



Needham Board of Health



AGENDA

Tuesday May 12, 2020

9:00 a.m.

Zoom Meeting ID: 897-9819-2371

Under Governor Charlie Baker's emergency "Order Suspending Certain Provisions of the Open Meeting Law G.L. c. 30A, S20", issued March 12, 2020 and in effect until termination of the emergency, meetings of public bodies may be conducted virtually provided that adequate access is provided to the public. The Needham Board of Health will hold this meeting virtually on April 16, 2020 at 9:00 a.m. No public participation is anticipated for this meeting.

To listen and view this virtual meeting on a phone, computer, laptop, or tablet, download the "Zoom Cloud Meeting" app in any app store or at www.zoom.us. At the above date and time, click on "Join a Meeting" and enter the meeting ID **897-9819-2371** or click the link below to join the webinar:

https://us02web.zoom.us/webinar/register/WN_B6p_04MbQJe8F-sy6lLkug

- **9:00 to 9:05 – Welcome & Review of Minutes (April 16th, April 28th)**
- **9:05 to 9:35 – COVID-19**
 - **Status Update**
 - **Coordination with State Contact Tracing Collaborative, other Partner Agencies**
 - **Face Covering Order**
 - **Phased Plan to Return Some Town Government Services & Town Meeting**
 - **Discussion of Safe Resumption of Certain Business Activities**
 - **Trails, Fields, and Outdoor Spaces**
- **9:35 to 9:50 – Discussion about Independence Day Celebration with Needham Exchange Club**
- **9:50 to 10:00 – Staff Reports (April)**
- **10:00 to 10:10 – Enforceable Agreement for Sewer Connection 57 Walker Lane**
- **10:10 to 10:20 – Needham Farmers Market 2020 Operations**
- **Other Items – Next BOH meeting Tentatively on Tuesday, June 16th at 9:00 a.m.**
- **Adjournment**

(Please note that all times are approximate)



NEEDHAM PUBLIC HEALTH DIVISION



Board of Health Meeting Minutes

Date: April 16, 2020

Location: Remote via Zoom per Governor Charles Baker COVID-19 Executive Order of March 12

Members: Kathleen Ward Brown, ScD, Chair
Edward Cosgrove, PhD, Member
Stephen Epstein, MD, MPP, Member
Christina S. Mathews, MPH, Member
Robert A. Partridge, MD, MPH, Vice Charge

Staff present: Timothy McDonald, Director of Health & Human Services; Rebecca Ping, Emergency Management Administrator; Tara Gurge, Assistant Public Health Director; Karen Shannon, Maryanne Dinell, Diana Acosta, Carol Read, Dawn Stiller

Dr. Kathleen Ward Brown, Board Chair, called the meeting to order at 9:00 am.

The meeting was held on Zoom following the Governor's Executive Order of March 12 to ban public meetings due to COVID-19 pandemic. Dr. Brown stated that all votes will occur via roll call vote. Dr. Brown also noted that the materials and staff reports were on the town website with the exception of the public health nursing report which will be available later. She also noted that public has observation access only.

Minutes: The March 5, 2020 minutes were reviewed. **Dr. Cosgrove made a motion to approve the minutes. Dr. Epstein seconded. The March 5 minutes were approved by unanimous roll call vote.**

Emergency Management Administrator report COVID-19 – Rebecca Ping

Ms. Ping has been working closely with Mr. McDonald and with both public health nurses, Tiffany Zike and Donna Carmichael, in the COVID response on a daily basis.

- The incident command group is housed in main conference room at the Rosemary Complex
- Ms. Ping noted that many department staff and departments heads have taken on duties beyond their job titles
- Ms. Zike has coordinated the nursing efforts. This includes coordinating with police, fire, health, Massachusetts Department of Public Health, Aging Services, and the schools. Mostly recently she coordinated the school lunch program pick up.
- Ms. Ping coordinates the emergency operations response for all emergency and town departments.
- The Medical Reserves Corps (MRC) volunteers have grown to 57.
- Personal Protective Equipment (PPE) donation box is located outside of the Rosemary complex. So far 360 cloth masks, 2000 surgical masks, and 100 pieces of hand sanitizer have been donated.

- The Massachusetts Emergency Management Agency (MEMA) and the National Guard have been distributing N95 masks to EMS and Fire. Ms. Acosta, Tara Gurge and Monica Pancare have been coordinating needs with the post office, grocery stores, and long-term care facilities based on available donations

Dr. Brown asked if the group had started planning for reopening or scaling back aspects of the operation. Ms. Ping said that recovery discussions have been in place since the beginning and that they are beginning to develop plans to roll back a little at a time. Dr. Epstein noted there would need to be different scenarios for reopening. A discussion ensued on social distancing and on mandating mask use. Ms. Acosta has been visiting ten retail establishments per day to check on face coverings. She has asked establishments to reach out to the health department if they need supplies. Mr. McDonald said that the Attorney General's office has been ambiguous in its statements of whether or not it is legal to require the public to wear masks although it is likely possible to require patrons in retail and restaurant establishments to wear them. Mr. McDonald will report back to the Board at the May meeting on this issue.

Case reporting – Timothy McDonald

Mr. McDonald informed the Board that the Commonwealth announced today (April 16) that they will share COVID-19 case counts by community. He noted the guidance from state agencies changes daily. With over 100 cases, Needham is well beyond the level where it can disclose the number of cases while still protecting the privacy of patients. It was noted that Needham's numbers include COVID patients in long term care facilities within the town.

A second discussion ensued on how MAVEN (Massachusetts Virtual Epidemiologic Network) tracks deaths. Formal notice of deaths is through death certificates at Town Hall and this information is not reported in real time. At the Board request, Mr. McDonald will speak to the Town Clerk about getting the number of deaths. The Board also requested information about Needham residents who die at hospitals outside Needham.

Mr. McDonald also said that if a worker at a long-term care facility tests positive but does not live in Needham, the municipality where they live would report the information to Needham as courtesy and to assist with contact tracing.

Mr. McDonald reported that Ms. Ping will be leaving Needham for a new job at the end of April and that Ms. Carmichael has delayed her retirement date, which was originally set for April 30th. This means the Public Health Division will be short-staffed. Mr. McDonald also noted that only clinical staff access MAVEN, so in Needham this means that only Ms. Carmichael and Ms. Zike can access that system.

Communicable disease follow-up and contact tracing

Mr. McDonald said that there is a two-pronged approach as delineated at Governor Baker's press conference:

- 1) Massachusetts Health Officer Association and other professional associations are using graduate student interns in lieu of practicum placements to assist communities in contact tracing. Mr. McDonald did not request an additional intern because Dana Rosenberg, the public health nursing intern, was reassigned from the concussion protocol to contact

tracing. In addition, two retired nurses, two school nurses, and Barbara Singer, the Director of School Health Services, are working on contact tracing.

- 2) On April 15, the Massachusetts Department of Public Health implemented a change to communicable disease tracking protocol and the use by public health of the MAVEN system. The new protocol will take cases from the communities' dashboard after 6 p.m. and return them later after the contact tracing is complete. This is a unilateral decision and Mr. McDonald is not certain how long it will take for cases to reappear in the community numbers.

Public information efforts

A discussion ensued on the public information effort. Several Board members said that people need to get used to receiving information from the Town's public information officer, Cynthia Roy Gonzalez. Dr. Brown asked if more information on small business loans could be included in the announcements. Mr. McDonald noted that the Town does not have an economic development coordinator but he will work with the public information officer to get more information into social media, email, and text.

Personal protective equipment coordination and management

Mr. McDonald said that the Town is working on a central process for purchasing and tracking personal protective equipment (PPE). He noted that some of the donated supplies do not meet medical standards and some of the medical grade supplies have directions written only in Mandarin. Ms. Matthews asked if town volunteers could be found to translate. Also Ms. Matthews and Dr. Brown noted that it would help if the communications included debunking myths, especially as related to personal protective gear.

Food establishment inspections

Ms. Gurge and Ms. Acosta reported that they continue weekly spot checks and they remind all employees of food service establishments to practice social distancing and to wear a face covering. They are conducting 12 to 15 spot checks a week. The Board agreed that requiring the use of masks in all places of commerce should be on the website including recommending masks for patrons. The Board discussed encouraging the use of masks when out of the home but not requiring them for outdoor activities such as walks.

Traveling Meals – Maryanne Dinell

Ms. Dinell reported that volunteers have been delivering the regular two meals per day. She makes sure that social distancing is maintained, that all volunteers have masks and gloves, and that gloves are changed after each delivery. Ms. Dinell's sister made masks for all the volunteers. Ms. Dinell has been providing the hospital with meal counts each day to make sure that nothing is wasted. She noted the numbers fluctuate as seniors find other sources for food. Volunteers are self-sufficient and can collect the meals on their own if Ms. Dinell is not available. Ms. Dinell noted that volunteers are speaking one-on-one to seniors and maintaining proper distance but are not the primary person responsible for wellness checks at this time.

Dr. Partridge asked about what sort of contact there is for seniors. Mr. McDonald said that Aging Services is contacting all seniors by email and phone and, when necessary, through family

members to check on the status residents. Mr. McDonald noted they have had so many volunteers that some are being kept on a wait list to meet future needs.

Vote on proposed fees and charges

Dr. Epstein stated that the fee charges looked fine except that the yellow highlighted text should be changed from “In extraordinary circumstances, *the Director of Public Health*, not the *Director of Health & Human Services*, may modify or reduce the fees noted above if, in the Director’s opinion, it is in the best interests of the Town of Needham.” The Board agreed as that would allow for modifications during the COVID-19 emergency. Mr. McDonald said that he will examine all fees when a partial reopening is announced, and may prorate fees as needed. The Board noted that seating capacity for restaurants and cafes will likely not be applicable in a partial reopening scenario.

Dr. Epstein made a motion to adopt fee schedule with provision of extenuating circumstances of COVID-19 virus at this time. The motion included changing the yellow highlighted text in the regulation to allow the Director of Public Health, not the Director of Health and Human Services, to determine the extenuating circumstances. Dr. Cosgrove seconded. The fee schedule was unanimously approved via roll call vote with the designated agent change as above. The Board will receive updated fee information at a future meeting as relative normalcy returns.

Substance Prevention Alliance of Needham (SPAN) – Karen Shannon

Ms. Shannon reported that SPAN continues to meet virtually. SPAN has launched two student-led initiatives: A public service announcement on social distancing that has gone out on Twitter, Instagram, and Facebook, and so far has had 1000 views; and SALSA has its own campaign for staying connected during social distancing. Ms. Shannon is working with Ms. Read, Ms. Sara Shine, Director of Youth and Family Services, the YMCA, the Needham Housing Authority, and the Schools to provide consistent information. They have established a centralized list of resources related to COVID-19 and will be available on the Town website.

Ms. Shannon also reported that she submitted an application for a \$30,000 MetroWest Foundation Grant for Youth Vaping Cessation programs.

Finally, Ms. Shannon ran a webinar with Mr. Jon Wortman on stress reduction during COVID-19, on April 15 which had 35 virtual attendees. Dr. Epstein noted that adult alcohol abuse will increase during the emergency. Ms. Shannon noted that the increase in social media posts about using alcohol and other substances to get by has already increased substantially and children will be influenced by adult behavior around them. She and Ms. Read will discuss some ideas and report at a future Board meeting.

Environmental Health Report, Tara Gurge and Diana Acosta

Ms. Gurge reported that the housing order letter resituating the resident back into to his unit at Nehoiden Glen, occurred on March 16, the day before the shutdown. Springwell was extremely helpful providing a mattress, sheets and towels, and other needed housekeeping products. Maryanne Dinell was able to initiate Traveling Meals for the individual as well.

Ms. Gurge introduced two new interns, Ms. Kyra Lyerla and Ms. Paige Lambert. Ms. Lyerla is a rising senior at Regis College in Weston and is laying down the groundwork for the Nourishing Needham project. Ms. Lyerla is establishing criteria and nutrition guidelines including food safety, nutrition, and healthy eating ideas for posting in various social media outlets. Ms. Lambert is finishing her MPH at the Boston University School of Public Health and is conducting research on helping Needham adopt additional FDA Voluntary National Retail Food Regulatory Program Standards. She is also working on social media items about hot public health topics such as COVID-19 food safety and face covering education.

Ms. Acosta reported that she, Ms. Monica Pancare, and Ms. Gurge had a conference call with the Farmer's Market coordinator, Mr. Tom Gehman. The Farmers Market has put several protocols into place following the guidance that the Massachusetts Department of Agricultural Resources. These include:

- Delay of the seedlings sale to the start of the market on June 14;
- A one-way entrance on Chapel to a one-way exit on Highland and using the central walkway on the Common for vendors to provide social distancing;
- A limited number of people with a Board member overseeing entrance;
- Hand sanitizer and masks for all vendors provided;
- No cloth tablecloths—plastic or no covers will be allowed;
- Patrons will be required to wear masks;
- There is a question about whether special events or entertainment, along with artists or craft vendors, will occur this year. They will depend on BOH guidance on that.
- Flat pricing, such as \$5.00 for potatoes, to avoid the need to make change;
- Vendor's phone numbers will be provided to encourage prepayment, preorder and drive by pick up. Both the Farmer's Market newsletter and the Public Health Division daily briefing will include this information;
- Exit will also include payment by credit or debit card to discourage cash payments and one stop payment rather than at each vendor booth.

Enforceable agreement for sewer connection to 57 Walker Lane septic system update

Ms. Gurge said that she has heard nothing from the owner. The next required check-in date is May 1.

Discussion of Partial Reopening

Dr. Epstein asked if there was a plan for air mitigation/turning over indoor air. A discussion ensued on HEPA filters and UV light sterilization for duct systems. Dr. Brown volunteered to assist the Public Health staff as air mitigation efforts are her area of research expertise. She is aware of the expense and difficulty of various systems. Having systems in place will allow businesses such as hair and nail salons to reopen. There was also discussion about the variability among landlords regarding April rent payments.

Regional Substance Abuse and Prevention Program – Carol Read

Ms. Read reported that the Massachusetts Organization for Addiction Recovery is still holding their meetings virtually and peer recovery centers and other programs are ongoing. Virtual AAA continues with only first names noted on Zoom and clients have found it supportive. The

Community Crisis Intervention Team (CCIT) meetings have moved from monthly to weekly via Zoom. She noted that Lieutenant Baker, Officer Fortier, Ms. Shine, the Aging Services social workers, and Ms. Read have had fewer calls than usual. Riverside continues to check in with the CCIT group and they are maintaining evaluation of clients for placement.

- Ms. Read announced that SAPC funding has been extended through FY21.
- Zendelli Depina provided an update on the Photo Voice Project. All towns have strong participation. Given the COVID shutdown, Dr. Partridge requested that Ms. Depina check on having the photos posted to the Needham's Facebook and Instagram accounts.

Dr. Cosgrove made a motion to adjourn. Dr. Epstein seconded. Unanimous roll call vote to adjourn. Meeting adjourned at 10:45 a.m.

Next Board Meeting Tuesday May 12th at 9:00 a.m.

Minutes Prepared by,

Faith Crisley
Recording Secretary



NEEDHAM PUBLIC HEALTH DIVISION



Board of Health Emergency Meeting Minutes

Date: April 28, 2020

Location: Zoom meeting, per Governor Baker's March Stay at Home Order

Members: Kathleen Ward Brown, ScD, Chair
Edward Cosgrove, PhD, Member
Stephen Epstein, MD, MPP, Member
Christina S. Mathews, MPH, Member
Robert A. Partridge, MD, MPH, Vice Charge

Staff present: Timothy Muir McDonald, Director of Health and Human Services; Tara Gurge, Assistant Director, Environmental Health; Tiffany Zike, Public Health Nurse

Meeting called to order at 3:00 p.m. by Dr. Kathleen Ward Brown, Chair of the Board. Meeting was called to discuss emergency order about face coverings.

