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**BOARD OF SELECTMEN
POLICES AND PROCEDURE**
Prepared by the Walpole Board of Selectmen



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POLICY CHAPTER

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Town Of Walpole
Board of Selectmen

100 BOARD OF SELECTMEN ORGANIZATION & OPERATIONS

SECTION 101 GENERAL

101-001: PURPOSE

The Board of Selectmen of the Town of Walpole, (hereinafter “the Board”), recognizing the need to codify the traditional and accepted working relationships among the members of the Board, between the Board and the Town Administrator and between the Board and other Town boards, committees, officials and citizens, and also recognizing the need to systemize and reduce to writing the Town’s public policies and procedure, here by create operating procedures for the Board of Selectmen.

101-002: NATURE OF POLICIES and PROCEDURES

These policies and procedures shall contain items relating to topics that cannot be addressed elsewhere. Topics that would more appropriately be addressed in a statute, by-law, regulation or Charter shall not be addressed in this format.

101-003: PROTOCOL FOR ESTABLISHING POLICIES and PROCEDURES

Draft policies and procedures shall be placed on the agenda for a regularly scheduled meeting of the Board. Drafts shall be in writing, and may be introduced only by a member of the Board or the Town Administrator. Upon receipt of a draft the Board may choose to discuss the policy immediately or schedule it for a future meeting. The Board may schedule any hearings or meetings they feel necessary for discussion. The Board may distribute a draft copy of the policy to the appropriate officials they feel necessary for comment.

101-004: AUTHORITY

The powers of the Board of Selectmen are established by state laws, the By-laws and Charter of the Town of Walpole and are granted in terms of action as a group, members of the Board have authority only when acting as a board legally in session.

101-005: VIOLATIONS

Any person who violates any provision of these policies & procedures shall be subject to disciplinary action by his/her appropriate appointing authority.

SECTION 102 ESTABLISHMENT

102-001: ELECTION and QUALIFICATION

In accordance with the Town Charter the Board shall consist of five duly elected members. An individual must be a registered voter in the Town. Upon election, the Board member must take an oath of office and be sworn to faithful performance of official responsibilities by the Town Clerk.

102-002: VACANCY

If a vacancy occurs in the membership of the Board of Selectmen, the Board or its remaining members may call a special election to fill the vacancy and shall call such election upon the request of two hundred (200) registered voters of the Town, (or twenty percent of the total number of registered voters of the town, whichever number is lesser); provided that such request, is filed with such remaining Selectmen not less than one hundred (100) days prior to the date of the next annual election.

102-003: ROLE OF THE BOARD OF SELECTMEN, POWERS AND DUTIES

1. The Board of Selectmen is responsible to the people of the Town of Walpole. All executive authority of the town government shall be vested in a Board of Selectmen, hereinafter called Selectmen. The Selectmen shall have all the powers and duties conferred upon Boards of Selectmen under the Constitution and General Laws of the Commonwealth as determined by the Town By-Laws and the Walpole Charter.

The Board of Selectmen by State Law and local Charter have the powers and duties to make or rescind appointments to town boards, offices and committees, authorized or required by the General Laws, the Charter, by By-Law or by the Representative Town meeting. They are responsible for supervising the departments of the general government that are not supervised by other elected officials. This responsibility is delegated to the Town Administrator, and the Board will refrain from involvement in the day-to-day operations. Comments and questions about town departments should be addressed to the Town Administrator. The Board may be called upon to resolve disputes that are unable to be resolved on the staff level.

2. To sign warrants for the payment of all town bills
3. To appoint a professional town administrator and town counsel

4. To prepare the town meeting warrant
5. To provide executive policy and procedure to be carried out by the Town Administrator.
6. To act with all powers and duties as Commissioners of Police, Fire, Roads and Cemeteries.
7. To make investigations of the affairs of the town and the conduct of any town department, office or agency or employee of the town, whether elected or appointed, serving with or without pay, and any claims against the town or require the Town Administrator and/or town counsel to make such and investigation.
8. To make final approval and award any contracts negotiated on behalf of the town, except for those contracts preempted by state statute.
9. To act as the Licensing Authority of the town and to issue licenses and/or permits to properly regulate the activities of business in regard to public health, safety and well-being, except as otherwise provided by state law.
10. To provide for an independent audit of the accounts of the town.
11. To require all offices and municipal agencies to administer and enforce the laws equally among the public to protect the general welfare; and to bring suit against any offices or municipal agency if necessary to carry out the rule of that law.

102-004: GOALS AND OBJECTIVES

The Board of Selectmen will periodically establish goals and procedures. Goals, which are time specific, will be evaluated by the Board against specific objectives.

The Board will establish goals in the following areas:

1. Fiscal Management
2. Communications
3. Policy Development
4. Intergovernmental communications/relations
5. Public relations
6. Board of Selectmen/Town Administration relations
7. Board of Selectmen meeting effectiveness/efficiency

Upon review of goals, the Board will establish a new series of objectives and set dates for next evaluation.

102-005: ORGANIZATION OF THE BOARD

The Board of Selectmen shall organize annually at the first regular scheduled meeting following the annual election of Town Offices. The organizational meeting shall be called to order by the past Chairman who shall preside as Chairman pro tem until a new Chairman is elected. A majority vote shall constitute an election. If there is no immediate past Chairman, the senior member in terms of current service shall serve as Chairman pro tem. Nominations for office of Chairperson will be made from the floor. Nominations require a second. Upon the election of the Chairperson, he/she will call for the election of a Vice-Chairman and a Clerk under the same provisions stated for Chairman.

SECTION 103 RESPONSIBILITES

103-001: RESPONSIBILITES OF THE CHAIRMAN

The Chairman has the same powers as any other member of the Board to vote upon all measures coming before it, to offer resolutions and to discuss questions.

1. Preside at all meetings of the Board. Calling the meeting to order at the appointed time. Maintain order in the meeting room, recognize speakers, call for votes and announce the business before the Board.
2. Sign documents necessary to carry out state requirements and other documents as voted by the Board.
3. Call Special meetings in accordance with the Open Meeting Law.
4. Participate in the planning of the Board's Agenda.
5. Coordinate with the Town Administrator and Board's Administrative Secretary the scheduling of appointments before the Board.
6. Confer with the Town Administrator regarding matters that may occur between meetings.
7. Communicate with all members of the Board information relative to matters before the Board.
8. Represent the Board at meetings, conferences and other gatherings unless otherwise determined by the Board or delegated by the Chairman.
9. Serve as spokesman of the Board at Town Meetings and present the Board's position unless otherwise determined by the Board or delegated by the Chairman.
10. The Chairman shall have the same rights as other members to discuss questions and to vote thereon. In the absence of other offerings she/he may introduce motions, seconds to motions and resolutions.

103-002: RESPONSIBLITES OF THE VICE-CHAIRMAN

The Vice-Chairman of the Board will act in the absence of the Chairperson as presiding officer of the Board and will perform such other duties as may be delegated or assigned to him/her.

103-003: RESPONSIBILITES OF THE CLERK

The primary duties of the Clerk are to sign any official document requiring the Clerk's signature and in the absences of the Administrative Secretary, the Clerk will

take minutes. The Clerk is also responsible for the preliminary review of all minutes prior to them being put forth to the Board for approval.

103-004: ROLE OF THE TOWN ADMINISTRATOR

The Board of Selectmen, by an affirmative vote of the majority, shall appoint a Town Administrator who functions as the Town's Chief Administrative Officer and shall be directly responsible to the Board of Selectmen for the administration of all town affairs placed in his/her charge by or under the Charter or Town by-law. The primary duties of the Town Administrator shall be the day-to-day administration of the general government as outlined in the position's job description.

The Town Administrator must maintain a close working relationship with all members of the Board. He/She shall regularly brief the Board members on all important issues.

In order to provide the Town with continuity of management and the Town Administrator with job security, the Board is committed to maintaining an employment agreement with the Town Administrator, as permitted by Statute.

103-005: BOARD ETHICS

1. A member of the Board of Selectmen in relation to the community, should
 - a. Realize that her/his basic function is to make policy, with administration delegated to the Town Administrator.
 - b. Realize that she or he is one of the team and should abide by, and carry out, all board decisions once they are made.
 - c. Be well informed concerning the duties of a board member on both local and state levels.
 - d. Remember that she or he represents the entire community at all times.
 - e. Accept the office of Selectman, as a means of unselfish service, not benefit personally or politically from his or her board or outside activities.
 - f. In all appointments, avoid political patronage by judging all candidates on merit, experience, and qualifications only.
 - g. Abide by the ethics established by the State and not use the position to obtain inside information on matters, which may benefit someone personally.

2. A member of the Board of Selectmen, in her or his relations with administrative officers of the Town should:
 - a. Endeavor to establish sound, clearly defined policies that will direct and support the administration for the benefit of the people of the community.
 - b. Recognize and support the administrative chain of command and refuse to act on complaints as an individual outside the administration.
 - c. Give the Town Administrator full responsibility for discharging her or his disposition and solution.

3. A member of the Board of Selectmen, in her or his relations with fellow board members, should:
 - a. Recognize that action at official legal meetings is binding and that she or he alone cannot bind the Board outside of such meetings.
 - b. Not make statements or promises of how she or he will vote on matters that will come before the Board until she or he has had an opportunity to hear the pros and cons of the issue during a Board meeting.
 - c. Uphold the intent of executive session and respect the privileged communications that exists in executive session.
 - d. Make decisions only after all facts on an issue have been presented and discussed.
 - e. Treat with respect the rights of all members of the Board despite differences of opinion.

103-006 TOWN ADMINISTRATOR ANNUAL PERFORMANCE REVIEW

The Board of Selectmen shall annually conduct a performance review of the position of the Town Administrator.

The Chairman will furnish to the board a written evaluation tool no later than the 3rd Tuesday of November that is mutually agreed on by the Board of Selectmen and the Town Administrator. Board members shall return their completed evaluations to the Chairman within 30 days.

The five evaluations shall be averaged into one final evaluation by the Chairman, after eliminating any results which are off the reasonableness scale, and a summary will be presented to the Town Administrator at a public meeting of the Board of Selectmen.

SECTION 104 MEETINGS AND HEARINGS

104-001: REGULAR BOARD MEETINGS

Regular Board meetings are held every other Tuesday night. The Board shall not meet on designated legal holidays.

104-002: SPECIAL MEETINGS

A meeting called for any time other than the regular meeting night shall be called a Special Meeting. The same rules shall apply as those for a regular meeting. Special meetings may be called provided that a majority of the members agree to meet and all Board members are notified.

104-003: WORKSHOP MEETINGS

The Board may conduct informal working sessions as necessary. The meeting will be posted in accordance with the Open Meeting Law; no official action will be taken. Minutes shall be a synopsis of the transactions of the informal meeting.

104-004: EMERGENCY MEETINGS

Emergency meetings may be convened when a sudden, generally unexpected occurrence or set of circumstances demanding immediate action takes place. The Chairman shall have the authority to call emergency meetings of the Board.

104-005: MEETING PROCEDURES

Meetings are to be conducted in accordance with generally accepted rules of parliamentary procedure and the Open Meeting Law. It is the practice that application of such procedure be on a relatively informal basis, due to the size of the group and the desirability or flexibility in the expression of opinion, Robert's Rule of Order may be used as a guide in matters requiring clarification of definition.

A Quorum shall consist of three (3) members of the Board. As a practical courtesy, action on critical or controversial matters, the adoption of policy or appointments shall be taken whenever practicable with the full Board in Attendance. Actions and decisions shall be by motion, second and vote.

The Town Administrator is expected to be in attendance at all meetings of the Board in order to keep the Board informed and advised and recommend in all matters that fall within the jurisdiction of her/his office.

She/He shall carry out the actions of the Board as they relate to the conduct and administration of Town affairs under his jurisdiction.

104-006: EXECUTIVE SESSIONS

Executive sessions other than a few minutes in duration, will be scheduled at the end or beginning of the open meeting. Only items clearly allowed under the Open Meeting Law shall be included in Executive Session. The mover must specify in the motion to enter into Executive Session the reason the session is sought. A majority of the members present must vote to enter into Executive Session by roll call vote. The Chairman must state whether or not the board will reconvene into open session.

SECTION 105 SELECTMEN OFFICE POLICIES

105-001: AGENDA PROCEDURES

Only items held by a Selectman may be added to the agenda.

All items for the agenda must be submitted to the Board of Selectmen office by 12:00 noon on the Thursday preceding the meeting. Items of emergency or routine nature that develop after closing of the agenda may be considered by the Chairman under Other Business.

Members of the Board, Town Administrator and staff, or others, who prepare background material for the meeting, should make an effort to have such material available Thursday morning. If background information is insufficient or complicated, or if complex memos or motions are presented at the meeting which were not in the Board's meeting packet, any member should feel free to request the tabling of the item to allow careful study of the material presented or the motion

The agenda shall be available to the public and press at the Selectmen's Office no later than Monday morning and shall be posted at the Town Hall bulletin board.

Agenda normally includes:

- I. Call To order at 7:30 p.m. in Main Meeting Room
- II. Announcements/Proclamations
- III. Open Forum/Citizen Input
- IV. Sponsored Agenda & Action Items
- V. Town Administrator's Update
- VI. Review and Sign Warrants
- VII. Roundtable
 - New Business
 - Old Business
- VII Minutes
- VIII Adjournment

(Note: the Board shall reserve agenda time at the beginning of each meeting for the purpose of receiving public input. This agenda item shall be referred to as Open Forum/Citizen Input, and individuals wishing to speak shall do so for not more than three (3) minutes. The Chairman shall ensure that personalities are not discussed, nor shall any unprofessional or unsubstantiated comments be accepted.)

105-002: MEETING POSTINGS

The Board of Selectmen will post a notice 48 hours in advance not including Saturday, Sunday or holidays with the time, date and location of the meeting, on the bulletin board closest to the Town Clerk's office and the WebSite.

105-003: MINUTES

The Administrative Secretary to the Board of Selectmen shall record open meetings of the Board. They shall be presented to the Board and shall be considered for approval at the next meeting of the Board.

The Minutes shall contain as required by the Open Meeting Law the date, time, place, members present or absent and action taken at each meeting, including executive session. The minutes shall record exactly the votes and other official actions taken by the Board. The records of each meeting shall become public record and be available to the public; provided however, that the records of any executive session may remain secret as long as publication may defeat the lawful purposes of the executive sessions, but no longer. No Votes taken in open session shall be by secret ballot.

Approved minutes are recorded in a Minutes Book, which shall be bound when filled to capacity. Minutes of Executive Sessions are kept separately and recorded in accordance with the above procedures.

105-004: CORRESPONDENCE

All correspondence is opened and date stamped, unless it is addressed to a specific Selectman and marked "Personal" or "Confidential ". The Town Administrator and Secretary will review all incoming mail and place any items on the Agenda that require action by the Board of Selectmen. The Agenda closes on Thursday at noon in order to give the Secretary sufficient time to prepare Agenda. Only the Chairman can allow documents to be placed on the Agenda that are received after noon.

105-005: BOARD MEMBER EXPENSE REIMBURSEMENT

Board of Selectmen members shall be entitled to reimbursement of expenses incurred in the execution of their official duties subject to appropriation and production of valid receipts/vouchers.

SECTION 106 COMMITTEES, BOARDS, COMMISSIONS

106-001: COMMITTEE APPOINTMENTS

1. This policy shall apply to all committee appointments for which the Board of Selectmen is the appointing authority as authorized or required by the General Laws, the Charter, By-Laws or Representative Town Meeting.
2. All appointees to committees subject to appointment by the Board of Selectmen shall be registered voters of the Town.
3. When registered voters submit applications or resumes to be considered for a vacancy on a committee, they must meet with the Board before the Board will take action. The Board of Selectmen will hold all applications for a particular appointment so as to have all applicants come in at one time, when the Board will be making appointments.
4. Regular members are generally appointed for a three year term. The terms of most regular members expire on April 1st.
5. Associate members are generally appointed for a one year term to expire on April 1st.
6. If an applicant is appointed to fill the un-expired term of someone who has resigned, their committee term expires at the same time that it did for the person they are replacing.
7. The Administrative Secretary shall send letters in February to members, whose terms are to expire in the following months, asking them if they wish to be re-appointed.
8. Committee members who are scheduled for reappointment do not need to meet with the Board. The Administrative Secretary shall prepare a list for the Board to vote on before their expiration of their term.
9. Vacancies should be advertised on Cable TV and the Walpole Web Page.

106-002: ADVISORY COMMITTEES OF THE BOARD OF SELECTMEN

The Board of Selectmen may appoint ad hoc advisory committees to aid on matters under the Board's jurisdiction. The use of such advisory committees provides greater expertise and more widespread citizen participation in the operation of government.

Charges to advisory committees shall be in writing and shall include the work to be undertaken, the time in which it is to be accomplished, and the procedures for reporting to the Selectmen. Each committee must report in writing at least annually to the Selectmen. The Board will discharge committees upon the completion of their work.

106-003: RELATIONS WITH TOWN BOARDS, COMMITTEE AND COMMISSIONS

The Board of Selectmen, in their relationship with and to other boards, committees and commissions, shall at all times:

1. Set Town-wide goals and priorities
2. Identify problems and work together towards a resolution
3. Develop a process for dealing with State and County government

To carry out these functions, the Selectmen shall:

1. Schedule meetings with the Chairman of the Major Boards, Committees and Commissions to carry out the functions outlined.
2. Schedule "All Boards" meetings.
3. Meet with State Legislators to discuss issues, which affect Walpole.

The Board of Selectmen shall meet not less than once annually with each committee, board or commission that it appoints to receive progress updates and reports. Other elected boards and commissions shall be invited to meet with the Board, as the Selectmen shall deem appropriate.

106-004: RESIDENTIAL REQUIREMENT

It shall be the policy of the Board that residency within the Town of Walpole shall be required of any individual who shall serve on any town committee or board so appointed by the Board of Selectmen.

106-005: RELATION TO CITIZENS

The Board recognizes that it represents and is accountable to all the citizens of Walpole. It is the Board's policy to make every effort to strengthen communications with citizens.

1. An individual or group may request an appointment before the Board to the Chairman of the Board through their Secretary. The Board requests that they state the reason for the appearance and the action desired. Citizens are encouraged to have

written material submitted in advance to allow the Board Members the opportunity to review prior to their next meeting. Appointment requests must be presented to the Chair for his/her approval/denial prior to the close of the agenda.

2. As stipulated herein, at the first meeting of each month, the Board shall allocate time for an OPEN FORUM, which provides an opportunity for citizens to voice their concerns. Any questions raised by a citizen during this time will not generally be answered unless the Board and or Town Administrator are able to respond with an appropriate answer. The Town Administrator will investigate any questions or concerns raised by a citizen and respond to the citizen promptly.

SECTION 107 REMOTE PARTICIPATION POLICY

107-001: ADOPTION

In accordance with 940 CMR 29.10(2)(a), the Board of Selectmen, hereby adopt 940 CMR 29.10 so that remote participation is permitted in the Town.(adopted October 12, 2012 by the Board of Selectmen) In accordance with 940 CMR 29.10(3), the Board of Selectmen may revoke its adoption of 940 CMR 29.10 by simple majority vote at any time.

This policy and 940 CMR 29.10 shall apply to all Town boards, committees, commissions, sub-committees and working groups regardless of whether such public bodies are appointed or elected and whose meetings are televised. Where the Remote Participation Policy is more stringent than 940 CMR 29.10, the Policy shall control. This policy may be amended by the Board of Selectmen at any time in accordance with 940 CMR 29.10.

The Board of Selectmen allows any individual Board, Committee, or Commission to vote against “opt-out” using remote participation at any of their meetings.

107-002: PURPOSE

The intent of this policy is to establish clear guidelines on the practice of remote participation by Town Boards and Committees under the Open Meeting Law, M.G.L. c.30A, §§18-25.

It is the intention of the Board of Selectmen that remote participation in meetings be an infrequent event, for both individual board members and Town Boards and Committees as a whole. Chairs of public bodies are encouraged to interpret these rules in a strict fashion and to continue to encourage all members to attend meetings in person.

107-003: MINIMUM REQUIREMENTS

1. Members of the public body who participate remotely and all persons present at the meeting location shall be clearly audible to each other.

2. A quorum of the body, including the chair or, in the chair's absence, the person authorized to chair the meeting, shall be physically present at the meeting location, as required by M.G.L. c.30A, §20(d).
3. Members of the public body who participate remotely must have access to the same materials being used at the meeting location.
4. Members of public bodies who participate remotely may vote and shall not be deemed absent for the purposes of M.G.L. c. 39, §23D.

