



TOWN OF CONCORD

Office of the Town Manager

Operational Status Reports & Departmental Updates

For the Week Ending February 10, 2023

General Administration

Family Shelter

The Town Manager's office developed an [FAQ](#) to address questions raised by the community in response to DHCD's plan to partner with the Best Western to stand up an emergency family shelter in March. The DHCD plan supports the Healey administration's goal of addressing affordable housing and homelessness as a priority. The emergency shelter program is exceeding capacity; stand-alone facilities dispersed throughout the state will help to address capacity issues and provide rapid response capabilities for transitional temporary shelter to families as more long-term housing is identified. DHCD and the Best Western are working with current long-term residents at the Best Western to resolve housing issues. The Town is prepared to provide support for individuals who cannot reach a satisfactory solution with the DHCD and Best Western. No one currently at the Best Western will be left unhoused by the DHCD's plan.

Emerson Hospital Addiction Treatment Program

On Friday, February 10, Emerson Hospital Community Relations Office released the following statement relative to its addiction treatment program:

"It is important to know, and to share with patients and the community, that our behavioral health and addiction recovery programs are **not** closing.

Emerson Health is committed to pediatric and adult behavioral health care. We continue to offer emergency care, and inpatient and outpatient addiction rehabilitation programs, and support groups for patients working to overcome substance use disorders. We are one of a few hospitals in Massachusetts with an inpatient behavioral health unit for psychiatric and substance use disorders.

Emerson also offers outpatient MAT services, a program we created three years ago for substance use disorders. We currently offer this service at our main campus, with a limited number of patients seen once a week in Groton. Demand for MAT at Emerson is lower than we expected, so we are carefully evaluating the future of our MAT program but continue to see patients.

We understand the impact of substance use disorder on individuals and families and are fully committed to ensuring access to treatment moving forward. *Outpatient MAT currently remains available at Emerson.* We will notify patients if and when any changes occur and work together to provide a personalized plan for their continued treatment. **Every patient will have access to care.**"

Personnel News

The Town Manager's office is pleased to welcome Eileen Blanchette to the position of Executive Assistant. Eileen will provide organizational and administrative support the TMO. Eileen brings municipal experience from her time with the Towns of Bedford and Carlisle as well as project

management experience from the private sector. Her experience and organizational skills will be an asset to the organization. Stop by the Town Manager's office to say hello.

Recreation Program

General Recreation Department Updates

- The next Recreation Commission meeting will be on 2/28/23 at 7:00P at the Hunt Recreation Center. We welcome Matt Boger as our newest Commission member and look forward to the work he will do with our active, committed Commissioners.
- Upcoming Recreation Events:
 - 2/11/23 Winter Wonderland
 - 2/14/23 Parents Night Out
 - 3/10/23 Symphony Swim @ Beede
 - 3/11/23 Shamrock Ball
 - 4/1/23 Underwater Egg Hunt @ Beede
 - 4/7/23 Egg Hunt
- The Recreation Department has worked hard to formalize a robust, Town Employee Discount program for various memberships and programs. To learn more, employees are encouraged to reach out to Concord Recreation at 978-287-1050 or ConcordRec@concordma.gov. Details on the discount program can be found [here](#).
- The Recreation Facilities Strategic Plan will host its first public meeting on 3/8/23 at the Hunt Recreation Center from 5:00P-7:30. Childcare will be available for those that need it to assure residents can participate in the conversation. To learn more about the event and project, please visit our website by clicking [this link](#).

January 2023 Employee of the Month: Mark Ryder

Location: Beede Swim and Fitness Center

Position Title: Head Lifeguard

Time with Concord: 16 years

Programs: Beede Safety Management, Aquatics

Mark has been working for the Beede Center since it opened, first as a personal trainer and now as a full-time head lifeguard. Mark opens the building Monday-Friday morning arriving at work around 4:30A to assure our early morning swimmers can get in the water at exactly 5:30A. Mark is incredibly dependable, takes the safety of



our members seriously, and serves as a role model for other lifeguards. Mark's professionalism radiates through everything he does from tending to the pool mechanics to checking lifeguard schedules. He has made great connections with many members and guests, most of whom he knows by first name, always greeting them with a smile. Members and staff alike cannot imagine the Beede Center without Mark Ryder. Thank you for everything you do, Mark!



Hunt Recreation Center Updates

- Applications for summer camp staff are coming in at a steady pace (currently 14 applications for general counselors). We have a pending offer for a seasonal camp director in the pipeline as well as we work to fill our vacant Recreation Supervisor position.
- Registration for summer camps at 2/8 at 7:30 am for regular camps, 3/1 at 7:30A for half day summer program.
- Working with Concord Public Schools to enroll 10 kids in camp via their Extended School Year plans.
- Working with the METCO Coordinator to support more students from Boston at camp this year.
- Registration for 2022 White Pond members opened on 2/1/23. Registration for nonmember residents will open on 2/8/23 and nonresident, nonmembers on 2/15/23.