Draft Regulation Public Health Emergency Order Mandating Face Coverings

The Board had reviewed a draft order for Needham, regulations from other towns and cities in Massachusetts, and all public comments received by 2:00 pm on April 28.

A wide-ranging discussion ensued. Possible amendments were also discussed.

In answer to Board inquiry, Mr. McDonald noted the town does not have enough personal protective supplies for all residents who request them, but will continue to provide information and guidelines for making masks. The first priority continues to be essential workers. The Public Health Division will encourage the community groups who are making masks to donate to those who need them. The exception will be the election on May 26, where masks will be provided to help meet the essential government function of holding an election.

Overview

Recommended changes to the emergency order after long discussion included:

- Face covering of any kind are recommended, but continue to reserve medical grade supplies for front line health care workers
- The youngest required to wear masks will be 5 years-old rather than 2 years-old.
- The Board, after discussing a sunset provision, decided that the emergency order will be in place for 45 days. This will allow the Board to revisit the emergency order at its regularly scheduled June 16 meeting.
- New scientific rationale for the need to cover face in indoor public spaces was discussed. New models are showing droplets remain in closed spaces, such as elevators, longer than originally discovered.
- Need signage in commercial and large residential buildings explaining face covering requirements based on new order.

- The regulation will be difficult to enforce without defined consequences and dedicated enforcement staff, but still makes a very strong point. The Board and staff discussed that most businesses have been cooperative and proactive of their own accord. This order will increase the willingness of residents and businesses to do their part in preventing the spread of COVID. In answer to a Board question, Mr. McDonald said that the Board retains authority to deal with any business that flouts the emergency order.
- The Board also discussed the protocol for a retail establishment refusing to serve a patron or customer without a face covering. The emergency order allows a business to use its own discretion in refusing service to someone who is not wearing a face covering.
- The emergency order does not require face coverings in outdoor spaces where social distancing guidelines can be maintained. Residents can choose to wear them outdoors, especially in situations where social distancing cannot be maintained.

Mr. McDonald said that the Public Health Division will need time to educate the public about the emergency order. He would like two days of public information before the order goes into effect.

The Board will review permit guidelines for ice cream trucks and mobile food trucks at a future spring meeting to incorporate Public Health staff input on safe operating guidelines, including social distancing protocols during COVID.

A motion to approve the Amended Regulation for Public Health Emergency Order Mandating Face Coverings was made by Dr. Cosgrove. The Motion was seconded by Dr. Partridge. The amended regulation was approved unanimously by voice vote.

There was no new business.

The next two Board meetings are:

May 12, 9:00 a.m. via Zoom

June 16, 9:00 a.m. via Zoom

A motion to adjourn the meeting was made by Dr. Cosgrove. Dr. Epstein seconded. Unanimous decision by roll call vote to adjourn. Meeting adjourned at 3:45 p.m.

Minutes submitted by:

Faith Crisley
Recording Secretary



**Board of Health
TOWN OF NEEDHAM
AGENDA FACT SHEET**

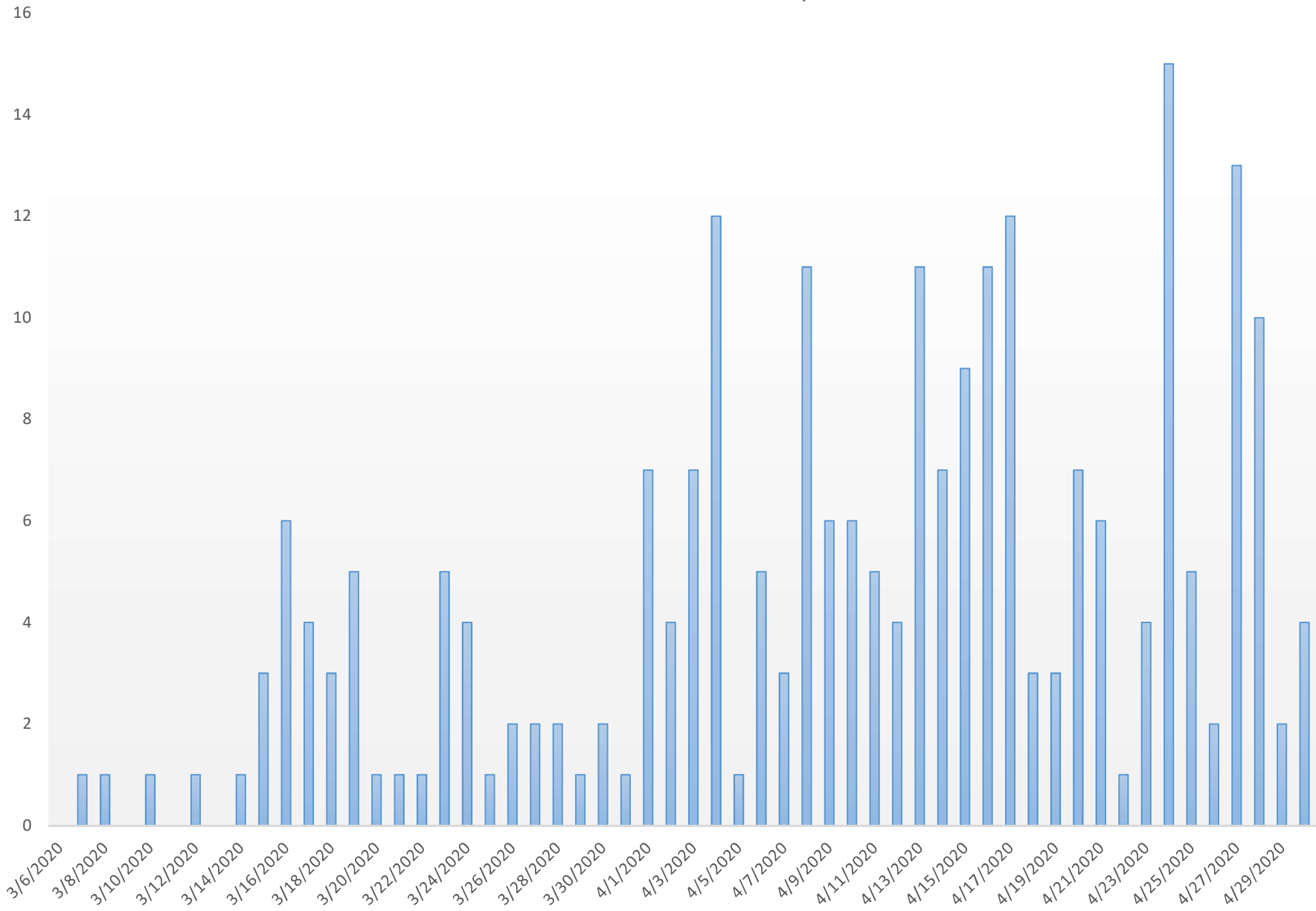


MEETING DATE: 5/12/2020

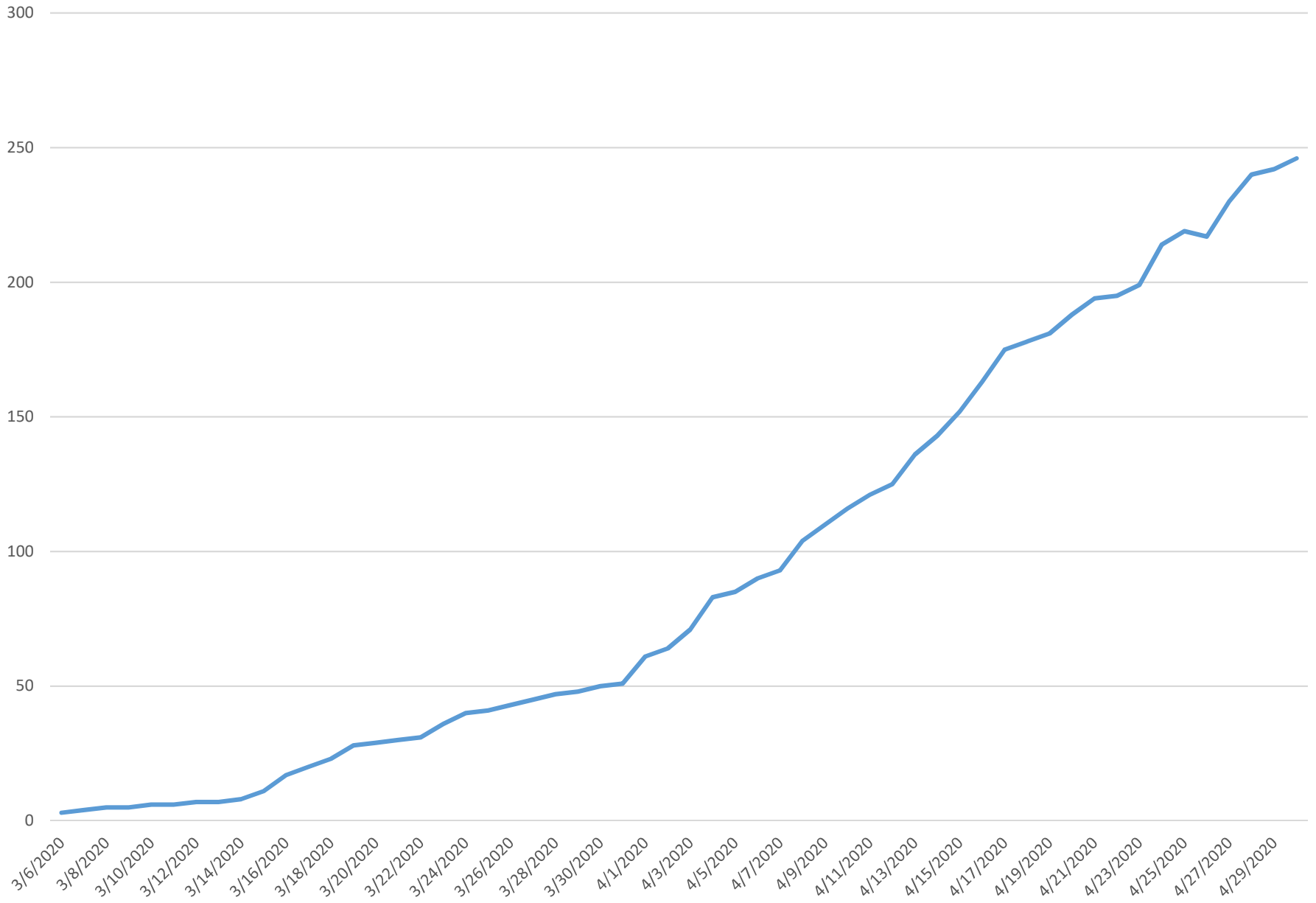
Agenda Item	COVID-19 Status Update and other topics
Presenter(s)	Tiffany Zike, Public Health Nurse and Timothy Muir McDonald, Director of Health & Human Services

1.	BRIEF DESCRIPTION OF TOPIC TO BE DISCUSSED
Ms. Zike and Mr. McDonald will present a variety of topics and discuss the Town's response to the COVID-19 pandemic with the Board. There will be a status update, review of state protocols and the state's Contact Tracing Collaborative, and a discussion of the use of outdoor spaces for passive recreation. One of the major items for review is the Return to Work Standard Operating Procedure which Ms. Zike developed.	
2.	VOTE REQUIRED BY BOARD OF HEALTH
No vote is required, nor is one expected.	
3.	BACK UP INFORMATION ATTACHED
Please see attached documentation.	

Needham New Cases Per Day



Needham Total Confirmed Cases



The Opt Out protocol will begin tomorrow, Tuesday 5/5 at 11:59pm.

What this means for LBOH-

- All cases will continue to come into MAVEN

- LBOH will have visibility into all cases during the day. LBOH can select:

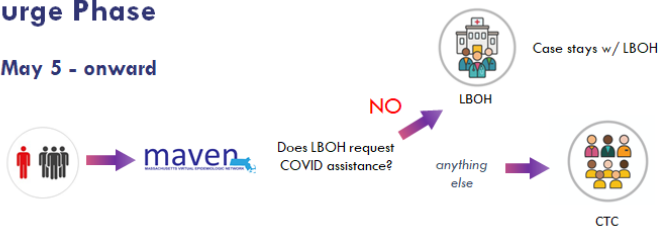
"NO"- LBOH keeps the case

"YES"- Case goes to CTC

No action taken by LBOH- Case goes to the CTC

Surge Phase

May 5 - onward



- All cases marked "NO" stay with LBOH
- LBOH have more capacity for essential operations

If a case comes in at (for example):

- o 9 am Tuesday - the LBOH can use the drop down to say yes or no.
- o 5 pm Tuesday - the LBOH can use the drop down to say yes or no.
- o 11:30 pm Tuesday - the LBOH will have until 10am on Wednesday to say yes or no.
- o 12:01 am, 8 am, or any other time on Wednesday - the case will remain in the LBOH queue until Thursday morning at 10 am for yes or no decisions.

FAQs

The CTC appreciates the ongoing partnership, cooperation and patience of the LBOH as we continue to roll out operational functionality and capacity.

1. When will the lag time between CTC ↔ MAVEN improve? The CTC team is actively working to minimize reporting lagtime from the CTC database to MAVEN. The driver behind the lag time is some data elements that need to get cleaned up before the data can be imported seamlessly

2. How will the LBOH know if there is a case that needs LBOH support? The CTC Resource Coordinators are proactively reaching out to LBOH regarding complex cases in each geography, such as those involving healthcare workers or cases in congregate settings. The CTC will continue to focus on investigating and tracing the large numbers of lower risk cases.

3. What if MAVEN receives a case from my town at 11:30 pm? Will the LBOH 'miss' that case? Cases from the previous day will migrate from MAVEN to the CTC at 10am the following morning. LBOH will have until 10 am to indicate Yes or No.

4. Will there be other fixes and updates to the CTC? How will the LBOH know about them?

There are multiple forms used to communicate information and updates about the CTC including the DPH MAVEN webinars, held each week on **Tuesday and Friday at 11:00 am**. If you are not already attending the webinars, [click here](#) to register for the webinar distribution list.

5. Where do I go with my day-to-day questions for the CTC? CTC and DPH staff are available to assist LBOH during the upcoming transition to help reach our collective goal of tracing all potentially exposed contacts.

- DPH will continue to field questions via the [MAVEN help desk](#)
- A new **CTC LBOH Help Desk** is available for questions regarding specific cases as well as general questions for the CTC (number below). The CTC LBOH Help Desk will operate seven days per week from 8:00 am to 8:00 pm. **857-305-2828**

COVID-19 PCR and Antibody Testing Public Health Response Recommendations – ver 2.0, May 8, 2020

These recommendations are based on what is known currently about the diagnostic utility of PCR (molecular) testing and the large amount of uncertainty about the quality of any individual serologic test type and the unknown timing of COVID antibody development or duration. They represent a conservative approach recognizing the current importance of identifying people during their infectious period so that they can be isolated and their contacts quarantined to reduce transmission. This guidance will change as we learn more about antibody responses to COVID.