107-004: PERMISSIBLE REASONS FOR REMOTE PARTICIPATION

A Board or Committee member may attend a meeting through electronic conferencing if his or her physical presence at the meeting is prevented due to extenuating circumstances such as: personal illness or disability; a family or other emergency; military service; significant geographic distance (due to personal employment or business with public body.) A member may not participate remotely only for convenience.

107-005: METHODS OF REMOTE PARTICIPATION:

1. Telephone, internet, or satellite enabled audio or video conferencing. If video conferencing is used, the member participating remotely must also be visible to all in attendance.
2. Any other technology that enables the remote participant and all persons present at the meeting location to be clearly audible and, if possible clearly visible to all persons present at the meeting location.

107-006: REMOTE PARTICIPATION PROCEDURE:

1. Prior to the meeting the Chair shall make every effort to ensure the equipment is available and functioning properly. If the required equipment is not available then the Chair shall deny the request for remote participation.
2. A quorum of the public body must be physically present at the meeting location before a member may participate remotely.
3. Any member of a public body who wishes to participate remotely shall, as soon as reasonably possible prior to a meeting, notify the chair or, in the chair's absence, the person chairing the meeting, of his or her desire to do so and the reason for and facts supporting his or her request.
4. At the start of the meeting, the chair shall announce the name of any member who will be participating remotely and the reason under 940 CMR 29.10 for his or her remote participation. It is important to protect a member's privacy rights with respect to illness or disability, use the words "personal illness" or "geographic distance". This information shall also be recorded in the meeting minutes.
5. All votes taken during any meeting in which a member participates remotely shall be by roll call vote.

6. A member participating remotely may participate in an executive session, but shall state at the start of any such session that no other person is present and/or able to hear the discussion at the remote location, unless presence of that person is approved by a simple majority vote of the public body.

7. If technical difficulties arise with the media connection, the chair or acting chair must decide how to address them. It is encouraged to suspend deliberations while the difficulties are being addressed. If the remote member is disconnected during the meeting, the minutes must reflect this fact.

8. When feasible, the chair or, in the chair's absence, the person chairing the meeting, shall distribute to remote participants, in advance of the meeting, copies of any documents or exhibits that he or she reasonably anticipates will be used during the meeting. If used during the meeting, such documents shall be part of the official record of the meeting, and shall be listed in the meeting minutes and retained in accordance with [M.G.L. c. 30A, sec. 22](#).

The Board of Selectmen reserve the right to revoke Town Board remote participation at anytime under 940 CMR 29.10 (3).

Town Of Walpole
Board of Selectmen

200 GENERAL GOVERNMENT

SECTION 201: EMPLOYEE POLICIES

201-001: COMMEMORATION OF EMPLOYEE

Upon receipt of notice of the death of a current or retired employee of the Town of Walpole, the relevant Town facility (Town Hall, Police Station or Fire Station) shall display the appropriate bunting on the exterior of the building and all flags on Town property shall be lowered to half-mast to commemorate the passing of a colleague in public service for the duration defined as follows:

Line of duty death: from the notice through thirty (30) days after the funeral
Current or Retired employee: from the notice through seven (7) days after the funeral

Should the closest relative (s) (parents, spouse, and children) desire not to implement this policy, the Town shall honor their wishes.

201-002: APPOINTMENTS/HIRING (updated 6/1/2010)

1. Selectmen Appointments

In accordance with the Walpole Charter, Section 3-2 (4), the Selectmen appoint the following positions:

(a) For Fixed terms:

Constables, (after notice having been duly advertised for one month prior to said appointments), Town Counsel and an Animal Control Officer (formerly known as “Dog Officer”).

(b) For Indefinite Terms:

A Town Administrator, Town Clerk, Veteran’s Agent, Chief of the Police Department, a Chief of the Fire Department, an Emergency Management Director (formerly known as Civil Defense Director), and a Sealer of Weights and Measures.

In addition, the Selectmen appoint sworn Police and Fire Personnel.

2. Employment

The Board of Selectmen Policy for the recruitment, selection, and appointment of non-union personnel is identified below. The process for union personnel shall be in accordance with specific union collective bargaining agreements. The filling of positions on a seasonal/recreation, temporary and/or emergency basis as determined by the Town Administrator shall not be subject to the requirements herein.

(a) Recruitment

A Department with a vacancy or a newly budgeted position shall notify Town Administration and the Personnel Department of such position.

(b) *Job Posting and Advertising*

- All positions must be posted and advertised for at least 10 calendar days before being filled.

- Job posting is a centralized process coordinated through the Personnel Department. The position will be posted at specified locations in the Town Hall, the department seeking to fill said vacancy, and the Library.

- Advertising of a position will be on the Town of Walpole web-site, on the local cable-television system, and within a local newspaper at least one week prior to deadline. Department Head positions or other posts requiring unusual skills or talents may be advertised in Statewide or national newspapers or professional journals, such as the MMA Beacon or ICMA Newsletter.

(c) *Interviewing/hiring*

- A Screening Committee shall be created by the Town Administrator or his/her designee. A representative from the applicable Department should be included (if applicable).

- When there are a sufficient number of applicants, a Screening Committee shall generate a list of 3 to 5 finalists with ranking for the appointing authority's consideration. The appointing authority will then conduct final interview(s).

(d) *Appointment Process*

- The Board of Selectmen shall interview finalists for positions appointed by the Board in open session at a special session of the Board.

For positions appointed by the Town Administrator, all finalists shall be interviewed by the Town Administrator following a screening committee review and narrowing of applicants.

- The successful applicant will be presented a job offer by the applicable appointing person/entity (Board or Town Administrator) contingent upon successful completion of a Town physical examination, review of references and/or background, and specific physical abilities testing if so required.

- Town Administration, Selectmen and Personnel Board sign Personnel Action Form to formalize hiring.

- Person becomes employed.

201-003: DRUG FREE WORKPLACE POLICY

The purpose of the Town of Walpole's Drug-free Workplace Policy is to emphasize prohibitions against the use or possession of illegal drugs or alcohol and to make employees and managers aware of the penalties for substance abuse on the job.

1. All employees are forbidden to use or possess illegal drugs or alcohol at any time during the work day or anywhere on the employer's premises. Workers also are forbidden to engage in any sale, manufacture, or other transactions and activities involving illegal drugs on the employer's premises. Violators will be subject to immediate discipline (suspension or termination) consistent with existing state and federal labor laws and union-approved policies. Disciplinary action will be taken consistent with the procedures established under current collective bargaining agreements, if any. Additionally, employees who are under the influence of drugs or alcohol while on the job will be subject to discipline.

2. The employer may seek the right to search handbags, containers, or other personal effects of workers at any time in compliance with federal and state laws and collective bargaining agreements governing such actions. If deemed necessary and allowable by law, employees may be asked to submit to physical search. At no time will any employee be searched by or in the presence of a member of the opposite sex. Refusal to cooperate may be treated as insubordination warranting immediate discipline.

3. Employees who appear to be impaired while on the job may be asked by their supervisor to submit to a test to determine whether they are under the influence of illegal drugs or alcohol. Tests that may be used include blood tests, urinalysis, or breathalyzer.

4. Any sale of illegal drugs during the work day or on the employer's premises will be treated as gross misconduct, punishable by immediate discipline (suspension or termination). Any off-duty employee convicted of selling drugs may also be subject to discipline by the employer.

5. Employees who must use a prescription drug that causes adverse side effects (e.g. drowsiness, or impaired reflexes or reaction time) should inform a supervisor that they are taking such medication or are under a physician's advice to do so. Such employees are responsible for informing supervisors of the drug's possible effect on performance and the expected duration of use. If a worker is using a drug that could cause safety problems, the supervisor may grant the employee sick leave or temporarily assign the employee different duties.

6. All employees, as a condition of employment, must notify their supervisor of any criminal drug statute conviction for a violation occurring in the work place no later than five (5) days after such conviction.

7. Certification of Drug Free Workplace: The Town of Walpole certifies that it will provide a drug-free workplace by:

a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited

in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition.

b. Establishing a drug-free awareness program to inform employees about:

- 1) The dangers of drug abuse in the workplace;
- 2) The applicant's policy of maintaining a drug-free workplace;
- 3) Any available drug counseling, rehabilitation, and employee assistance Programs; and,
- 4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

c. Notifying the employee in the statement required by paragraph one (1) that, as a condition of employment the employee will:

- 1) Abide by the terms of the statement, and;
- 2) Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.

d. Taking one of the following actions, within thirty (30) days of receiving notice under paragraph 3b, with respect to any employee who is so convicted:

- 1) Taking appropriate personnel action against such an employee, up to and including termination; or
- 2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency.

e. Making a good faith effort to continue to maintain a drug-free workplace through implementations of paragraphs one through four.

8. The place of performance shall be the Town of Walpole, Town Hall and all other municipally owned facilities and their immediate area.

201-004: SEXUAL HARRASSMENT POLICY

The Town of Walpole is committed to the provision of a safe and non-discriminatory work place for all of its employees. Pursuant to this commitment the Board of Selectmen and the Personnel Board endorse and adopt the following policy and its adjunct procedures to educate employees, to comply with statutory **mandates**, to address real and potential incidents and to strive to secure a harassment-free work environment.

1. It is illegal and against the policies of the Town of Walpole for any employee or Town Official, male or female, to sexually harass another employee by:

- a. Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature, a condition of the employee's continuing employment, or
 - b. Making submission to or rejection of such conduct the basis for employment decisions affecting the employee, or
 - c. Creating an intimidating, hostile or offensive working environment.
2. Examples of conduct, which may constitute sexual harassment include but are not limited to:
 - a. Using one's position or authority, either implicitly or explicitly, to coerce an employee into complying with sexual favor;
 - b. Unwanted touching, fondling, patting, hugging, pinching, kissing, cornering or brushing,
 - c. Questions and compliments about a person's sexual behavior, sexually oriented jokes, or comments about a person's body or conversations filled with sexual innuendo and double meanings, and
 - d. Displaying sexually suggestive pictures or objects in the work place, leering or ogling in a sexually explicit manner, or gesturing and making lewd motions with one's body.
 - e. Viewing sexually explicit websites, sending sexually explicit emails or voicemails.
3. Any employee who believes he or she has been the subject of sexual harassment should report the alleged act(s) and/or behavior to his or her department head and/or Michael Boynton, Town Administrator, James Johnson, Assistant Town Administrator or Valorie Donohue, Personnel and Benefits Coordinator at Walpole Town Hall, 135 School Street, Walpole, MA 02081, (508) 660-7289. Complaints should be made within a timely manner. Complaints may also be made through contacting either of the two government agencies below:

Massachusetts Commission Against Discrimination
One Ashburton Place, Room 601
Boston, MA 02108 (617) 994-6000
Web site www.mass.gov/mcad/hours.html

Equal Employment Opportunity Commission
John F. Kennedy Federal Building
475 Government Center
Boston, MA 02203 (800) 669-4000 or (617) 565-3200
Web site www.eeoc.gov/boston/index.html
4. An investigation of all complaints will be undertaken immediately and in compliance with the Sexual Harassment Complaint Procedure. Any supervisor, agent or other employee who has been found by the administration after appropriate investigation to have sexually harassed another employee will be subject to appropriate sanctions, which range, depending upon the circumstances, from remedial training up to and including termination.

5. Any retaliation for filing a complaint or cooperating in an investigation is unlawful and is prohibited by the Town. Retaliatory action shall be regarded as a separate and distinct cause for complaint under the Sexual Harassment Complaint Procedure, and as a basis for disciplinary action against the offending employee should investigation validate said complaint.

6. The complaint procedure shall be implemented in instances of the alleged sexual harassment of employees by non-employees and on non-employees by employees occurring in the work place and within the jurisdiction of the complaint procedure of the Town of Walpole. Alleged occurrences, which are not within the jurisdiction of the complaint procedure, will be referred to an enforcement agency, if applicable. If there is no available enforcement agency, administration will take reasonable steps to prevent such conduct.

7. The Board of Selectmen and the Personnel Board affirm their responsibility to provide a work environment free of sexual harassment and recognize that such an environment is the result of continued responsible action and behavior by all employees. Any employee is encouraged to raise questions regarding sexual harassment or other barriers to equal employment opportunity with the Assistant Town Administrator.

8. Sexual Harassment Complaint Procedure:

Any employee who believes that he or she has been the subject of sexual harassment should report the alleged charge immediately in accordance with the following procedure. (All information disclosed in the procedure will be held in strictest confidence and will only be disclosed on a need-to-know basis in order to investigate and resolve the matter.)

STEP 1

The individual alleging sexual harassment will report the incident to his or her department head and/or the Town Administrator, Assistant Town Administrator or Personnel and Benefits Coordinator as soon as possible and will be interviewed to discuss the nature of the allegations. If said allegations are made to another person, the matter must be immediately directed to the Assistant Town Administrator. The Assistant Town Administrator will discuss the matter separately with the complainant and alleged harasser, in an attempt to mediate and resolve the matter.

STEP 2

If the matter cannot be resolved, the individual alleging sexual harassment will be informed.

- a. That in order to pursue the complaint further, he or she must, with assistance if requested, detail the nature of the complaint, and
- b. That there are external procedures, administrative and judicial (MCAD, EEOC and personal legal counsel) which are also available recourse.

If the complainant does not detail the allegations, the specific complaint cannot be further investigated by the Town of Walpole Officials unless circumstances clearly indicate otherwise. Upon receipt of the details of the complaint, the Town Administrator will be notified. The Town Administrator shall determine involvement of legal counsel.

STEP 3

Within five days after receiving the details of the complaint (if at all possible), the alleged harasser will meet with the Assistant Town Administrator and be informed of:

- a. The charge being made,
- b. Town policy regarding sexual harassment, and
- c. The seriousness of the charge made.

The respondent will be provided with the details of the complaint and given the opportunity to refute the allegation by responding verbally or in writing, providing all specifics in support of rebuttal.

STEP 4

The Assistant Town Administrator shall investigate the allegations. This investigation can include, but is not limited to:

- interviews with respondent/complainant,
- interviews with supervisor,
- interviews with witnesses, and
- review of any documents on file

Upon the commencement of Step 2 of complaint, the Assistant Town Administrator will report findings of fact to the Town Administrator. In all cases, the thorough investigation and thoughtful consideration are paramount, however, timely resolution remains the objective. The Town Administrator will determine the action to be taken and it will be based on the facts on a case-by-case basis with whatever consultation the Town Administrator may require.

STEP 5

Upon receipt of the Town Administrator determination, either party may appeal the decision in writing to the Board of Selectmen* or the Personnel Board* within 15 days. This appeal must outline the reasons why the individual feels the decision to be erroneous. The Board of Selectmen or the Personnel Board will determine the final outcome through review of the record or a meeting of all parties. However, any action directed by the Town Administrator

shall be implemented upon his/her determination and such action will also be reviewed upon appeal.

Any retaliatory action taken by an employee against any other employee as a result of an individual's seeking redress under this procedure is prohibited and shall be regarded as a separate and distinct cause for complaint under this procedure, and as a basis for disciplinary action against the offending employee.

*Complainants whose positions are covered by Union Contracts shall appeal to the Board of Selectmen; complainants whose positions are not covered by collective bargaining agreements shall appeal to the Personnel Board.

201-005: EMPLOYEE RECOGNITION PROGRAM

1. General Purpose: The employee recognition program is designed to recognize employees for the vital role they play in the success of our organization and in promoting the Town's commitment to operating in an efficient, customer service orientated manner. This program will recognize an employee or employees each month who make extraordinary efforts in the delivery of customer service and/or the cost effective operations of town government will receive special recognition for their initiative. The program is also intended to convey to the community the positive and beneficial efforts of Town staff.

2. Nominations & Committee Review: An Employee Recognition Committee will be formed to recognize employees who make exemplary efforts in the pursuit of the Town's customer service ideal and/or who go above and beyond the call in the course of their daily duties. Supervisors, co-workers, customers, or anyone else (i.e.: residents, customers, vendors, etc.) who can testify to the exemplary efforts of any Town employee can make nominations. The nomination can be made for ongoing excellence in customer service or a particular incident where an employee went well above and beyond their role in assisting a customer, identifying a cost savings initiative, or suggesting/implementing an innovative service delivery concept. Nomination forms can be obtained at the Town Administrator's office or at the Human Resource's Office. Nomination can also be made directly to the Assistant Town Administrator by letter.

3. Employee of the Month: The committee will select one award recipient each month who will be recognized through press releases, posting at the Town Hall, and who shall also be awarded with a paid personal day to be used within thirty (30) days from date he or she is so proclaimed "Employee of the Month." In special circumstances, more than one employee may be so recognized in a given month provided that the award is the result of a special/extraordinary incident or activity.

4. Committee Composition: The committee will be comprised of the Assistant Town Administrator, the Chairman of the Personnel Board or his/her designee, and the Director of Public Works.

201-006: USE & OPERATION OF MOTOR VEHICLES

1. General Policy: The use and operation of motor vehicles owned or hired by the Town of Walpole shall be governed by this policy. Drivers who are required to have a C.D.L. must also comply with any applicable Federal, State or local requirements.

- a. Motor vehicles shall only be operated by a paid employee or a volunteer of the Town possessing the appropriate class and valid Driver's License needed for the vehicle being driven; except that motor vehicles may be operated by others hired in connection with repair and maintenance work as directed by the Town.
- b. Motor vehicles shall only be operated for official Town business and at the discretion of the appropriate Department Head.
- c. The use of Town-owned or hired motor vehicles for unreasonable personal use is prohibited unless otherwise contractually permitted. The Town Administrator shall take corrective action of abuses of this provision.
- d. An operator shall transport only Town employees or officials in Town-owned or hired vehicles except that persons who are not employees or officials may be transported in connection with official business of the Town. Persons who are not employees or officials of the Town may also be transported in connection with parades and celebrations as authorized by the Town Administrator. In addition, persons who do volunteer work for the Town may be transported in Town-owned or hired vehicles. Any resident may be transported in School or Council on Aging vans, buses, or sedans.
- e. No operator shall allow more than six persons to ride in an automobile, nor more than three in the cab of a pickup truck or dump truck.
- f. No operator of a pickup truck or dump truck shall allow any rider to stand in the body of such vehicles while the vehicles are in motion.
- g. Any operator of a Town-owned vehicle who is cited for a violation of the motor vehicle laws may be subject to disciplinary action dependent upon the citation received. Disciplinary action shall be limited to a written warning, suspension of the right to operate Town-owned or hired motor vehicles for a period of time or permanent loss of right to operate Town-owned or hired motor vehicles.
- h. Any operator who is convicted of operating a Town-owned or hired vehicle under the influence of alcohol or drugs or convicted of possession of alcohol or drugs shall be terminated from employment. Any employee arrested for driving under the influence, whether operating a Town-owned vehicle or personal vehicle shall notify the Town Administrator immediately.

2. Assignment of Vehicles:

- a. The following employees and officials shall have motor vehicles assigned to them for use in the conduct of their official business.
 - 1) Town Administrator
 - 2) Director of Public Works
 - 3) Fire Chief
 - 4) Police Chief
 - 5) Health Director
 - 6) Inspector of Buildings
 - 7) Superintendent of Highways, Parks & Cemeteries

- 8) Superintendent of Building Maintenance
- 9) Superintendent of Vehicle Maintenance
- 10) Superintendent of Water & Sewer
- 11) Asst. Superintendent of Highways, Parks & Cemeteries
- 12) Asst. Superintendent of Water & Sewer
- 13) Town Engineer
- 14) Animal Control Officer
- 15) Deputy Police Chief
- 16) Deputy Fire Chief

- b. The above employees and officials may also use said vehicles for transportation to and from work, provided that the community of their principal place of residence is within fifteen miles of the Walpole Town Line.
- c. The Town Administrator may from time to time permit other employees or officials to use vehicles for transportation to and from work on a temporary basis if it is consistent with the needs of the Town. All other vehicles will be assigned on a daily basis by the Department Head and garaged at the appropriate Town facility when not in use.
- d. The Town Administrator may permit the Director of the D.P.W. to assign vehicles, on a temporary basis, to a Foreman or other employee from each Division who would be responsible for responding to after hour emergency calls, which relate to the respective Division, in conformance with these regulations including the restrictions under Item 3. Vehicles assigned to Foreman may not be used for transportation outside Town during the lunch period.

3. Vehicle Cleanliness: Vehicles are to be washed as needed, but not less than bi-weekly. Interiors are to be cleaned and free of debris and dirt at the end of each day. The Department Head of each department and division shall be responsible for ensuring compliance herein.

