



City of Marlborough Office of the Mayor

140 Main Street
Marlborough, Massachusetts 01752
508.460.3770 Fax 508.460.3698 TDD 508.460.3610
www.marlborough-ma.gov

Arthur G. Vigeant
MAYOR

Nathan R. Boudreau
EXECUTIVE AIDE

Patricia Bernard
EXECUTIVE SECRETARY

Marlborough COVID-19 City Updates

March 19, 2020

Marlborough Community Hotline

The City of Marlborough has identified a need to provide residents easy access to updated information about the operation of city services during the COVID-19 pandemic. Beginning immediately, Marlborough residents can call the **24/7 Marlborough Community Hotline** for the following reasons:

1. To find updated information regarding city services
2. To report non-emergency problems

To call the Marlborough Community Hotline, dial **508-251-5622**. Please dial 911 in the case of an actual emergency.

- To request city services without using the hotline, you can find City of Marlborough department numbers and emails at <https://www.marlborough-ma.gov/department>.
- To sign up for City of Marlborough Alert Notifications, go to <https://marlboroughportal.bbcportal.com/>
- To submit public service requests, go to <https://www.marlborough-ma.gov/rubbishrecycling/pages/get-it-fixed-using-our-mobile-app>

Marlborough 9-11 Updated Protocol

If you call 9-11 for any reason, please let the operator know if you are experiencing any **flu-like symptoms**.

Marlborough Fire Department Updated Protocol

- Marlborough's 3 departments will remain staffed 24/7.
- Persons experiencing a **medical emergency** may seek assistance at a fire station by pressing the doorbell, which can be answered by on-duty personnel. Additionally, there is a telephone located in the lobby of the headquarters station at 215 Maple Street.
- The Marlborough Fire Department training room within the headquarters at 215 Maple Street is closed to all outside organizations.
- **All station tours and public events are suspended** until further notice.
- If requesting a **burning permit**, please contact the fire department between 9AM to 4PM from Monday through Friday via phone ONLY at **508-624-6989**.
- **Fire department inspections**, including smoke detector inspections, will be conducted on an "as needed" basis.

Marlborough Police Department Updated Protocol

- Please **avoid coming to the station** – instead, call the station at **508-485-1212** for all non-emergency reports and requests.
- Applications and issuance of **Firearms License to Carry and Solicitation Permits** are suspended until further notice. Renewal applications will continue to be processed, but applications for new licenses will be processed at a later date.
- **Civilian fingerprinting services and community outreach programs** (including R.A.D. classes) are suspended until further notice.
- The Police Department will not be accepting any **food donations** brought to the station at this time.

Marlborough Senior Aid Program

- A new **Senior Aid Program** is now allowing volunteers and senior center staff to assist Marlborough seniors with tasks including grocery and medicine retrieval.
- **To request this service OR volunteer**, please call **508-485-6492**, or email ppope@marlborough-ma.gov.

Marlborough City Hall Updated Protocol

- **City Hall is closed** until further notice, including meetings and paying of bills.
- Residents can **pay bills online** at <https://www.marlborough-ma.gov/collectors-office/pages/pay-bills-online>.
- Residents can also pay bills via mail to the address listed on your invoice or by placing them in a **drop box at the main entrance of City Hall**.
- City of Marlborough employees will be available by phone or email.

MPS Meal Continuity Plan

Marlborough Public Schools will **continue providing breakfast and lunch to all families** in our community. **Meals are available at no charge for anyone who is 18 years old or younger.** Anyone who wishes to have access to meals may do so without any application or identification process. Meals are available to all Marlborough families, regardless of school enrollment or any income eligibility status during the regular school year. This includes families from other schools in the community, such as IC and AMSA. A huge thank you goes out to Superintendent Bergeron and his staff for putting this program together so quickly.

To access instructions for picking up meals at community-wide drop off locations or school sites, please go to <http://bit.ly/mpsmeals> and <http://bit.ly/mpsdropoff>.

Other Marlborough Changes & Closures

- Marlborough Public Schools are CLOSED.
- Marlborough Senior Center is CLOSED until further notice.
- Marlborough Public Library is CLOSED until further notice.
- Youth and Adult Recreational Activities are postponed until further notice.
- Senior volunteer tax work off program is postponed until further notice.
- Public Service Internship Program is postponed till further notice.
- Marlborough Community Cupboard operating regularly scheduled hours
 - Monday, Wednesday, Friday 9:00am – 1:00pm
 - Wednesday 5:00pm – 7:00pm