SARS-CoV-2 PCR		Antibody			Interpretation	Public Health Response
Positive	Negative	IgM	IgG	Total Ig		
For patient with nasal swabs and blood draw done at the same time						
	X	Negative antibody results			Uninfected, susceptible or incubating infection	No follow-up necessary
X		Regardless of antibody results			Confirmed early infection	Follow-up per current protocols for confirmed cases: • obtain symptom information and hospitalization status • institute isolation based on PCR result • identify contacts, quarantine contacts for 14 days from last exposure
For patients with nasal swab not done or done at some point prior to blood draw						
Unknown, Currently or Previously PCR Negative	+	- Or unknown			Probable recent infection	Follow-up protocol: • obtain symptom information and hospitalization status • refer individual for NP, nasal or oral swab, or sputum (if it wasn't collected concurrently) for PCR test, individual isolates or quarantines pending test result • if recently appropriately* symptomatic and PCR positive, base isolation period off of symptom onset (10 days plus at least 3 days fever free and improvement in respiratory symptoms) • if asymptomatic or non-COVID like symptoms and PCR positive, base isolation period off of positive test date (10 days from specimen collection) • if PCR negative, isolation period not indicated • identify contacts with exposure to case through end of isolation period and institute 14-day quarantine as appropriate
	+	+			Probable recent or resolving infection	
	- Or unknown	+			Probable resolving or resolved infection	
				+	Infection at some undetermined point	
Previously PCR Positive	+	-			Confirmed infection at time indicated by PCR result	No additional follow-up needed assuming appropriate follow-up done associated with original PCR positive
	+	+				
	-	+				
				+		

*Appropriately symptomatic is defined as: either cough or shortness of breath, OR at least two of the following symptoms – fever, chills, shaking chills, headache, myalgia, sore throat and new loss of taste or smell

Town of Needham

Standard Operating Procedure COVID-19 Return to Work (Phase 1) SOP 4.28.20



Title: COVID-19 Return to Work (Phase 1) SOP

Department: Emergency Operations Center (EOC)

SOP Number:
EOC 2

Revision Number:
Rev 0

Date: (mm/dd/yyyy)
04/28/20

Revision History:

Revision Number	Date (mm/dd/yyyy)	Brief Description of Change(s)	Amended By:
0	04/28/2020		Tiffany Zike

1.0 PURPOSE

The purpose of this SOP is to set forth guidelines on the reopening of Town buildings, the reestablishment of services, and the safe return of employees to the workplace following the COVID-19 non-essential services closure order from the Baker-Polito administration.

2.0 SCOPE

The Town of Needham will not resume all services at once, instead the town will open in phases. This SOP covers Phase 1 written by the [Federal Government](#)¹ and will incorporate any guidance given by the state of Massachusetts. Needham Public Health will continue to follow the guidance outlined by the [CDC for Interim Guidance for Businesses and Employers](#)², along with any other pertinent guidance given. In addition to this SOP, all employees shall follow any orders given to the public from Needham Public Health or the Town of Needham.

3.0 PROCEDURE

Telework should be continued as much as possible to minimize physical interaction. In coordination with their manager and the building manager, employees may return to work and allow a "skeleton crew" to provide services needed to maintain business operations². Phase 1¹ will begin to reintroduce work to and provide some services that are able to be done by being socially distant to maintain the health and safety of all. For those employees that will report to work, the following procedures will need to be adhered to.

1. Bring back resident services by an appointment only basis.
 - Each department will need to operate on an appt only basis to help decrease the amount of people in the building.

Comment [TZ1]: This may mean everyone needs to find out the max amount of appts that can be handled on a daily basis by one staff, while doing any other work that may need to be done while in the office.

2. Screening Procedure (an employee with a temperature of 100 or higher should not be allowed to work)

- All staff must check their temperature at home before going to work. All staff shall keep a log of their daily temperature. If they have a temperature of 100 or higher they should contact their supervisor and remain home. All supervisors will need to coordinate with HR about appropriate procedure for any employee who cannot report to work.
- Upon arrival at work, all staff must sign a form to acknowledge they do not have a temperature of 100 or higher.
- If staff is unable to take their temperature at home, an infrared thermometer will be available for use at work. The thermometer must be cleaned before and after each use. The infrared thermometers will be located in each of the following facilities: Town Hall, PSAB, CATH, RRC, RTS, Library, Police, Fire.

Comment [TZ2]: Still working out details if this will be virtual. Will be on the final version.

Comment [TZ3]: Specific location will be determined per building and added to final SOP.

3. Face Covering

Require all employees to wear a face covering.

- If in a shared office, you must wear a face covering at all times.
- If in isolated office, you do not need to wear it when in your office. Once you leave your area you must wear a face covering.
- Employees will receive one reusable face covering each (if supply available)
 - Once all employees are outfitted with one mask any additional masks can be given to those dept with staff who work outside
- If an employee forgets their mask
 - If extra masks are available at each building/dept then offer extra to employee, but if not, employee may need to go home and get it or stay home for the day. If an employee is unable to report to work they must notify their supervisor.
- Public will be required to wear face coverings for their appointment.
- Each building will have one door that will remain unlocked as an entrance and one door as an exit.

Comment [TZ4]: What if a resident doesn't bring a face covering?

Comment [TZ5]: Still determining how to police this. Will be on final SOP.

Comment [TZ6]: Will be determined by final SOP

4. Cohorts

- Telework options should be utilized to max extent possible.
- If employees need to physically return to Town buildings A/B type shift work is recommended. Try to keep same personnel in the building throughout the day. Switch employees only after nightly cleaning if possible.
 - o Spread employees out into other workspaces. For example, conference rooms could be turned into office space² for those depts that may be busy.
 - o If someone has to walk past an occupied desk to get to their workspace, then that space cannot be used.
- High risk staff should consider remaining at home and self-isolating until further notice.

Town of Needham

Standard Operating Procedure COVID-19 Return to Work (Phase 1) SOP 4.28.20

- o Federal guidance under phase 1 says these employees should stay home¹.
 - Department Managers are required to submit staff work plans to Public Health and the Town Manager for approval. No changes on the approved schedule is allowed unless it is reapproved.
- 5. No more than xx people in a building
 - Federal guidance¹ for individuals: no more than 10 people in a social setting if cannot maintain social distancing (no gathering larger than 10 people)
 - Building Maintenance Department (BMD) will mark 6 ft intervals though out hallways/waiting areas to counters and doors.
 - Only one customer allowed at window counter at a time. If someone arrives early they need to stand at one of the designated 6 foot marks.
 - Need to wipe off plexi-glass after each customer (expected to change after phase 1). Person working the window will clean it. Recommend gloves be provided to employee cleaning the window.
- 6. Close all common areas¹
 - Close conference rooms unless repurposed for office space. All meetings should remain virtual or via phone².
 - Lunch areas will remain open but only one person allowed in at a time.
 - o Recommended glove use while in this area
 - Printer areas will remain open but only one person allowed in at a time.
 - o Recommended glove use while in this area
 - Mail rooms will remain open but only one person allowed in at a time.
 - o Recommended glove use while in this area
- 7. Sanitation/Cleaning
 - Refer to COVID 19 PPE & Sanitation Guidance³
 - Pay particular attention to the areas that may be used by multiple people and clean often²
 - BMD will clean buildings nightly and wipe down common surfaces throughout the day. Goes back to same procedure as used for the schools.
- 8. Employees who do not normally work in Town Buildings.
 - Employees who go into homes should be gowned in appropriate PPE if others will be present. This should still be operating on a case by case basis and process approved through the Public Health.
 - o If PPE not available, service should be cancelled or rescheduled
 - Construction/Inspections – same rules apply that Building already has in place
 - Field work – temp check and wear face covering, must remain socially distanced, only one person a vehicle at a time, clean equipment after use (see SOP already distributed).

Comment [TZ7]: This will need to be determined on a building basis. Social distance needs to be maintained so the number may be fluid.

Town of Needham

Standard Operating Procedure COVID-19 Return to Work (Phase 1) SOP 4.28.20

9. If a Department Manager has an employee with a concern about returning to work, or if the manager has a concern about an employee who will be returning to work, please contact the Human Resources Department for further discussion.

4. REFERENCES

1. Guidelines: Opening up America Again. <https://www.whitehouse.gov/openingamerica/>
2. Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019. <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
3. COVID 19 PPE & Sanitation Guidance
[K:\Standard Operating Procedure \(SOP\)\Emergency Operations Center \(EOC\)\COVID 19\COVID 19 PPE & Sanitizing Guidance 4.28.20.pdf](K:\Standard Operating Procedure (SOP)\Emergency Operations Center (EOC)\COVID 19\COVID 19 PPE & Sanitizing Guidance 4.28.20.pdf)
4. Proper use of gloves and mask being demonstrated. <https://www.theguardian.com/world/video/2020/mar/31/how-to-correctly-wear-your-coronavirus-face-mask-and-gloves-video>
5. How to make your own facemask – both sew and no sew methods <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Peer Reviewer: <i>Signature</i> _____ <i>Date</i> _____	Author: <i>Signature</i> _____ <i>Date</i> _____
Approved By: <i>Signature</i> _____ <i>Date</i> _____	



Needham 4th of July Celebration



www.needhamexchangeclub.org

Sponsored by The Exchange Club of Needham, Inc.

P.O. Box 920475, Needham, MA 02492

May 10th, 2020

Kate Fitzpatrick, Town Manager
Town of Needham
1471 Highland Avenue
Needham, MA 02492

Dear Kate,

The Exchange Club of Needham has made the difficult decision not to hold its annual 4th of July Celebration, comprised of the July 3rd Fireworks and the July 4th Parade. These events draw tens of thousands of onlookers each year, and with the uncertain current public health environment and guidelines we find it is unfeasible to make concrete assumptions as to whether or how it will be safe to congregate in any numbers by the beginning of July.

Our decision to cancel the Fireworks and the Parade does not come without reservation or sadness from the Needham Exchange Club, that has sponsored the 4th of July Celebration for over 50 years.

Despite the current unusual circumstances, we expect that our Nation's annual commemoration of the Declaration of Independence will be held in Needham in some modified way. To that end the Exchange Club of Needham stands ready to assist the Town with ideas and planning for a meaningful celebration that meets Town guidance and public health directives appropriate for the event.

On Behalf of the Needham Exchange Club 4th of July Celebration Organizing Committee

John Terry, 4th of July, Tri-chair
Needham Exchange Club
Fourth of July Committee

cc: Joe Burns, President, The Exchange Club of Needham
Jim Reulbach, Tri-Chair, Exchange Club Fourth of July Committee
Clark Friedman, Tri-Chair, Exchange Club Fourth of July Committee



NEEDHAM **PUBLIC HEALTH DIVISION**



Unit: Substance Use Prevention

Date: April 2020

Staff: Karen Shannon, Karen Mullen, and Monica De Winter

Activities and Accomplishments

Activity	Notes
Social Connectedness Group	Every Wednesday in April to the group met to centralize resources for the Needham community during COVID 19. Several Town of Needham depts, as well as NPS, NPD, YMCA, Needham Comm Council, and Needham Housing Authority came together to merge their resources. Categories include: local resources, mental health, substance use, abuse protection services, health, financial, and housing, food/shopping resources, older adults, how to help, events/activities. The resource guide will live on the Town of Needham website and be distributed via email listservs by the many Town departments and community organizations.
Stories from the Inside	Parent Action Team initiative, launched April 20. "Stories from the Inside" was created by the parent volunteers as a way to support parents during the pandemic. Parental stress is high and stories are a mechanism for releasing stress and feeling less alone. The Parent AT is soliciting experiential stories written by Needham parents on their experience parenting during the pandemic. Distribution channels: Social media, school newsletters, email networks by SPAN volunteers, Town of Needham departments 500 words or less. Stories to be shared on SPAN website and FB.
SPAN Action Team Meetings	The Community 4/22, Youth 4/14, Parent 4/9 and 4/23, Steering Committee 4/29 meetings met virtually in April.
SPAN hosts Webinar Event: "Stress Reduction Toolkit during COVID 19"	On 4/15 via Zoom, Jon Wortmann presented 9 tools for reducing and managing stress, a timely and relevant topic for people during the uncertainty of COVID 19. Panelists: Karen Mullen, Karen Shannon, and Maureen. 76 registered for event
Vaping Task Force	4/30 - meeting held 4/30 focused on the review of task force objectives for vaping during the pandemic. A parent survey will ask about the need for education and resources.
SALSA	Team Mtg. – 4/14, 4/21 SALSA Leadership Team Mtg. – 4/7
Department BBB meeting check-ins	4/7, 4/14, 4/21, and 4/28
Social Media - Student Social Distancing PSAs	NHS students and launched 4/6. Distribution channels: Facebook, Twitter and Instagram. Students encourage social



NEEDHAM **PUBLIC HEALTH DIVISION**



	distancing and highlighting ways to stay connected and busy during COVID 19. 5 videos posted since 4/6/20. Reached 5,923 people (# of views)
Research	Vaping, trends in marijuana, parent tips. Done in prep for 10 HIPS posters. Draft completed
SPAN Website	Added new content for current SPAN events: • Stress Reduction Toolkit webinar: created a Vimeo link from Zoom webinar recording • Parent AI-Anon flyer • Stories from the Inside flyer and campaign details
Prevention Team Meetings	4/1, 4/8, 4/15, 4/22 and 4/30
Webinars	“Parenting During this Pandemic,” Melinda Macht-Greenberg 4/1 “Helping Teens Cope with Anxiety,” Operation Parent- 4/2 “How to Support those at Risk for Suicide,” Samaritans via Newton Needham Chamber of Commerce – 4/2 Greater Boston Tobacco-Free Community Partnership: Vaping updates, 4/9 BU Covid-19 Ask me Anything– 4/8, 4/15, 4/22 Zoom training for Govt. Employees- 4/23 Coffee with Kate Fitzpatrick- 4/9, 4/24 One Drive training, Town of Needham- 4/25
5th Quarter	5th Quarter Student/Community Member Survey Review and communications

Summary for Month of April 2020:

Due to the COVID-19 pandemic, the Prevention Team has worked remotely via internet and Zoom meetings. SPAN hosted the quarterly meeting by pivoting the topic to managing stress in times of COVID-19. Seventy six people registered for this recorded webinar, hosted by Jon Wortmann. The three Action Teams have also pivoted to meet the current needs of the community. Some previously scheduled campaigns and events, such as Hidden in Plain Sight exhibit, a vaping presentation to NHS faculty and staff, the social host law campaign for prom and grad season, and the DEA Medication Take Back Day have been postponed for now.



NEEDHAM PUBLIC HEALTH DIVISION



Unit: Traveling Meals Program

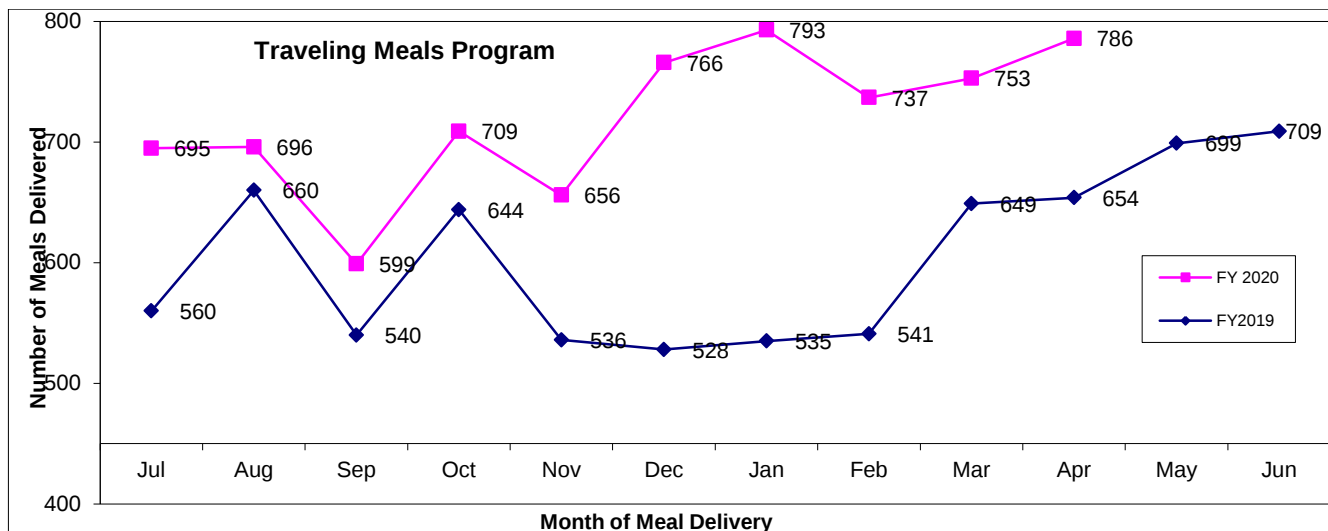
Monthly Report for April, 2020

Staff member: **Maryanne Dinell, Program Coordinator**

Activities and Accomplishments

Activity	Notes
COVID 19 –precautions ongoing 26- 30 volunteers delivered 786 meals to 49 homebound Needham residents in need of food for the month of April, 2020.	There were no incidents that required 911. Volunteers received instructions on social distancing which has and continues to take place. Volunteers receive poly gloves to use each day and each time they deliver a meal as well as face masks that are required PPE.
2 new consumers enrolled and 1 consumer no longer need the Program	27 Springwell Clients 22 Private pay Needham residents of which 5 residents will be receiving meal compliments of the Friends of the BoH and Traveling Meals Program.

