commissioner, 844-1774

PUBLIC MEETINGS: Several Durham boards and committees have begun holding virtual meetings via Zoom, including the Select Board, the Planning Board, the Board of Appeals, and the Budget Committee. Other boards are not yet holding regular meeting. Please continue to check the [Durham website](#), weekly News Blast, and [social media](#) for updates and new information regarding public meetings.

TRASH AND RECYCLING: These services will continue on their normal schedule.

SCHOOLS: All schools in RSU5 are closed for the remainder of the school year and distance learning will continue until June 19. For more information visit: www.rsu5.org.

NEIGHBORS HELPING NEIGHBORS: There are many ways we can help our Durham community neighbors as we adapt to these important changes for the time being. Check on your neighbors, volunteer to run errands for an elderly friend or neighbor, or donate to various projects to help those in need. Durham is currently organized a more formal helping program, if you'd like to volunteer or if you need help, please contact the Town Offices at 353-2561 or adminasst@durhamme.com.

FIRE AND AMBULANCE SERVICES: The Durham Fire and Rescue Department is still fully functional and taking steps to ensure we continue to provide a rapid and safe response for emergency services requests here in Durham. We continue to communicate with state and local health officials daily, so as things change, we will keep you up to date as quickly as possible. There are some changes, so please be patient with the members responding to your call for help.

EMERGENCY MEDICAL SERVICE CALLS: Always, Durham Fire Rescue is fully equipped and ready to respond any ambulance call. However, during this outbreak, there are changes that have been implemented at the recommendation of the CDC, Maine EMS and local healthcare authorities that will change how we respond to these calls. Please be patient with the following changes:

- **More questions from dispatchers:** In the attempt to prescreen and alert providers to possible exposed or ill COVID-19 patients, there are specific screening questions that will be asked. Please be patient with the dispatchers and answer all questions.
- **Slower approach from EMS Providers:** From the screening questions, if EMS providers are advised there is a potential exposure, we will not be immediately walking into your home. Members will be delayed moving from the ambulance to your home as they will need to don protective gear before approaching you or entering your home. If you can, position yourself at or near your entryway to speak with your EMS provider. From that point, we will utilize directives from a physician contact to determine our next steps. We are there to help, so please be patient.

BURN PERMITS AND GENERAL QUESTIONS: As with all other public buildings in the town of Durham, we are closed to the general public. Please call the station at 353-2473 for non-emergency questions or concerns. If you require a burning permit, please go online to www.wardensreport.com . The site is preprogrammed to open for permits every day at 9:00 a.m. We will be evaluating conditions daily and if we need to restrict permits for safety reasons, we will lock the site from issuing permits. Otherwise, you can print and use the permit as always. We WILL NOT be issuing paper burn permits from the station until further notice. All rules and restrictions of burning still apply. If you have any questions about it, please feel free to call the station during normal business hours. If you come to the station, you will find it locked. Please use the audio/video doorbell at the main entryway. Someone will answer you and provide direction.

STAY TUNED: The Durham Select Board and town staff will continue to monitor the COVID-19 situation and will disseminate information as it develops. Information will be posted on the [Durham website](#), [social media](#), and in the weekly [News Blast](#).