4. Vehicle Accident Policy: In the event that any employee operating a Town owned vehicle is involved in a motor vehicle accident, the following procedure will be observed at all times:

- a. Report the accident immediately to the police in the city or town the accident occurs in. If in Walpole, contact WALPOLE CONTROL via two-way radio. If a radio is not available, or you are not in Walpole, use a telephone and dial 911 or *77 from a cell phone. When reporting the accident, provide the following information:
 - Your exact location
 - Whether or not you, any passenger(s), or the operator(s) of the other vehicle(s) may be injured.
 - Advise the dispatcher that you are in a Town of Walpole vehicle

- b. Do not move the vehicle(s) unless directed to do so by a police officer or if the present location of the vehicle will cause further risk of accident.
- c. If you are able to do so, retrieve a copy of the vehicle registration from the vehicle along with your driver's license and make them available to the investigating police officer. DO NOT SIMPLY EXCHANGE PAPERS WITH THE OTHER OPERATOR(S). Every vehicle accident involving a Town of Walpole vehicle MUST be investigated by a police officer.
- d. Contact your immediate supervisor immediately and advise him or her of the accident. If necessary, request his or her response.
- e. Prior to police arriving on scene, be sure to obtain the license plate and make/model/color of the other vehicle(s) involved and write this down.
- f. If the vehicle is to be towed from the scene, obtain all information as to the name of the tow company and the location of where the vehicle is being towed. If there is another vehicle being towed, obtain the same information for that vehicle.
- g. Upon return to duty or earlier if directed by a supervisor, complete an accident report for Town files and insurance purposes.
- h. If so directed by a supervisor, you may also be required to complete an incident report on the accident.

5. Vehicle Registrations: Vehicle Maintenance staff shall ensure that a copy of a motor vehicle's registration is placed inside every vehicle. Vehicle Maintenance will maintain the originals of those registrations.

6. Municipal Vehicle Parking:

- a. All municipal vehicles shall be parked in accordance with posted parking regulations at all times.
- b. Operators of municipal vehicles are to park ONLY in marked spaces when at Town Hall. Fire Lanes, end of aisles, and the side(s) of the building are not authorized spots. Town Hall staff assigned vehicles will be required to park said vehicle in assigned parking stalls on the westerly side of Town Hall.

7. Fuel Conservation: Municipal vehicles shall not be allowed to idle unattended for extended periods, unless the idle is necessary at an emergency scene or in winter conditions.

8. Mileage Reimbursement Rate – Private Vehicle Usage: The Town reimbursement rate for employees who use their personal vehicles for official use shall be equivalent to the IRS rate in affect on July 1st of the given fiscal year, when such use is documented on an official reimbursement form.

201-007: EMERGENCY CLOSINGS: TOWN HALL & TOWN OFFICES

1. The decision to close Town Hall offices due to emergency situations (storm, power failure, snow, etc.) is made by the Office of the Town Administrator. This decision will govern all offices within the Town Hall.

Should a shut down of Town Hall Offices be required the following pay policy will apply:

- a. When Town Hall Offices are shut down for the entire day before the start of the normal work day, non-union, non-salaried employees schedule to work on the specific day will receive pay for the regularly scheduled hours of work between 8am and 4pm.
- b. When Town Hall Offices has a delay opening at the start of the normal work day, non-union, non-salaried employees schedule to work on the specific day will receive pay for the regularly scheduled hours of work between 8am and 4pm only if they report to work at the designated opening time. However, if the employee does not to report to work they can apply any unused personal days or vacation days for the entire scheduled workday.

2. If the Town Hall Offices are shut down during the workday the following pay policy will apply:

- a. Those non-union, non-salaried employees at work at the time of the shut down will be paid for their entire scheduled day between 8am and 4pm.
- b. Those non-union, non-salaried employees not at work at the time of the shut down will be paid for actual hours worked that day.
- c. If Town Hall Offices are not closed by the Office of the Town Administrator, absent non-union, non-salaried employees will receive no pay. Employees may, however, apply any unused personal days or vacation days.

3. Town Hall Offices include all functional offices within the Town Hall Facility, Recreation, and the Senior Center.

201-008: EMPLOYEE INTERNET & E-MAIL USE POLICY

1. Walpole's Goals for Technology:

The Town of Walpole's computer networks are connected to the Internet and other on-line services in order to allow Town government to serve the public more efficiently and effectively. Accordingly, various on-line capabilities are made available to designated Town employees for legitimate, work-related purposes. These capabilities may include the ability to send and receive electronic mail (E-mail), to conduct information searches on the "World Wide Web," to gain access to computers not owned or controlled by the Town, and to copy data to and from remote computer sites.

Use of these capabilities is subject to the same management oversight and supervision as any other employee activity. Such use must conform to all applicable laws and

regulations. All official policies and procedures established by the Town Administrator or his/her designees to regulate the behavior and performance of Town employees shall apply to use of these computer capabilities. Failure to comply with the guidelines in this policy may result in termination, suspension, or other limitation of an employee's privileges for access to Internet-related capabilities, and may be the cause for further discipline up to and including discharge.

2. Communications & Information Access:

- a. To provide equitable access for all employees to network resources to practice research and problem-solving skills.
- b. To provide all members of the municipal community with opportunities to communicate and collaborate with the broader local and global communities.

3. Instructional/Curricular Technology Integration:

- a. To have all employees use technology to ethically access and analyze information, think critically, solve real-world, complex problems and expand research skills.
- b. To have all employees use technology to improve their ability to communicate effectively for a variety of purposes, audiences, and situations.

4. Explanation of Networked Resources:

The Town of Walpole has actively pursued making advanced technology and increased access to learning opportunities available to our staff. Our goal in providing this service to employees is to promote educational excellence by facilitating resource sharing, innovation and communication. While we support and encourage employee access to a wide variety of information resources, we recognize the responsibilities for using the networked resources appropriately, legally and ethically. Networked resources include, but are not limited to, CD-ROM materials, on-line library catalog systems, the Internet, electronic mail, bulletin-board conferencing systems and information stored on the Town's servers, such as data files and applications.

5. The Internet:

The Internet is a vast, global network, linking computers at Libraries, State and Federal Agencies and other sites. This technology allows for communication and access to information on a global scale including but not limited to:

- a. Access to local, state and federal entities, agencies and contributing authorities and consultants.
- b. World Wide Web sites that offer thousands of resources
- c. Access to university library catalogs, the Library of Congress and ERIC.
- d. Information and news from research institutions as well as the opportunity to correspond with researchers and educators.

- e. Discussion groups on a variety of topics.
- f. Electronic mail communication with people all over the world.

6. Disclaimer of Liability:

With access to computers and people all over the world also comes the availability of material that may not be considered to be of value in the context of the municipal setting. The Town of Walpole has taken precautions to restrict access to controversial materials. However, on a global network it is impossible to control all materials. The Town of Walpole believes that the valuable information and interaction available on this worldwide network far outweighs the possibility that users may procure material that is not consistent with the goals of the Town. The Town of Walpole cannot be held responsible for the accuracy and quality of information obtained on the Internet.

The Town of Walpole disclaims all liability for the content of material that an employee may access on the Internet, for any damage suffered in the course of, or as a result of, the employee Internet use, and for any other consequences of an employee's Internet use.

7. Implementation Guidelines:

All staff will be offered instruction through Information Management on the use of networked resources as part of the program incorporating technology into the work area. An awareness of the philosophy of the Town of Walpole concerning the use of networked resources includes staff recognition that the Internet is one of many resources. Guidelines must be provided for employees.

8. Networked Resources Access is a Privilege:

All uses of Walpole's networked resources must be in support of, and consistent with municipal operations and objectives. Network access through the Town of Walpole is a privilege, not a right. Unacceptable uses of the network will result in the limitation or cancellation of user privileges and possible disciplinary or legal action.

Adherence to the policy is a condition for an employee's privilege of networked resources access. All employee users of the networked resources must read, sign and agree to the terms of the following Acceptable Use Policy. Employees who have not returned the signed form with his/her signature will not be given network access and are prohibited from using networked resources with town owned computers, during compensated or uncompensated hours nor associating with the Town during personal, private non-town use.

9. Listing of Acceptable and Unacceptable Uses:

Appropriate use of technology in the municipal environment is the joint responsibility of administration and staff. Every user is expected to take individual responsibility for

appropriate use of the network when selecting, sharing or exploring information and media.

- a. E-mail and other on-line services are the property of the Town of Walpole and must be used for Town of Walpole's business purposes.
- b. E-mail messages are considered public records and are therefore legally discoverable and subject to record retention policies. Employees should not expect that e-mail messages (even those marked "personal") are private or confidential.
- c. The Town Administrator may, for legitimate business reasons, approve the monitoring of e-mail messages. Legitimate business reasons include, but are not limited to, system checks, review of employee productivity when employee productivity is called into question by a supervisor or manager, investigations into claims of possible criminal activity, and investigations into claims of inappropriate use of the Town's Internet or on-line services.
- d. Use of the Town's system constitutes consent to monitoring of e-mail transmissions and other on-line services and is conditioned upon strict adherence to the Policy.
- e. All users are expected to undertake precautions to prevent infection of Town's computers by computer viruses. In particular, executable programs imported from other sites to the Towns' computers must not be used unless they have been authorized by the Management Information Services Department (MIS) and they have been subjected to virus detection procedures approved by MIS. The MIS Department may, from time to time, impose additional restrictions of regulations on the importing of remote files, and such restrictions or regulation shall be considered part of this policy.
- f. Notwithstanding the provisions of prohibited used, political lobbying or other activities that may be deemed to be political in nature shall be permitted to the extent that such activities are a part of the official responsibilities of an employee, provided that such activities relate to political issues rather than to specific political candidates.
- g. Managers and supervisors are responsible for ensuring that all their employees using computers have read this policy and understand its applicability to their activities.

Acceptable uses of the Town of Walpole's networked resources include, but are not limited to, information/resource sharing and materials that:

- h. Reflect honesty, and high ethical and moral responsibility.
- i. Show restraint in the consumption of shared resources.
- j. Promote innovation and excellence through research, worldwide resource sharing and communication.
- k. Demonstrate respect for intellectual property and ownership of data.

10. Prohibited Uses:

The following uses of the Town of Walpole networked resources are not permitted:

- a. Accessing, sending or displaying offensive, obscene, sexually explicit, defamatory, or harassing messages or materials work, or from home to work.
 - b. The transmission of materials used for commercial promotion, product endorsement, or political lobbying (see above).
 - c. Attempts to violate the computer security systems implemented by the Town of Walpole or other institutions, organizations, companies or individuals.
 - d. Software piracy, or the downloading and transferring of software for which the user does not have the proper licensing.
 - e. Trespassing in another's folders works or files.
 - f. Plagiarizing, i.e., taking material created by others and presenting it as one's own.
 - g. Sharing your password with anyone or using another person's password.
 - h. Damaging computers, systems, or networks.
 - i. Tampering with, making changes to, or altering system folders or files.
 - j. Uploading or creating computer viruses.
-
- k. Violating copyright laws and illegal distribution of software.
 - l. Intentionally wasting limited resources.
 - m. Using Town resources for personal, commercial, political or religious purposes.
 - n. Sharing written or graphic information that identifies specific employees using e-mail or the Internet.
 - o. Revealing any personal addresses, phone numbers, credit card numbers bank account numbers or other private information of any individual.

11. Network Etiquette:

Employees are expected to learn and to abide by generally accepted rules of network etiquette, as well as the rules of municipal decorum. These include but are not limited to:

- a. Being polite.
- b. Using appropriate language.
- c. Being considerate of other's use of the system.
- d. Adhering to the general rules and standards for professional behavior and communications.

The goal of network etiquette is to encourage the efficient use of a shared resource.

12. Changes in the Guidelines:

The Town of Walpole reserves the right to revise this policy at any time.

13. User Agreement:

As a user of the Town of Walpole Computer network, I have read, understand and agree to comply with the Town of Walpole's Acceptable Use Policy. I agree that inappropriate use or behavior may result in loss of use, disciplinary action and/or legal action.

201-009 CUSTOMER SERVICE POLICY

1. Receiving Telephone Calls: All phone calls will be answered with a “Good Morning” or Good Afternoon”, or “Good Evening”, followed by the department name, your name, and an offer to help that person. An example to be followed: “Good Morning, Walpole Town Administrator’s Office, this is Jim, may I help you”. The image and attitude projected by the tone of our voices will likely set the tone for the whole conversation.

2. Returning Phone Calls & Voice Mail: it is essential that messages left on voice mail or calls where messages are taken by other staff, are returned promptly. For the most part, promptly means within minutes where possible, but absolutely during the same business day. A return phone call, preferably one made shortly after the message was left, goes a long way to satisfy the customer on the other end.

3. Responding To Customer Needs Or Complaints: When a person who is at the counter, in the office, or on the phone, brings a complaint, question, problem, suggestion or need to our attention, he or she often wants that issue to be addressed immediately. At that moment, it is the responsibility of staff to address the concern or need immediately, and to be sure that the customer/resident senses that the efforts being made are genuine. Issues must be resolved as soon as possible.

4. Addressing The Need Or Complaint: More often than not, when someone asks a question, likely an answer is readily available or it is known where one may be found. In these circumstances, answering the question immediately is the best advice. Referring customers to other departments or offices because of jurisdictional concerns is not acceptable. If you don’t have the answer to the question, you must get it. It is the responsibility of all staff to be as well informed as possible. There will be instances where accurate information is not immediately at hand because the technical expertise that another office has is required. Put the customer on hold, contact the appropriate official on the other line and identify the customer and need to the other staff person, and then connect them with an introduction.

5. Dealing With Other Staff – Communicate!: The way in which staff deals with each other is very clear and obvious to the public. How staff communicates between departments and staff is as important, if not more so, than how they interact with the public at large. Project a positive and professional image at all times.

6. Saying “No” & Delivering “Bad” Information: While “what” is said is very important, “how” it is said is just as important. On many occasions, staff will find themselves in a position where he/she has to say “no” to a resident request or will have to deliver less-than-popular information. Being sympathetic to the problem or concern is a must. Showing compassion is vital. And being professional at all times is demanded. Also, when saying no, it is a must to have researched all avenues before delivering the final answer. If the resident does find out “no” really could have been “yes” from someone else, then a larger credibility problem will result.

7. Positive & Professional Image – Appearance: In addition to being professional in what is “said”, staff must always be professional in appearance, which in turn lends itself to a higher level of respect from the public we serve.

201-010: POLICY ON ETHICAL CONDUCT

1. Purpose

The purpose of this policy is to:

- a. • ensure, along with the State Conflict of Interest Law (“COIL”), that private financial interests and personal relationships of persons serving the Town, whether as paid employees or elected or appointed volunteers, (“TOWN Employees”) do not conflict with their public obligations,
- b. • inform Town Employees of the importance of acting in ways that do not create either actual conflicts or the appearance of conflicts,
- c. • emphasize those aspects of the “COIL” that are of particular concern as a matter of policy to the Board of Selectmen,
- d. • inform Town Employees of the ways in which conflicts or the appearance of conflicts may lawfully be avoided or, if having occurred, may be cured, and
- e. • inform the public in non-technical terms of certain important provisions of the “COIL” as it may apply to matters of local concern and of the importance that the Board of Selectmen attaches to the fair and effective application of that law.
- f. This policy is not intended to replace or to contradict the provisions of state law. It is a summary of certain provisions of the “COIL” which the Board of Selectmen believe should be part of the basic knowledge about town government of all Town Employees. It is not meant to serve as formal advice or as a substitute for either private legal counsel or for the methods provided by the “COIL” by which Town Employees can obtain opinions or guidance from Town Counsel or the Ethics Commission. Town Employees who are uncertain how the COIL applies to them or what their responsibilities under that law may be are encouraged to seek such guidance. Town Employees should take particular note of the provisions of this policy that appear
- g.

in large bold face type. Those provisions are summary statements of basic principles to be observed by all Town Employees.

2. References

- a. Massachusetts General Law, Chapter 268A (Conflict of Interest Law)
- b. Section 17: Receiving gifts or compensation from someone other than the Town, or acting for others than the Town.
- c. Section 19: Participating for the Town in matters in which Town Employee has a financial interest.
- d. Section 20: Having a financial interest in a Town contract.
- e. Section 21: Canceling official actions influenced by Town Employee misconduct, and other sanctions.
- f. Section 23(b) (3): Avoiding giving reasonable grounds for belief that improper conduct has occurred.
- g. Massachusetts General Law, Chapter 268B (Public Disclosure by Public Officials and Employees)
- h. Section 3 (g): Advisory Opinions of State Ethics Commission
State Ethics Commission Rules of Practice and Procedure, 930 CMR and
Section 1.03 Advisory Opinions to Municipal Employees.

3. Special Terms

- a. Town Employee: A person performing services for or holding an office, position, employment, or membership in a Town agency, whether by election, appointment, employment, whether serving with or without compensation, on a full, regular, part-time or consultant basis, but excluding Town Meeting Members when acting as such.
- b. Participate: To act on behalf of the Town as a Town Employee in any of the following ways: approving, disapproving, deciding, recommending, advising, investigating or otherwise.
- c. Immediate Family: The Town Employee or the employee's spouse, parents of the employee or employee's spouse, children, brothers and sisters.
- d. Special Town Employee: A Town Employee who has been expressly classified by the Board of Selectmen and who is eligible for such classification under the COIL.

4. Policy Description

a. **THREE COMMON TYPES OF CONDUCT THAT MUST BE AVOIDED**

The Conflict of Interest Law ("COIL") is concerned primarily with conduct which may affect the ability of persons who are serving the Town as Town Employees to render such services with undivided loyalty to the interests of the Town and its residents. In addition, the law requires such persons to not engage in conduct that could reasonably lead objective observers to believe

that a violation of the law might occur, the so-called prohibition against “the appearance of conflict.”

In some situations conduct that might violate the law can be made harmless by the person making a public disclosure of the circumstances. In some cases the disclosure alone is sufficient.

In other cases a person holding an appointed position may receive permission to proceed in the matter after disclosure to the appointing authority.

If a person is uncertain whether the “COIL” applies to a proposed action, an opinion may be obtained from Town Counsel or the State Ethics Commission. A favorable opinion that is based on an accurate disclosure of the circumstances will protect the person against disciplinary action by the Ethics Commission and possible criminal prosecution. If a violation occurs, depending on its nature and severity, the person may be subject to civil or criminal penalties including fines and imprisonment. In addition, if the violation has harmed the financial interests of the Town in its dealings with others, the action taken in violation of the law may be cancelled.

The types of conduct that most frequently are likely to violate the law can be summarized as follows:

1) YOU MAY NOT RECEIVE PAYMENT FROM SOMEONE ELSE OR ACT FOR SOMEONE OTHER THAN THE TOWN IN PERFORMING YOUR DUTIES FOR THE TOWN.

A person subject to the law may not receive or ask for compensation from any person other than the Town in connection with the person’s performance of duties for the Town. In plain terms, a person may not accept or solicit a bribe or a gift, or be paid by anyone other than the Town for participating in one’s official duties for the Town. Similarly, a person subject to the law may not act for anyone other than the Town in any matter in which the Town is a party or has a direct or substantial interest, whether or not the person has any official responsibility in connection with the matter

2) YOU MAY NOT ACT FOR THE TOWN IN A MATTER IN WHICH A YOU HAVE A FINANCIAL INTEREST

A Town Employee may not act for the Town in any matter in which the person has a financial interest. (*C. 268A, Sec.19*)

3) YOU MAY NOT HAVE A FINANCIAL INTEREST IN A TOWN CONTRACT

A Town Employee may not have a financial interest in a contract made by the Town even if the person had no official responsibility in

connection with making the contract. A contract of employment between a Town Employee and the Town is permitted. (C. 268A, Sec. 20)

4) YOU MAY NOT ACT IN A WAY THAT WOULD CAUSE A REASONABLE PERSON WHO IS AWARE OF THE CIRCUMSTANCES TO THINK YOU COULD BE IMPROPERLY INFLUENCED OR SHOW FAVORITISM IN PERFORMING YOUR DUTIES AS THE RESULT OF FAMILY RELATIONSHIPS OR UNDUE INFLUENCE OF ANOTHER PERSON. C. 268A, Sec. 23(b)(3).