Summary overview for the month: **April, 2020**





Needham Public Health Division

April 2020

Assist. Health Director - Tara Gurge

Health Agents - Diana Acosta and Monica Pancare



Unit: Environmental Health

Date: 5/16/2020

Staff members: Tara Gurge, Diana Acosta and Monica Pancare

Interns – Kyra Lyerla and Paige Lambert

Activities and Accomplishments

Activity	Notes
COVID-19 Guidance and Resource Distribution/Spot checks of essential businesses	Diana, Monica and Tara started conducting weekly spot checks (approx.15-20 ea./per week) of essential businesses in town. Provided COVID-19 guidance and signage to post on entrance doors to all our food establishments, including nursing homes and other high risk establishments. These include, but are not limited to, Needham Public Schools (High Rock), NHA, housing complex rentals, landlords, Hotels, etc. Also have been fielding calls and requests remotely and responding to any complaints received. Monica continued routine inspections of higher risk establishments. Lower risk establishment inspections have been suspended. Diana conducted inspections to re-open establishments that have been closed for an extended period of time (>1 week).
Town Online Permitting System	Terry Wolfson from IT Dept. has assisted in developing permits on ViewPoint Cloud. Virtual meetings were held with Diana and Tara to discuss what information needs to be gathered to meet permit requirements. Septage/Grease, Indoor/Outdoor Pools, and Demolition/Renovation reviews have been developed on the online system. The migration website allows us to enter practice applications to fully walk through the whole process. These permits will be going live shortly. Looking to add Trash Hauler and Food Establishments moving forward.
Needham Farmers Market COVID-19 Protocols*	There were discussions with Tom Gehman of Needham Farmers Market to go over guidance and potential protocols to start the market in mid-June. Using MDAR and CDC guidance, COVID-19 procedures were created and discussed. The market will encourage curbside pick up as well as online orders. The Special Permit is still being finalized and comments are to be submitted.* Need to discuss with BOH if we are allowing Entertainment, i.e. bands, or Artist/Craft vendors this year.
COVID-19 Outdoor Pool pre-operation Discussion	Diana and Tara virtually met with Angela (Park and Recreation) to discuss possible Town pool pre-operation procedures which include strict COVID-19 protocols. These include having set pool occupancy limits and also having set time blocks, i.e. 45min (lap)/1.5hr (family), that patrons must sign up for. Kyra is also researching other state info., since MA has not offered any guidance to date. Goal is to have a set of guidelines by May 18 th to provide to Park and Rec. Commission. (In process.)
#57 Walker Lane update	Will discuss update with BOH. (Review email from Tal.)
BID-Needham Food Donation Program – Boston Globe	Sodexo employee from the hospital reached out about a food program to accept hot meals for hospital staff. The program is funded by the Boston Globe who will pay local restaurants to cook meals to distribute at the hospital. Guidance on COVID-19 was given. Protocols were submitted and approved to deliver food safely. Logs to be kept up both in the restaurant and at the hospital. (Verified temperature logs at Stacy's Juicebar during re-opening inspection.)

Other Public Health Division activities this month: (See attached report.)

Activities

Activity	Notes
COVID – 19 Response	As of March 17, 2020, Environmental Health Staff continues working remotely from home. - Call forwarding was activated on office phones so calls can be received via cell phone. - Continue to follow-up on complaints received. - Communicating with Food Establishments via email and spot checks, which includes passing out signage and sending out the latest guidance on COVID-19. - Inspections to be conducted of food establishments prior to re-opening (On-going.) - A database is being maintained to report actions related to the COVID-19 response. - All available food establishments have been physically visited at least once and have been given physical copies of signage along with the same information provided via email - 70 businesses who do not have permits from the Public Health Division were checked and open essential businesses were given guidance and signage
Animal Permits (New)	3 – Domestic Animal Applications Submitted - Gatewood Drive – Chickens (pending variance request for additional unit) - Meadowbrook Road – Chickens - Fenton Road – Chickens (pending variance request for additional unit) *Inspections put on hold until State order has been lifted*
Bodyworks (New)	1 – Bodywork Practitioner Permit application received from: - <u>Blue Lotus</u> – Ariel Ayaviri (Still pending – awaiting doctor’s clearance-on hold due to COVID-19)
Demo Reviews/ Approvals	3 - Demolition sign-offs: - 29 Oak Street - 30 Saint Mary Street - 334 Brookline Street
Food – Temporary Food Event Permits	0 – Temporary Food Permits issued
Farmers Market*	5 – Farmers Market Applications received – ALL PENDING - Ackerman Maple Farm - Sweet Rosella - Sweet Tahini - Angry Honey - One Bite Bakery (New Vendor) *Due to COVID-19, Market opening is currently postponed to begin June 14. Awaiting special permit. COVID-19 guidance and procedures have been submitted. The market staff will make any adjustments as needed if guidance changes at any time, per BOH requirements.
Food – Food Permit Plan Reviews (Updates)	3 – Food Establishment pending pre-operation inspection process: - <u>Thai Story Restaurant (formerly known as Eat Well)</u> – Still in process. - <u>Home Kitchen, Inc.</u> – In process. - <u>Village Club</u> –Pending paperwork.
Food – Pre-operation Inspections and Annual Permits	4 – Pre-Operation Inspections conducted at: - French Press Bakery – reopening - COOK – reopening - Latina Kitchen + Bar – reopening - Yummi Sushi – new sushi vendor in Sudbury Farms – same station 1 – Annual Permit Issued - Yummi Sushi at Sudbury Farms
Food - Mobile	0 – Mobile Truck Inspections conducted. Received some inquiries. (Waiting for additional guidance. Also working with Selectmen (Sandy). Wants to wait until mid-May.)

Food Complaints	5/5 – Food Complaints/Follow-ups: - <u>Sudbury Farms (1/1)</u> – Residents concerned that the establishment was not observing 40% capacity (1 day after order was issued by Governor Baker). Diana contacted all grocery stores alerting them of the order. - <u>Café Fresh Bagel (3/3)</u> – Resident called to report Café Fresh Bagel employees were not wearing masks or practicing social distancing. Diana called owner to discuss the issue. A site visit was conducted as well to go over COVID protocols. - <u>McDonald's (1/1)</u> – Resident went through the drive-thru and reported a lack of face coverings or gloves on visible employees (prior to face covering requirement). Diana contacted the Director of Operations of McDonald's about the complaint. They reported employees were instructed to always wear masks and gloves. The protocols were to be reviewed by staff again.
Housing Complaints/ Follow-ups –	5/5– Housing Complaints/Follow-ups – - <u>Charles River Landing (2/2)</u> – Multiple residents have called to report general filth in the building and concerns about cleaning crews not properly cleaning areas that should be concentrated on. - <u>Briarwood (1/1)</u> – Resident called with concern about procedures at Briarwood. Diana reached out to Briarwood to discuss procedures. Also spoke with Donna Carmichael, Public Health Nurse, who informed Diana she had a daily call with the facility. They are on track with performing proper protocols. - <u>Needham Housing Authority (Chambers Street) (1/1)</u> – Resident reported smoking indoors of both cigarettes and marijuana. Diana contacted the Executive Director and Resident Service coordinator about the complaint. They are aware of the tenants in question and are taking the required action. - <u>Chestnut Hollow (1/1)</u> – Resident called to report lack of action being taken by landlord in regards guidance on COVID. Other residents were not donning masks (prior to order). Tara contacted landlord. Additional Face Covering signage was also dropped off for him to post on entrance doors.
Nuisance – Complaints/ Follow-ups	4/4 – Nuisance Complaints/Follow-ups conducted for: - <u>CVS(1/1)</u> – Customer concerned that pharmacists did not cashier were wearing masks (prior to mask ordinance). Diana went on site to go over COVID procedures - <u>John Street (1/1)</u> – Contractor's dumpster was overflowing. Diana contacted the building department who contacted the contractor about the dumpster. - <u>Jayne Rd.(1/1)</u> – Neighbor called to complain about some trash barrels being left on sidewalk along with a large pile of cardboard. Tara called landlord. Cardboard removed. - <u>Webster Green (1/1)</u> – Occupant reported having an infestation of moths in their unit. Tara spoke to property manager about complaint. Pest control was hired to investigate concern.
Pools – Seasonal Outdoor Permit Renewals*	2 – Received outdoor pool permit applications for: - Charles River Landing (pending) - Modera (pending) *All pool permit applications are put on hold. Awaiting decision on whether or not pools can open for 2020 season. (Also working with Park and Rec. on coming up with a list of strict COVID-19 Guidelines that pools will need to follow, if allowed to open.)
Waste Haulers	8 - 2020-2021 Waste Hauler Permits issued - All permits moved to be valid until April 30, 2020 - 6 Permits issued prior to office closing; 6 Permits total permits issued in April; 2 in May
Well Permit Applications	1 – Irrigation Well permit application received for: - #185 Brookside Rd. – Need updated stamped plot plan showing new well location. (Review in process.)
Planning Board Plan reviews	2 – Subdivision Plan Reviews for Planning Board conducted for: - Chestnut St./Heather Lane Subdivision - Heather Lane Extension Subdivision (Reviews in process.)

Category	Jul	Au	S	O	N	D	J	F	M	A	Ma	Ju	FY '20	FY' 19	FY' 18	FY' 17	Notes/Follow-Up
Food Service	3	2	5	4	3	2	2	2	5	5	0	0	33	18	20	13	New Compl/ Follow-ups
	3	3	4	5	2	2	2	2	3	5	0	0	31	21	21	17	
Food Service	5	1	1	1	0	1	0	0	0	3	0	0	12	20	42	33	Plan Reviews
Food Service	0	0	1	0	1	0	1	0	0	0	0	0	3	0	0	0	Admin. Hearings
Grease/ Septage Haulers	0	0	0	0	0	20	0	0	0	0	0	0	20	21	24	24	Grease/ Septage Hauler Permits
Housing (Chap II Housing)	7	0	0	0	0	0	0	0	0	0	0	0	7	0	14	14	Annual routine insp./
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	4	Follow-up insp.
Housing	4	2	6	2	3	0	1	1	4	5	0	0	28	22	22	7	New Compl./
	4	2	6	7	9	2	2	2	4	5	0	0	43	28	24	11	Follow-ups
Hotel	0	0	0	0	0	3	0	0	0	0	0	0	3	3	3	3	Annual insp./
	0	1	14	0	0	0	0	0	0	0	0	0	15	0	0	0	Follow-ups
Nuisance	3	0	5	3	3	1	1	3	2	4	0	0	25	55	42	30	New Compl./
	12	4	8	5	4	2	2	3	2	4	0	0	46	69	42	45	Follow-ups
Pools	0	0	0	0	1	9	0	0	0	0	0	0	10	20	12	13	Pool insp./
	0	0	0	0	0	0	0	0	0	0	0	0	0	12	7	8	Follow up
Pools	0	0	0	0	0	9	0	0	0	0	0	0	9	19	12	9	Pool permits
Pools	0	0	0	0	0	0	0	0	0	0	0	0	0	3	44	19	Pool plan reviews
Pools	0	0	0	0	1	5	0	0	0	0	0	0	6	5	7	6	Pool variances
Septic	1	1	0	8	0	1	0	0	4	0	0	0	15	9	5	18	Septic Abandon
Septic	0	1	0	0	1	1	1	0	1	0	0	0	5	2	2	5	Addition to a home on a septic plan rev/approval
Septic	5	0	1	2	0	0	1	3	1	0	0	0	13	21	28	43	Install. Insp.
Septic	0	1	0	0	0	0	0	3	1	0	0	0	5	3	1	0	COC for repairs

Category	Jul	Au	S	O	N	D	J	F	M	A	Ma	Ju	FY '20	FY' 19	FY' 18	FY' 17	Notes/Follow-Up
Septic	0	0	0	0	0	2	0	0	0	0	0	0	2	4	4	3	COC for complete septic system
Septic	7	5	6	5	4	6	5	4	3	2	3	0	50	62	51	62	Info. requests
Septic	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	6	Soil/Perc Test.
Septic	2	1	0	0	0	0	1	1	1	0	0	0	6	6	5	8	Const. permits
Septic	0	1	0	0	0	5	0	0	0	0	0	0	6	8	9	11	Installer permits
Septic	0	1	0	0	0	1	0	0	0	0	0	0	2	5	3	6	Installer Tests
Septic	1	0	0	0	0	0	0	0	0	0	0	0	1	1	3	7	Deed Restrict.
Septic	3	1	0	0	3	1	0	0	0	0	0	0	8	9	23	14	Plan reviews
Sharps permits/Insp.	0	0	0	0	0	7	0	0	0	0	0	0	7	7	9	9	Disposal of Sharps permits/
	0	0	0	0	1	6	0	0	0	0	0	0	7	7	7		Inspections
Subdivision	0	0	0	0	1	0	0	1	0	0	2	0	4	1	1	0	Plan review- Insp. of lots /
	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	Bond Releases
Special Permit Planning/ Zoning Board memos	0	0	3	0	5	0	0	1	0	0	0	0	9	34	15	12	Special Permit/Zoning
Tobacco	0	0	0	0	0	10	0	0	0	0	0	0	10	10	11	12	Tobacco permits
Tobacco	1	0	2	0	1	0	2	2	0	0	0	0	8	14	18	25	Routine insp./
	0	2	6	0	0	0	0	0	0	0	0	0	8	3	3	6	Follow-up
Tobacco	10	0	10	0	0	0	0	10	0	0	0	0	30	30	41	34	Compliance checks
Tobacco	0	0	0	1	0	0	0	0	0	0	1	0	2	3	4	2	New compl./
	0	0	0	1	0	0	0	0	0	0	0	0	1	3	4	2	Compl. follow-ups
Trash Haulers	0	0	0	0	0	0	0	0	6	8	0	0	14	17	14	26	Trash Hauler permits
Medical Waste Haulers	0	0	0	0	0	2	0	0	0	0	0	0	2	2	1	2	Medical Waste Hauler permits
Wells	1	0	0	0	0	0	0	0	0	0	0	0	1	6	2	7	Permission to drill letters/
	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	3	Well Permits

FY 20 Priority FBI Risk Violations Chart (By Date)

Restaurant	Insp. Date	Priority Violation	Description
Hearth Pizzeria	7/13/2019	3-302.11 (A)(2) Raw Animal Foods Separated from each other - Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas.	A cooked turkey breast was stored in Same container as raw chub beef. PIC removed and stored properly
Briarwood Healthcare Center	7/13/2019	4-501.114 (A)-(E) Chem.San. Temp./pH/Concentr./Hard.- A chemical sanitizer used in a sanitizing solution shall be used in accordance with the EPA-registered label use instructions. A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum temperature of 75°F and be used according to the manufacturer's use directions.	Sanitizer in the 3 compartment sink was not at 200 ppm. Test Frequently and at least once every four hours
Gari Japanese Fusion	7/27/2019	3-501.19 (B)(1)(3)(4) Time as a Public Health Control - 4 Hours - If time rather than temperature is used as the public health control up to a maximum of 4 hours: the food shall have an initial temperature of 41°F or less when removed from cold holding temperature control, or 135°F or greater when removed from hot holding temperature control; the food shall be cooked and served, served at any temperature if RTE, or discarded, within 4 hours from the point in time when the food is removed from temperature control; and the food in unmarked containers or packages, or marked to exceed a 4-hour limit shall be discarded.	Time as a public health control as required no charts were available as required. Cooked product did not have time stamp and other information as required. The most recent date was July 14 2019 it was observed that shrimp and other TCS foods were held at room temperature products were discarded
The Farmhouse	7/27/2019	3-501.14 (A) Cooling Cooked Foods - Cooling cooked TCS foods shall be done within 2 hours from 135°F to 70°F and then within 4 hours from 70°F to 41°F.	Corrected on site - Stockpot of beef stock cooling improperly 2 large containers of chicken stock cooling improperly. Repeat offense. Train staff on proper cooling techniques to get product to 70f within 2 hours and below 41f within the next 4 hours.
Fuji Steakhouse	8/9/2019	3-304.11 Food Contact with Soiled Items - Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.	Side towel used to store cut vegetables in rolltop on service line. Paper towel used layering products.

