

Town Hall Update

July 16, 2020



Hudson Town Hall will be opening by appointment only beginning July 20, 2020.



Everyone entering Town Hall, including employees, must complete a self-screening for COVID-19 symptoms. If you need to visit Town Hall for essential services, you must make an appointment with the department you wish to make an appointment with. All visitors must adhere to any State or Town of Hudson issued social distancing guidelines and must wear a face covering at all times during their visit.



Town Hall will remain locked. Residents coming to Town Hall for an appointment must be accompanied when entering, while in and when exiting the building. Additional appointment specific guidelines apply. When booking an appointment, staff will review all appointment specific guidelines with individuals to ensure the safety of both staff and individuals.



When possible, we ask that the public continue to use our remote capabilities to help mitigate the spread of COVID-19. The drop box is located at the front of the building and can be used for any mail that is going to Town Hall.

At this time, the Fire Department, Police Department, DPW, and Senior Center will remain closed to the public.

Department Information



Assessors:



Our department has reduced staff. If you can't find your answer online, please call (978) 568-9620 or email: Joanne Mcintyre, Administrative Secretary/ Assessor (jmcintyre@townofhudson.org); Christine DiMare, Principal Clerk (cdimare@townofhudson.org). In-person meetings are for critical needs and by appointment only.

Building Department:



Our office has been and continues to be fully staffed (2 people). We continue to work daily 8-4:30pm whether it is remotely from home, or on Tuesdays at the office. Public access is restricted to appointment only on Tuesdays. Please email either kdrummey@townofhudson.org or jwood@townofhudson.org to schedule an appointment, if necessary.

All inspections are still being done. Please email kdrummey@townofhudson.org to schedule all inspections.

Executive Assistant:



Our office has been and continues to be fully functional. We are operating primarily remotely, however the office is staffed with one individual on a flexible rotating basis. To schedule an appointment call (978) 562-9963 or email tvickery@townofhudson.org.

Finance Department:



Our offices are not open to the public. For questions, please call (978) 568-9630 or visit us at: <https://www.townofhudson.org/finance-department>.

Fire Department:



In an emergency, please dial 911.

To reach the fire chief's office, please dial (978) 562-5565. For scheduling inspections and permitting, press 2 and leave a message. Someone will return your call. Press 4 for the Administrative Assistant. Press 5 for the Deputy Fire Chief. Press 6 for the Fire Chief. The headquarters business line is (978) 562-7069. The business line will transfer to fire dispatch in the event fire department staff are out of the building responding to an emergency.

Health Department:



Our response to the COVID-19 crisis is happening around the clock. Our office has been and continues to be fully staffed working both in the office and remote during regular business hours, Monday through Friday, 8am – 4:30pm. We are conducting inspections to ensure COVID-19 compliance and essential inspections. Public access to the Health Department is restricted to appointment only. To schedule an appointment or for general information, contact us at: health@townofhudson.org or (978) 562-2020. If you call and no one is available to answer, please leave a voicemail. We will return your call. For the most up-to-date information on COVID-19, visit us at: www.hudsonhealthdept.org/coronavirus.

Transfer Station 2021 tags are available at the Transfer Station (300 Cox Street) on Tuesday, Wednesday, Thursday, and Saturdays. They are \$10 or free for >65 or veterans. Transfer Station tags are not available at Town Hall at this time.

Due to COVID-19 and the need to shift our staffing resources to address it, we have temporarily paused work on the curbside pick-up program. We do not have an updated start date at this time.

Hudson Public Library:



The Hudson Public Library is here for you Monday through Thursday | 9 AM - 7 PM, Friday | 9 AM - 6 PM, and Saturday | 9 AM - 5 PM. Though closed to the public, we are working behind the scenes to offer the following services; curbside pickup, book drop returns, interlibrary loans, museum & recreational pass reservations, virtual programs, and socially distant summer reading events and activities.

Curbside service is available every day, beginning one hour after opening and ending one hour before closing during library business hours. Contact the library at least 30 minutes in advance before picking up reserved items. Returns are accepted every Saturday via our main entrance book drop until it reaches capacity.

Interlibrary loans may be placed with a valid library card. Passes may be reserved for museums & recreational attractions that are open per Phase III's MA safety guidelines and protocols. Please visit the museum or area attraction's website for the most up-to-date info.

To connect with us, visit hudsonpubliclibrary.com, call (978) 568-9644 for adult and teen services or (978) 568-9645 for children's services, like us on Facebook [@HudsonPublicLibrary](https://www.facebook.com/HudsonPublicLibrary), or follow us on Instagram [@hudsonpubliclibrary](https://www.instagram.com/hudsonpubliclibrary).

Information Technology Department:



Our office is closed to the public. Residents with questions about the website can contact us at: <https://www.townofhudson.org/information-technology-department>.

Planning & Community Development:



We are working both remotely and in the office during regular business hours. Planning Board, Zoning Board of Appeals, and Conservation Commission meetings are running on their usual schedules, remotely via zoom. Please contact us for submission requirements. Public access to our office is restricted to appointment only, remote meetings strongly preferred. Please call us at (978) 562-2989 or email: Jack Hunter, Planning Director (jhunter@townofhudson.org); Kristina Johnson, Asst Director (kjohnson@townofhudson.org); Pam Helinek, Conservation Agent (phelinek@townofhudson.org).