A Town Employee may violate this section even if the employee's conduct does not amount to an actual violation of another section. This section cautions against acting in a way that would give a reasonable person, not one who is unduly suspicious or distrustful of anyone in public office, reason to conclude from the way you act, or from your relationship to someone having an interest in the outcome of your official actions, that your performance could be the result of improper influence or family, business or professional relationships. The three types of conduct summarized above are not the only provisions of the law with which the "COIL" and this policy are concerned. They are, however, among the most common sources of difficulty and are basic to an understanding of the law.

5. Special Town Employees

The COIL authorizes the Board of Selectmen in its discretion to designate certain Town Employees (other than Selectmen) as Special Town Employees. Special Town Employees may be exempt from certain provisions of the COIL depending on the nature of the responsibilities of their position. If any member of a board or committee receives the designation all must receive it. The COIL establishes minimum requirements for eligibility that includes unpaid volunteers and certain part time paid Town Employees. The Board of Selectmen has not designated any position as a Special Town Employee, but may do so in appropriate circumstances in particular cases.

6. Three Principles That Occur Throughout The "COIL"

a THE "COIL" PROHIBITS YOU FROM TAKING ACTION THAT WOULD IMPROPERLY BENEFIT NOT ONLY YOU PERSONALLY, BUT OTHERS WITH WHOM YOU MAY HAVE FAMILY OR OTHER RELATIONSHIPS.

The "COIL" prohibits you from participating in matters in which you know that any of the following have a financial interest:

- 1) your spouse and your (and your spouse's) parents, children, brothers and sisters,
- 2) your partner,

- 3) a business in which you are an officer, director, trustee, partner or employee,
- 4) a person or organization with whom you are negotiating for or have any arrangement concerning future employment.

b. IF YOU ARE PROHIBITED FROM PARTICIPATING IN A MATTER BECAUSE OF A CONFLICT OR THE APPEARANCE OF A CONFLICT, YOU MAY NOT ACT IN ANY WAY IN CONNECTION WITH IT.

The "COIL" uses the term "participate" to include a wide variety of activities that commonly take place when a matter is under consideration for action or decision. As a result, if you have a conflict or to avoid the appearance of a conflict you are prohibited from:

- 1) voting on the matter or on action relating to it,
- 2)• expressing in your official capacity your approval or disapproval,
- 3) making a recommendation,
- 4) giving advice, or
- 5) investigating the matter.

This Policy requires that a person who is prohibited from participating in a matter coming before a board or committee of the Town because of a conflict or the appearance of a conflict must not be involved in any action of the sort described above, must be physically absent during the part of any meeting or proceeding at

which such action is to be taken, and must state before departing the reason for such departure.

c. VIOLATIONS OF THE CONFLICT OF INTEREST LAW MAY HAVE SERIOUS CONSEQUENCES FOR THE PERSON INVOLVED AND FOR THE TOWN.

The "COIL" is enforced by both civil and criminal penalties that are administered by the State Ethics Commission and by law enforcement agencies. The Ethics Commission has the power to impose civil penalties up to \$2000 for violations of the law. Section 17 which involves bribes or gifts offered or received carries a penalty of a fine up to \$3,000 and imprisonment for not more that three years, or both. Section 19 which involves participating in a matter in which a prohibited financial interest is involved caries a similar fine and imprisonment for not more than two years, or both. Section 20, which involves having a financial interest in a town contract, carries a fine of \$3000 and imprisonment for not more that two years or both.

A violation of Section 23, which involves avoiding the appearance of a conflict, does not carry criminal penalties. However, a person who is found to have violated that section may be subject to appropriate

administrative action by the head of the Town agency in which the person is serving.

In addition to any other remedies provided by law for violations of Sections 17, 129, and 20, the following may apply:

- 1) If a violation has influenced an action taken by the Town, the Town may cancel the action upon appropriate terms, and
- 2) The Ethics Commission, the District Attorney of the Town may sue the person who committed the violation and received an economic benefit to recover the amount of such benefit or \$500 which ever is greater or in some circumstances two times the amount of such benefit.

7. Disclosure Of Actual Or Potential Conflicts

a. If a Town Employee believes there may be a violation of the prohibition (Section 17) against having a financial interest in a matter in which the employee may act, the employee must fully disclose the circumstances to the appointing authority and may receive a written decision that the interest is so insubstantial as to not be likely to affect the integrity of the employee's action.

b. If a Town Employee intends to participate in a matter in which the employee has a financial interest, in order to avoid violating the COIL, the employee must in advance fully disclose the circumstances to the employee's appointing authority. After making such a disclosure, the employee may receive a written decision that the interest is so insubstantial as to not be likely to affect the integrity of the employee's action and the employee's participation will not violate this section.

c. If a Town Employee in good faith and within 30 days after learning of an actual or prospective violation of the prohibition (Section 20) against having a financial interest in a contract with the Town makes full disclosure of the interest to the contracting agency and disposes of his interest there will be no violation of this section.

d. If a Town Employee in advance of taking official action that may create the appearance of a conflict (Section 23(b)(3) discloses to the appointing authority or, if no appointing authority exists, discloses in a public way, the facts that would otherwise lead to such an appearance, there will be no violation of this section.

e. In each instance in which the "COIL" provides for disclosure as a method of curing or avoiding a violation of the law, the Board of Selectmen acting either as the relevant appointing authority or, in conjunction with the Town Manger as the head of an agency in which the employee serves, will review directly or through its designee, the content of the disclosure to ensure that it complies with the purpose of the "COIL" and this policy. The Board or the Town Administrator

may designate a qualified and disinterested person to review such disclosure statements and to report to the appointing authority. The appointing authority will act when necessary to require the employee to supplement the disclosure so as to adequately inform the public of the circumstances and to enable the appointing authority to decide what further action, if any, may be necessary to ensure such compliance. Further action by the appointing authority, depending upon the circumstances of each case, may include a direction to the employee to not participate or to limit the employee's involvement. A full disclosure for the purpose of this policy must include, as appropriate to the particular circumstances:

- 1) The nature of the relationship: familial, employment, contractual, whether compensation is involved, if the relationship concerns financial matters the amounts involved and the nature of the relationship, for example, if debtor/creditor the amounts involved and current status of the debt.
- 2) Whether the relationship is current or has been concluded. If concluded when it was concluded.
- 3) If the relationship is with an entity, such as a corporation, trust or estate, in which the disclosing party has an interest, the nature and value of the interest.
- 4) If the relationship involves the giving or receipt of political contributions, the period of time during which such contributions were made, the amounts thereof, and a description of any aspects of the political relationship other than that of financial support.
- 5) If the relationship is that of attorney/client whether the relationship is current or past and the nature of the matter(s) to which the relationship pertains.
- 6) If any person identified by name or general description in the disclosure statement has any interest in the particular matter to which the disclosure statement relates, whether direct or indirect, immediate or through family or business relationships, past, present or contemplated, include the nature of the interest and a description of the relationship between the person making the disclosure and such other person.
- 7) Whether the person making the disclosure has had any communication at any time with any person identified by name or general description in the disclosure concerning the particular matter to which the disclosure statement relates, including the time of such communication(s) and the details thereof.

8. Filing Of Disclosure Statements And Related Documents

Each disclosure statement submitted by a Town Employee and related documents will be filed and indexed as follows:

a. Statements filed with the Board of Selectmen and the Town Clerk will be indexed under the name of the individual Town Employee making the disclosure statement.

b. Statements will be filed with the Clerk and other person responsible for maintaining the records of any board, committee or other agency of the Town on which the Town Employee making the disclosure serves. They will be filed with and indexed to refer to the particular matter to which the disclosure relates so that a person having an interest in the particular matter may readily have access to the disclosure statement and related documents.

9. Attendance At Ethics Seminars

The Board will offer the opportunity to all Town Employees, full or part time, paid or volunteer, to attend any seminar held in Town Hall on the requirements of the Conflict of Interest Law as applicable to Town Employees. All compensated Town Employees in any division under the jurisdiction of the Town Administrator, Police Chief, or Fire Chief will be required to attend any such seminar unless excused in advance in writing by the Town Administrator, Police Chief or Fire Chief.

10. Opinions Of Town Counsel Or State Ethics Commission Opinions of Town Counsel to Town Employees that are rendered under the "COIL" become public records (Sec. 22) and are to be filed with the Town Clerk. Town Counsel must file with the Ethics Commission a copy of each such opinion for review. In order to provide the public with convenient access to those such opinions, Town Counsel will notify the Office of the Board of Selectmen when such opinions have been filed with the Town Clerk. The Office of the Board of Selectmen will maintain a current listing of those opinions and of the response, if any, of the Ethics Commission indexed according to the name of the person to whom such opinion has been rendered and the office, board, committee or agency of the Town in which such person is serving.

Town Employees may also directly request the Ethics Commission to issue a formal advisory opinion on a written statement of facts. Such a formal advisory opinion and an opinion of Town Counsel that has been submitted to the Ethics Commission to which no exception has been taken will be binding on the Ethics Commission so long as the facts have been accurately presented.

The Board of Selectmen authorizes the Town Administrator to request Town Counsel to provide to the Town Administrator an opinion based upon the provisions of C. 268A and other relevant materials as to whether the past or prospective conduct of a Town Employee serving in an office, board, committee or other agency constitutes an actual conflict of interest or gives rise to the appearance of a conflict under the provisions of that statute. Such a request and an opinion rendered upon it will not have the status of an opinion rendered under Section 22 and will be intended for the information and guidance in the administration of government of the Town of Walpole.

At the time of requesting such an opinion the Administrator shall inform the person whose conduct is the subject of the request that the request has been made, shall provide the person with a copy of the request and shall afford the person the opportunity, within a specified time, to supplement the information contained in such request. The Town Administrator shall receive and forward any supplemental information to Town Counsel and shall provide the person with a copy of the opinion when rendered by Town Counsel. The request and the opinion will be subject to the provisions of the Public Records Law.

201-011: SMOKE-FREE WORKPLACE POLICY

1. Purpose

The Board of Selectmen, in compliance with Massachusetts General Laws Chapter 270, Section 22, hereby establishes the following policy to promote and require smoke-free workplaces.

2. Smoking Prohibitions

It is prohibited for any persons including employees, volunteers, customers, and visitors to smoke in the following work areas:

All areas inside all buildings owned or controlled by the Town of Walpole including but not limited to, the town office building, the senior center, all recreation department offices, meeting spaces and function/activity areas including Turners Pond Lodge and East Walpole Community Center (former E.W. library, The Marathon House, Schools, the fire stations, the police department, the library, all public works buildings (including garages), all water & wastewater treatment plants, public works pumping and well stations,

and any other enclosed work space where employees perform services for compensation for the town such as polling places and rooms used for public meetings in locations not owned by the town. Additionally, it is prohibited to smoke inside any town owned or leased vehicle of any kind, at any time. This includes all automobiles, senior buses/vans, trucks, police cruisers, all fire/ambulance/rescue vehicles, all public works vehicles and machinery including heavy equipment and any other enclosed vehicles employees may use.

3. Enforcement

The Town Administrator or his/her designee has overall responsibility for enforcing the smoke-free workplace law. Questions, complaints or reports of violations should be directed to the Town Administrator or the Assistant Town Administrator, who will answer any questions and promptly investigate the complaint and take remedial action. Appropriate remedial action depends on the type of offense, the existence of any prior incidents, and the effectiveness or lack thereof of any prior remedial steps.

Generally, remedial action consists of advising the offending employee, volunteer or visitor to promptly extinguish their cigarette, cigar or pipe or leave the premises. The offending employee, volunteer or visitor will receive a copy of the smoke-free workplace policy.

Employees who are found to violate the smoke-free workplace policy will be disciplined following principles of progressive discipline. Additionally, potential consequences for employees or other persons who smoke in a place where smoking is prohibited and violate the Massachusetts Smoke-Free Workplace Law, include a civil penalty of \$100 for each violation. The Massachusetts Department of Public Health is the enforcement agency charged with promulgating regulations to implement collection and reporting of fines.

Any person may register a complaint to initiate an investigation and enforcement action with the Town Administrator, Assistant Town Administrator, Walpole Board of Health or the Massachusetts Department of Public Health.

4. Prohibition Against Retaliation

It is prohibited by law to discriminate or retaliate in any manner against a person for making a complaint of a violation of the smoke-free workplace law or for furnishing information concerning a violation, to a person, entity or organization, or to an enforcement authority. An employee who retaliates or discriminates against any person or persons for making a complaint under this Policy or for furnishing information concerning a violation of the Smoke-Free Workplace Law or this Policy shall be disciplined up to and including discharged.

5. Smoking Areas

Designated smoking areas or smoking rooms are not permitted. However, employees may go outside to smoke during their morning and afternoon break periods. No extra break periods are permitted for smokers in addition to regular break periods afforded non-smokers. Smoking is not permitted in outside areas where “no smoking” signs are posted such as near refueling stations or other areas where open fire is prohibited by any other by-law, fire or health or safety regulation, nor within ten (10) feet of any public building so as to prevent any second-hand smoke from reentering said building. Smoking is not permitted while performing any work-related job duties for which the employee is compensated.

6. Employee Support

The Town of Walpole is sensitive to the withdrawal symptoms of nicotine addiction and supports employees in their efforts to quit smoking. Employees who smoke and want to quit or know someone who wants to quit should call the Try-To-Stop Tobacco Resource Center at 1-800-TRY-TO-STOP

(1-800-879-8678) for free helpful information, or visit their website at www.trytostop.org.

Employees may also contact any of the following for assistance:

- a. Your Primary Care Physician
- b. Your Health Insurance Provider
- c. The American Lung Association (www.lungusa.org)
- d. The American Cancer Society (www.cancer.org)
- e. The Town's Employee Assistance Program (contact Personnel)

SECTION 201-012: TOWN OF WALPOLE ACCEPTABLE USE POLICY
ELECTRONIC COMMUNICATIONS AND COMPUTER USAGE
POLICY

I. INTRODUCTION

This Policy is intended to provide guidance on the appropriate use of the Town of Walpole's electronic communication and information equipment and systems (hereafter "Systems"). Such Systems include, but are not limited to, computer workstations, laptops, tablets, hardware & software, electronic mail ("e-mail"), telephones, cellular phones, pagers, Blackberry/iPhone/Droid style devices, Smart Phone, facsimile machines, and the Internet, including all internet based applications such as Social Media tools (Facebook, Twitter, etc.). This policy shall also address the use of the Town of Walpole name & Town Seal, dissemination of official material and/or information, and use of Social Media regarding official Town departments, boards, or committees.

Use of the Town of Walpole's Systems by any employee, contractor, consultant, and/or volunteer ("user"), as well as the acceptance of employment and/or volunteer service with a Town department, board or committee shall constitute acceptance of the terms of this Policy and any such additional related policies that may be issued by the Town of Walpole.

Access and use of the Town of Walpole's Systems is intended for business-related purposes, including communicating with coworkers and colleagues, and researching topics relevant to Town business. All existing state, federal, and local laws and Town of Walpole policies apply to your conduct while serving in an official capacity of the Town and/or using the Town's Systems, particularly those that govern intellectual property protection, sexual or other harassment, misuse of Town resources, privacy rights, and confidentiality.

This Policy sets forth general guidelines and examples of prohibited uses of the Town's Systems for illustrative purposes, but does not attempt to identify all required or prohibited activities by users. Questions regarding whether a particular activity or use is acceptable should be directed to the IT Director, your supervisor, and/or the Town Administrator. These guidelines may be supplemented by more specific administrative procedures and rules governing day-to-day management and operation of the Town's Systems. Furthermore, this Policy may be amended from time to time, and is meant to be read in conjunction with all other applicable policies of the Town of Walpole.

The overriding principle in the policy is that the purpose of the Systems and use of same is to further the town's interest by using the systems while not embarrassing, disparaging or bringing shame to the Town of Walpole.

II. PRIVACY

Users should not expect any right of privacy in said Systems, including electronic communications and information made or stored on the Town's Systems. The Town owns any material placed on said systems and therefore, the Town retains the right to inspect its Systems, including any Town-owned or leased computer or electronic communications equipment, any data contained in such equipment, and any data sent or received by that equipment. The Town

will exercise that right when reasonable and in pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace. Users should be aware that appropriately-authorized network administrators may monitor network traffic, and/or access all files, including e-mail files and Internet use history, stored on any component or equipment comprising said systems.

All electronic files and documents originating from or passing through the Town's Systems are considered to be the property of the Town.

III. SECURITY

All usernames and passwords are for the exclusive use of the individual to whom they are assigned. The user is personally responsible and accountable for all activities carried out under his/her username, and should take all reasonable precautions to protect his/her password. The password associated with a particular username must not be given or divulged to another person (with the exception of the IT Director). No one may use, or attempt to use, a user-name or password assigned to another person, or pose as another user. A breach of security is considered to be a serious infraction and may result in employment action including termination.

IV. INTERNET GUIDELINES

Usage of the Internet as a tool in the workplace is acceptable, however misuse or abuse of the Internet can result in a loss of staff time, as well as potentially violate laws, bylaws, ordinances, regulations, or other Town policies. Therefore, users should adhere to the following Internet Guidelines.

- A. Use for Official Business. It is the Town's policy to restrict Internet access to official Town business. Use of the Internet for personal matters is prohibited,
- B. Authorization. Authorization for Internet access must be obtained through the IT Director. Once authorization is approved, each user is responsible for the security of his or her account password and will be held responsible for all use or misuse of such account (see Section III, Security, above).
- C. Compliance with Laws. Users must not utilize the Internet to knowingly violate any state, federal or local law, or the laws of any other nation. United States copyright and patent laws may apply to information and materials) accessed through the Internet, and care should be taken to not violate the copyrights or patents of others on or through the use of the Internet.
- D. Viruses. All appropriate precautions should be taken to avoid and detect viruses, including scanning all computer files (including attachments) that are downloaded and/or opened from the Internet, before installation or execution of such files/attachments. Users should direct any questions regarding the proper use of virus detection software to the IT Director prior to downloading and/or opening any computer files/attachments.

E. Town Monitoring. As noted above, users should not have any expectation of privacy as to their computer or Internet usage in said systems, including the receipt and sending of e-mail. It is possible for the Town to monitor Internet usage histories and/or patterns, and the Town may inspect, without limitation, any portion of its Systems, including files stored either on the computer hard drive or the Town's server, to the extent necessary to ensure compliance with this Policy or any other applicable state, federal, or local law or Town policy.

F. Prohibited Practices.

- (1) Users shall not use Town computers knowingly to download or distribute pirated software or data. Any software or files downloaded via the Internet may be used only in ways that are consistent with their licenses or copyrights. The downloading of games or other programs for amusement/entertainment purposes is strictly prohibited.
- (2) Users shall not make an unauthorized attempt to enter into another employee's computer (commonly referred to as "hacking").
- (3) All computer hardware, software, data, communication, and information in said systems shall at all times remain the property of the Town of Walpole, and may not be removed from their respective sites or downloaded onto personal computer equipment without the express written approval of the IT Director. The installation or upgrade of computer software programs on computer hardware, without the express written approval of the IT Director, is strictly prohibited.
- (4) Users must not utilize the Internet to deliberately propagate any malware including but not limited to virus, worm, "Trojan horse," trap-door or back-door program code, or knowingly disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.
- (4) Users shall not disclose confidential information or promote personal political beliefs and shall not request, access, or generate any materials which constitute unlawful discrimination, sexual harassment or any unlawful activity.
- (5) The Town's computers shall not be used for private financial gain, or private commercial, advertising or solicitation purposes.
- (6) Use of the Town's Systems, including computers, to display any kind of image or document that is obscene, pornographic, sexually explicit or sexually suggestive, is prohibited. Additionally, these materials may not be archived, stored, distributed, edited, or recorded using Town's network, printing, or computing resources.
- (7) Users shall not utilize the Town's Systems for the purpose of sending "chain-letters", unsolicited mass e-mails, or other "spam."

- (8) Users shall not maliciously use or disrupt the Town's computers, networks, or Internet services; nor breach the Systems' security features; nor misuse or damage the Town's equipment; nor misuse passwords or accounts; nor attempt to access unauthorized sites; nor use the Town's Systems after such access has been denied or revoked; nor attempt to delete, erase or otherwise conceal any information stored on any portion of the Town's Systems.
- (10) Users shall not access the Internet for non-work related purposes, including but not limited to: social networking sites such as Facebook, Twitter, and LinkedIn, non-work related blogs or websites, or personal shopping sites, for example, during work hours and/or using the Town's Systems.

