



## **Brookline Town Hall Public Re-Opening**

### Message from the Town Administrator

Since early February 2020, the Town has been planning for and responding to the issues presented by the COVID pandemic. For employees of the Town, the challenges of the pandemic have meant a new work dynamic for all of us, whether emergency personnel, field staff, operational and administrative support staff, and program personnel. While Town offices may not have been open to the public, employees have been working to keep the Town's operations, programs and services running. Some functions require employees coming into the office while others can be managed effectively by employees from their home. With most transactions available on-line and with dozens of meetings held weekly on the Zoom video platform, I can confidently and proudly say that the Town of Brookline never closed for business during the COVID pandemic.

At the same time, we have been planning to re-open Town Hall and other municipal buildings in a gradual way that protects the safety of our employees, their families and the public. Beginning on Monday, August 17, we will open and staff the Town Hall lobby on a part-time basis each day with a concierge desk to check-in visitors and facilitate appointments for certain Town services and functions. The following week, the Town Hall will host early voting for the upcoming state primary election in the conference room off of the main lobby.

Below is more detailed information about the hours and nature of Town Hall access, along with required protocols to keep everyone safe. Additional hours or greater access to Town Hall and other municipal buildings will depend on the status of the virus in Brookline and other factors. We will go slowly and cautiously, evaluating all of the available information from the Commonwealth of Massachusetts and the Brookline Public Health department.

Stay healthy and safe,

Mel Kleckner, Town Administrator

## **TOWN HALL PUBLIC ACCESS HOURS**

**Initial (August 17-September 4): Town Clerk, Treasury, and Select Board Offices open by appointment only using the Calendly scheduling application.**

**Appointment Hours: Monday - Thursday 10:00 a.m. - 2:00 p.m. Friday from 10:00 a.m. - 12:30 p.m.**

Other public on-site activities:

- Early Voting August 22 - August 23 from 8:30 a.m. - 1:30 p.m., August 24 - 26 from 8:30 a.m. - 4 p.m., August 27 from 8:30 a.m. - 8: p.m., August 28 from 8:30 a.m. - 12:30 p.m.
- Filing of Warrant Articles - the warrant closes at Noon on Thursday, September 3, 2020. Please make your appointments in advance of the final close of the warrant.

**Intermediate (September 8 - Indefinitely): All Town Hall Offices open by appointment only.**

**Appointment Hours: Monday - Thursday 10:00 a.m. - 2:00 p.m., Friday 10:00 a.m. - 12:30 p.m.**

- 1st - 6th Floors will be appointment only through the Calendly scheduling application.

### **Long Term:**

- As public health measures dictate, there will be longer hours for Town Hall with continued appointment only access to the building.
- Other Town Buildings will open as safety protocols and installations are put in place.

### **Town Hall Protocols**

- When visiting Town Hall for an appointment, you should wear face coverings, maintain 6 feet for social distancing, and wash your hands/use hand sanitizer upon entering and exiting the building. Town staff will also be wearing face coverings and washing their hands frequently.
- All visitors must check in with the Town Hall concierge on the first floor. The visitor will review the COVID Self Certification and the concierge will take their temperature and confirm appointment information.
- We encourage residents to continue to use our online resources and the drop box at Town Hall. For your convenience, there will also be a Drop Box at the Concierge Desk.
- At this time, the Municipal Service Center, Public Safety Building and Public Health Building will remain closed to the public.

## **Department Information and Contacts**

### **TOWN HALL DEPARTMENTS**

**Assessors: [Click here for appointments \(coming soon\)](#)**

While most business can be accomplished remotely either online, by telephone, or through Zoom meetings, we will schedule in-person meetings for critical needs only.

**Building: [Click here for appointments \(coming soon\)](#)**

Most business can be performed online, by telephone, email or a zoom meeting.

Building Department – General Questions – (617)730-2100

**Finance:**

Our divisions (Assessing, Comptroller, Purchasing, and Treasury) have been working throughout the pandemic. The Treasury windows are open but payments should be made online, via mail, or left in the drop box at Town Hall.

