

March 26, 2020

Good Afternoon Franklin,

I hope this message finds you and your family healthy. I am hoping to send out daily tidbits and helpful information as we learn to navigate the COVID-19 virus and response to it; some or all may be of interest to you. My goal is to keep daily communications brief going forward but today I have a summary of important information to date.

### **City Services**

1<sup>st</sup> responders, police and fire, are operating and ready to serve you. Access to both buildings are limited to the entry vestibule areas.

While other City buildings, except police and fire, are closed, employees are working and available to assist by phone or email. For safety reasons, some services have been limited but employees are committed to thinking outside the box to assist with your needs. The following information is posted on all City buildings:



**Franklin**  
**NEW HAMPSHIRE**  
*The Three Rivers City*

*For the continued safety of our residents and employees, this City Building is currently CLOSED to the Public Information as well as many tasks, including vehicle renewal registrations, dog licenses, paying taxes, water or sewer bills and filling out building permits, can be done online at [www.franklinnh.org](http://www.franklinnh.org).*

*For vital records (birth, marriage, or death certificates), you may order online at [http://sos.nh.gov/vital\\_records.aspx](http://sos.nh.gov/vital_records.aspx) or <https://www.vitalcheck.com> or by calling 1-877-878-8007.*

*Payments may also be dropped in the slot at the front door at City Hall or mailed to Franklin City Hall, 316 Central Street, Franklin, NH, 03235*

*Employees will be available to assist you with questions (or in emergencies schedule an appointment). Contact numbers are as follows:*

**Assessing: 603-934-5449**

**Bessie Rowell Community Center: 603-934-2118**

**City Clerk's Office: 603-934-3109**

**The City Manager's Office: Audrey Lanzillo @ 603-934-3900 x10.**

**Finance Office: 603-934-3900**

**Municipal Services: 603-934-4103**

**Planning and Zoning: 603-934-2341**

**Transfer Station: 603-934-3206** No changes to operating hours

**Welfare: 603-934-3404**

**Library: 603-934-2911**

***Your City employees appreciate your understanding as we navigate through serving you in a safe way. Together, we will persevere. Good health to you and your families!***

### **Library**

While closed to the public, Library employees are busy inventorying, reorganizing and refreshing the Library's offerings. When the Library reopens it will have a fresh new feel to it!

Library Director Sargent asks that citizens use the Library's book drop for returning items checked out from the library. Although donations are always appreciated, please hold on to them for when the Library re-opens and do not deposit them into the book drop. Thank you for your understanding.

### **City Parks**

While City Parks are open for open space use, restrooms, playgrounds and play structures are closed to protect our youngest. Please exercise proper social distancing when utilizing open spaces in the park.

### **Trash/Transfer Station**

Curbside trash pick-up is operating as usual. Please be patient as new drivers may be getting used to routes. The transfer station is open following regular hours as follows:

**Tuesday      7:30am – 3pm**

**Thursday      7:30am – 3pm**

**Saturday      7:30am – 3pm**

The transfer station building is not open to the public. Transfer station employees will come out to you, please maintain as much social distancing as possible as you interact with transfer station employees. Certifications are required to operate a transfer station; we need to keep those employees healthy to remain open!

### **City Sewer & Private Septic Systems**

Frankly, I cannot figure out why toilet paper is so hard to find? COVID-19 is not an intestinal virus. But reality is..... TOILET paper is a hard commodity to get ahold of these days! The health of the City's Sanitary Sewer Disposal System or your private sewer system is of utmost importance. Clogs or backups are costly, inconvenient and quite frankly unsanitary. Your assistance is needed to keep these systems running at their best. ONLY human waste and toilet PAPER should be flushed. The following is a press release from New Hampshire's Department of Environmental Services:

**News from the New Hampshire Department of Environmental Services**

**FOR IMMEDIATE RELEASE**

**DATE: March 24, 2020**

**CONTACT: Jim Martin, (603) 271-3710**

[des.nh.gov](http://des.nh.gov)

[twitter.com/NHDES](https://twitter.com/NHDES)