Police Department:



As of now the police lobby remains closed to the general public, however the dispatch desk is staffed 24/7. When you enter the main lobby there is a call button to press for service.

For firearms licensing:

Renewal LTC/FID applications can be picked up in the main lobby of the station. We are working on getting them on-line. Completed applications can be mailed or dropped off, along with all required documents and a check made out to the Town of Hudson with the appropriate fee. Applications must be placed in a large envelope, not folded, to the attention of the "Firearms Licensing Official." The department will not require an appointment at this time for renewals unless further follow up is needed or questions arise.

New LTC/FID applications can be picked up in the main lobby of the police station. Completed applications can be mailed or dropped off, along with all required documents and a check made out to the Hudson Police Department with the appropriate fee. Applications must be placed in a large envelope, not folded, to the attention of the "Firearms Licensing Official." Once the application is received by the licensing official, an email will be sent to schedule an appointment for processing.

There is a drop box in the main lobby. Please wear a mask to your appointment. Hand sanitizer will be available and the licensing office will be cleaned after each use. Any firearms licensing questions can be directed to Lt. Michael Vroom at 978-562-7122 ext. 212, or via email at mvroom@townofhudson.org.

Public Works:



Our services have continued with little interruption during the COVID-19 crisis. Our office and all facilities are fully staffed working regular business hours, Monday through Friday, 7:30am-3:30pm. Public access is limited but we are accepting drop by visits from the public to attend to pressing matters. To schedule an appointment or to ask a question, contact us at: kluczai@townofhudson.org or 978-562-9333.

Fishing permits for Gates Pond will be available online in the near future at no cost. Children under the age of 16 do not need a permit but need to be accompanied by a permit-holding adult.

The Town is currently experiencing a Water Conservation Level 5: Emergency Water Ban. No outdoor watering is permitted with the exception of watering plants/gardens via hand held hose only.

Due to COVID, our water meter crew was unable to conduct in person visits for water bill reading. The previously issued May 2020 bill was an estimate based off of usage from bills issued May 2019. Our water meter crew is currently conducting actual readings for the August billing cycle.

Recreation:



Our office has been and continues to be fully staffed during working hours (Monday-Friday, from 8:30am-4pm). Staff is working both in the office and remotely in order to meet the needs of our community. If and when necessary, staff can meet with individuals in person, starting on July 20th. However, in order to mitigate the spread of COVID-19 we prefer to communicate with individuals via virtual meetings, phone calls or via email. If you call our office and get our voicemail, please leave a message. We will respond.

For the latest and most up to date information on “Reopening Recreation in Hudson” and the programs we are offering this summer, please visit both www.hudsonrecreation.org as well as our Facebook page (@HudsonRecreation).

Senior Center:



The Senior Center has not been open to the public however staff is working both in the office and remotely during regular business hours, Monday through Friday 8am – 3:30 pm. All social service needs including health insurance, prescription drug plans, fuel assistance, SNAP benefits and home care service referrals have been taken care of over the phone. Please leave your messages as they are all returned. Meals on Wheels is delivering a full weeks supply of food to seniors on Tuesdays and Fridays. In August, we will add Wednesdays as another day for food delivery. Transportation has yet to be determined.

We can be reached at (978) 568-9638.

Town Clerk:



Our office remains open and operational. For information on voting and services offered during the pandemic, visit: <https://www.townofhudson.org/town-clerk>. We can also be reached at (978) 568- 9615.

Treasurer / Tax Collector:



Our offices are open, but at reduced staffing levels. We encourage individuals to pay bills utilizing our online programs. For more information on how to pay your bill online, visit: <https://www.townofhudson.org/treasurer-tax-collector>. The drop box at the front of Town Hall is also available for drop offs. In-person meetings are for **critical needs only**. For more information or to schedule an appointment, call (978) 568-9606 (Monday through Friday, 8am – 4:30pm) or email ww eagle@townofhudson.org.

Veterans Services:



The Hudson Veteran Service Department has been working both remotely and in-office during COVID-19. While most services can be accomplished remotely, in-office appointments are available as needed. Prescreening for appointments is required and residents should call (978) 568-9635 or email bstearns@townofhudson.org to request/schedule.

Veteran/Active Duty/ Widow(er)/ or Family Members needing assistance concerning **Federal** Compensation/Pension/ Funeral, VA Healthcare Benefits, or **State** Benefits/ Assistance should contact me at the above phone number and/or email. While most Federal benefits are experiencing delays, State veteran benefits continue to be administered without any delay.

1. The VA hospitals are open however, they are continuing to following Federal and State guidelines regarding in-person appointments.
2. The VA Regional offices in Boston and Providence continue to have a delayed response to claims and the backlog of claims has increased causing most claims to take longer to adjudicate.
3. Funerals with military honors are not being conducted as of yet by the Air Force, Navy, Marine Corps and Coast Guard. Only the Army has continued to provide honors during COVID-19.

Passports:

Boston Passport Agency: Open to assist customers who need a passport in 72 hours for a life or death emergency. Customer must make an appointment through NPIC by calling 877-487-2778. Customers may NOT walk-in to our agency.

Processing times

- ROUTINE processing time commitment will not be offered
- No Expedite Passport Services

Can I apply in Hudson now? By appointment only on Tuesday and Thursdays. To make an appointment, contact Brian at (978) 568-9635 or bstearns@townofhudson.org.