**Human Resources: Click here for appointments (coming soon)**

Where the needs cannot be met through an online or remote interaction we will set up an appointment to meet with candidates, employees, or retirees. For Benefits please contact Kayla Toleno at [ktoleno@brooklinema.gov](mailto:ktoleno@brooklinema.gov) or (617)730-2117, Leave & Disability Ryan Kasala [rkasala@brooklinema.gov](mailto:rkasala@brooklinema.gov) or (617)308-5505. Employee COVID-19 questions and documents may be submitted to [HRCOVID19@brooklinema.gov](mailto:HRCOVID19@brooklinema.gov)

**Planning & Community Development: Click here for appointments (coming soon)**

A representative from the Regulatory Division is present during normal working hours to respond to general zoning questions, and a Preservation Planner is available in the office Monday through Thursday 8:00 a.m. to 5:00 p.m. All other personnel are working remotely and will continue to respond to questions and requests for information.

**Main Contact**

Linda Hickey [lhickey@brooklinema.gov](mailto:lhickey@brooklinema.gov) (617)730-2131  
 Derick Yung [dyung@brooklinema.gov](mailto:dyung@brooklinema.gov) (617)730-2130

Issue	Contact Person	E-mail address	Telephone number
Subsidized Housing	Virginia Bullock David Guzman	<a href="mailto:vbullock@brooklinema.gov">vbullock@brooklinema.gov</a> <a href="mailto:dguzman@brooklinema.gov">dguzman@brooklinema.gov</a>	(617)730-2124 (617)730-2090
Regulatory—zoning, special permits, variances, applications, etc.	Polly Selkoe Maria Morelli Victor Panak Monique Baldwin	<a href="mailto:pselkoe@brooklinema.gov">pselkoe@brooklinema.gov</a> <a href="mailto:mmorelli@brooklinema.gov">mmorelli@brooklinema.gov</a> <a href="mailto:vpanak@brooklinema.gov">vpanak@brooklinema.gov</a> <a href="mailto:mbaldwin@brooklinema.gov">mbaldwin@brooklinema.gov</a>	(617)730-2126 (617)730-2670 (617)264-6482 (617)730-2168
Regulatory—signs & façades	Victor Panak	<a href="mailto:vpanak@brooklinema.gov">vpanak@brooklinema.gov</a>	(617)264-6482
Regulatory—preservation, historic preservation, demolition delay, Local Historic Districts	Valerie Birmingham Tina McCarthy	<a href="mailto:vbirmingham@brooklinema.gov">vbirmingham@brooklinema.gov</a> <a href="mailto:tmccarthy@brooklinema.gov">tmccarthy@brooklinema.gov</a>	(617)730-2089 (617)730-2612
40Bs—Comprehensive Permits	Alison Steinfeld	<a href="mailto:asteinfeld@brooklinema.gov">asteinfeld@brooklinema.gov</a>	(617)730-2130

Small Business Assistance	Meredith Mooney	<a href="mailto:mmooney@brooklinema.gov">mmooney@brooklinema.gov</a>	(617)264-6478
Community Development Block Grant (CDBG) Program	Joe Viola	<a href="mailto:jviola@brooklinema.gov">jviola@brooklinema.gov</a>	(617)730-2125
General Questions or referral to appropriate Planner	Linda Hickey Derick Yung Alison Steinfeld	<a href="mailto:lhickey@brooklinema.gov">lhickey@brooklinema.gov</a> <a href="mailto:dyung@brooklinema.gov">dyung@brooklinema.gov</a> <a href="mailto:asteinfeld@brooklinema.gov">asteinfeld@brooklinema.gov</a>	(617)730-2131 (617)730-2130

**Public Works: Engineering, Transportation, Highway, Sanitation, Water, Sewer, Parks, Forestry, Conservation & Cemetery** [Click here for appointments \(coming soon\)](#)

Our services have continued with little interruption during the COVID-19 crisis. Our office and facilities are staffed during regular business hours. Public access to our office is restricted to appointment only. Select professional and administrative functions, that can efficiently and effectively accomplish core job functions remotely, have been moved off site to increase the Department's ability to minimize person to person contact within the office. For detailed information regarding services, programs, operations and contact information please visit the Brookline DPW webpage <https://www.brooklinema.gov/436/Public-Works>