## ***NHDES Reminds Residents Only Flush Human Waste and Toilet Paper***

*No toilet paper? Bag it. Don't flush it.*

*Concord, NH – The New Hampshire Department of Environmental Services (NHDES) is urging residents to only flush human waste and toilet paper. The coronavirus pandemic has caused a shortage of toilet paper for some, which could result in inappropriate items being flushed down the toilet. Municipal wastewater treatment plants, including the NHDES-operated Winnepesaukee River Basin Program (WRBP), are concerned about a possible increase in non-flushable causing clogs in the system.*

*These materials, such as rags, wipes, paper towels, t-shirts and sheets, can cause damage to municipal wastewater or home septic systems, which can result in costly repairs. Product labels can be misleading. Many items claim to be “flushable,” but they don’t break down easily and can clog sewer and septic systems. The bottom line is that the only safe items to flush are human waste and toilet paper. If you are forced to use something other than toilet paper, please place it in a bag and dispose of it in your trash.*

*For more information refer to the NHDES brochure on [What’s Flushable](#). If you have additional questions, please contact Jim Martin, NHDES Public Information Officer, at [james.martin@des.nh.gov](mailto:james.martin@des.nh.gov) or (603) 271-3710.*

*PHOTO: Photo taken in December of 2016, Tim Pelletier with NHDES WRBP removes a sewer snake made of wipes, rags, sanitary products and paper towels from the sewer system that serves the Lakes Region of New Hampshire. Clogs such as this occur on a regular basis from people flushing inappropriate items.*



I don't know about you but that photo says it all for me - GROSS!

### **Other Information**

## **COVID-19 Info & Updates**

The most important thing to remember is that if you are experiencing symptoms, CALL your primary care provider for further instruction OR dial 2-1-1.

The following is a link to the State's Health & Human Services website for COVID-19 information & updates:

<https://www.nh.gov/covid19/>

The website includes links to the CDC and to Governor Sununu's emergency orders along with other useful information.

## **Small Business Relief Act**

The following Federal Act was enacted to assist small businesses with the challenges brought by COVID-19:

### ***Small Business Provisions in Coronavirus Aid, Relief, and Economic Security (CARES) Act*** ***SENATE SMALL BUSINESS COMMITTEE, MINORITY***

*American small businesses are facing an unprecedented economic disruption due to the novel coronavirus (COVID-19) outbreak. Cities and states have implemented mandatory closures of public spaces to ensure social distancing to prevent the spread of the virus, so those difficulties have only increased.*

*Congress has reached a bipartisan compromise on a \$2 trillion economic stimulus package to address the economic impact caused by the COVID-19 outbreak titled the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Division A of the bill, which provides more than \$377 billion in support to small businesses, includes prominent measures from the [Keeping American Workers Employed and Paid Act](#) sponsored by Republican Senators Marco Rubio (Fla.), Susan Collins (Maine), and Lamar Alexander (Tenn.), as well as the [COVID-19 RELIEF for Small Businesses Act of 2020](#) sponsored by Ranking Member Ben Cardin (MD.) and all Democrats on the Senate Small Business Committee.*

*A description of the small business provisions included in the stimulus is below.*

### ***Paycheck Protection Program***

*The stimulus includes nearly \$350 billion in funding for a provision to create a Paycheck Protection Program (PPP) that will provide small businesses and other entities with zero-fee loans of up to \$10 million. Up to 8 weeks of average payroll and other costs will be forgiven if the business retains its employees and their salary levels. Principal and interest is deferred for up to a year and all borrower fees are waived. This temporary emergency assistance through the U.S. Small Business Administration (SBA) and the Department of Treasury can be used in coordination with other COVID-financing assistance established in the bill or any other existing SBA loan program.*

*The bill requires the SBA Administrator to set a cap on how much a bank can earn to process loan applications and prioritize underserved borrowers, including those in rural communities, minorities, women and veterans.*

### ***Emergency Economic Injury Grants***

*The stimulus includes \$10 billion in funding for a provision to provide an advance of \$10,000 to small businesses and nonprofits that apply for an SBA economic injury disaster loan (EIDL) within three days of*