Fuji Steakhouse (cont.)	8/9/2019	3-302.11 (A)(2) Raw Animal Foods Separated from each other - Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas.. 3-501.14 (D) Cooling When Receiving Raw Eggs - Raw eggs shall be received as specified under 3-202.11(C) and immediately placed in refrigerated equipment that maintains an ambient air temperature of 41°F or less.	Raw cut beef was stored on top shelves in walk-in above RTE Raw shell eggs 84F stored at room temp in kitchen. Discarded.
Beth Israel Deaconess Hospital Kitchen	8/10/2019	2-301.14 When to Wash - Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including handling utensils and equipment and: after touching bare human body parts other than clean hands and clean, exposed portions of arms; after using the toilet; after handling animals; after coughing, sneezing, using a tissue, using tobacco, eating, or drinking; after handling soiled equipment or utensils; after any type of contamination; when switching between working with raw food and working with RTE food; and before donning gloves to initiate a task that involves working with food.	During inspection two cooks present did not wash hands. Frequent handwashing is critical in between change of tasks. This inspector directed the chef to provide paper towels in the empty dispenser.
Brother's Pizza	8/15/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Deli prep unit was on the warmer side. Tuna salad in top well was at 46°F. To be discarded at end of service. Will keep top lid shut as often as possible. Adjust all front of house cooling units to be cooler.
Hungry Coyote	8/22/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Front of House - Front holding burrito units need to be cooler. Both units were in the mid 40's. Kitchen - Pork was cooked last night. Did not cool down properly. Temperature at 76°F. Discarded by PIC.
Founder's Café / Shark Ninja	8/22/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Deli prep unit and the salad bar in the front was running warm. Tuna salad observed at 45°F. See other temps in log. Manager to get facilities to adjust temperature of units. Staff instructed to set up deli area later the day right before start of service.
Dragon Chef	8/22/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Cooked chicken in cold holding unit had a prep date of 8/15. Checked temperature of center of bowl and was at 60°F. Manager instructed to dispose of food. Disposed of compromised item. Directed PIC to lower temperature of walk-in.

New Garden	8/24/2019	2-301.14 When to Wash - <i>Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including handling utensils and equipment and: after touching bare human body parts other than clean hands and clean, exposed portions of arms; after using the toilet; after handling animals; after coughing, sneezing, using a tissue, using tobacco, eating, or drinking; after handling soiled equipment or utensils; after any type of contamination; when switching between working with raw food and working with RTE food; and before donning gloves to initiate a task that involves working with food.</i> 3-304.11 Food Contact with Soiled Items - <i>Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i> 3-302.11 (A)(2) Raw Animal Foods Separated from each other - <i>Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas.</i> 4-702.11 Frequency-Before Use After Cleaning - <i>Code: Utensils and food contact surfaces of equipment shall be sanitized before use and after cleaning.</i>	During the inspection many of the staff members went outside in parking lot to take a break. Some were observed eating/drinking, touching arms and face. Upon entering the kitchen from taking their break several staff members did not wash hands as required. This inspector required and observed each staff member to wash their hands again, as required. Ice machine underside has slime on rim. PIC directed to clean ASAP. Knives stored improperly on prep line. Do not store directly on soiled equipment prep top area. Improper storage of raw TCS foods in walk-in. Food uncovered. It was observed that a cook was "washing" a pail and beverage container in the middle of the 3-comp. sink without proper washing or sanitizing. The sinks were not set up yet or ready for ware washing tasks.
Residences at Wingate	9/7/2019	3-801.11 (C) Special Requirements (Raw/Partially Cooked RTE) - <i>Code: The following foods may not be served or offered for sale in a RTE form: raw animal foods such as raw fish, raw marinated fish, raw molluscan shellfish, and steak tartare, a partially cooked animal food such as lightly cooked fish, rare meat, soft-cooked eggs that are made from raw eggs, and meringue; and raw seed sprouts.</i>	Poached eggs and fried eggs were prepared from raw shell eggs unpasteurized. Poached egg was 135f Fried egg 145f HSP raw and partially under cooked foods may not be offered in this HSP environment. Use pasteurized shell eggs for this offering
Three Squares	9/14/2019	3-301.11 (B) Preventing Contamination from Hands - <i>Code: Except when washing fruits and vegetables, food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves or dispensing equipment.</i> 3-304.11 Food Contact with Soiled Items - <i>Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and</i>	Cook prepared toasted cheese bacon sandwich and removed it to cutting board. Touched product without wearing gloves. Product discarded. Cook stated that he never heard of the regulation that requires you to wear gloves when touching ready to eat foods. Ice machine inside surface has reddish slime

Three Squares	9/14/2019	sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.	Clean and sanitize
Dunkin Donuts Highland	9/12/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Bacon at 66°F and employee stated it was take out of the walk in 5-10 mins before. Items all discarded.
Cookies By Design	9/16/2019	3-301.11 (B) Preventing Contamination from Hands - Code: Except when washing fruits and vegetables, food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves or dispensing equipment. 3-501.16 (A)(2) (B) Proper Cold Holding Temps. - Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less. 7-201.11 Storage Separation Code: Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles.	Staff decorating cookies without any gloves. Staff did not immediately know where gloves are located. Found the box of gloves and staff member who was decorated added gloves. Need to have adequate supply of gloves. Cookie dough in refrigerated unit is at 47°F. Peanut butter cookie dough at 51.2°F Floor cleaner stored right next to spatulas. Was moved
Fresco	9/28/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Corn beef hash held at room temp under grill line 76 F product discarded.
Cookies By Design	10/1/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less. 3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Peanut butter cookie dough seen at 52°F. Snickerdoodle cookie dough was at 51°F. All doughs were discarded. Reg. Sugar batch made 10/1 seen at 57°. Stuck thermometer in different parts of the dough and the lowest seen was 55°.

The James	10/12/19	3-501.14 (A) Cooling Cooked Foods - Code: Cooling cooked TCS foods shall be done within 2 hours from 135°F to 70°F and then within 4 hours from 70°F to 41°F.	Ale sauce in walk-in cooling improperly >70F Corrected on site
The Rice Barn	10/12/19	3-302.11 (A)(1) Raw Animal Foods Separated from RTE - Code: Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food. 7-201.11 Storage Separation - Code: Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles. 7-201.11 Storage Separation - Code: Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles.	Cooked sliced chicken stored below raw ground chicken and raw salmon filets Paint stored above food refrigerator near back door along with soiled cleaning gloves. Mice rodent traps also stored on top of refrigerator Store segregated away from all food and equipment Draino stored above sink in basement Store away from food equipment
The Farmhouse	10/26/19	3-501.14 (A) Cooling Cooked Foods - Code: Cooling cooked TCS foods shall be done within 2 hours from 135°F to 70°F and then within 4 hours from 70°F to 41°F. 7-201.11 Storage Separation - Code: Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles. 4-702.11 Frequency-Before Use After Cleaning - Code: Utensils and food contact surfaces of equipment shall be sanitized before use and after cleaning.	Prepared sauce cooling improperly on counter. Temp 138F Toxic chemicals stored above vegetable prep sink while employee was washing/ prepping product. Store segregated French fry potato cutter permanently mounted in dry room area, has significant debris and buildup of soil. Must be washed and sanitized before use and after cleaning. Equipment was removed from the wall, and staff is to mount or place it in a location where it can be easily washed rinsed and sanitized property
Masala Art	10/26/19	3-501.14 (A) Cooling Cooked Foods - Code: Cooling cooked TCS foods shall be done within 2 hours from 135°F to 70°F and then within 4 hours from 70°F to 41°F 3-501.15 (A) Cooling Methods - Code: Cooling shall be accomplished in accordance with the time and temperature criteria specified under 3 501-14 by using one or more of the following: placing food in shallow pans; separating the food into smaller or thinner portions; using rapid cooling equipment; stirring the food in a container placed in an ice water bath; using containers that facilitate heat transfer; adding ice or other effective methods.	Improper cooling of TCS foods Large Milk rice mix on countertop cooling Products brought to blast chiller. A large pan of cooked goat was stored in the refrigerator @179F product was removed and brought to the basement blast chiller

Avita of Needham	11/1/2019	3-304.11 Food Contact with Soiled Items - Code: <i>Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i>	Corrected on site: A kitchen side towel (moist/wet) was used to wrap a challah bread, to thaw and proof for service. Discussion with Chef to use food grade materials
Briarwood Healthcare Center	11/1/2019	4-501.114 (A)-(E) Chem.San. Temp./pH/Concentr./Hard. <i>Code: A chemical sanitizer used in a sanitizing solution shall be used in accordance with the EPA-registered label use instructions. A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum temperature of 75°F and be used according to the manufacturer's use directions.</i>	There was no sanitizer in the 3-compartment sink. Quaternary test strips registered 0ppm. Train staff for proper testing of concentration to ensure warewashing and sanitizing of equipment is done correctly. Cook corrected on site.
Gianni's Gourmet Deli	11/12/19	3-501.16 (A)(2) (B) Proper Cold Holding Temps. <i>Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i>	Deli prep unit in front is at 43°F. May need repair.
North Hill Bistro	11/16/19	3-302.11 (A)(1) Raw Animal Foods Separated from RTE <i>Code: Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.</i>	Raw shell eggs stored above RTE
North Hill Main Kitchen	11/16/19	3-304.11 Food Contact with Soiled Items - <i>Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i>	Kitchen side towels were observed covering raw endive leaves. Side towels are not approved for food storage or protection. Use food grade approved products only to prevent contamination.
Mandarin Cuisine	11/16/19	3-302.11 (A)(1) Raw Animal Foods Separated from RTE - <i>Code: Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.</i> 7-207.11 (B) Restriction and Storage - <i>Code: Medicines that are in a food establishment for the employees use shall be labeled and located to prevent the contamination of food, equipment, utensils, linens, and single-service and single-use articles.</i>	Raw chicken stored to thaw next to cook making dumplings. Prescription medicine stored on food/ takeout paper supply shelf
Sudbury Farms/ Mai Sushi	11/23/19	8-103.12 Conformation with Approved Procedures/HACCP - <i>If the RA grants a variance or a HACCP plan is otherwise required, the permit</i>	Upon arrival, inspection of Daily Logbook for sushi rice testing of Ph was not completed for

		<i>holder shall comply with the HACCP plans and procedures that are submitted and approved as a basis for the modification or waiver.</i>	the day. Review of previous logs note that sushi rice was not being tested for PH levels every 4 hours as required. Immediate attention is required to comply with all HACCP PLAN requirements. The PIC Jimmy Chen did not know how to use the Ph meter, and did not have test tape available. Failure to may result in Administrative actions by LBOH. This inspector provided PH tape and 4.0 was compliant.
Residence Inn	12/7/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - <i>All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i>	Bev air refrigerator is not holding temperature <41F. All products discarded. Cease and Desist using this unit. Repair or replace. Deli Turkey 50F; Mayo based sauce 54F; Cooked cryovac chicken breast 51F.
Wingate at Needham	12/7/2019	3-302.11 (A)(1) Raw Animal Foods Separated from RTE - <i>Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.</i>	Raw pork stored above cooked food in walk in cooler. Train staff to store TCS foods properly to prevent people from getting sick
Residences at Wingate	12/7/2019	3-302.11 (A)(1) Raw Animal Foods Separated from RTE - <i>Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.</i> 3-302.13 Pasteurized Eggs Certain Recipes - <i>Pasteurized eggs or egg products shall be substituted for raw shell eggs in the preparation of foods such as Caesar salad, hollandaise or Béarnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg fortified beverages that are not cooked thoroughly. (Pasteurized eggs do not need to be substituted if the consumer is advised.)</i>	Raw poultry stored above ready to eat foods sliced ham in walk in cooler. Raw lamb rack stored above RTE foods in walk in cooler on shelf. Upon review, it was noted that raw shell unpasteurized eggs were in walk in cooler opened (in use) from recent delivery. Chef stated that they have been using pasteurized shell eggs, and provided some existing product from service line. Discussion to send back to vendor and isolate from use.
Fresco	12/7/2019	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - <i>All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i>	Walk in cooler was 45F. Maintain below 41F and check internal thermometer frequently.
Sheraton Needham	12/20/19	2-201.13 Removal of Exclusions/Restrictions - <i>The PIC must adhere to all the conditions when removing, adjusting, or retaining the exclusion or restriction when removing, adjusting, or retaining the exclusion or restriction of a food employee as per FC 201.12 and FC 201.13.</i> 2-301.14 When to Wash - <i>Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including handling utensils and equipment and: after touching bare human body parts other than</i>	PIC could not explain company policy regarding employee exclusion Employee in dish washing area was observed to

Sheraton Needham	12/20/19	<i>clean hands and clean, exposed portions of arms; after using the toilet; after handling animals; after coughing, sneezing, using a tissue, using tobacco, eating, or drinking; after handling soiled equipment or utensils; after any type of contamination; when switching between working with raw food and working with RTE food; and before donning gloves to initiate a task that involves working with food.</i> 4-501.114 (A)-(E) Chem.San. Temp./pH/Concentr./Hard. - A chemical sanitizer used in a sanitizing solution shall be used in accordance with the EPA registered label use instructions. A chlorine solution shall have a temperature of 55°F 120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum temperature of 75°F and be used according to the manufacturer's use directions. 3-501.16 (A)(2) (B) Proper Cold Holding Temps. - All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less. 7-201.11 Storage Separation - Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles 7-201.11 Storage Separation - Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single service and single use articles.	just rinse hands but not engage in full hand washing procedures. Observed handling dirty and clean plates and utensils. Sanitizer not functioning in bar dishwasher. Dish washer cannot be used until sanitizer is functioning. Needs repair within 72 hours. Various items were observed above 41°F. Must provide adequate cold holding equipment to maintain items at or below 41°F All purpose cleaner found next to food items next to grill area. Corrected on site. Separate chemicals from food items on shelf.
Dragon Chef	12/26/19	2-301.14 When to Wash - Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including handling utensils and equipment and: after touching bare human body parts other than clean hands and clean, exposed portions of arms; after using the toilet; after handling animals; after coughing, sneezing, using a tissue, using tobacco, eating, or drinking; after handling soiled equipment or utensils; after any type of contamination; when switching between working with raw food and working with RTE food; and before donning gloves to initiate a task that involves working with food. 3-202.11 (A)(C)(D) Temperature - TCS food shall be at a temperature of 41°F or below when received. Raw eggs shall be received in refrigerated equipment that maintains an ambient air temperature of 45°F or less. TCS food that is	Staff did not wash hands upon coming into establishment and beginning prep. Staff not observed to wash hands at any point during inspection. All items in deli prep unit are above 41°F