**BrookOnLine – Customer Service Tool**

We continue to encourage residents to use our custom app BrookOnLine to report information, request service, sign up for notifications and make payments. <https://www.brooklinema.gov/brookonline>

**DPW Central Administration & Engineering Services**

**Monday –Thursday: 8:00 a.m. – 5:00 p.m. and Friday: 8:00 a.m. – 12:30 p.m.**

General DPW related inquiries including refuse, recycling and special pick-ups please email: [dpwinfo@brooklinema.gov](mailto:dpwinfo@brooklinema.gov) or (617)730-2156

Transportation, including moving signs, parking permits, and other inquiries please go to [www.brooklinema.gov/transportation](http://www.brooklinema.gov/transportation) or (617)730-2177

Engineering, including contract documents: <https://www.brooklinema.gov/456/Engineering> or (617)730-2139

Water and Sewer permits, billing and administration: [water@brooklinema.gov](mailto:water@brooklinema.gov) or (617)730-2170/2171

Conservation, Wetland Filings & Nature Sanctuaries: [conservation@brooklinema.gov](mailto:conservation@brooklinema.gov) or (617)730-2087

**DPW Operations & Maintenance Services**

**Monday –Friday: 7:00 a.m. – 3:00 p.m.**

Water & Sewer: [water@brooklinema.gov](mailto:water@brooklinema.gov) or call (617)730-2625

Highway and Sanitation: [highway@brooklinema.gov](mailto:highway@brooklinema.gov) or call (617)879-4700

Parks, Forestry & Cemetery: [parks@brooklinema.gov](mailto:parks@brooklinema.gov) or call (617)879-5650

Park and Recreation Commission, Transportation Board, Solid Waste Advisory Committee, Conservation Commission, Cemetery Trustees and Tree Planting Committee meetings and sub-committee meetings are occurring remotely via Zoom.

**For emergencies outside of normal business hours please call:**

**Water & Sewer: (617)730-2175**

**Highway & Sanitation: (617)879-4700**

**All other emergency calls outside of business hours should be referred to the Brookline Police.**

**Select Board/Town Administrator: [Click here for appointments](#)**

The Select Board/Town Administrator's Office continues to operate remotely and in-person Monday - Thursday from 8:00 a.m. - 5:00 p.m. and Friday from 8:00 a.m. to 12:30 p.m. This office handles all licensing, Town Meeting Warrant Article submissions, and general questions and comments regarding the town administration.

Select Board General Questions: (617)730-2202, [selectboard@brooklinema.gov](mailto:selectboard@brooklinema.gov)

Select Board Licensing Questions: (617)730-2203, [tsouza@brooklinema.gov](mailto:tsouza@brooklinema.gov)

**Town Clerk: [Click here for appointments](#)**

Our office continues to provide Clerk, public records, election and Town Meeting services during the pandemic. With re-opening to the public, we will be able to provide easier access to marriage licenses and the transactions related to elections and warrant articles by appointment by contacting [townclerk@brooklinema.gov](mailto:townclerk@brooklinema.gov) or (617)730-2010.

**Town Counsel**

The Office of Town Counsel continues to conduct business remotely. Staff are available by email or telephone as always, and will continue to monitor their email regularly. Please do not send correspondence by facsimile, as it is not likely to be received timely. If you need general assistance or to reach a particular staff member for whom you do not have contact information, please email Kerry Fleming at [kfleming@brooklinema.gov](mailto:kfleming@brooklinema.gov) or leave a message at (617) 730-2190.

**Treasurer/Tax Collector**

Our offices are open Monday through Friday, but at reduced in-person staffing levels. Please use the [online portal](#) to look up or pay bills. Payments can also be made by mail or dropped in the drop box at Town Hall. Appointments are for critical needs only, e.g., registry hold releases. Please call Treasury's main line at (617)730-2020 or email at [treasurer@brooklinema.gov](mailto:treasurer@brooklinema.gov).