V. ELECTRONIC MAIL ("E-MAIL") GUIDELINES

- A. The Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet may be at risk of detection by a third party. Users must exercise caution and care when transferring such material in any form. Each and every electronic communication sent through the Town's Systems must include the following message:

This electronic message is confidential and intended for the named recipient only. Any dissemination, disclosure or distribution of the contents of this communication is unlawful and prohibited. If you have received this message in error, please contact by return email or telephone (Department's Telephone Number), and delete the copy you received Thank you.

- B. The Secretary of State's Office of the Commonwealth has determined that e-mail qualifies as "public records", as defined in Chapter 4, section 7(26) of the Massachusetts General Laws. Therefore, all e-mail sent by or received through the Town's Systems shall be archived by the IT Director. All users shall retain either a printed or digital record of e-mail sent by or received through the Town's Systems, in the same manner that other paper records are kept by their departments, and in accordance with the Record Retention requirements.
- C. Users should be aware that opening programs or files attached to email messages may cause computer viruses to infect the Town's Systems, and thus should only open such attachments from known , anticipated and trusted sources.
- D. Employees shall not broadcast messages to all employees via e-mail without permission from their department head or Town Administrator.

VI. TELEPHONE USAGE

Telephones (including cellular phones, "SmartPhones," and Blackberry/iPhone/Droid-style devices) in certain circumstances are provided for business use. Personal telephone calls may be permitted, when doing so furthers the town's interest because of time savings permitting the employee to remain focused on town work or because of an emergency, but users should exercise good judgment in making such calls. Managers/department heads are responsible for

monitoring their employees' telephone usage. Excessive usage for non-business related purposes, as well as misuse of telephones, such as to make harassing or threatening calls, may result in discipline, up to and including termination from employment. The Town may recover the cost of any personal use from the employee so assigned.

Employees are reminded that text messages or other similar messages sent via cell phones; SmartPhones, and Blackberry/iPhone/Droid-style devices may constitute public records, and therefore, any such messages must be maintained as public records, in the same manner as e-mail messages (see Section V. above).

VII. SOCIAL MEDIA

Following written approval from the Town Administrator, departments, boards or committees may utilize social media sites and social networking sites (collectively "social media sites") to further enhance communications to and with residents, businesses and various stakeholders in support of Town of Walpole's goals and objectives. With the approval of the Town Administrator, Walpole officials and Walpole departments have the ability to publish articles, facilitate discussions and communicate information through such media to conduct Town of Walpole business. Social media sites may only be utilized to facilitate further discussion of Town of Walpole issues, operations and services by providing members of the public the opportunity to participate in many ways using the Internet.

This policy sets forth general guidelines that must be adhered to with respect to utilization of social media sites for official Town of Walpole purposes. Questions regarding this Policy should be directed to the Town Administrator. This Policy may be amended from time to time, and is meant to be read in conjunction with all other applicable policies and procedures of the Town of Walpole.

A. DEFINITIONS

1. "Social Media Sites" and "social networking sites" refer to websites that facilitate user participation, networking, and collaboration through the submission of user generated content. Social media in general includes tools such as: blogs, wikis, microblogging sites, such as Twitter; social networking sites, such as Facebook and LinkedIn; video sharing sites, such as YouTube; and bookmarking sites such as Del.icio.us.

2. A "social media identity" is a specific user identity or account that has been registered on a third party social media site.

3. A "blog" (an abridgement of the term web log) is a Town of Walpole service with regular entries of notices, descriptions of events, or other material such as graphics or video.

4. A "moderator" is an authorized Town of Walpole official or employee, typically a department head and/or board or committee chair, who reviews, authorizes and allows content submitted by the Walpole officials, employees and public commentators to be posted to a Town of Walpole social media site or sites.

5. An "object" refers to any file, photo, video, document, or other attachment that may be uploaded via e-mail, internet, or other means to messages, blogs, web sites, social media sites, etc.

B. POLICY

1. Prior to activation or utilization, any or all Town of Walpole social media sites or blogs shall be:

- a) Approved by the Town Administrator following input by the IT Director ; and
- b) published using social media platform and tools approved by the Information Technology Department ("IT").

The official posting for the Town of Walpole will be done by the employee(s) or department head(s) so approved by the Town Administrator.

3. Departments have the option of allowing employees to participate in existing social media sites as part of their job duties, or allowing employees to create social media sites as part of their-job duties. Department Heads may allow or disallow employee participation in any social media activities in their departments.

4. All Town of Walpole social media sites shall adhere to applicable state, federal and local laws, regulations and policies including the Public Records Law, Public Records retention schedules, Copyright Law and other applicable Town of Walpole policies.

5. Public Records Law and e-discovery laws and policies apply to social media content. Accordingly, such content must be able to be managed, stored and retrieved to comply with these laws. Furthermore, once such content is posted on a social media site, it should stay posted, unless it is removed for one of the reasons set forth below in Number 10 or is removed by the site hosting entity, or it is changed to fix spelling or other errors, such as grammatical corrections.

6. All social media sites and entries shall clearly indicate that any content posted or submitted is subject to public disclosure.

7. Each Town of Walpole social media site shall include an introductory statement which clearly specifies the purpose which shall be one that furthers the Towns interests and topical scope of the blog and/or social media/network site. Where possible, social media sites should link back to the official Town of Walpole Internet site for forms, documents and other information.

8. Each Town social media site shall indicate to users that the site is subject to a third party's website Terms of Service. Furthermore, each Town of Walpole social media site shall indicate that: the social media site provider could collect personal information through user's use of the social media site; and that this personal information may be disseminated by the third party; and that such dissemination may not be governed or limited by any state, federal or local law or policy applicable to the Town.

9. All social media sites shall clearly indicate they are maintained by the Town of Walpole and shall have the Town of Walpole contact information prominently displayed.

10. The Town of Walpole reserves the right to restrict or remove any content that is deemed in violation of this policy or any applicable law. To this point, passwords and login information for all web and social media sites managed or subscribed to by the Town shall be provided to the IT Director for security purposes and to comply with the provisions of this policy.

11. Town of Walpole social media content and comments containing any of the following forms of content shall not be allowed for posting:

- a) Comments not topically related to the particular site or blog article being commented upon;
- b) Profane, obscene, or vulgar language or content;
- c) Content that promotes, fosters or perpetuates discrimination in violation of State or Federal law including on the basis of race, color, gender, gender identity, national origin, religion, ancestry, age, sexual orientation, disability, maternity leave, genetic information, or active military status;
- d) Sexual content or links to sexual content;
- e) Conduct or encouragement of illegal activity;
- f) Information that may tend to compromise the safety or security of the public or public systems; or
- g) Content that violates a legal ownership interest of any other party.
- h) Comments or objects that could be interpreted by a reasonable and prudent person as unprofessional, disrespectful, or insubordinate and not in the best interests of the Town of Walpole.
- i) Comments or objects that would in any manner reveal personal, confidential, private or privileged information of any person receiving services from the Town of Walpole or Walpole employees.

12. All Town of Walpole social media moderators shall be responsible for ensuring that the terms of this policy, including their responsibilities to review content submitted for posting to ensure compliance with the policy, are met.

13. Where appropriate, the Town of Walpole IT security policies shall apply to all social media sites and articles.

14. Officials (elected or appointed) and employees representing the Town of Walpole via social media sites must conduct themselves at all times, on or off duty, as a representative of the Town of Walpole and in accordance with all applicable rules, regulations, and policies (including personnel policies) of the Town of Walpole. See Section III, Employee Guidelines for Use of Social Media Sites. The provisions of subsection 11 above shall apply to employee and board/committee member use of Social Media sites privately owned or operated separate from the Town of Walpole.

15. No Town or department social media site can endorse or otherwise cite (either with approval or disapproval) vendors, suppliers, clients, citizens, candidates, co-workers or other stakeholders.

16. Employees and/or board or committee members found in violation of this policy may be subject to disciplinary action, up to and including termination of employment and/or removal from Town boards and/or committees.

C. EMPLOYEE GUIDELINES FOR USE OF SOCIAL MEDIA SITES

1. **Electronic Communications and Computer Usage Policy.** All employees are responsible for understanding and following the Town of Walpole's Electronic Communications and Computer Usage Policy, in addition to this Policy.

2. **First Amendment Protected Speech.** Although the Town of Walpole can moderate the social media sites that accept comments from the public (such as blogs and wikis) to restrict speech that is obscene, threatening, discriminatory, abusive, harassing, or off topic, employees cannot use the moderation function to restrict speech with which the Town of Walpole merely disagrees (i.e. subject matter restrictions). Users have some First Amendment rights in posting content to public social media sites hosted by municipalities. Moderators must respect those rights by posting all comments other than those excluded for specific legitimate reasons, as referenced above. It is critical that employees and board and committee members recognize the distinction that this section makes between receiving incoming feedback versus employees posting comments or objects in violation of the provisions herein.

3. **Copyright Law.** Employees must abide by laws governing copyright and fair use of copyrighted material owned by others. Never reprint whole articles or publications without first receiving written permission from the publication owner. Never quote more than a short excerpt of someone else's work and, if possible, provide a link to the original.

4. **Copyright - Site Ownership.** All web sites developed for official use by the Town of Walpole or its departments, boards or committees shall be owned by the Town. Any and all copyright materials & content created by Town staff in the performance of their duties and responsibilities shall also be the property of the Town.

5. **Protect Confidential Information.** Never post legally protected personal information that you have obtained from the Town of Walpole (e.g., information that is not public record under the Public Records Law, G.L. c.66, §10 and G.L. c. 4, §7(26), or whose dissemination is restricted under applicable Federal or State privacy laws or regulations). Ask permission to publish or report on conversations that occur within the Town of Walpole. Never post information about policies or plans that have not been finalized by the Town of Walpole unless you have received explicit written permission from your supervisor to post draft policies or plans on the department's social media sites for public comment.

6. **Consider Your Content.** As informal as social media sites are meant to be, if they are on a government domain or a government identity, they are official government communications. Social media sites will be sought out by mainstream media - so a great deal of thought needs to go into how you will use the social media in a way that benefits both the Town of Walpole and

the public. Employees should not comment about rumors, political disputes, electoral politics, or personnel issues, for example.

7. Handling Negative Comments. Because the purpose of many social media sites, particularly department blogs and wikis, is to get feedback from the public, you should expect that some of the feedback you receive will be negative. Some effective ways to respond to negative comments include:

- a) Providing accurate information in the spirit of being helpful;
- b) Respectfully disagreeing (following discussion & approval with supervisors); and
- c) Acknowledging that it is possible to hold different points of view.

8. Respect Your Audience and Your Coworkers. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in your department's workplace. Do not be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, threats of violence, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory such as party politics and religion. Do not use your department's social media presence to communicate among fellow Town of Walpole employees. Do not air your differences with your fellow Town of Walpole employees on your department's social media's or private sites.

9. Use the Social Media Site or Identity Only to Contribute to your Department's Mission.

When you contribute to your department's social media site or identity, provide worthwhile information and perspective that contribute to your department's mission of serving the public. What you publish will reflect on the Town of Walpole. Social media sites and identities should be used in a way that contributes to the Town's mission by:

- a) Helping you and your co-workers perform their jobs better;
- b) Informing citizens about government services and how to access them;
- c) Making the operations of your department transparent and accessible to the public;
- d) Creating a forum for the receipt of candid comments from residents about how government can be improved; and
- e) Encouraging civic engagement.

10. Mistakes. The Town of Walpole's policy is that once something is posted, it should stay posted. Only spelling errors or grammar fixes should be made without making the change evident to users. If you choose to modify an earlier post, make it clear that you have done so—do not remove or delete the incorrect content; provide the correct information and apologize for the error. Ways to accomplish this include:

- a) Strike through the error and correct; or
- b) Create a new post with the correct information, and link to it from the post you need to correct or clarify.

Either method is acceptable. In order for the social media identity or site to achieve transparency, the Town of Walpole cannot change content that has already been published without making the changes clearly evident to users.

11. **Media Inquiries.** The Town of Walpole or department social media identities or sites may lead to increased inquiries from the media. If you are contacted directly by a reporter, you should refer media questions to the Town Administrator.

12. **Personal Comments.** Make it clear when you are speaking for yourself as a resident or stakeholder, and not on behalf of the Town of Walpole, when posting on private sites or blogs. If you publish content on any website not owned by the Town of Walpole and it has something to do with the work you do or subjects associated with the Town and not in violation of the provisions of this policy, use a disclaimer such as this: "The postings on this site are my own and don't necessarily represent the Town of Walpole's positions, operations, or opinions."

13. **Employee or Official Profile.** If you identify yourself as a Town of Walpole employee or official ensure your profile and related content is consistent with how you wish to present yourself to colleagues, residents and other stakeholders and is not in violation of any provision of this policy.

14. **Defamation.** Be aware that employees acting in their individual capacity (not on behalf of the Town of Walpole) are not immune from defamation claims. Under Massachusetts law, defamation is established by showing that the defendant published a false, non-privileged statement about the plaintiff to a third party that either caused the plaintiff economic loss or was of the type that is actionable without proof of economic loss. Some statements, like imputation of a crime, are defamatory per se. Avoid statements that may be interpreted as defamatory.

15. **Records Retention.** Social media sites will contain communications sent to or received by Town of Walpole officials and employees, and are therefore Public Records. Ensure that the Town of Walpole or department retains a copy of the social media content in accordance with Public Records Retention Schedules. Review the third party social media service provider's terms of service for its record retention practices. Note that while third party social media providers will most likely save your content for some period of time, they generally will not save it indefinitely. To the extent their policies are inconsistent with Public Records Retention Schedules, the Town of Walpole or department should retain copies of social media posts such as by printing or otherwise storing periodic "snapshots" of the social media sites, to the greatest degree possible and feasible.

16. **Open Meeting Law.** Be aware of the Open Meeting Law and possible violations for improper deliberations outside of a posted meeting. A series of individual postings on a social media site cumulatively may convey the position of a quorum of a governmental body regarding a subject within its jurisdiction, and may constitute improper deliberation among the members of a board or committee.

VII. VIOLATIONS OF POLICY

A violation/violations of this Policy may result in either the suspension or permanent loss of the privilege to use the Town's Systems, and may subject the individual to further disciplinary action up to and including termination from employment and/or removal from board(s) and/or committee(s).

Further, any inappropriate use of sites and materials covered hereunder may result in an immediate order from the Town Administrator to remove, revise, or otherwise discontinue the site, group, page, or other media which must be complied with.

TOWN OF WALPOLE ACCEPTABLE USE POLICY
ELECTRONIC COMMUNICATIONS AND COMPUTER USAGE POLICY

This acknowledges that I have received and reviewed Electronic Communications and Computer Usage Policy, of the Town of Walpole

By signing this form, I agree to abide by the Policy and any Guidelines promulgated there under, understand and accept the sanctions for policy violations, and I agree to review periodically any changes or modifications. I recognize that the law and associated Policy regarding use of Internet, electronic mail and the Town's electronic communications and information systems are continually evolving. Therefore, I understand that my regular review of this Policy, as it may be amended, is required.

Print Name: _____

Signature: _____

Date: _____

To be included in employee's personnel file. Board or Committee member forms to be retained in the Office of the Board of Selectmen

SECTION 201-013: TOWN OF WALPOLE FRAUD POLICY

The Town of Walpole is committed to protecting its revenue, property, information, and other assets from any attempt, either by members of the public, contractors, vendors, agents or its own employees, to obtain by fraud or similar irregular activity as defined herein, financial or other benefits at the expense of the taxpayers.

Town Officials and employees must, at all times, comply with all applicable laws and regulations regarding the safe, secure and proper handling of town property, revenue, information or other assets belonging to or entrusted to the town. The Town prohibits any activity that violates a law or is unethical. The Town does not permit or condone any activity by its employees, officials or vendors that fails to stand the closest possible public scrutiny.

This policy sets out specific guidelines and responsibilities regarding appropriate actions that must be followed for the investigation of fraud and other similar irregularities. It is the intent of this policy to grant the town the broadest ability to prevent and investigate fraud and similar irregularities.

Definitions

Occupational **fraud** is defined by the Association of Certified Fraud Examiners as the use of one's occupation for personal enrichment through the deliberate misuse or misapplication of the Town of Walpole's resources or assets. There are three major categories of occupational fraud.

- **Asset Misappropriations** - Theft or misuse of the Town of Walpole's assets.
 - o Cash
 - Fraudulent Disbursements - Perpetrator causes the Town of Walpole to disburse funds through some trick or device (e.g. submitting false invoices/time card/sheets, expense reimbursement schemes, check tampering, false sick or injury leave, etc.)
 - Skimming - Cash is stolen from the Town of Walpole before it is recorded on the Town of Walpole's books and records.
 - Cash Larceny - Cash is stolen from the Town of Walpole after it has been received by or recorded on the Town of Walpole's books and records.
 - o Inventory and all other assets
 - Misuse - Misuse of the Town of Walpole's inventory or assets for personal use (e.g. Town vehicles, computers, supplies, etc.)
 - Larceny - Inventory or other assets are stolen from the Town of Walpole.
- **Corruption** – Wrongfully use influence in a business transaction in order to procure some benefit for themselves or another person, contrary to duty to employer or the rights of another.
 - o Conflicts of Interest - An undisclosed economic or personal interest in a transaction that could potentially adversely affect the employer.
 - o Bribery - The offering, giving, receiving, or soliciting of anything of value to influence an official act or business decision.
 - o Illegal Gratuities - A party who benefits from an official act or a business decision gives a gift to a person who made the decision. An illegal gratuity does not require proof of an intent to influence.

o Economic Extortion - An employee demands that a vendor/contractor/etc. pay to influence an official act or a business decision.

- **Fraudulent Statements** - Falsification of the Town of Walpole's financial statements.

Other similar irregularities is defined as any activity involving questionable behavior or business dealings by members of the public, contractors, vendors, agents or government employees, that put government revenue, property, information and other assets at risk of waste or abuse.

Applicability

This policy applies to all Elected Officials and employees of the Town of Walpole as well as any business or individual doing business with the government.

General Policy and Responsibility

1. It is the Town's intent to fully investigate any suspected acts of fraud or other similar irregularity. An objective and impartial investigation will be conducted regardless of the position, title, length of service or relationship with the government of any party who might be or becomes involved in or becomes/is the subject of such investigation.
2. Each Elected Official, Department Head/Director, Commissioner and Manager is responsible for instituting and maintaining a system of internal control to provide reasonable assurance for the prevention and detection of fraud, misappropriations and other irregularities. Management should be familiar with the types of improprieties that might occur within their area of responsibility and be alert for any indications of such conduct.

3. The Town Administrator or his designee has the primary responsibility for the investigation of all activity defined in this policy.
4. The Town Administrator will notify the Board of Selectmen (BOS) of a reported allegation of fraudulent or irregular conduct upon the commencement of the investigation to the extent practical. Throughout the investigation the BOS will be informed of pertinent investigative findings.
5. In all circumstance where there are reasonable grounds to indicate that a fraud or similar irregularity may have occurred, the Town Administrator, in conjunction with the advice of Town Counsel, will contact the office of the District Attorney and/or the Walpole Police.
6. Upon conclusion of the investigation, the results will be reported to the members of the BOS, and others as determined necessary.
7. The Town Administrator will pursue every reasonable effort, including court ordered restitution, to obtain recovery of the Town/Town's losses from the offender, or other appropriate source. The Town Administrator will also initiate appropriate disciplinary action against employees who violate this policy.

Procedures

1. All Employees

Any employee who has knowledge of an occurrence of fraud or similar irregular conduct, or has reason to suspect that a fraud or similar irregular conduct has occurred, shall immediately notify his/her supervisor. If the employee has reason to believe that their supervisor may be involved or does not feel comfortable reporting the occurrence to their supervisor, the employee shall immediately notify the Town Administrator.

Employees have a duty to cooperate during an investigation.

Employees who knowingly make false allegations will be subject to discipline and possible termination of employment.

2. Town/Town Management/Elected Officials

Upon notification from an employee of suspected fraud or similar irregular conduct or if management has reason to suspect that a fraud or similar irregular conduct has occurred, they shall immediately notify the Town Administrator.

3. Office of the Town Administrator

Upon notification or discovery of a suspected fraud or similar irregular activity the Town Administrator will promptly notify the Chief of Police and determine the appropriate

process to investigate the suspected fraud or similar irregular activity. In all circumstances, where there are reasonable grounds to indicate that a fraud or similar irregular activity may have occurred, the Town Administrator will inform the BOS and Town Counsel. The Chief of Police will follow proper legal protocols regarding the involvement of the Office of the District Attorney when necessary.

4. Contacts/Protocols

After an initial review and a determination that the suspected fraud or similar irregular activity warrants additional investigation, the Town Administrator and/or Police Chief will notify the BOS. The Town Administrator will coordinate the investigation in consultation with the BOS and, as appropriate, the Chief of Police will coordinate any required criminal investigation.