Beede Center Updates

- Lifeguard classes will begin this term at a reduced rate, rather than free. The \$41 certification fee paid to American Red Cross will now be charged to participants. Classes are available for registration online.
- The Beede Center hosted its first annual "Rock" the New Year Family Challenge Night. The event was held on Saturday, Jan 15th from 6:30p-8p. It is part of a monthly family fun series to encourage Beede's accessibility to families for unstructured, open swim. The event sold out with 83 participants. Participants attempted to complete the timed challenge course to ascend the inflatable "rock" structure. All participants who completed the challenge were able to take a victory photo in the department's inflatable Snow-Globe.
- The Center continues to have issues with nonmembers using the parking lot. We will now begin to label parking passes with the unique account ID#. This will allow staff to contact households who are improperly utilizing Beede's parking lot and track repeat misuse. Beede has also designated staff parking zones and issued a different parking pass color than those given out to members.



- We are working with the Town’s IT department to strengthen the WIFI throughout the building.
- The Beede Center partnered with Household Goods Inc. for a day of service to honor MLK day this month. (Household Goods, Inc. provides a full range of donated furniture and household items, free of charge, to help people in need make a home.) Staff volunteered their time for 4-hours on 1/31/2023 to give back to the community.

Police Department

Activity Log February 2 – February 8

Log items	891
Traffic Enforcement	67
Motor Vehicle Stops	104
MV Crashes and/or Paper Exchanges	12
Arrests	2

Training/Professional Development

- Detective Paladino and Detective Rodriguez completed a two weeklong training with the Domestic Violence Services Network (DVSN).

Community

- Officers stopped by Cousin’s Field to attend a neighborhood bonfire and meet residents.
- Sergeant Manchuso coordinated the participation of officers in the Polar Plunge to benefit the Special Olympics. The event took place at the lake in Nara Park, Acton.
- Interim Chief Mulcahy and Lieutenant Goldman presented to a Concord women’s group about the department and changes in policing in Lexington.

Fire Department

Call for Service

The Fire Department responded to 124 calls for service over the week. Mutual aid was provided to other communities ten times received from other communities four times. On Saturday, Lt. Niemi responded as part of the State Hazardous Materials to the New England Sports Center in Marlboro for an ammonia leak. The weekend freezing temperatures was the cause of approximately 40 frozen fire sprinkler systems; fire companies were busy responding to broken sprinkler systems and domestic water problems starting early on Saturday and continuing through Monday.



past and 2/4/23, Team leak.



On Wednesday, Feb. 8, 2023, during the Brockton ten-alarm fire at Brockton Hospital, Engine 3, and C1 responded as part of a Structural Task Force (six pumpers, two ladder trucks, three chief officers) to a staging area in the Town of Whitman. This task force is part of the Massachusetts' Statewide Mobilization Plan. The District 14 task force was made up of fire companies from Concord, Acton, Boxborough, Lincoln, Sudbury, Wayland, Hudson, and Natick were staged in

Whitman at the Brockton line providing fire protection to the area as local fire companies were not available.

Emergency Management

Emergency Management was prepared to open the town shelter as a warming center if the need arose. Thank you to all the town employees who signed up to be available to take a shift staffing the center if it was needed.

Training

- Lieutenant McGloughlin spent the week at the National Fire Academy in Emmitsburg, Maryland attending the course Command and Control of Incident Operations. This is a six-day course for fire officers where they study proper command techniques for control and extinguishment of fires ranging from small, residential structures to multioccupancy, commercial complexes.
- Firefighter Kaminski-Miller and Firefighter Black continued their training this week. They worked with other new Firefighters in Lexington at a home slated to be torn down. They were able to practice a variety of skills including search and rescue, wall breaching (to escape a room if trapped), roof ventilation and working from ladders.
- Lt. Ostroskey and Asst. Chief Latta attended EV training hosted by Newton Fire. Newton FD is the first in the northeast to have an EV plug which puts the vehicle in a safe mode "neutral".
- Despite the temperature on Saturday, Lieutenant Cotoni taught a scheduled driving class to new Firefighters Black and Kaminski-Miller. This hands-on training includes a DOT course for handling trucks. Thank you to School Transportation for letting us use the parking lot at Forest Ridge to set up the course.