**School Department**

The central office staff of the school department continues to operate remotely and in-person at our offices in Town Hall and at 2 Clark Road. We are available to assist families and school staff if you have any questions or need assistance. Our office is staffed from Monday through Friday from 8:00am to 4:00pm.

For school registration questions, please email [enroll@psbma.org](mailto:enroll@psbma.org) or call 617-264-6492.

For school human resource questions, please email [schoolhr@psbma.org](mailto:schoolhr@psbma.org) or call 617-730-2431.

For any other general questions, please call 617-730-2401.

**PUBLIC HEALTH BUILDING**

**Diversity Inclusion & Community Relations: [Click here for appointments](#)**

All in person public presentations and events have been suspended until further notice. Where possible the Office has used online platforms to host virtual events as well as supported other organizations' efforts in those areas. All other ODICR services will continue to be available remotely and the Office continues to support Boards and Commissions under its purview as they meet remotely. However if a circumstance can't be addressed remotely, an appointment may be arranged. If you are filing a complaint please consider using the online complaint form <https://www.brooklinema.gov/FormCenter/Office-of-Diversity-Inclusion-and-Commun-8/Brookline-Discrimination-Report-Form-63>.

Contact can also be made by email [lgellineau@brooklinema.gov](mailto:lgellineau@brooklinema.gov) and by phone (617)730-2326. To ensure your communication reaches the appropriate staff, please be as specific as possible regarding your need.

**Health Department: Click here for appointments (coming soon)**

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. We are conducting inspections to ensure COVID-19 compliance and essential inspections. Public access to the Health Department is restricted to appointment only. Please contact (617)730-2300 with any questions or requests for additional information or to schedule an appointment.

**Technology:**

The department has been working throughout the pandemic to stand up the Emergency Operations Center, secure and distribute laptops to Town employees for secure remote access, augment the Town's infrastructure, add services, and increase remote meeting capacity through Webex and then Zoom. Our office is closed to the public. Please visit the Town's website at: [www.brooklinema.gov](http://www.brooklinema.gov) or our COVID-19 site at <https://brooklinecovid19.com/>

**Veterans Services:**

The Brookline 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. Please email [BmcGroarty@brooklinema.gov](mailto:BmcGroarty@brooklinema.gov) or call (617)730-2112.

**OTHER BUILDINGS****Council on Aging:**

The Brookline Senior Center is open on a limited basis for essential services. The Council on Aging staff is working both in the office and remotely Monday –Friday 8:30 a.m.- 5:00 p.m. to answer questions, provide social services, and connect the public to resources. Council on Aging, transportation, and food insecurity programs are fully operational at this time. The public is encouraged to leave a voicemail at (617)730-2777, and calls will be returned during regular business hours.

**Public Libraries of Brookline:**

Though closed to the public, we are working behind the scenes to offer the following services; curbside pickup, book drop returns, interlibrary loans, virtual programs, and socially distant summer reading events and activities. For Contactless Pick Up: <https://www.brooklinelibrary.org/update-on-covid-19/contactless-pickup/>

**Fire and Police:**

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. When the Lobby does open to the public, the Traffic Window will open for Cash transactions only and will follow a socially distanced protocol by appointment only, including violators waiting outside the building until a clerk is available. All hearings will continue to be conducted remotely.

**Recreation:**

Staff is working both in the office and remotely in order to meet the needs of our community. 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.

Contact the Recreation Department to make an appointment with a staff member or for general inquiries, [recreation@brooklinema.gov](mailto:recreation@brooklinema.gov) or (617)730-2069.

Contact specific inquiries as follows:

Leigh Jackson, Recreation Director, [lmjackson@brooklinema.gov](mailto:lmjackson@brooklinema.gov);

Jon Lewitus (Programs), [jlewis@brooklinema.gov](mailto:jlewis@brooklinema.gov);

Resource Manager (Facility Operations) Tyler Radicioni, [tradicioni@brooklinema.gov](mailto:tradicioni@brooklinema.gov);

Gerry Kelly, Business Manager, [gkelly@brooklinema.gov](mailto:gkelly@brooklinema.gov) (Permits).