5. Security of Evidence

Once a suspected fraud or similar irregular activity is reported, the Town Administrator, in consultation with the Chief of Police and Town Counsel, shall take immediate action to prevent the theft, alteration, or destruction of relevant records. Such actions include, but are not necessarily limited to, removing records and placing them in a secure location, limiting access to the location where records currently exist, and preventing the individual suspected of committing the fraud or similar irregular activity from having access to the records. The records must be adequately secured until the Town Administrator and/or Police Department obtains the records to begin the audit investigation.

6. Personnel Actions

If a suspicion of fraud is substantiated by the investigation, disciplinary action shall be taken by the Appointing Authority, in consultation with the Town Administrator (if different), and the BOS.

7. Whistle-Blower Protection

Under Massachusetts General Law Chapter 149, paragraphs 148A, 185 and 187, no employer or person acting on behalf of an employer shall:

Dismiss or threaten to dismiss an employee

Discipline or suspend, or threaten to discipline or suspend, an employee

Impose any penalty upon an employee; or

Intimidate or coerce an employee

because the employee has acted in accordance with the requirements of this policy. The violation of this section will result in discipline up to an including dismissal in accordance with the applicable federal, state, and local administrative laws and policies

8. Media Issues

Any Town employee or elected official contacted by the media with respect to an audit or investigation shall refer the media to the Town Administrator at 508-660-7289. The alleged fraud or audit investigation shall not be discussed with the media by any person other than through the Town Administrator.

If the Town Administrator is contacted by the media regarding an alleged fraud or audit investigation, the Town Administrator will consult the BOS Chair, before responding to a media request.

Neither the Town Administrator, nor the BOS will discuss the details of any ongoing fraud or audit investigation with the media that may compromise the integrity of the investigation.

9. Documentation

At the conclusion of the investigation, the results will be reported to the members of the BOS, and others as determined necessary. If the report concludes that the allegations are founded, the report will be forwarded to the Office of the District Attorney and/or the Walpole Police.

10. Completion of the Investigation

Upon completion of the investigation, including all legal and personnel action, any records, documents and other evidentiary material will be returned by the Town Administrator to the appropriate department. Every effort will be made to preserve the confidentiality of the matter as allowed and authorized by law.

11. Training

New employees shall be trained at the time of hiring about the Town's Code of Conduct and Fraud Policy. This framing explicitly covers expectations of all employees regarding:

- (1) Their duty to communicate certain matters;
- (2) A list of the types of matters, including actual or suspected fraud, or similar irregular activities to be communicated along with specific examples; and
- (3) Information on how to communicate those matters.

202-001: TOWN MEETING WARRANT ESTABLISHMENT & TIMELINE

The Board of Selectmen shall vote to open the Warrant for the Fall Town Meeting no later than the fourth Tuesday in July and open the Warrant for the Spring Town Meeting no later than the fourth Tuesday in November.

A Timeline shall be created in coordination with the, Selectmen's Administrative Secretary, Assistant Town Administrator, and Finance Committee Secretary. This timeline will outline the dates and necessary action needed by the above aforementioned Departments in order to comply with MGL and Town Bylaws.

202-002: ARTICLE SUBMISSIONS: BOARDS, COMMISSIONS, COMMITTEES

A formal vote by the majority of the Board, Committee or Commission members at a duly posted meeting is required to sponsor an article on a Town Meeting warrant. It is the responsibility of the Board to either provide the actual language, or to contact staff (Board of Selectmen or Town Administrator's Office) to assist with the draft language. The relevant Chair must review and concur with the proposed text and/or map, (when required), prior to the execution of the warrant by the Board of Selectmen

It is the responsibility of the sponsoring Board, Committee or Commission to advocate for the article's passage, attending all hearings and meetings presenting support materials, answering questions, etc. before reviewing Boards; i.e. Board of Selectmen, Planning Board, Finance Committee, et al.

202-003: ARTICLE SUBMISSIONS: TOWN OFFICIALS & STAFF

Staff must submit the sponsorship and support of the relevant Board, Committee or Commission through submittal of draft language for an article, with accompanying descriptive rationale. This solicitation must be made with enough advance notice for the Board, Committee or Commission to deliberate at a posted meeting, and determine if sponsorship is appropriate. If it is the sponsorship of the Board of Selectmen that is being sought, draft language, et. al., must be submitted to their office at least one meeting prior to the date on which they are scheduled to execute the warrant. No staff member may propose warrant articles without first consulting with the Town Administrator.

202-004: ARTICLE SUBMISSIONS: PRIVATE PETITIONS

The petition inclusive of the required number of signatures of Walpole registered voters (10 for Annual Town Meeting Warrant Articles and 100 for Special Town Meeting Warrant Articles*) certified by the Town Clerk, must be submitted to the Office of the Selectmen five (5) days prior to the scheduled close of the warrant. The text of the warrant article, and when applicable, required maps,

must be attached to the petition. Private petitioners will be responsible for the advocacy of the petitioned articles in the same manner as Boards, Committees and Commissions (see above).

*The required 100 signatures for inclusion of an article in the warrant of a Special Town Meeting called by the Board of Selectmen is separate and distinct from the petition of 200 registered voters to call for a Special Town Meeting.

202-005: WARRANT REVIEW PROCESS

Following the submission procedures outlined herein, the Board of Selectmen shall observe the following process in preparation of the final warrant.

1. Petitioner/staff submits text and map if required, to Board of Selectmen's office.
2. The Selectmen's Administrative Secretary shall prepare a draft warrant showing all submitted articles, and shall forwarding said draft Town Meeting Warrant to Town Counsel for review. Any articles proposing the borrowing of funds shall also be forwarded to the Finance Director for Bond Counsel's review.
3. The Selectmen's Administrative Secretary shall forward all zoning articles and related materials to Planning Board within fourteen days of receipt of such proposed zoning ordinance or by-law as required in MGL Chapter 40A, whereby the Planning Board shall initiate the public hearing schedule and notices.
4. The Selectmen's Administrative Secretary shall make any corrections to the warrant based upon advice of Counsel or upon identification of any procedural or technical changes. Any changes to articles sponsored by Boards, Committees, Commissions or departments shall be referred to said sponsor for further input. Changes to language submitted via private petition shall not be made. The Administrative Secretary shall forward the final draft of the warrant to the Board of Selectmen for execution.
5. It is the responsibility of any petitioner to ensure they have met the requirements as set forth in Section 9-F of the Zoning Bylaws when submitting a warrant article to amend the Zoning Bylaws or the Zoning Map.

202-006: WARRANT POSTING REQUIREMENTS

After the Board of Selectmen execute the final warrant, the Administrative Secretary shall forward it to the Police Chief for posting in at least two public places in each precinct. As required under M.G.L. c.30, Section 10, the warrant for a Regular Town meeting must be posted no later than seven days prior to the start of Town Meeting and fourteen days for a Special Town Meeting. In addition, the Administrative Secretary shall advertise notice of the Town Meeting in the local newspaper at least fourteen days prior to the start of said meeting and

post said notice on the bulletin board outside the Town Clerk's office. The Town Clerk notifies all representatives of scheduled Town Meeting

202-007: WARRANT CHANGES

Once the warrant is signed and posted by the Selectmen, changes may only be made by the Board of Selectmen's vote to re-open the warrant. The Board shall sign the new warrant and follow the posting requirements.

SECTION 203 LEGAL SERVICES REQUESTS

203-001: BACKGROUND

As per Article II of the Town's by-laws, the Board of Selectmen shall appoint a Town Counsel for no longer than a three-year period. Town Counsel advises the Board of Selectmen who have the authority to institute various legal proceedings and to execute legal instruments on behalf of the Town. As the Town's executive authority the Board of Selectmen has a varying degree of responsibility for the many Town Committees and Departments to include those legal matters that might involve these entities from time to time. However, the by-laws also require that "Town Counsel do every professional act relating to Town affairs which may be required of him by vote of the town or any board and/or commission or town officers." Town Counsel shall provide written legal opinions and shall prosecute or defend legal actions involving any Town entity.

203-002: OBJECTIVES

It is the objective of this policy that:

1. Formal means of communications between Town Counsel and the Board of Selectmen shall be established.
2. A mechanism to monitor and record the use of Town Counsel by Town Committees and Departments are maintained.
3. Requests for legal services to insure effective utilization of the Town Counsel's time and efficient use of funds are prioritized.
4. That access to Town Counsel by the various Town Committees and Departments is not obstructed, but rather to quantify and organize the process for the benefit of the Town.

203-003: PROCEDURES

Except as noted below, all requests for legal services should be in writing, using a form approved by the Board of Selectmen. The request will be submitted to the office of the Town Administrator where it will be reviewed, and if appropriate, comments will be added prior to forwarding the request to Town Council. The Town Administrator will insure that the request is proper and adequately prepared before forwarding to Town Council. Town Council will analyze requests when received and assign them relative priorities. He/she will then proceed to dispose of requests in the manner, which he/she deems appropriate consistent with applicable policies and the expressed desires of the Board of Selectmen.

The Board of Selectmen will maintain a file on all requests for legal services for their review. Requests of a confidential nature shall be kept in separate file.

Town Council will prepare a quarterly report to the Board of Selectmen, which will summarize the status of legal matters in which the Town is involved. The report should provide such pertinent information as the time involved, number of requests reviewed and the requesting Town Agency. Confidential matters shall be accounted for on a separate page, which shall not be available except, by specific vote of the Board of Selectmen. These monthly reports shall form the basis of a yearly summary of the activities of Town Council.

The following circumstances shall constitute grounds for exemption from the written request procedure:

- Individual members of the Board of Selectmen
- Police Chief during the course of a criminal investigation and other confidential matters.
- Emergencies where an immediate response is needed to avoid a result detrimental to the best interests of the Town. However, as soon as possible written backup material should be provided on the request form. To the greatest extent possible, any request of this nature should be first presented to the Town Administrator.
- Informal discussions at Town functions and meetings.

Requests for legal services not consistent with this policy shall not be honored by the Town Council.

SECTION 204 **TOWN OWNED PARCELS & PROPERTY REGULATIONS**

204-001: USE OF TOWN OWNED PROPERTY

1. A permit is required from the Board of Selectmen for any of the following activities, singly or in combination: Use of Common or other town property for,

weddings, concerts, political events, celebrations, camping, art shows, festive and religious celebrations etc.

2. Applications for permits to conduct permitted activities on Town Property shall be filed on an application provided by the Town no later than 21 days prior to the requested date for said use and at least 60 days prior to the event if the applicant is seeking a special license to serve alcoholic beverages. Late or incomplete applications will be considered at the discretion of the Board of Selectmen.

3. Permit applications shall include, name address and telephone number of applicant. The date or dates and times requested, nature of the event and duration of the event.

4. Care must be taken to prevent damage to town property.

5. The Police Department shall be the enforcement agency for any and all portions of this policy.

6. No alcoholic beverages may be sold, dispensed, or consumed upon any Town property without the sole permission of the Board of Selectmen. If an applicant is seeking permission to sell wine or malt beverages they must first obtain a special one day license as set forth in MGL and Board of Selectmen's Polices and Procedures Section 204-003.

7. After the event, the individual or sponsoring group issued such permit must clean up town property and leave it in the same condition that it was in before the event. The clean-up must be accomplished on the same day as the event. All rubbish must be removed by the sponsor.

8. At the discretion of the Board of Selectmen, upon a determination that the public need or safety so require, a police officer (or police officers) may be required to be present at the event, to be paid for by the applicant.

9. The Board of Selectmen must approve the hours of such event.

10. No use of public property for events permitted hereunder shall be allowed until the applicant or organization proposing such use obtains and maintains during the period of any such use insurance coverage or a bond in a company licensed to do business in the Commonwealth of Massachusetts and acceptable to the Board of Selectmen and in an amount acceptable to the Board of Selectmen, based upon the nature of the event or function being proposed. All policies or bonds shall identify the Town as an additional insured and shall provide that the Town shall receive written notification at least 30 days prior to the effective date of any amendment or cancellation. Certificates evidencing all such coverages shall be provided to the Town prior to the commencement of any activities on Town property.

11. The attached Release of Claims, Indemnity and Hold Harmless Agreement shall be executed by any individual submitting an application for use of public property or by an authorized representative of any organization seeking to use Town property, together with a certificate of authorization by the organization as to the authority of the individual signing for the organization.

12. No views expressed by private individuals or groups using public property shall be considered the views of the Town and the permit holder shall post a sign stating so if any position or statement is being made to the public during the licensed period.

204-002: RENTAL OF TOWN FACILITIES

1. Rental of building space within Town buildings, excluding public schools, shall only be permitted in the Senior Center, Blackburn Hall, the East Walpole Civic Center and Adams Farm Barn & Pavilion. Rental of space within school facilities shall be governed by the School Committee. Rules and regulations for the rental of building space shall be developed by the Recreation Department for use of Blackburn Hall and East Walpole Civic Center, and by the Council on Aging for the Senior Center. These rules and regulations must include, but not be limited to, provisions that require the clean up of rented space(s) following said rental, provision of certificates of insurance if deemed necessary. Further, no device, equipment, or machinery may be permitted upon Town property that, in the opinion of the responsible department head or Town Administrator, may cause harm or injury to a person or persons. Fees may be charged for the rental of Town buildings and property provided that the Board of Selectmen shall have first approved a schedule of fees for the three buildings listed above.

2. The Board of Selectmen may authorize leases of other facilities for terms not to exceed three (3) years upon terms and conditions they deem appropriate.

3. The short term use of field or park space in the Town must be approved in advance by the Board of Selectmen subject to any terms or conditions they deem appropriate.

4. No alcoholic beverages may be sold, dispensed, or consumed upon any Town property without the sole permission of the Board of Selectmen. If an applicant is seeking permission to sell wine or malt beverages they must first obtain a special one day license as set forth in Section 204-003.

204-003: SPECIAL LICENSE REQUIRED IN ORDER TO SELL OR SERVE WINE AND/OR MALT BEVERAGES

1. All businesses, private individuals, and organizations holding events at town property must seek permission for the use of Town property and must file an

application for a One-Day Special License pursuant to M.G.L. c. 138, Section 14 with the Licensing Board where Wine and/or Malt beverages are to be sold, tickets are to be sold, or an entrance fee is to be charged. The Town has the right to reject any requests to serve or sell wine or malt beverages on Town property. Special licenses for the sale of wines and/or malt beverages may be issued to a responsible manager of any indoor or outdoor activity (for profit or non-profit). Proof of an organization's non-profit status may be required. Approval by the Board of Selectmen under this section is necessary to avoid violation of Article XIII-Police Regulations Section 3 of the Town of Walpole Bylaws.

2. SPECIAL LICENSES IN GENERAL

Special licenses may be issued only to a natural person or a natural person in conjunction with a business, organization, charity or Town Department. The person named on the Special License *must* sign the application for the license. The person named on the license is responsible for management of the license and shall be on the premises for the entire event. The person named on the license shall be a United States citizen. It is essential that the licensee have control of the area in order to preclude service to underage persons, to intoxicated persons, etc. If the event takes place in an outside area, or outside a Town Facility, beer and wine may only be sold, served and consumed within the delineated area approved by the Board of Selectmen. This area must be enclosed by a fence, rope or other means to prevent patrons or members of the public from wandering in and out with alcoholic beverages of any kind.

3. PURCHASE FROM A WHOLESALER

For events that are required to obtain a One-Day Special License, all wine and malt beverages must be purchased by the license holder from an authorized source of alcohol, usually a licensed wholesaler in Massachusetts, as show on a list for 1-Day licenses issued by the Alcoholic Beverages Control Commission, in compliance with 204 CMR 7.05. Alcohol may not be purchased out of state, from a caterer, or from a package store.

The list of authorized sources of alcohol is available at the Selectmen's Office or through the State Alcoholic Beverages Control Commission.

4. ALCOHOL SERVICE

In all cases, where wine and/or malt is served or sold, it must be served by a caterer or bar service who has presented evidence of liquor liability insurance naming the Town of Walpole as additional insured. The liquor liability coverage shall be at a minimum of \$1,000,000 per occurrence and \$3,000,000 aggregate. The Town shall also require a certificate for General liability naming the Town of Walpole as additional insured on a per occurrence basis, \$1,000,000 (bodily injury & property damage) liability limit and with an aggregate of \$3,000,000. It will be at the Board of Selectmen's discretion as to whether higher limits on insurance are needed.

5. STORAGE OF ALCOHOL

No wine and/or malt beverages may be stored on any unlicensed premise. For special events covered under a One-Day Special License, alcohol must be delivered the day of the event and removed from the premises after the event at the expiration of the Special License. Under State Alcoholic Beverages Control Law, M.G.L. Chapter 138, Section 22, holders of a One-day Special License may not transport wine and/or malt beverages without a permit. A caterer may transport wine and/or malt beverages on behalf of a Special License holder only if that caterer has a current transport permit issued by the Alcoholic Beverages Control Commission.

6. POLICE DETAIL

All one (1) day wine and malt licenses granted on Town property require a minimum of one (1) police detail, to run from a minimum of one (1) hour before the start of the event, to one (1) hour after the end of the event. More officers and additional hours may be added at the discretion of the Board of Selectmen based on factors such as number of guests, location, date, time and type of event. Police detail is to be paid for by the applicant

7. POSTING

The licensee is required to post the Special License in a conspicuous location during the event.

8. HOURS

No special licensee may sell or deliver any alcoholic beverages between the hours of 1:00 a.m. and 8:00 a.m.

The hours during which sales or serving of wine or malt beverages may be made by a special license shall be fixed by the Board of Selectmen as Licensing Authority for the Town, but no special licensee may sell, serve, or deliver any alcoholic beverage before 11:00 a.m., Monday through Saturday, before 12:00 p.m. on Sundays, or between the hours of 1:00 a.m. and 8:00 a.m.

9. ISSUANCE, SUSPENSION, CANCELLATION, OR REVOCATION

The Board of Selectmen has the authority to refuse to issue or reissue a special license, if the licensee fails to comply with state or local regulations or any reasonable requirements of the local licensing authority.

The Board of Selectmen has the authority to suspend, cancel or revoke a special license, after a hearing, if the licensee fails to comply with state or local regulations or any reasonable requirements of the local licensing authority.

204-004: SALE OF TOWN OWNED PARCELS & PURCHASE OF OTHERS

The Board of Selectmen receives requests or petitions periodically to sell Town owned parcels as well as offers to purchase privately owned parcels. When the Board of Selectmen is granted authority by the vote of Town Meeting to act in the Town's behalf to dispose of Town parcel(s) or purchase private parcel(s), the

Board establishes the following guidelines on the fair and consistent method of acquiring and disposing of real property.

1. The Town will strictly adhere to compliance with MGL, Chapter 30B, the Uniform Procurement Act and not seek Legislation to waive compliance with MGL, Ch.30B.
2. When private requests come before the Board of Selectmen, the Board will require the requisite number of signatures on a petition and then accepts the request to place a warrant article only as a private petition.
3. The Town should not consider selling Town owned parcels which are defined by the Building Commissioner as buildable lots, unless they are deed restricted as “not a buildable lot”.
4. The Town should not consider selling any parcels within environmentally sensitive areas, particularly those designated in DEP’s approved Zones One and Two.
5. The Selectmen will require that a motion put forth before Town meeting that sets a minimum sale price for Town owned parcels. That minimum sale price will not be less than the Board of Assessor’s current assessed value. However, for parcels assessed at greater than \$50,000, the Town will retain an independent appraisal and that value will become the minimum sales price.
6. With regard to acquisition of property with an assessed value of greater than \$50,000, the Town will retain an independent appraisal to determine value before Town Meeting is requested to consider such purchase.

204-005: USE OF TURCO FIELD SYNTHETIC TURF FACILITY

1. A permit is required by the Recreation Committee for any use of the synthetic turf field located at Turco Field.
2. The Walpole High School Athletic Department is responsible for reimbursing the Town for any funds expended in relation the clean up and use of the Field for Walpole High School sporting events.
3. Any events that are sponsored by the Walpole High School Athletic Department that are canceled during the week must be rescheduled in coordination with the Recreation Department in order to not conflict with other scheduled events.
4. Applications for permits to conduct permitted activities at the Turco Field turf complex shall be filed on an application provided by the Town no later than twenty one (21) days prior to the requested date for said use. Late or incomplete applications will be considered at the discretion of the Recreation Committee.