Dragon Chef	12/26/19	<i>cooked to a proper temperature and received hot shall be at a temperature of 135°F or above.</i> 3-304.11 Food Contact with Soiled Items - <i>Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i> 3-501.16 (A)(2) (B) Proper Cold Holding Temps. - <i>Code: All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i>	Sauce used to darken rice in heavily soiled container Garlic in oil out at room temperature on prep line.
New Garden	12/26/19	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - <i>All cold TCS foods shall be held at 41°F or below. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i> 7-201.11 Storage Separation - <i>Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single service and single use articles.</i> 8-103.12 Conformation with Approved Procedures/HACCP - <i>If the RA grants a variance or a HACCP plan is otherwise required, the permit holder shall comply with the HACCP plans and procedures that are submitted and approved as a basis for the modification or waiver.</i>	Garlic in oil needs to be kept under 41°F. Can keep in ice bath. Cleaning items observed in food prep area Need to submit HACCP plan to Public Health Division. Need to have a copy available at the establishment.
Sheraton	1/4/2020	3-501.16 (A)(2) (B) Proper Cold Holding Temps. <i>Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less</i>	6 drawer continental refrigerator roll top not holding proper temps. Raw burger and TCS discarded. Remove from service and provide specific documentation that it is corrected.
Zdorovie Adult Day Care	1/4/2020	4-501.114 (A)-(C) Chem.San. Temp./pH/Concentr./Hard. - <i>Code: A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under paragraph 4-703.11(C) shall meet the criteria specified under section 7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum</i>	Improper sanitizing of equipment was being conducted. No sanitizer in 3 comp sink when warewashing was set up. Sheet pans that were going to be washed were stored at sanitizer side of the 3 bay sink.

		temperature of 75°F, have a concentration as specified under section 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, and be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions. 3-501.14 (A) Cooling Cooked Foods - Code: Cooked TCS foods shall be cooled within 2 hours from 135°F to 70°F and within a total of 6 hours from 135°F to 41°F or less.	Cooked Oatmeal with milk in refrigerator was 109°F PIC stated it was made at 10 am. Product discarded.
Spiga	1/4/2020	3-304.11 Food Contact with Soiled Items - Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.	Food items covered w paper towel
Farmhouse (Joint Inspection)	1/8/2020	3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less. 3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Items in roll top units were out of temperature. Items were voluntarily discarded Short ribs were inadequately cooled. Voluntarily discarded by PIC
Three Squares	1/11/2020	4-501.114 (A)-(C) Chem.San. Temp./pH/Concentr./Hard. - Code: A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under paragraph 4-703.11(C) shall meet the criteria specified under section 7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPA registered label use instructions, and shall be used as follows: A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A quaternary ammonium compound solution shall have a minimum temperature of 75°F, have a concentration as specified under section 7-204.11 and as indicated by the manufacturer's use	The sanitizer chlorine rinse was zero ppm. Upon review, the sanitizer container appeared to contain water, not chlorine. A new container was provided on site. Chlorine test strips required, training is necessary

Three Squares	1/11/2020	<i>directions included in the labeling, and be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions.</i> 3-501.16 (A)(1) Proper Hot Holding Temps. - <i>Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained: at 135°F or above, except that roasts cooked to a temperature and for a time specified in paragraph 3-401.11(B) or reheated as specified in paragraph 3-403.11(E) may be held at a temperature of 130°F or above.</i> 5-205.15 (A) System Maintained/Repair - <i>Code: A plumbing system shall be repaired according to law.</i>	Preprepared hollandaise sauce was 81f at room temp Discarded, and alternative procedures were discussed. Do not hold at room temperature unless TPHC is approved The handsink in the kitchen near fryer, and at the bar area was 83F. Repair or replace to achieve proper handwashing temperature of at least 100f no more than 110 F thru the hot and cold water mixing valves. Repair within 72 business hours
Bertucci's	1/11/2020	2-301.14 When to Wash - <i>Code: Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including handling utensils and equipment and: after touching bare human body parts other than clean hands and clean, exposed portions of arms; after using the toilet; after handling animals; after coughing, sneezing, using a tissue, using tobacco, eating, or drinking; after handling soiled equipment or utensils; after any type of contamination; when switching between working with raw food and working with RTE food; and before donning gloves to initiate a task</i> 7-201.11 Storage Separation - <i>Code: Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, linens, and single-service and single use articles.</i>	It was observed on the service line and employee took a raw salmon out of the package with gloves put it on the stove and did not remove his gloves and wash hands before starting the next task with ready to eat food salad. This inspector director employee to remove gloves wash hands and instructed manager to be observant between change the tasks. Suggest training or staff on when to wash to prevent cross-contamination. Improper storage of chemicals near the mgt office. Product removed. COS
Avita of Needham	1/18/2020	3-801.11 (B) Special Requirements (Eggs/Egg Products) -<i>Code: In a food establishment that serves a highly susceptible population: Pasteurized eggs or egg products shall be substituted for raw eggs in the preparation of: food such as Caesar salad, hollandaise or Béarnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg-fortified beverage and Except as specified in paragraph (F) of this section, recipes in which more than one egg is broken and the eggs are combined.</i>	It was observed that shell eggs in the walk-in cooler were not pasteurized. Provide as required for HSP populations .

Cappella	1/18/2020	3-304.11 Food Contact with Soiled Items - <i>Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i>	Cooked bacon stored on top of kitchen towel in refrigerator
Baker's Best	1/25/2020	3-501.18 Ready-to-Eat Food Disposition - <i>Code: A TCS/RTE food as specified in paragraph 3-501.17 (A)(B) shall be discarded if it: exceeds 7 days at 41°F or lower (except for the time that the product is frozen) or is in a container or package that does not bear a date or day or is appropriately marked with a date or day that exceeds a temperature and time combination as specified in 3-501.17(A). Refrigerated, RTE/TCS food prepared in a food establishment and dispensed through a vending machine with an automatic shutoff control shall be discarded if it exceeds 7 days at 41°F or lower.</i>	Raw egg mix, tarragon cream sauce, and red wine cream sauce were in refrigerator past 7-day shelf life Products discarded COS
Blue on Highland	1/25/2020	3-301.11 (B) Preventing Contamination from Hands -<i>Code: Except when washing fruits and vegetables, food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves or dispensing equipment.</i> 3-304.11 Food Contact with Soiled Items <i>Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer.</i> 3-501.16 (A)(2) (B) Proper Cold Holding Temps. <i>Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.</i>	Upon arrival three cooks were not wearing gloves. It was observed that one cook prepared a grilled chicken sandwich and placed lettuce condiments and top roll with bare hands. Product discarded COS Side towel observed during food storage Towels are not food grade storage materials. Use plastic wrap, foil, deli paper or other single use food grade material. Greek Dressings room temperature 74F Keep below 41f Approval required to use time as a public health control for salad dressings
Hungry Coyote	1/25/2020	4-501.114 (A)-(C) Chem.San. Temp./pH/Concentr./Hard. <i>Code: A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under paragraph 4-- 703.11(C) shall meet the criteria specified under section 7-- 204.11 Sanitizers, Criteria, shall be used in accordance with the EPA-registered label use instructions, and shall be used as follows: A chlorine solution shall have a temperature of 55°F-120°F, depending on water hardness, and concentration range of 25ppm to 100ppm. An iodine solution shall have a minimum temperature of 68°F with a concentration range of 12.5ppm to 25ppm. A</i>	3 Three compartment sink did not have sanitizer was zero Wiping cloth stored and sanitizer buckets in the front of the house were also at zero

Hungry Coyote	1/25/2020	quaternary ammonium compound solution shall have a minimum temperature of 75°F, have a concentration as specified under section 7-204.11 and as indicated by the manufacturer's use directions included in the labeling, and be used only in water with 500 MG/L hardness or less or in water having a hardness no greater than specified by the EPA-registered label use instructions.	
Epicurean Feast @ 63 Kendrick	2/5/2020	3-302.11 (A)(1) Raw Animal Foods Separated from RTE - Code: Food shall be protected from cross-contamination by: (1) Separating raw animal foods during storage preparation, holding and display from: (a) Raw RTE food including other raw animal food such as fish for sushi or molluscan shellfish or other raw RTE food such as fruits and vegetables, and (b) cooked RTE food.	Raw eggs stored over fruits and vegetables.
Hearth Pizzeria	2/8/2020	3-301.11 (B) Preventing Contamination from Hands - Code: Except when washing fruits and vegetables, food employees may not contact exposed, ready-to-eat food with their bare hands and shall use suitable utensils such as deli tissue, spatulas, tongs, single-use gloves or dispensing equipment. 3-501.16 (A)(2) (B) Proper Cold Holding Temps. Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Upon arrival female cook was shredding bulk cheese in robot coupe touching product without gloves. Discussion with manager. CORRECTED ON SITE. Cooked ground beef was 57-62f at pizza prep line at various internal points. Cook prepared it at 1130am. Product discarded. Discussion to cool on sheetpan quickly, don't overfill the storage container. Chill quickly
Beth Israel Deaconess Hospital Kitchen	2/15/2020	3-302.13 Pasteurized Eggs Certain Recipes Code: Pasteurized eggs or egg products shall be substituted for raw shell eggs in the preparation of foods such as Caesar salad, hollandaise or Béarnaise sauce, mayonnaise, meringue, eggnog, ice cream, and egg fortified beverages that are not cooked thoroughly. (Pasteurized eggs do not need to be substituted if the establishment serves a population that is not a highly susceptible population and the consumer is informed under section 3-603.11 that to insure safety, the food should be cooked to temperatures indicated in section 3-401.11). 5-202.11 (A) Approved System/Cleanable Fixtures - Code: A plumbing system shall be designed, constructed, and installed according to law.	Raw eggs on site. The spouts on the 3-compartment sink are not up to code. PIC states that a new dish room is being constructed, with new equipment, that will be in full compliance.
Gari Restaurant	2/15/2020	3-302.11 (A)(2) Raw Animal Foods Separated from each other - Code: Foods shall be protected from cross contamination by: Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each	Improper storage of TCS foods. Raw pork ribs, beef, fowl.

Gari Restaurant	2/15/2020	type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas. 3-304.11 Food Contact with Soiled Items - Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer. 3-501.18 Ready-to-Eat Food Disposition - Code: A TCS/RTE food as specified in paragraph 3-501.17 (A)(B) shall be discarded if it: exceeds 7 days at 41°F or lower (except for the time that the product is frozen) or is in a container or package that does not bear a date or day or is appropriately marked with a date or day that exceeds a temperature and time combination as specified in 3-501.17(A). Refrigerated, RTE/TCS food prepared in a food establishment and dispensed through a vending machine with an automatic shutoff control shall be discarded if it exceeds 7 days at 41°F or lower. 5-201.11 Approved - Code: A plumbing system and hoses conveying water shall be constructed and repaired with approved materials according to law. Water filter shall be made of safe materials.	Food contact with service napkin. Napkins cannot be used to cover or store food. Paper towels cannot be used to store food- only Maki paper is allowed. Prepared product contains chicken stock and mayonnaise date-marking required of this and all other TCS foods. Foul odor as you go downstairs near ice machine. Possible pipe leak or condensate from fittings. Repair.
Fuji Steakhouse	2/22/2020	3-302.11 (A)(2) Raw Animal Foods Separated from each other - Code: Foods shall be protected from cross contamination by: Except when combined as ingredients, separating types of raw animal foods from each other such as beef, fish, lamb, pork and poultry during storage, preparation, holding, and display by: (a) Using separate equipment for each type, or (b) Arranging each type of food in equipment so that cross contamination of one type with another is prevented and (c) preparing each type of food at different times or in separate areas. 5-205.15 (A) System Maintained/Repair - Code: A plumbing system shall be repaired according to law.	Raw chicken stored incorrectly in under counter refrigerator Plumbing Leak Repair within 5 days. Provide proof of repair to LBOH.
The Rice Barn	2/22/2020	3-304.11 Food Contact with Soiled Items - Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer. 4-602.11 (A) Food-Contact Surfaces and Utensils Code: Equipment food-contact surfaces and utensils shall be cleaned: before each use with a different type of raw animal food such as beef,	Eating utensils stored unprotected from physical contamination on a low shelf above the floor. Store properly. Food soil/ debris on prep counter in basement. This wood counter is not NSF certified, and equipment is not up to code. Remove and replace

The Rice Barn	2/22/2020	<i>fish, lamb, pork, or poultry; each time there is a change from working with raw foods to working with RTE foods; between uses with raw fruits and vegetables and with TCS food; before using or storing a food temperature measuring device; and any time during the operation when contamination may have occurred.</i> 3-501.14 (A) Cooling Cooked Foods - <i>Code: Cooked TCS foods shall be cooled within 2 hours from 135°F to 70°F and within a total of 6 hours from 135°F to 41°F or less.</i> 5-205.15 (A) System Maintained/Repair - <i>Code: A plumbing system shall be repaired according to law.</i>	with NSF stainless approved work tables made for foodservice use. Within 30 days. Unknown product “dessert “stored in Amanda refrigerator @149f. PIC stated it was a staff meal. Product removed. Bathroom removed and destroyed. Completely repair or replace to all building and plumbing codes within 30 days unless otherwise approved and directed by LBOH
The Farmhouse	2/29/2020	2-301.14 When to Wash- <i>Code: Food Employees shall clean their hands and exposed portions of their arms immediately before engaging in food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single-use articles and: (A) After touching bare human body parts other than clean hands and clean, exposed portions of arms; (B) After using the toilet room; (C) After caring for or handling service ANIMALS or aquatic animals as specified in section 2-403.11(B); (D) Except as specified in section 2-401.11(B), after coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking; (E) After handling soiled equipment or utensils; (F) During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks; (G) When switching between working with raw food and working with RTE food, (H) Before donning gloves to initiate a task that involves working with food; and (I) After engaging in other activities that contaminate the hands.</i> 3-501.16 (A)(1) Proper Hot Holding Temps. - <i>Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3 501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained: at 135°F or above, except that roasts cooked to a temperature and for a time specified in paragraph 3-401.11(B) or reheated as specified in paragraph 3-403.11(E) may be held at a temperature of 130°F or above.</i> 3-501.16 (A)(2) (B) Proper Cold Holding Temps. <i>Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains</i>	Cook observed washing his hands in the 3 compartment warewashing sink. Train employees on when and where to wash to prevent people from getting sick Mashed potatoes 3 pans held at room temp in danger zone. Product discarded after this inspector provided a safe alternative, and it was not corrected. The temperature of the Tuna Tartare in the Roll top was 51 degrees. Recently cut, PIC removed product, and put on ice COS

The Farmhouse	2/29/2020	<i>an ambient air temperature of 45°F or less.</i> 4-101.11 (A) Characteristics - Code: Materials that are used in the construction of utensils and food contact surfaces of equipment may not allow the migration of deleterious substances or impart colors, odors, or tastes to FOOD and under normal use conditions shall be safe.	Wooden cutting board not in good repair Removed from the table it was located Wood is not seamed, has debris, crud on outer and side surfaces. Cease and desist from using this piece of equipment unless it is repaired or replaced according to law. It is also noted that "clean" cutting boards were store below an area where soiled items are kept under this same table.
Brother's Pizza	2/26/2020	3-501.16 (A)(2) (B) Proper Cold Holding Temps. - Code: Except during preparation, cooking, or cooling, or when time is used as the public health control as specified under section 3-501.19, and except as specified under paragraph (B) and in paragraph (C) of this section, TCS food shall be maintained at 41°F or less. Eggs that have not been treated to destroy all viable Salmonellae shall be stored in refrigerated equipment that maintains an ambient air temperature of 45°F or less.	Prep unit next to stovetop is running above 41°F. Need to have serviced. Same issue was found during previous inspection.
Latina Kitchen & Bar	3/14/2020	4-501.114 (E) Chem.San. Temp./pH/Concentr./Hard. - Code: A chemical sanitizer used in a sanitizing solution for a manual or mechanical operation at contact times specified under paragraph 4-703.11(C) shall meet the criteria specified under section 7-204.11 Sanitizers, Criteria, shall be used in accordance with the EPAregistered label use instructions, and shall be used as follows: (E) If a chemical sanitizer other than chlorine, iodine, or a quaternary ammonium compound is used, it shall be applied in accordance with the EPA-registered label use instructions.	The sanitizer in the 3 comp sink was zero. Repair or replace with Eco Lab for proper warewashing. Use dishmachine until fixed and provide documentation
Gyro & Kebab House	3/14/2020	3-306.11 Food Display - Code: Except for nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling, or washing by the consumer before consumption, food on display shall be protected from contamination by the use of packaging; counter, service line, or salad bar food guards; display cases; or other effective means.	The bakery display case is missing a door that is used to prevent physical contamination. Open Baked goods must be protected This was a repeat violation in NOV 2019
French Press Bakery	3/28/2020	3-304.11 Food Contact with Soiled Items - Kitchen - Code: Food shall only contact surfaces of: equipment and utensils that are cleaned and sanitized; single-service and single-use articles; or linens, such as cloth napkins that are used to line a container for the service of foods AND are replaced each time the container is refilled for a new consumer. 5-202.11 (A) Approved System/Cleanable Fixtures - Code: A plumbing system shall be designed, constructed, and installed according to law. 1 5-205.15 (A) System Maintained/Repair - Kitchen - Code: A plumbing system shall be repaired according to law.	Inside the ice machine has slime residuals. Clean and sanitize. The water spout at handsink is too short. Replace with gooseneck that allows for full accessibility Leak at handsink spout. Repair or replace

