



NORTH ANDOVER'S COVID RESPONSE

At this time, all Town Buildings are closed to the public. We are dedicated to serving the public to the best of our ability while taking measures to protect our employees and residents. The services we provide will continue behind the scenes through the internet, phone, and by appointment for essential services only. Please use this guide to help access town services during this temporary closure.

Conducting Town Business

Paying Bills: You may pay a bill online or by check. To pay online visit: northandoverma.gov/pay To pay by check: Please place your payment in the drop box outside of Town Hall.

Town Meeting: Warrant remains open until March 23 at 4:30 PM. To submit a citizen petition for Town Meeting, please put it in the drop box outside of Town Hall.

Inspectional Services: At this time, essential inspections will continue. We ask that if you are feeling ill, please call and notify the Town ahead of time to reschedule.

Fire Department: Walk-ins are not accepted at this time. If you need a permit, please call 978-688-9590 to make an appointment.

Other Services Offered

Food: Food assistance will be provided during the weekdays to all North Andover residents, regardless of age. Order meals online by visiting northandoverma.gov/covid19 or call the 978-208-6070 the day before. Call before noon on Friday if you need food on Monday.

If you need food or other supplies, please call the **COVID19 hotline.**

Small Businesses: Small business assistance and resources are available at northandoverma.gov/covid19.

How to Help

Please consider ordering takeout from North Andover restaurants and buying gift cards from North Andover businesses. A list of businesses and the services they offer can be found at northandoverma.gov/covid19.

The Town is also collecting non-perishable donations of food and other necessities. Want to help? Sign up to donate community necessities by visiting northandoverma.gov/covid19.



INFORMATION PAGE

Phone

COVID-19 Hotline: 978-208-6070

The COVID-19 hotline was created to help residents access all of the town's resources and information with just one phone number. During normal business hours, you may call the hotline to inquire about town services, ask general questions regarding COVID19, or to request assistance due to lack of food or supplies.

If you have concerns regarding a possible exposure to COVID-19 and/or need assistance with testing, you may ask to speak privately with the Town's Public Health Nurse. After normal business hours, you may call 978-989-1494.

If you are in need of emotional support or assistance with life adjustment struggles, you may ask to speak privately with the Town's Community Support Coordinator. After normal business hours, you may call 978-989-1048.

Web

We encourage residents to follow the town's webpage dedicated to COVID-19. Here you will find town resources, school information, and links to the Centers for Disease Control & Prevention and Massachusetts Department of Public Health COVID-19 webpages.

<http://northandoverma.gov/covid19>

Email

Questions and concerns about the town's COVID response or about the illness in general, can be emailed to:

covid19@northandoverma.gov

Recommendations

As we learn more and more about COVID-19, the information and guidance will continue to change. This is why we recommend following our website or calling into our Hotline for up to date guidance.

The one recommendation that has not changed is preventative practices. In order to slow down the spread of this illness, it is critical to continue to :

- **Wash your hands often** with soap and warm water for at least 20 seconds.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.
- **Clean frequently touched surfaces** (like doorknobs and countertops) with household cleaning spray or wipes.
- **Cover your cough or sneeze** with a tissue or your inner elbow, not your hands.
- **Stay home if you are sick** and avoid close contact with others.
- **Practice social distancing** by keeping 6 feet of distance between you and others, avoiding large crowds and gatherings of more than 25 people, and staying home with your family.

We thank you for doing your part to keep our community healthy.