5. Recreation Committee will review each application and determine if the use is acceptable and if the field is available for use. If it is determined that the field is available and the use is acceptable a permit to use the facility will be issued. Each user group must keep a copy of the permit on hand while using Turco Field.
6. Reservations for Spring/Summer (April-August) will be accepted between January 1st and February 15th. Reservations for Fall (September –December) will be accepted between May 1st and June 15th. Applications received after the ending date above will be accommodated on a first-come, first serve basis for the remaining space in the field schedule.
7. The Recreation Department will maintain a comprehensive field schedule that will be readily available to the public. Whenever possible the schedule will be available on the Town of Walpole’s website.
8. User group responsibility:
 - a. Each user group that is granted a permit must adhere to the fee schedule that has been established by the Board of Selectmen. Payment shall be submitted to the Town when the user group picks up the permit at the Recreation Department.
 - b. Each user group will be responsible for enforcing the rules and regulations established by the Board of Selectmen. If a user group is caught breaking the rules and regulations the first offense result in a warning, the second offense will result in a one (1) year suspension for the use of Turco Field, a third offense will result in the user group no longer being allowed to use the Turco Field turf complex.
9. Residents shall be permitted to use the track at Turco Field for walking and/or jogging exercise while the field and track are not in use by the Town of Walpole or groups that have been granted a permit by the Recreation Committee. Other types of passive recreational uses of Turco Field will not be allowed. Passive use shall include any organized use (team or organized groups) that is not granted a permit by the Recreation Committee. If a Town Official observes Turco field being used he/she may request to see the permit. If a permit cannot be produced within a reasonable time period the user group will be asked to leave the facility. If the group refuses to leave the Walpole Police will be called to remove the group.
10. Cancellation of single day rentals must be made a minimum of seven (7) days in advance to receive a refund of daily reservation fees. It is the applicant’s responsibility to provide written notification of cancellations. The Town of Walpole will not be held responsible for cancellations by telephone. Cancellations will only be accepted by the applicant (the person that submitted the application) not from anyone else acting on their behalf.
11. Certificates of Insurance may be required by the Board of Selectmen or their designee for the use of Turco Field by organized groups and/or teams. The amounts of any such certificates shall be set in accordance with the nature of the event/function being held. In lieu of producing a Certificate of Insurance the Town may submit a Town of Walpole “**RELEASE FROM LIABILITY, INDEMNITY AND HOLD HARMLESS AGREEMENT**”

Turco Field Rules and Regulations

A permit is required by the Recreation Committee for any use of the synthetic turf field located at Turco Field.

The following are **strictly prohibited**:

1. Use of the Turco Field Synthetic turf surface without obtaining a permit from the Town of Walpole.
2. Unauthorized motorized vehicles, including but not limited to: cars, trucks, tractors, four (4) wheel drive vehicles, any type of All Terrain Vehicle, motorcycles, trail bikes, or snowmobiles.
3. Dumping & littering.
4. No gum, sunflower seeds, tobacco products, liquids other than water, paint or any other objects that may damage the synthetic turf will be allowed on the Turf or Track surface.
5. Conduct which disturbs in any way the Turf, track or bleachers at Turco Field and any illegal action under the law of the Commonwealth of Massachusetts or Walpole By-law.
6. No dogs are allowed inside of the enclosed gate that surrounds to track.

The following uses are **permitted**:

1. Any type of use of the Turf Field that has been granted a permit by the Recreation Committee.
2. Passive recreational use of the track if it is not being used by the Walpole High School Athletic Department or by the school department for an organized group activity.

Whosoever disregards or violates any of these regulations is hereby forbidden to remain upon these premises and is subject to arrest, a fine not to exceed \$100.00, as well as, civil liability for damages to property and imprisonment as provided by law. The Town of Walpole cannot assume responsibility for injuries or loss of personal property.

Teams and Organizations that use the field will be responsible for the field and any damages caused to the field. Any damages caused to the field will be the responsibility of the party that caused the damages. If the Town of Walpole is unable to determine which user group caused damage to the field a bill will be equally divided among the user groups that used that field on that day and/or weekend that the damage occurred. Failure to pay a damage bill within forty five (45) days will result in forfeiture to use the field until the bill is paid.

TOWN OF WALPOLE

APPLICATION FOR USE OF TURCO FIELD SYNTHETIC TURF

*User groups that plan on using the field multiple times during a season may submit one application that covers multiple uses.

Name: _____ Date: _____

Address: _____

Telephone Home: _____ Cell: _____ Work: _____ E-Mail _____

Purpose: _____

which is to be used by _____
(Name of Organization)

_____ (Address of Organization)

on the _____ day(s) of _____

_____ month (s) between the hours of _____

What is the age group of the potential users? _____

Will a police detail or other type of security be provided? _____

(Final determination of detail requirement is the decision of the Walpole Police Department)

Is this request for an annual, reoccurring or series of uses? If so please explain: _____

The signature below verifies the knowledge of and agreement to the rules and regulations for use of Turco Field.

Signature

Date

***Each user group that is granted a permit must adhere to the fee schedule that has been established by the Board of Selectmen. Payment shall be submitted to the Town when the user group picks up the permit at the Recreation Department.**

*******Official Use Only Below*******

Line*****

Recommendation of the Board of Selectmen/Recreation Committee: Approved: _____

Denied: _____

Comments: _____

Signature (Committee Chair or Designee)

Printed Name of Signatory

Turco Field Fiscal Year 2008 User Fees

The Town of Walpole is committed to maintaining and prolonging the use of the Turco Field synthetic turf. The Town has implemented the following fees to cover general maintenance, opening the gate to the field, moving goal posts when needed and upkeep of the synthetic turf surface. The host team will be responsible for collecting the fee and submit the fee to the Recreation Department prior to the event. There will be an additional charge for ¼ hour before and ¼ after the scheduled event for preparation and cleanup.

Youth serving Walpole non-profit groups may use the field with the payment of the field fee. Effective Spring 2008 the fee is \$5.00 per person. This fee will be reevaluated by the Recreation Committee for the Fall 2008 sports season.

In Town User Groups - \$75 per hour

Out of Town User Groups - \$150 per hour

Groups that plan on using the field multiple times may submit one lump sum payment for the amount of hours that the groups expects to use Turco Field.

**RELEASE FROM LIABILITY, INDEMNITY
AND HOLD HARMLESS AGREEMENT**

I, _____, in consideration of my
being _____ allowed _____ to

_____ do forever RELEASE, acquit, discharge
and covenant to hold harmless the Town of Walpole, a municipal corporation of the
Commonwealth of Massachusetts, and its successors, departments, officers, employees,
servants, attorneys and agents, of and from any and all actions, causes of action, claims,
demands, damages, costs, loss of services, expenses and compensation on account of in
any way arising out of, directly or indirectly, all known and unknown personal injuries
or property damage which I may now or hereafter have or may acquire, resulting or to
result from said participation in the aforementioned activities. Furthermore, I hereby
agree to protect the Town of Walpole and its successors, departments, officers,
employees, servants, attorneys and agents against any claim for damages, compensation
or otherwise arising out of or resulting from any injury to any party in connection with
said participation in the aforementioned activities and to INDEMNIFY, reimburse or
make good to the Town of Walpole or its successors, departments, officers, employees,
servants and agents any loss or damage or costs, including attorneys' fees, which the
Town of Walpole or its representatives may have to pay if any litigation arises from said
participation in the aforementioned activities.

I hereby further covenant for myself, my successors and assigns not to sue the
said Town of Walpole, its departments, officers, employees, servants, attorneys, and
agents on account of any such claim, demand or liability.

Singed this _____ day of _____, 20____.

Applicant User : _____

Please print name: _____

Telephone: _____

SECTION 205 MUNICIPAL PROJECTS: WAIVER OF FEES

205-001: CONSTRUCTION & BUILDING PROJECTS

The Board of Selectmen will consider fees on projects that are on, in or upon Town buildings or properties waived unless they by vote shall determine otherwise.

SECTION 206 DISPLAY OF AMERICAN FLAG

206-001: FEDERAL, STATE & LOCAL OBSERVANCES

American Flags shall be displayed along Main Street in downtown and along Washington Street in East Walpole on Memorial Day, Flag Day, Fourth of July and Veteran's Day.

206-002: NIGHT DISPLAY REQUIREMENT – LIGHTING OF FLAGS

No American Flag shall be displayed after sunset without proper illumination upon said flag. If light cannot be provided, then the flag shall be lowered and placed indoor until sunrise the next day.

SECTION 207 DISPLAYS OF HOLIDAY DECORATIONS

(DELETED AND ADDED NEW SECTION 211 June 2014)

SECTION 208 EMPLOYEE TRAVEL REGULATIONS

208-001: PURPOSE

The Board of Selectmen of the Town of Walpole desire to create guidelines regarding all forms of business travel of Town of Walpole employees, and to establish a method of pre-payment and reimbursement for expenses incurred as a result of said travel.

208-002: SCOPE

This policy shall be followed by each and every department under the governance of the Town of Walpole Board, and shall include all employees assigned to all non-School departments without exception.

208-003: ENFORCEMENT

Enforcement authority of this policy shall be maintained by the Board of Selectmen delegated to the Town Administrator of the Town of Walpole.

208-004: TRAVEL GUIDELINES & REGULATIONS

1. All business related travel by employees of the Town of Walpole shall be conducted in the most reasonable, cost-efficient manner possible.
2. The Board of Selectmen interprets the definition of business related travel to include, but not be limited to, authorized travel by any employee of the Town of Walpole to carry-out and/or enhance the duties and responsibilities assigned to him/her. This shall include, but not be limited to conferences, meetings and seminars designed to educate and inform, and all travel necessary to carry out the normal requirements of an employee's position.
3. All business related travel by employees of the Town of Walpole shall have prior written approval of the department head and from the Town Administrator.
4. All employees of the Town of Walpole engaging in business-related travel shall submit detailed descriptions and itemized receipts of all expenses authorized by this policy, at the conclusion of said travel in order to receive reimbursement. Only the cost of registration(s), meals (daily allowance), airfare, and other approved modes of transportation shall be paid in advance. The Mode of Transportation must be approved by the Town Administrator.
5. For purposes of determining mileage reimbursement for the use of private vehicles, mileage shall be calculated from the employee's regular office location to the destination point. Mileage to or from an employee's place of residence is not reimbursable. Reimbursable mileage expenses shall be based upon the IRS mileage rate in effect on July 1st of each fiscal year, and shall remain in effect for that fiscal year. Expenses for tolls and parking shall not be included in this mileage rate, but may be submitted according to the provisions of section 6.01 of this policy.
6. All employees of the Town of Walpole who incur expenses for meals during business related travel, shall be reimbursed for costs incurred, up to a maximum daily allowance amount. Said amount shall reflect the per diem rate established and set by the Internal Revenue Service. Annually during the first week of July, the Finance Director shall determine the then-current IRS rate and communicate it in writing to all Department Heads. This amount shall be in effect for the fiscal year. This provision shall not apply to employees of Town of Walpole who are engaged in business related travel for a time period of twenty-four(24) hours or less.

208-005: APPROVAL PROCEDURE:

1. Prior to the commencement of any business related travel, the requesting department shall submit an "AUTHORIZATION FOR EMPLOYEE TRAVEL" request form (SEE FORM #208-1) to the Town Administrator for approval. This form shall contain all information regarding the proposed travel, including location, duration, purpose, names of those traveling, and all relevant funding information. The form shall be complete with the signature of the appropriate department head.
2. This completed form must be received by the Town Administrator no later than fifteen(15) business days prior to the commencement of travel.
3. If advanced payment is required, the "AUTHORIZATION FOR EMPLOYEE TRAVEL" form must be accompanied by a completed voucher for payment to be executed by the Town Accountant.
4. Upon the approval of the Town Administrator, a signed copy of the "AUTHORIZATION FOR EMPLOYEE TRAVEL" form and attached voucher will be forwarded to the Town Accountant, whereby advance payment will be processed and forwarded to the Town Treasurer. This will occur no less than five(5) business days prior to the commencement of travel, with the payment check and all necessary documentation regarding such, returned to the requesting department.
5. In the event that no advance funding for the designated travel is necessary, the requesting department must still submit to the Town Administrator an "AUTHORIZATION FOR EMPLOYEE TRAVEL" form. This approved form shall then be returned to the requesting agency no less than ten(10) business days prior to the commencement of travel.
6. If approval for travel is NOT granted by the Town Administrator, the "AUTHORIZATION FOR EMPLOYEE TRAVEL" form will be returned to the requesting agency no less than ten(10) business days prior to the commencement of travel. This shall include the reason for disapproval.
7. In the event that an emergency situation requires immediate travel as deemed necessary by the department head and approved by the Town Administrator, then the "AUTHORIZATION FOR EMPLOYEE TRAVEL" form and all relevant information shall be forwarded to the Town Administrator in a timely fashion not less than five(5) business days following the conclusion of travel.

208-006: REIMBURSEMENT PROCEDURE:

1. At the conclusion of business related travel in which employee out-of-pocket expenses were accrued, the employee shall submit all itemized and detailed receipts to the department head for review.

2. The department head will in turn submit a "TRAVEL EXPENSES REIMBURSEMENT REQUEST"(SEE FORM #208-2) form to the Town Administrator, listing itemized and detailed receipts to be reimbursed to the employee. Accompanying this shall be a completed warrant specifying the total amount to be reimbursed. This form and attached warrant shall be submitted to the Town Administrator no later than ten(10) business days following the conclusion of travel.

3. Upon granting approval of the reimbursement request, the Town Administrator will forward the signed "TRAVEL EXPENSES REIMBURSEMENT REQUEST" form to the Town Accountant for reimbursement. This procedure, and return of reimbursement to the employee, shall not exceed twenty(20) business days following the conclusion of travel.

4. In the event that approval of the reimbursement request is disapproved by the Town Administrator, the "TRAVEL EXPENSES REIMBURSEMENT REQUEST" form will be returned to the requesting department no later than ten(10) business days following the conclusion of travel, and shall include the reason(s) for disapproval. Following this step, the employee, through his/her department head, may appeal to the Town Administrator for reconsideration. This shall be conducted through official, written communication directed to the attention of the Town Administrator, and shall include the basis for the reconsideration request. The Town Administrator shall then have ten(10) business days from receipt of the appeal to issue a final decision.

SECTION 209 **TOWN OF WALPOLE ANNUAL BUSINESS RECOGNITION PROGRAM**

209-001: PURPOSE

The Town of Walpole has established an annual Business Recognition Program designed to honor businesses and entities in the community. Nominate a business who has reached a significant achievement or accomplishment, contributed or served the community, or shown enthusiasm and creativity in the development of their business.

209-002: ELIGIBILITY

All businesses located in Walpole, MA are eligible.

209-003: PROCESS

Nomination forms will be available in July either online through the Town's website at www.walpole-ma.gov or available through the Board of Selectmen Office and the Economic Development Department. A panel of judges will meet to review nominees in October. Selected businesses will be honored at the Town of Walpole's Business Forum in November.

209-004 AWARD CATEGORIES

Business Achievement

Awarded to a business who has demonstrated outstanding business achievement as evidenced by growth in sales, profits and/or employees; new product introductions and/or markets entered; and/or customer relations.

Contribution/Service to the Community

Awarded to a business that has demonstrated a commitment to giving back to the community through means such as contributions or service to a civic group, volunteer program, or nonprofit organization.

Business Newcomer

Awarded to a business that is between one and four years-old and has demonstrated outstanding dedication and creativity in the development of their new business.

**209-005 TOWN OF WALPOLE ANNUAL BUSINESS RECOGNITION
NOMINATION FORM**

Nominate a Walpole Business! The Town of Walpole Annual Business Forum will take place in November 2011 at the Walpole Country Club. We need your help in finding outstanding businesses to honor. Submit your recommendations today!

Please Select the Category(s) for Nomination:

- Business Achievement
- Contribution/Service to the Community
- Business Newcomer

Business Name:

Contact Person:

Address:

Phone: _____ **Email:** _____

Reasons for Nomination:

Please note: The award categories and nomination forms are available online at www.walpole-ma.gov. This form can be duplicated. You can nominate a single business in more than one category, and you can also nominate more than one business for the same category by using an additional nomination forms. Self nominations are gladly accepted.

Name of Person Making Nomination:

Signature of Person Making Nomination

Telephone: _____

Email _____

****DEADLINE FOR NOMINATIONS IS TUESDAY, OCTOBER 11, 2011****

Please return completed form(s) to:
Stephanie Mercandetti, Economic Development & Grants Officer
Town of Walpole
135 School Street, Walpole, MA 02081
Fax: 508.660.7303
Email: smercandetti@walpole-ma.gov

SECTION 210 BUSINESS ANNIVERSARY RECOGNITION PROGRAM

210-001: PURPOSE

The Town of Walpole has developed an Anniversary Recognition program as a way to distinguish and recognize local businesses for reaching anniversary milestones. Celebrating an anniversary will help you to increase sales, strengthen relations with customers, boost employee morale, provide free PR, and generate countless business opportunities.

Businesses celebrating an anniversary may apply for recognition at the following increments (i.e. 1 year, 5 years, 10 years, 15 years, 20 years, etc). The anniversary milestone is based on the years in business in Walpole. To participate in this program, please complete the application form, or download an online form at www.walpole-ma.gov. The form must be completed and submitted no later than 60 days prior to the business anniversary. At the Town's discretion, the business will receive recognition of its anniversary at a regular Board of Selectmen Meeting.

210-002: ANNIVERSARY RECOGNITION APPLICATION

Date of Application: _____

BUSINESS INFORMATION

Legal name of business applying:

Address (of business location):

Contact person:

Business Anniversary (i.e. 5, 10, 15, 20, etc.):

Company Information (i.e. what type of business):

Historical Information (i.e. number of years in business, where business founded): _____

Key Milestones/Accomplishments associated with the business and/or owner: _____

Signature

Printed Name and Title

Email Address

Phone Number

Date

*The Walpole Board of Selectmen invites a representative to attend a Selectmen's meeting at which the recognition would be made. The Selectmen's Office will provide notification of the date and time of the appropriate Selectmen Meeting. The Walpole Board of Selectmen reserves the right to evaluate all applications and may at its sole discretion issue or decline the issue of business recognition.
Business must be located within the Town of Walpole.

SECTION 211 HOLIDAY DISPLAY POLICY

211-001: GENERAL PRINCIPLE

The Walpole Board of Selectmen recognizes and celebrates the diversity of the individuals of the community the Board has been elected to serve. Traditionally, the Town has decorated and will continue to decorate the interior and exterior of the Town's buildings and the Town's display areas with symbols that reflect the various seasonal and holiday celebrations of the community, but the Town will do so only in a manner that does not advance or inhibit any particular religion, culture or ethnicity and in a manner that respects the complex values of modern society.

211-002: POLICY PURPOSE

The purpose of the Holiday Display Policy shall be to ensure that each Town-owned facility and property has a welcoming atmosphere and that does not result in the Town acting to advance or inhibit any particular religion, culture or ethnicity and that provides equal access to private parties to use a portion of the Town Common for private Holiday Displays as set forth herein.

211-003: POLICY DIRECTIVES

The Town may erect secular Holiday Displays upon any Town facility or property.

Private Holiday Displays may be located upon the Town Common, specifically on the portion of the Common located to the East of Main Street bordered by Common and Front Streets, with equal opportunity for access to be provided to all private parties.

Private Holiday Displays shall be grouped in the same area of the Town Common, so no one private Holiday Display shall be more prominently placed than any other private Holiday Display. Each private Holiday Display shall have a sign that states that: "This display is sponsored by XX."

211-004: APPLICATION AND PERMIT REQUIREMENTS

1. No Holiday Display shall be erected by a private party on Town-owned property without a Holiday Display Permit from the Board of Selectmen.
2. An application for a private Holiday Display Permit shall be received at least 30 days prior to the date upon which the Holiday Display is proposed to be erected.
3. The application shall be accompanied by information as to the substance and size of the display and the proposed location for the private Holiday Display.