Sweet Tomatoes Pizza	4/25/2020	3-501.19 (B)(1)(3)(4) Time as a Public Health Control - 4 Hours - Code: If time rather than temperature is used as the public health control up to a maximum of 4 hours: the food shall have an initial temperature of 41°F or less when removed from cold holding temperature control, or 135°F or greater when removed from hot holding temperature control; the food shall be cooked and served, served at any temperature if RTE, or discarded, within 4 hours from the point in time when the food is removed from temperature control; and the food in unmarked containers or packages, or marked to exceed a 4-hour limit shall be discarded.	TCS food at room temperature without a log book or documentation. PIC stated that they no longer use “ the system “. Provide log books or other methods to hold TCS foods at room temperature.
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**Board of Health
TOWN OF NEEDHAM
AGENDA FACT SHEET**



MEETING DATE: 5/12/2020

Agenda Item	#57 Walker Lane Update
Presenter(s)	Tara Gurge, Assistant Public Health Director

1.	BRIEF DESCRIPTION OF TOPIC TO BE DISCUSSED
	Tal, the homeowner at #57 Walker Lane, emailed an update to share with the BOH.
2.	VOTE REQUIRED BY BOARD OF HEALTH
	No vote is required, nor is one expected.
3.	BACK UP INFORMATION ATTACHED
	Please see attached timeline and letter.



Needham Public Health Division

178 Rosemary St., MA 02494
www.needhamma.gov/health

781-455-7940 ext. 504
781-455-7922 (fax)



Certified Mail #7016 3010 0001 0243 2400

Return Receipt Requested

February 10, 2020

Mr. Tal Achituv
57 Walker Lane
Needham, MA 02492

Re: Septic System Enforceable Agreement Extension for #57 Walker Lane in Needham

Dear Mr. Achituv;

As you recall, we issued a Septic Construction permit to allow you to replace the Orangeburg pipe leading from your home to your septic tank back on November 30, 2017, at the property address noted above, which according to our records is only an 800 gallon septic tank, which does not meet today's Title Five Septic Code standards. The Town Engineering and Water and Sewer Departments, along with the Public Health Division, allowed this repair under the agreed to condition that an ***Enforceable Agreement*** would be signed and dated by you, which states that you will be connecting to the municipal sewer system within two years from the signed date on the agreement. You signed that agreement back on **December 15, 2017**, and were given a strict two-year deadline, to be connected to the municipal sewer **on or before December 2019**. You were not able to meet that required deadline.

At our Board of Health meeting back on December 10, 2019 the board agreed to offer you a one-time 18-month extension in order to have additional time to fulfill this Enforceable Agreement order that is already on record. A timeline was drafted which included required check-in dates that would need to be met throughout the 18-months, along with a consequence if the requirement was not met within the timeframe given. This timeline was drafted by the Town Engineering and Public Health Divisions and reviewed by Town Counsel. A final draft of the timeline was approved by the board and also reviewed and approved by Town Counsel on February 4, 2020. We have included a copy of that final timeline (see enclosed.)

At our recent Board of Health meeting that was held on January 23, 2020, the board heard your concerns with the consequence, and were able to adjust the wording on that. Again, this consequence will only need to be enforced if you do not meet the 18-month set deadline or show us that you have made great strides in this sewer connection process within the 18 months. If the sewer connection or septic alternative system upgrade is not completed by the 18-month set deadline, **which is on or before June 1, 2021**, you would be required come in before the Board of Health for a hearing to discuss the consequence. Here is the revised consequence noted below, for your reference:

The Needham Board of Health (BOH) will require (in lieu of putting a lien on the house and requiring you to conduct an emergency repair) a signed/dated (and notarized) letter be submitted by you which states that your existing residence at #57 Walker Lane is unoccupied. It must also clearly state in the letter that this home will remain vacant until the BOH issues a final approval to allow re-occupancy. Once the BOH confirms that you are working with the Public Health Division and has met this sewer connection/alternative septic system upgrade requirement, the BOH can then allow re-occupancy of the residence.

Please feel free to contact me if you have any additional questions on what was stated in this letter at (781) 455-7940; Ext. 211. We will look forward to hearing back from you on those required check-in dates as stated in the enclosed timeline. We encourage you to keep the lines of communication open, in order to ensure that this requirement will be met by the deadline, which is **on or before June 1, 2021.**

Sincerely,



Tara E. Gurge, R.S., C.E.H.T., M.S.
Assistant Public Health Director

Enclosure – Final Timeline for Sewer Connection of #57 Walker Lane

CC: Timothy McDonald, Director of Health and Human Services
Diana Acosta, Environmental Health Agent

#57 Walker Lane Sewer Connection Approved Timeline (as of 2/4/2020) --

(Deadline of 18 months was given to homeowner, so must be completed on or before June 1, 2021.)

Jan. – April, 2020 – Will hold meeting(s) with Tal (via conf. call), the neighbors, and representatives from Town Engineering and Water and Sewer Depts., to discuss the current sewer connection plan and to also review the survey plan that Engineering offered to conduct for the sewer to be brought up to #57 Walker Lane. **(Next meeting scheduled for Friday, Jan. 31 at 10 AM.)**

May 1, 2020 – Need to let Tara/Tony know if neighbor at #67 Walker Lane is in or out on joint sewer connection process. List specifics, i.e. get in writing from neighbor on his agreement to tie in. Get copy of signed/dated Water and Sewer connection application which states fee was paid. (Since #67 is the only neighbor on this street that may be affected by the BOH requirement, the Health Division can plan on setting up a meeting with this neighbor ahead of this deadline to explain the alternatives to him, i.e., if his Title Five septic system inspection fails this coming spring when he plans on selling his house.)

July 1, 2020 – Touch base with Tara/Tony - Submit estimates from contractors for sewer connection job to Tara and Tony to show good faith effort that working on this sewer connection process. Decide which estimate is feasible and make a decision on which contractor to work with. (Need to get estimates in writing from potential contractors.)

September 1, 2020 – Touch base with Tara/Tony - Secure contractor for the sewer connection job and get plans and sewer connection permits/fees submitted to town for review/approval. Ensure that the Engineering Division and the Water & Sewer Division (and Conservation Commission- just so they also have a heads up) are in the loop on sewer connection process. Need to receive a timeframe from contractor for when job will start and how long job will take. (Contractor to work with Tony on surveying the area, etc.) Get copy of homeowners signed/dated contract from contractor that has agreed to do the job.

October 1, 2020 – Touch base with Tara/Tony - Start sewer connection job, which should take approximately 3 weeks. *Due to the unpredictable New England weather, we decided to have this sewer connection job start process be on the conservative side, with starting this job in the fall, so we have more flexibility to help accommodate the contractors schedule.*

Nov. – Dec., 2020 – Check in with Tara/Tony - Depending on when job will start, need to continue to receive check-ins on status of sewer connection job start date/completion date and work with Engineering/Water and Sewer staff on an on-going basis on conducting the proper site visits throughout the sewer connection process. Keep Health Division in the loop on this process as well. Health Division must receive signed copies of septic system abandonment forms and final septic system pump reports for abandoned septic systems for those properties that were connected to sewer.

January 1, 2021 – Check in with Tara/Tony - Sewer connection as-built plans and final documentation submitted to town for review and approval once job is complete. ***(Engineering and Water & Sewer will also verify this through their inspectors.)***

On or before June 1, 2021 – Sewer Connection job is complete and as-built plan has been approved by town. Final approval from Town given (on or before this final deadline.) ***(Engineering and Water & Sewer will also verify this through their inspectors.)***

Consequences - - Again, this consequence will only need to be enforced if you do not meet the 18-month set deadline or show us that you have made great strides in this sewer connection process within the 18 months. If the sewer connection or septic alternative system upgrade is not completed by the 18-month set deadline, **which is on or before June 1, 2021**, you would be required come in before the Board of Health during a monthly meeting for a hearing to discuss the consequence. Here is the revised consequence noted below:

The Needham Board of Health (BOH) will require (in lieu of putting a lien on the house and requiring you to conduct an emergency repair) a signed/dated (and notarized) letter be submitted by you which states that your existing residence at #57 Walker Lane is unoccupied. It must also clearly state in the letter that this home will remain vacant until the BOH issues a final approval to allow re-occupancy. Once the BOH confirms that you are working with the Public Health Division and has met this sewer connection/alternative septic system upgrade requirement, the BOH can then allow re-occupancy of the residence.



**Board of Health
TOWN OF NEEDHAM
AGENDA FACT SHEET**



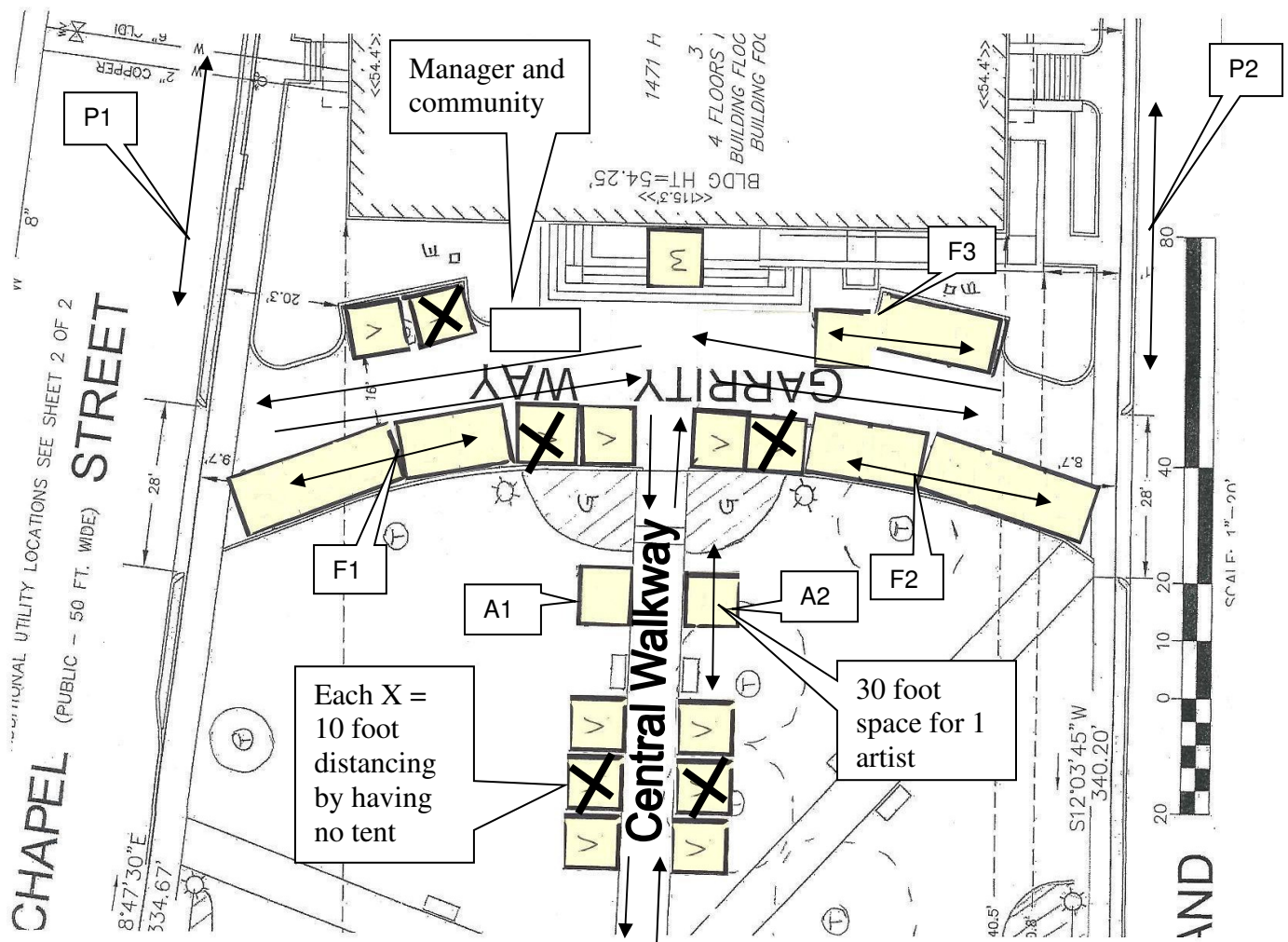
MEETING DATE: 05/12/2020

Agenda Item	Needham Farmers Market 2020 Operations
Presenter(s)	Diana Acosta, Environmental Health Agent and Tara Gurge, Assistant Public Health Director

1.	BRIEF DESCRIPTION OF TOPIC TO BE DISCUSSED
Ms. Acosta and Ms. Gurge and Tara will discuss revisions of operations being proposed by the Needham Farmers Market (NFM) for the 2020 season. Tom Gehman of the NFM presented a new layout for the flow and setup of the market.	
2.	VOTE REQUIRED BY SELECT BOARD
No vote is required.	
3.	BACK UP INFORMATION ATTACHED
A PDF of the new layout submitted by Tom Gehman was submitted.	

Needham Farmers Market 2020

Configuration shown based on current requirements



F1 – MacArthur Farm (produce)

F2 – Neighborhood Farm (produce)

F3 – Chestnut Farm (meat)

V – Food Vendors

A1 – Artists (1)

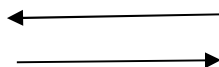
A2 - Artists (1)

P1 - Proposed temporary parking on Chapel Street for vendors and artists during setup and breakdown

P2 - Proposed temporary parking on Highland Avenue for vendors and artists during setup and breakdown

M – Musicians

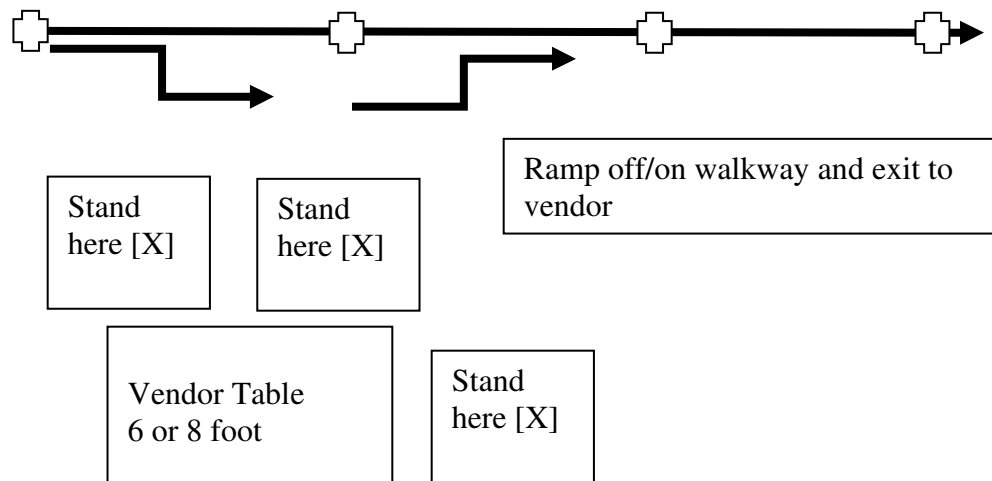
Directional walkways



The Needham Farmers Market will configure to meet the health and safety requirements in effect on the market day.