*applying for the loan. EIDLs are loans of up to \$2 million that carry interest rates up to 3.75 percent for companies and up to 2.75 percent for nonprofits, as well as principal and interest deferment for up to 4 years. The loans may be used to pay for expenses that could have been met had the disaster not occurred, including payroll and other operating expenses.*

*The EIDL grant does not need to be repaid, even if the grantee is subsequently denied an EIDL, and may be used to provide paid sick leave to employees, maintaining payroll, meet increased production costs due to supply chain disruptions, or pay business obligations, including debts, rent and mortgage payments. Eligible grant recipients must have been in operation on January 31, 2020. The grant is available to small businesses, private nonprofits, sole proprietors and independent contractors, tribal businesses, as well as cooperatives and employee-owned businesses.*

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*A business that receives an EIDL between January 31, 2020 and June 30, 2020 as a result of a COVID-19 disaster declaration is eligible to apply for a PPP loan or the business may refinance their EIDL into a PPP loan. In either case, the emergency EIDL grant award of up to \$10,000 would be subtracted from the amount forgiven in the payroll protection plan.*

*The bill provides \$562 million to ensure that SBA has the resources to provide Economic Injury Disaster Loans (EIDL) to businesses that need financial support.*

#### ***Debt Relief for Existing and New SBA Borrowers***

*The stimulus includes \$17 billion in funding for a provision to provide immediate relief to small businesses with standard SBA 7(a), 504, or microloans. Under this provision, SBA will cover all loan payments for existing SBA borrowers, including principal, interest, and fees, for six months. This relief will also be available to new borrowers who take out an SBA loan within six months after the President signs the bill. The measure also encourages banks to provide further relief to small business borrowers by allowing them to extend the duration of existing loans beyond existing limits; and enables small business lenders to assist more new and existing borrowers by providing a temporary extension on certain reporting requirements. While SBA borrowers are receiving the six months debt relief, they may apply for a PPP loan that provides capital to keep their employees on the job. The six months of SBA payment relief may not be applied to payments on PPP loans.*

*The stimulus also includes a permanent fix that allows SBA to waive fees for veterans and their spouses in the 7(a) Express Loan Program, regardless of the President's budget. Under current law, SBA may only waive fees on 7(a) Express loans to veterans when the President's budget does not project a cost above zero for the overall 7(a) loan program.*

#### ***Paid Leave for Government Contractors***

*The stimulus includes a provision that provides paid leave for employees working on small business contracts with the federal government. The measure allows agencies to modify the terms of a contract to reimburse small business contractors for the cost of providing paid leave, including sick leave, to employees or subcontractors unable to perform work on-site due to a facility closure and cannot telework.*

#### ***Resources for Business Counseling Services***

*Many large companies are struggling to respond to the unprecedented economic disruption our nation is facing, so small businesses that have even fewer resources to dedicate to navigating the economic impacts of*

*COVID-19 must have access to reliable counseling and mentorship services.*

*The stimulus provides \$275 million in grants to the nation's network of Small Business Development Centers (SBDCs) and Women's Business Centers (WBCs), as well as the Minority Business Development Agency's Business Centers (MBDCs), to provide mentorship, guidance and expertise to small businesses. The funding will allow SBDCs, WBCs, and MBDCs to hire staff and provide programming to help small businesses and minority-owned businesses respond to COVID-19.*

*The bill also provides funds for the associations that represent SBDCs and WBCs to create a joint platform that consolidates information and resources related to COVID-19 in order to provide consistent, timely information to small businesses.*

*The SCORE mentoring program and Veterans Business Outreach Center program are encouraged to use the platform and participate in the COVID-19 education sessions for their volunteer mentors and small business counselors.*

### **Business/Manufacturing Items needed for COVID-19**

Many businesses have come forward asking for ways to assist. The following is a press release from the State of New Hampshire's Department of Business and Economic Affairs including a portal to connect businesses with need:

*Contact Lorna Colquhoun  
Communications Director  
NH Department of Business and Economic Affairs  
603-419-0533*

### **State Calls on Business Community to Help Address COVID-19 Crisis**

*CONCORD – New Hampshire companies and manufacturers with the capacity to meet the critical demand COVID19 is placing on the nation's healthcare centers can now connect with the State of New Hampshire for coordination.*

*The State seeks companies that can donate or produce lab, testing or diagnostic supplies, personal protection equipment (PPE), or medical expertise.*

*"New Hampshire companies are nimble, innovative and ready to produce for critically needed supplies in the fight against COVID19," said Gov. Chris Sununu. "This portal will help us assess the capabilities of companies and make sure their products reach the medical professionals who need them."*

*Business and Economic Affairs (BEA) Commissioner Taylor Caswell said he wants to hear from companies that can immediately produce PPEs, including N95 and medical face masks; surgical gowns; face shields; ventilators; latex gloves, and swabs.*

*"I've already heard from dozens of companies who are ready to adapt and adjust their operations to provide the protection, equipment and knowledge base to stop the spread of COVID19," he said. "I am confident our companies can make a significant contribution to this effort."*

On [www.nheconomy.com/covid19](http://www.nheconomy.com/covid19), companies will find a link to a list of the needed products and links to the Center for Disease Control guidelines for their production. BEA will work with companies to coordinate and facilitate distribution.

### **In Closing**

WE all react to situations and stressors in different ways. It is important to remember to try to be respectful and patient with others. It is equally as important to be mindful of our own mental health so that we may be available for others when they need it. The following is a great piece written by our Police Chief David Goldstein yesterday:

*As we begin another week under the cloud we call the Corona Virus or COVID-19, our lives have changed rapidly in many ways. As with any challenge, people will respond with both their strengths and weaknesses. We all have these, after all, we are only human.*

*For example, the lack of basic supplies may be a mere inconvenience to some. To others, such issues may constitute a real-life crisis. Some of us approach this situation in a pragmatic, logical manner while others may be extremely emotional and terrified.*

*Associated with all of this is the very real possibility for people to experience some form of added stress in their lives. We all know that stress is a day-to-day experience. Stress on the job and stress at home are old and familiar friends.*

*Today, we are experiencing something new and uncomfortable. One phrase continually tossed about is “a new normal”. It would be silly not to consider this a very real possibility.*

*Stress has the ability to affect us in negative ways. Such a list is much too long to include here but suffice it to say that we may feel its effects in our professional and personal lives.*

*Stress also has both short and long-term effects. As everyday members of the human race we can experience stress-related difficulties that range from a simple, “I just don’t feel right” to a debilitating condition involving both mind and body.*

*Consider the following possibilities:*

- *Fear and worry about our own health and the health and well-being of our family and friends*
- *Changes in sleep or eating patterns and habits*
- *Difficulty sleeping, concentrating or making decisions*
- *Worsening of chronic health problems*
- *Increased use of alcohol, tobacco, or other drugs, legal or illegal*

*However, we don’t have to fall prey to the potential ravages of a stressful time in our lives. In other words, there are things we can do to mitigate the effects of stress. Again, this is a lengthy list.*

*By way of example, some activities and techniques that will help us through these difficult times include:*

- *Take breaks from listening to, watching or reading the news*
- *Eat well-balanced and regular meals and engage in some form of regular exercise*
- *Get plenty of sleep*

- *Avoid over-use of alcohol or drugs*
- *Engage in enjoyable activities*
- *Go outside and enjoy the fresh air*
- *Connect with others and share your thoughts (not just the negative)*
- *Take time to unwind and consider the good things we do have*
- *Realize it's ok not to feel "right"*

*No matter what the future may bring it is important that everyone knows that all city services, no matter how effected by the present situation, are still here for every resident and visitor to the City of Franklin.*

*Important contact numbers and email addresses are available on-line and posted on city buildings for the public's use.*

Good advice, Chief! We are all in this together and we will persevere. Stay healthy!

Very Truly Your City Manager,

Judie Milner