Community Services

- Community Services Coordinator, Bonny Wilbur, attended a **Public Benefits Advocacy Training**, offered by the Massachusetts Law Reform Institute, on the end of the extra SNAP (food stamps) emergency allotment benefits created during the pandemic to help individuals and families buy food. Massachusetts residents with a SNAP card will receive their last extra COVID SNAP payment on March 2nd. The state has launched a new website – [Mass.gov/ExtraCOVIDSNAP](https://www.mass.gov/ExtraCOVIDSNAP) to help residents plan for the end of these temporary federal benefits.
- Bonny spoke to the library staff about her role as **Community Services Coordinator**, and about the assistance available to town residents who might be struggling to pay bills,

confronting domestic violence, living with mental illness, facing food insecurity, etc. She also discussed the various support programs she manages throughout the year to help Concord families in need.

- Concord residents have begun to register their children for **summer camp**, and many are reaching out to the Community Services Coordinator for assistance. In many households, camp is a necessity and serves as childcare while parents are at work, yet many low-income families struggle to afford the cost. There are many local camp and summer program options, and there is financial assistance with camp fees through the town, and through a camp scholarship program from the Concord-Carlisle Community Chest.

Planning and Land Management

Economic Vitality & Tourism

- EVT Manager Beth Williams attended “**Managing Multi-Generational Staff**” on Wednesday February 9th. Sponsored by the Town of Concord, this workshop provided some great tips on how different generations have very different expectations, experiences, and needs when it comes to management. The EVT staff span from mid-twenties to mid-eighties and provide both unique talents and challenges.
- **First Friday at the League of Women Voters (LWV):** On Friday, February 3rd, EVT Manager Beth Williams and Senior Planner (for transportation) Erin Stevens attended the LWV monthly program. Erin highlighted current and proposed projects for transportation and connected those to Beth’s tourism summary. The response from the group was very positive and promoted a great conversation about Concord’s accessibility (and some lack thereof) for visitors and residents alike.

Health

- **Concord Middle School (CMS) Food Plan Review:** Architects of the CMS have submitted the Food Plan Review documents to the Health Division. Staff has been in communication with the architects and the Head of Concord Food Service and continues to review the plans as submitted.
- **Emergency Response to extreme cold:** Health Division staff responded to two calls from the Concord Fire department regarding Food Establishments that experienced water line breaks due to the extreme cold on February 3-4. Shutdowns of food service operations were established at the Colonial Inn and the Concord Cheese Shop. The Health Division worked with the Building Division over the weekend and continues to work to ensure operations are safe and sanitary prior to reopening.
- The **State’s Public Health Council approved** changes to the Housing Code in October 2022, which go into effect in April 2023. Staff attended a day-long training on the amended housing code (105 CMR 410.00: Minimum standards of fitness for human habitation (State Sanitary Code, chapter II)).

Planning

- **Planning Board meeting of February 7th:** The Board reviewed an application for 59 Walden St. for a second story addition and relief from the parking and the parking design

requirements. The Board is required to make a recommendation to the Board of Appeals. The Board did not have any significant issues or concerns but continued discussion to February 21st to allow the Applicant to address some minor changes and for the Town Planner to draft a positive recommendation letter. The Board continued to work on their presentations and FAQ sheets on Articles 33, 34 and 35 for the Annual Town Meeting Public Hearing on March 7th.

- **Hanscom ENF for North Airfield**

Development: DPLM staff from Planning, Natural Resources and Health attended a site visit on Monday, February 6th and the public information forum held that night to learn more about the proposed project to construct 27



hangars to house private and corporate aircraft and the associated support systems at L.G. Hanscom Field. Comments from Town staff will be compiled into a memorandum for the Town Manager for further discussion/consideration by

Technology

Personnel News

- The GIS Division would like to welcome our newest GIS Analyst, Tristan Boyd. Tristan just made the move to Concord from Stockton, California, having previously worked as a GIS Analyst for the City of Stockton. Tristan has a bachelor's degree in Geography, Political Science, and Spanish with a certificate in GIS from the University of Colorado, Denver. Welcome, Tristan!

Minuteman Media

- Matt Beren and Tory Wesnofske are submitting videos to the "Hometown Media Awards," an industry group that works to promote PEG access businesses and advocate for PEG access in the federal government. Good luck Tory and Matt!
- The Ripley Conference room 4 is in the last few tweaks that will finish a new control room for Joint School Committee meetings recorded by MMN and on Zoom. This is the huge step in getting this room upgraded. The install will be setup with a system that will be replicated all over Concord and Carlisle.
- Speaking of new systems. Carlisle's Town Hall is in the last days of an upgrade to the main meeting room. New large screen monitors, and new MMN switches for recording equipment has been installed. This site is the 2nd to follow the updated standard for the MMN team. Learn this system once and you can move from place to place with little to no training.
- We are at 1,000 subscribers on MMN YouTube Page.

Channel analytics

Current subscribers

1,000

+19 in last 28 days