Detailed Description:

Concept of Directional Walkway Flow, Marked with Social Distancing Indicators



Contactless order fulfillment will be:

1. Vendors will be strongly encouraged to offer online prepaid ordering.
2. Vendors will have prepaid order pickup at tableside with distancing markers.
3. Vendors will fill orders at table side with customer distancing markers, sanitized card handling, and sanitary cash handling.
4. Vendors will be strongly encouraged to price in whole dollars and eliminate making change as much as possible.

To maintain distancing and density these practices will be in effect

1. The vendors will be arranged to place a 10-foot distance between tents.
2. NFM staff people will monitor the shoppers and advise on distancing and safety.
3. Movement of the shoppers through the market will be organized into walkways and vendor exit ramps. This will be marked by caution tape and signs.

Safety requirements for shoppers will be:

1. Facemasks required on all.
2. No reusable bags
3. 6-foot social distancing.
4. Do not enter the market if sick
5. Adults only.
6. No pets

Safety requirements on vendors will be:

1. Agreement for safe employee behavior such as don't work if sick
2. Employees are masked and gloved.
3. Sanitizer and wipes will be available at all sales tables and equipment kept sanitized.
4. No tablecloths, only hard surface tables that can be cleaned with sanitizer.

Setup Time proposed 9 AM to noon, instead of the prior year's 10 AM - noon

1. Needed to manage the times for safe operation of farm trucks in Garrity way.
2. Needed to place markers and guide signs in the market space for health and safety purposes.

Customer Management

1. Needham Farmers Market staff will help customers move along so as not to linger in groups.
2. Needham Farmers Market staff will monitor density of people in the market and control entry of customers so as to maintain social distancing.

Letter to the Editor

Thanks to the Rotary Club

Dear Editor,

The Rotary Club of Needham have generously donated 100 fleece blankets and a heavy-duty Pro-Pac shelter bin to the Town of Needham. Needham thanks the Rotary Club for their dedication and support to preparing the community for an emergency.

community members to feel comfort during a difficult and stressful time.

The Town of Needham could not prepare and protect the community during an Emergency without the generous support of a caring community!

Sincerely,

Rebecca Ping

*Emergency Management
Administrator*

Being prepared is the first step to protecting the community during an emergency. If a shelter would have to be opened in Needham, the gifts will allow

Town of Needham

HEALTH

From Page A1

identified case of COVID-19 - the seventh reported in town to date.

In Brookline, officials do not regularly update the public on the number of cases they discover, but inquiries sent by reporters Monday revealed there are now six cases there - up from the four that were previously known.

"The Newton Department of Health and Human Services is currently monitoring 5 people who have tested positive for COVID-19," the city's Mayor Ruthanne Fuller, said in a statement released on Sunday.

The mayor said she thought just about everyone in Newton, including herself, is feeling deep concern over the spread of the coronavirus.

"We are committed to supplying the facts and to transparency about the number of positive cases in the City," Fuller said. "We will be updating the information on positive cases regularly at newtonma.gov/covid19."

The state's public health department announces the total number of COVID-19 cases by county each day at 4 p.m.

On Tuesday March 17, there were 218 identified cases of COVID-19 in the state, including 43 in Norfolk county. The map below is updated daily.

Town won't update new COVID-19 numbers

Would reveal information only if there was a threat to residents

By Trevor Ballantyne
tballantyne@wickedlocal.com

There is at least one person who has the coronavirus in Needham, but town officials say they will not notify residents of additional cases they become aware of unless they are deemed a "threat to the community."

"We felt it was important to notify the public of the first case because we had, to that point, been saying there were no positive cases in Needham," public health director Timothy McDonald wrote in an email to The Times on Monday. "Going forward we won't be updating the public on any additional cases UNLESS there is a threat to the community."

On Wednesday, March 11, a statement released by the town said state officials notified them of the first confirmed case in Needham.

McDonald explained the town's coronavirus notification policy going forward by saying that, "individuals who may have had contact with a presumed positive case will be contacted directly by Public Health nurses who will provide guidance for those individuals."

"We have a duty to protect the public health and safety of the town and also the privacy of individuals," he added. "We believe this approach does both."

The approach to communicating the number of coronavirus cases in Needham is different from those taken by officials in other municipalities in the area.

At their daily update on the spread of the coronavirus on Monday, Wellesley officials alerted the community of a newly

See HEALTH, B1

Needham PD reports coronavirus case

Police Chief John Schlitter and the Needham Public Health Division have confirmed that Department of Public Health (DPH) officials have notified the Town of one confirmed case of COVID-19 within the Needham Police Department.

Needham Public Health officials have been in contact with the individual. The individual has been isolated and is being supported and monitored according to public health protocols. Due to state and federal privacy laws, no additional

information about the individual will be released.

Close contacts (defined as someone who

NEEDHAM PD REPORTS CORONAVIRUS
continued on page 3

NEEDHAM PD REPORTS CORONAVIRUS continued from front page

has spent more than 15 minutes within six feet of a positive case) have been identified and contacted by health officials and are following proper prevention protocols.

The Needham Police Department will continue to respond to all emergencies and is

taking all proper precautions when encountering residents and community members. Residents should continue to call 911 for emergencies.

To continue practice social distancing, all residents are asked to make all non-emergency reports and inquiries by telephone or email if possible. Police have also enacted preventative

measures including taking temperatures before the start of a shift, social distancing practices and cleaning and sanitizing regularly.

For information and resources related to COVID-19, visit www.needhamma.gov/coronavirus. You can also visit the CDC's website and www.mass.gov/coronavirus.

Town begins weekly update of known coronavirus cases

Town of Needham

Editor's note: The information below was released by the Town of Needham on Tuesday at 5 p.m. The town will release the number of known coronavirus cases weekly at that time. Officials also post information daily that can be found on the public health section

of their website: <http://www.needhamma.gov/85/Public-Health>

- **1159 cases statewide**
- **129 Norfolk County**
- **11 deaths statewide**

To date, Needham has had 9 confirmed cases of COVID-19. There are currently eight active cases in Needham plus one person who has

recovered. The town releases updated confirmed cases in Needham weekly on Tuesdays at 5 p.m.

As a reminder, the numbers do not reflect the true nature of the COVID-19 outbreak. Due to a lack of testing, the number of cases is likely much higher. People should adhere to social distancing guidelines.

COVID-19 strikes police

Needham confirms two positive cases in public safety employees

By Trevor Ballantyne
tballantyne@wickedlocal.com

A Needham police officer and at least one another public safety employee have tested positive for the coronavirus, local officials said.

In a press release sent Friday, March 27 the town's spokesperson wrote that Police Chief John Schlittler and officials from the Needham Public Health Division

confirmed they had been notified by state officials of the first confirmed case.

"Needham Public Health officials have been in contact with the individual," the press release reads. "The individual has been isolated and is being supported and monitored according to public health protocols."

In the town's latest weekly update on known cases of coronavirus in Needham, officials revealed a second public safety employee received a positive test for the infectious disease. The spokesperson for the Town of

Needham did not respond before deadline to a text or a call asking if both employees were police officers. The statement said there are now 35 known cases of coronavirus in Needham as of March 31.

During a Select Board meeting a week earlier, Town Manager Kate Fitzpatrick noted that first responders joined other residents in Needham with gaining access to tests.

Needham Police Department spokesperson, Lt. Chris Baker said there is no exception made by health officials that would allow its officers to receive

priority when it comes to testing for the coronavirus. Baker said the members of the department who tested positive met the criteria to receive a test after consulting with their primary care physician.

"We went through the protocols to ID any close contacts and no one met the criteria set forth by the CDC and [Needham] Public Health," Baker said.

The officer encouraged residents to follow guidelines put into place by Governor Baker,

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POLICE

in Page A1

has social distancing, including limiting social gatherings to groups under 10 people.

Every time we have to respond to regarding people not following the guidelines, we have to interact with them, and we are trying to it unnecessary interactions,"

He also responded to an announcement made by Norfolk District Attorney Michael Morrissey on Monday that said the prosecutor asked local officers to reduce arrests, summons, and citations, whenever possible, as a result of the virus.

"We have asked our sergeants and officers to use their best discretion, taking into consideration the current circumstances, when making enforcement decisions," Baker said. Released Tuesday afternoon, the department's police log listed no arrests by officers between March

23 and March 29.

Full press release from Town of Needham - March 27:

"Police Chief John Schlittler and the Needham Public Health Division today confirmed today that Department of Public Health (DPH) officials have notified the Town of one confirmed case of COVID-19 within the Needham Police Department. Needham Public Health officials have been in contact with the individual. The individual has been isolated and is being supported and monitored according to public health protocols.

Due to state and federal privacy laws, no additional information about the individual will be released. Close contacts (defined as someone who has spent more than 15 minutes within six feet of a positive case) have been identified and contacted by health officials and are following proper prevention protocols. The Needham Police Department will continue to respond to all emergencies and is taking all proper precautions when encountering residents and community members. Residents should continue to

call 911 for emergencies. To continue practice social distancing, a residents are asked to make all non-emergency reports and inquiries by telephone or email if possible.

Police have also enacted preventative measures including taking temperatures before the start of a shift, social distancing practices and cleaning and sanitizing regularly. For information and resources related to COVID-19 visit www.needhamma.gov/coronavirus. You can also visit the CDC's website and www.mass.gov/coronavirus."

Town of Needham launches new coronavirus website

Submitted by the
Town of Needham

The Town of Needham launched a new COVID-19 website today [March 25], dedicated to providing up-to-date information and resources to the Needham community during the global coronavirus

outbreak.

The new website includes daily updates from Needham Public Health Monday through Friday, frequently asked questions, online tools and links to important information and resources. The site also provides state-level detail, updated automatically each day. The

website will be updated daily, and additional features may be added as the outbreak continues.

In addition to the website, the Town is now offering residents, employers and others the opportunity to receive daily updates by email or text message. Individuals can sign

up here. (After inputting your email or phone number, please be sure to click the email or cell phone icon to complete signup).

The website can be accessed at www.needhamma.gov/coronavirus or by visiting needhamma.gov/health and clicking "Covid-19 (Coronavirus) Information."

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Needham launches COVID-19 website

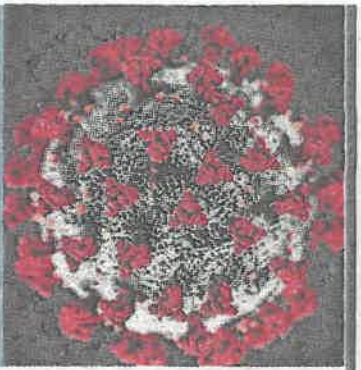
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continues.

In addition to the website, the Town is now offering residents, employers and others the opportunity to receive daily updates by email or text message. Individuals can sign up at <https://www.needhamma.gov/list.aspx?ListID=472> (after inputting an email or phone number, be sure to click the email or cell phone icon to complete signup).

The website can be accessed at www.needhamma.gov/coronavirus or by visiting needhamma.gov/health and clicking "Covid-19 (Coronavirus) Information."



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COVID-19
SURVIVOR
TELLS WHAT
IT'S LIKE

Town to share COVID-19 cases weekly

By Trevor Ballantyne
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There are three cases of coronavirus in Needham, Health and Human Services Director Timothy McDonald said at a Select Board meeting on Friday.

McDonald said the town was made aware of three cases by state officials and he explained the decision to reverse previous policy and announce the number of known coronavirus cases in town.

"I know this has been an issue that has been a very pressing topic on people's minds," McDonald said Friday. "The message I want to relay in saying that is that I worry people will take a false sense of security from hearing the number of three cases."

McDonald said he was worried residents might think that they have less risk for contracting the virus compared to surrounding towns that have reported more, or fewer, cases. He also said they believe the number of cases they could confirm in Needham is not accurate and could be off by, "three or four orders of magnitude."

"That means there are people in Needham, many of whom don't know it, that have COVID-19 and can spread it," McDonald said. "That is why social distancing is of paramount importance."

The announcement of the known coronavirus cases in town came after a week of uncertainty around the town's communication strategy when it came to reporting the confirmed numbers.

The week before, Needham officials had told residents they knew of at least one case of coronavirus but subsequently said they would not update that number unless they posed a threat to the community.

In a statement released Wednesday, March 18, the local health department explained the policy and said, in part, "reporting numbers is a dangerous and misleading precedent."

Now, town officials will release the number weekly on Tuesday

CASES

From Page A1

at 5 p.m. This week, a statement posted on the town's website said there are now 9 cases of COVID-19, the new coronavirus, in Needham.

The statewide numbers released on Tuesday by the Massachusetts Department of Public Health show there are 1,159 cases spread across all counties in the state, including 129 in Norfolk County. A week ago on March 17, there were 218 known coronavirus cases in the state.

The rise in confirmed

so many variables right now and I understand communities releasing numbers, and I understand communities not releasing the numbers," he added.

Lennon said that decisions on what and how to communicate during a crisis should be driven by fact. If officials don't have the facts, he said, they need to rely on experts

to make educated decisions based on a particular set of factors.

"But people should be making decisions based on facts," he said. "If someone in a community tests positive, I think that community has a responsibility to share those numbers with other members of the community. I think community

leaders have a responsibility to confirm precisely what they know, and share what they know while being respectful of individual privacy and rights," he said.

In a statement sent to The Times after the Select Board meeting Friday, State Sen. Becca Rausch of Needham responded to the announcement of the known case

numbers made by the local health board.

"I understand that during today's Select Board meeting, it was announced that Needham will release information about the number of people who have tested positive for COVID-19 on a weekly basis," Rausch said. "I support transparency and the delivery of accurate

information."

"It is important to note that testing capacity has been, and continues to be, woefully inadequate, so the actual presence of COVID-19 in our community likely is significantly higher than the present positive count might suggest," Rausch added.

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cases comes with a rise in the number of tests performed across the state, data shows. On Saturday, Gov. Baker said the state's testing capacity reached 1,144 per day and said it will continue to grow as more commercial testing facilities contribute to the effort.

Before deciding to announce the known coronavirus cases weekly, the town's strategy for communication of that figure differed from other local communities like Wellesley, Newton, Natick and Framingham, all of which regularly update the number of cases they are made aware of from state officials. In Brookline, town officials responded to requests from reporters for the information.

After realizing they would not necessarily know how many cases the town could confirm from state officials, some residents signed a petition that floated around through social media pages and wrote letters and emails to local officials ahead of the Select Board meeting last Friday.

Others who spoke to The Times agreed with the town's policy and pointed to low testing capacity in the state, and nationwide, as reason enough to practice caution in the early stages of the spread of the virus locally.

Lars Unhjem, of Meadbrook Road, said he saw both sides of the argument.

"Any of us who are paying the least bit of attention to the unfolding pandemic are aware that the information we have today is less than perfect," Unhjem said in a letter sent to members of the Select Board and the

or the Health Department to presume it should hide information (that, by the way, is the property of the public) from the community in some misguided effort to tamp down concerns."

"Accountability is of paramount importance during this critical time," he added.

Speaking to the Needham Times last week, the chairman of the Emergency Management department at Mass. Maritime Academy, Captain Thomas Lennon, weighed in on the challenges presented in a local crisis communications strategy amid so much uncertainty surrounding the outbreak.

"I think when you are operating in the blind, any decision that you make is fraught with risk," Lennon said. "So much of it boils down to the availability of testing and being able to get a handle on real numbers."

"That is the challenge with this, because there are

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