4. The application shall include an agreement by the applicant to indemnify and hold the Town harmless for damage to the Town's property as a result of use of the Holiday Display Permit.
5. The Board of Selectmen will consider the application at a public meeting within 14 days of receipt of the application and the applicant shall be notified of the decision in writing within 7 days of the decision.
6. The Board of Selectmen shall review each Holiday Display Permit application in order to maintain the public's health, safety and welfare and the Board may consult with the Police Chief, Fire Chief, Building Commissioner and other Town Officials, to make sure any proposed display shall conform to all applicable laws and satisfy public safety requirements.
7. No disturbance of ground shall be allowed except after consultation with the Town Parks Superintendent to ensure minimal disruption.
8. No Holiday Display shall be duplicated during any display period (For example: only one "creche", "menorah", etc. shall be allowed).
9. The Board of Selectmen shall include any reasonable time, manner and place restrictions on any Holiday Display Permit that is issued.
10. The annual Winter Holiday Display Season shall extend from 14 days prior to Thanksgiving until January 15th. The Board of Selectmen may allow other holiday display periods, but shall impose time limits when granting a permit.
11. Display duration limits shall not apply to holiday lights located in trees on the Town Common as these lights may remain in place for an indefinite period, unless otherwise provided for under a Holiday Display Permit.
12. Each Holiday Display shall be removed from Town property not later than the expiration of the relevant display season or as set forth in the Holiday Display Permit, whichever is sooner. If weather prevents timely removal, the permit holder shall schedule a new removal plan with the Town Administrator.
13. Setup and removal of any private Holiday Display shall be the sole responsibility of the private party that holds the Holiday Display Permit. If the Town has to remove a Holiday Display then the permit holder for the relevant display shall reimburse the Town for its costs to remove the display.
14. A private Holiday Display shall not be erected by Town staff or using Town equipment

Town Of Walpole
Board of Selectmen

300 PUBLIC SAFETY

SECTION 301 GENERAL

301-001: LOCAL EMERGENCY PLANNING COMMITTEE

A Local Emergency Planning Committee (LEPC) shall be a standing sub-committee of the Board of Selectmen. The LEPC shall meet not less than once per quarter each year, and is charged with the responsibility of reviewing, updating, and from time to time testing the Town's Emergency Management Plan. The LEPC shall consist of representatives of the Town's various departments, local business leaders, representatives of Norwood Hospital and local health care and assisted living providers, Town Administration, and other officials from the public and private sector as may be deemed necessary.

301-002: DECLARATION OF LOCAL EMERGENCIES

1. Any four out of the following *seven* Town Officers:
Chairman of the Board of Selectmen or designee; Town Administrator;
Emergency Management Director; Police Chief; Fire Chief; Public Works
Director; *Health Director*

may meet and vote to declare a state of local emergency if conditions are deemed to warrant same. Such vote must be recorded in writing, stating the date, time and reason for such a declaration. A declaration of emergency allows the Town of Walpole to expend funds without a budget allocation. It also allows Walpole to request State resources to assist in meeting the demands of the emergency.

This shall be authorized in accordance with MGL Chapter 34, Section 31; MGL Chapter 40, Section 19; MGL Chapter 44, Sections 31 and 33B.

301-003: EMERGENCY MANAGEMENT PLAN

(The Emergency Management Plan shall serve as a stand-alone document. It shall be on file and available for review in the office of the Board of Selectmen, the Town Clerk's Office, The Police & Fire Departments. Items within the plan that address sensitive safety response or security matters shall only be available to the general public (non-town staff) following approval by the Chief of Police.)

301-004: INCIDENT MANAGEMENT

The Town of Walpole has adopted the principles of the National Incident Management System (NIMS). Further, it is formally recognized that NIMS shall be the local standard for incident management, and that the Incident Command System is hereby adopted as the Town of Walpole's official incident response system.

301-005: PARADE SAFETY: PROHIBITED PRACTICES

The Board bans throwing of candy and other items during a parade. Any candy distributed must be handed out and must be wrapped.

301-006: EMERGENCY NOTIFICATION SYSTEM

1. Purpose of Policy:

To establish guidelines when activating the Town of Walpole's Emergency Notification System-Swift Reach Communication System.

2. It is hereby established that prior to any department head activating the Emergency Notification System, they shall first notify the Town Administrator or his/her designee for permission. When it is deemed necessary to send out an Emergency Notification Message to the public the Board of Selectmen shall be notified as soon as possible.

3. It is the intent of the Town of Walpole Board of Selectmen that this Emergency Notification System shall only be used for emergency situations that will benefit the Safety and Welfare of the citizens of The Town of Walpole. The Communication System should be used for, but not limited, to the following incidents-only if deemed necessary by the Department Head and approved by Town Administration.

- Any incident where evacuation is required
- Public Health Emergencies
- Missing persons
- Police related emergencies
- School related emergencies
- Testing of the System
- To activate Town of Walpole employees or volunteer to an emergency

4. At times it might be advantageous to use this system to educate Walpole residents about a non-emergency situation. If a department head wants to use the system for a non-emergency situation they shall first seek permission from the Town Administrator (or his designee) and the Board of Selectmen in advance, prior to activating this communication system.

5. The cost of sending out a message will be absorbed by the department sending out

the message unless stated otherwise by Town Administration.

6. The Emergency Notification System will be managed by the following set-up:

System Administrators: (Individuals with access to entire Notification System)

- : Town Administrator
- : Information Systems Administrator
- : Deputy Fire Chief
- : Health Director

System Users: (Individuals with access only to their department) Each Department will have personnel established as a system user.

SECTION 301-007: **SECURITY CAMERAS POLICIES AND PROCEDURES**

1. Purpose

The purpose of this policy is to regulate the use of security cameras to protect the legal and privacy interests of the Town of Walpole, the community at large and Town employees while concurrently assisting in the protection of safety in and property of municipal buildings owned by the Town of Walpole not under the jurisdiction of the Walpole School Committee.

The primary use of security cameras will be to record images for future identification, investigation, and possible prosecution related to and illegal and/or criminal activity and actions.

2. General Policy

The Town of Walpole is committed to establishing and maintaining a workplace that is secure and safe for both employees, Town officials and the community at large. To enhance this commitment, the Town of Walpole shall install and utilize security cameras. The cameras will be used in a professional, ethical, and legal manner consistent with all existing Town of Walpole policies, as well as State and Federal laws. Camera use will be limited to situations that do not violate the reasonable expectation of privacy as defined by law.

3. Policy Guidelines/Procedures

- A. Security cameras shall only be installed under the authority of the Town Administrator, after final approval by the Board of Selectmen. Camera installation will be coordinated with Building Maintenance Department and Information Technology. Departments shall not install cameras for security purposes on their own.
- B. The Town Administrator and/or his/her designee shall coordinate installation of security cameras with Building Maintenance, Information Technology and the Police Department to determine type and location of security camera.
- C. Placement of cameras shall only be considered for the security and safety of employees and customers or for legally mandated reasons. Cameras shall never be

placed in areas where privacy would normally be expected. Camera placement must take into consideration any confidential material that could be visible.

- D. No cameras shall record voice or audio.
- E. Any building where cameras are to be located upon or in shall have the following statement placed conspicuously at each entrance to the building:

“This property is protected by video security cameras.”

- F. Display of live streaming video from security cameras shall be limited to the Walpole Police Dispatch Center, and in addition the Chief of Police and/or his/her designee(s), the Town Administrator and/or his/her designee(s), and the IT Director shall have access to the IP feed & video. Cameras showing live video from the Police Station Clock Tower, the East Walpole CBD, and the Town Hall cupola may be displayed as live streaming video via the Town of Walpole web site.
- G. Viewing of recorded video shall be limited to the Town Administrator and/or his/her designee(s), IT Director, Legal Counsel, Chief of Police and/or his/her designee(s), and other Law Enforcement personnel involved as part of any investigation and/or prosecution effort.
- H. Video recordings shall be maintained and retained by the Information Technology Department according to the following schedule:
 - External Building Cameras: 30 Days
 - Internal Building Transaction Cameras: 120 Days

It shall be the responsibility of the IT Director to ensure that all recordings are kept secure, and shall permit no individual unless those stipulated herein to view recorded material.

In the event of a law enforcement investigation, or in the event of an active claims investigation for insurance purposes, video recordings may be retained for periods of time longer than time limits specified herein.

- I. When an incident is suspected to have occurred, designated personnel herein may review the images from security camera data/recordings. Any suspicion of illegal or criminal activity shall immediately referred to the Walpole Police Department.
- J. Expense and maintenance of the camera shall be the responsibility of the Information Technology Department with maintenance assistance from the Building Maintenance Department as needed.
- K. Security Cameras in use per this policy shall not be utilized to enforce routine personnel time and attendance matters, however may be used to investigate and/or prosecute any criminal activity by any person.

4. Violations & Penalties

- A. Any person who may violate the terms and conditions of this policy may be subject to disciplinary action, up to and possibly including termination.

SECTION 302 POLICE DEPARTMENT

302-001: SPECIAL POLICE OFFICERS, POLICY & PROCEDURE

1. Purpose Of Policy:

The purpose of this policy is to establish guidelines for qualifications and training for Special Police Officers.

2. Policy Statement:

Special Police Officers are part-time intermittent employees who are either current or former full-time police officers or employees who have successfully completed the Reserve Basic Training offered by the Massachusetts Criminal Justice Training Council. Special police Officers generally perform traffic control at road construction sites or special events such as parades.

3. Qualifications:

- High School diploma or equivalent.
- U.S. Citizenship
- Possession of a valid Massachusetts Class D motor vehicle operator's license.
- Former or current employees as full-time, sworn law enforcement officers who have successfully completed the Massachusetts Criminal Justice Training Council (MCJTC) basic training academy or employees who have successfully completed the Basic Reserve Training offered by the MCJTC>
- Successful completion of the following training on an annual basis:

MCJTC reserve intermittent in-service training
CPR & first aid re-certification
Firearms qualification
Use of force update

- Work involves a constant physical effort. Incumbent must possess the ability to meet required physical standards. Performance of work involves standing, walking and driving for long periods of time. Physical agility is required to access all types of areas. Emergencies require the ability to use hands and fingers to operate firearms and other police equipment. May be required to push, climb, stoop, kneel, crawl and reach with hands and arms. Police officer may be required to physically restrain person(s) during arrests using standard police procedures. Excellent eyesight with regard to close vision, distance vision, color vision and depth perception is required to perform the job.

- Shall be subject to annual appointment by the Board of Selectmen with recommendation of the Chief of Police as prescribed in Chapter 309 of the Commonwealth of Massachusetts Acts of 1997 and M.G.L. Chapter 147, Sec 13.

SECTION 303 TOWING VENDORS & TOWING REGULATIONS

303-001: PURPOSE

The Town of Walpole shall secure the services of tow companies to handle emergency and general service towing for the Police Department. These companies shall be subject to the rules and regulations listed below. The Police Department shall maintain a schedule to assure that the department has adequate towing coverage on a regular basis. All tow company facilities, vehicles and police towing records are subject to inspection by the Walpole Police Department.

303-002: POLICE TOWING APPLICATION PROCESS

Any vendor, whose place of business is within the Town of Walpole, interested in serving the Town of Walpole Police Department to handle general and emergency vehicle towing may make application to the Board of Selectmen via written letter and narrative with said application containing the following:

1. Company name, address, and telephone number(s).
2. Owner name and name of towing manager (if different).
3. Complete listing of equipment owned by the company at time of application (note: compliance with regulations below is required at time of application.)
4. Description of company including prior towing experience, police towing experience (if any), and number of years in the towing business.
5. Proposed location of tow/impound storage lot (if different from business address), and proposed number of vehicles to be stored at any one given time.
6. Presentation of applicable site plan and/or special permit approvals, if needed, demonstrating that the proposed location has been authorized for said use.
7. Copy of property deed (if owned by Company) or lease/rental agreement from property owner demonstrating that the proposed use has been authorized for a period of not less than fourteen (14) months from date of application.
8. Written notarized statement by applicant that he/she has, at time of application, complied with all regulations listed herein (failure to provide this statement and/or non-compliance shall be grounds for automatic denial of application).
9. Completion of Town of Walpole Indemnification & Hold Harmless form.
10. Presentation of valid Workers Compensation insurance certificates, valid automobile, towing umbrella, and property/casualty insurance certificates naming the Town of Walpole as an additional insured, and presentation of certificates of insurance for proposed location(s) of operation and impound.

11. Presentation of a completed CORI background check for any employee who may perform Towing services for the Town of Walpole.
12. Presentation of non-refundable application fee of \$250.00 via check made payable to the Town of Walpole.

303-003: POLICE TOWING APPLICATION REVIEW PROCESS

The Board of Selectmen will review applications presented to them, and shall solicit the input of the Chief of Police, Town Administrator, Finance Director, Building Commissioner, or other official they deem appropriate. In addition, the Applicant shall be required to meet with the Town Design Review Team which shall review the proposed application and make a report to the Board of Selectmen of its findings.

The decision of the Board of Selectmen to grant or deny an application shall be based upon a determination of the Board that a public benefit would or would not exist upon the approval of said application, and that the company and individual(s) listed in said application are suitable and properly experienced and qualified to serve the Town's needs. The vote of the Board shall be final.

The approval of the Board of Selectmen to add any vendor to the Police towing list shall be deemed a privilege for said vendor and in no way shall be construed as a right.

303-004: TOW VEHICLE REQUIREMENTS

All tow vehicles utilized by the Walpole Police Department shall:

1. Be equipped with at least one (1) four-wheel drive, dual winching tow truck, with 14,500 GVWR minimum chassis, dual 8,000 pound winches, a wheel lift, and equipment for towing motorcycles and two (2) flatbed car carriers, each 25,500 GVWR minimum, with a winch, minimum 50 feet of winch cable and an additional 50 feet carried in the vehicle, and a wheel lift for a second vehicle.
2. Comply with all legal lighting requirements and in addition, shall have adequate amber lighting capable of 360 degree visibility. The amber lighting shall be used at all service and towing scenes only.
3. Carry a portable tail and stop light assembly capable of being mounted on the rear of a towed vehicle. Such portable assembly shall be mounted on every vehicle towed.
4. Carry a broom, shovel, flares, hydraulic jack, speedy dry, adequate standard first aid kit, adequate fire extinguisher, pry bar of at least 3 ft. length, adequate wooden blocks and adequate wire/bolt cutters.

5. Be maintained in good mechanical condition at all times. Vehicle exterior shall be presentable and bear the company name on both sides. Magnetic signage is prohibited, and no vehicle shall display the Town Seal or any official Town of Walpole markings at any time.
6. Be properly registered, insured, inspected and compliant with both the rules and regulations of the Registry of Motor Vehicle and the Department of Public Utilities.
7. Be equipped with two-way radios or other means of communication between trucks and their base of operation.

303-005: TOW COMPANY AND VEHICLE OPERATOR REQUIREMENTS

All authorized tow companies and tow truck operators shall comply with the following regulations:

1. Respond to vehicle accidents or remove vehicles from the roadways when a private call is received from an owner/operator or their presence is requested by the Walpole Police Department or other duly authorized police agency.
2. Notify the Walpole Police of any accident or vehicle off the roadway prior to its removal. Vehicles shall not be removed unless authorized by the Walpole Police or other duly authorized police agency.
3. When on call, be available 24 hours a day, 7 days a week for police towing and service calls.
4. Be available 24 hours a day, 7 days a week to release vehicles to persons whose vehicles have been placed in storage by reason of a police authorized tow.
5. Have tow operators certified through the State-wide Towing Association, Wreck Masters or other recognized tow operator training program. Tow companies shall provide the police department with a current list of eligible operators annually in January and shall include names and drivers license information. Updated lists shall be provided as operators are added or deleted. No company shall permit a non-qualified, unlicensed or under-licensed individual to perform towing services, nor shall any individual convicted of a felony within the last seven years be authorized to perform towing services for the Town of Walpole.
6. Respond to and arrive on scene at all police calls within 5 minutes of being called between the hours of 7 AM and 10 PM, or 10 minutes at any other times.
7. Not refuse to surrender personal property to rightful owners which is not part of the internal or external vehicle in question or attached thereto.

8. Be responsible for the security of all stored or impounded vehicles by providing a fenced, secure area with night lighting.
9. Post a copy of the D.P.U. tow rates in a conspicuous place in the business and supply the Walpole Police with a copy of such rates.
10. Notify the Walpole Police before releasing any vehicle stored or impounded as a result of a criminal charge or investigation. Vehicles shall be released to the registered owners only, unless otherwise authorized by the police department.
11. Maintain records of all vehicles towed and/or stored for the Walpole Police Department for at least three years. Records shall include: make, model, color, registration information, from where towed, date and time of release, to whom released and charges for tow and storage. These records shall be subject to inspection by the Walpole Police Department during normal business hours.
12. Provide tow operators with ANSI approved reflective safety apparel and ensure that same is worn while engaged in all towing or service operations. Operators shall at all times be professional, courteous and helpful to police and those being serviced. Operators shall assist in any scene maintenance as required by removing **ALL** debris and refuse from the area.
13. No tow company shall be directly involved in the towing related business of any other tow company on Walpole's list.
14. Tow companies must maintain a professional, accessible, and clean establishment.
15. Each Tow company shall, as a condition of towing privilege, make and take all necessary precautions and measures to maintain a site appearance and condition that is free of debris, clutter, discarded items, excess auto parts, and all other items that would create unsightly conditions. Further, no tow company shall cause or allow to be caused the retention and/or storage methods of impound and/or stored vehicles from creating unsightly, unsanitary, or unhealthy conditions. It is made clear through this provision that the appearance of a scrap or junk yard, in the determination of the Board of Selectmen following a report from the Building Commissioner, shall not be acceptable and may result in the rescinding of towing privileges.
16. Respond to all requests for towing or service as requested by the Walpole Police Department.
17. A town authorized tow company is prohibited from contracting outside help from another towing company that has NOT been authorized by the Chief of Police. In the event help is needed, the tow company must notify the Police

dispatcher that they will require a back up company. The dispatcher will then contact a back-up company for the town that is on the Town tow list.

18. Must maintain all required forms of insurance, including workers compensation and automobile & professional liability coverage. The Town of Walpole MUST be listed as an Additional Insured on all professional and automobile coverage's for any tow truck that will or may perform services within the Town of Walpole. Proof of required insurance shall be provided to the Board of Selectmen annually not later than January 31 or the vendor shall be suspended or removed from the Police towing list.
19. Must comply, at all times, and remain in good standing with all applicable Town by-laws, zoning by-laws, site plan approvals, permit/license conditions, etc. to remain active on the Police towing list.
20. Must be current at all times with all taxes and fees owed to the Town of Walpole.

303-007: ANNUAL SERVICE FEE

Following the adoption of this policy, any Police Towing vendor so approved by the Board of Selectmen shall pay to the Town of Walpole an annual service fee of two hundred and fifty dollars (\$250) payable on or before January 1 annually.

303-008: ENFORCEMENT OF POLICY

It shall be the responsibility of the Walpole Chief of Police or his designee to enforce all rules and regulations as listed herein. Failure of any tow company or operator to comply with said regulations, as may be determined by the Chief of Police, or by the Building Commissioner regarding Sections 303-005 #14 and #15, shall be deemed sufficient grounds for suspension or removal from the police department's tow list by the Board of Selectmen or their designee

Town Of Walpole
Board of Selectmen

500 HEALTH & HUMAN SERVICES

SECTION 501 HIPAA POLICY

The Town of Walpole by vote of its Board of Selectmen will comply with the Privacy Regulations of the Health Information Portability and Accountability Act of 1996. The Town shall limit the use of and access to Protected Health Information which is held by the Town or its lawful agents. Protected Health Information (PHI) is any written, oral or electronic form of information relating to a person's past, present or future health condition, delivery or payment of health services that identifies an individual or where there is a reasonable basis to believe the information could be used to identify an individual. Administrative, technical and physical safeguards established to limit use and access to protected health information are stated as an integral part of this policy, established as part of daily operating procedures and will be maintained by all responsible staff and representatives of lawful agents and business associates of the Town of Walpole.

To assure this commitment to compliance the Board of Selectmen designates a Privacy Officer who shall have the responsibility:

- To keep the Board of Selectmen and Town and School Administrations informed of all changes, updates, requirements, responsibilities, claims, etc. concerning the HIPAA privacy regulations
- To maintain documentation of the Town's efforts to comply with HIPAA privacy regulations
- To ensure that plan subscribers are sent privacy notices and new enrollees receive said notices
- To track any protected health information disclosures
- To process authorizations for disclosure and use of protected health information
- To resolve complaints from participants about possible privacy violations
- To serve as the Town's liaison with the group health insurance program third party administrator, relevant business associates, and health insurance carriers, communicating the Town's commitment and securing the commitment of these entities to the privacy and security of protected health information
- To maintain all required authorizations, agreements, etc. relative to the protected health information of group health insurance program participants
- To monitor the Town's compliance with HIPAA privacy regulations on a regular basis

The Privacy Officer will receive the total support of the Board of Selectmen, Town Administration and senior management. The Privacy Officer of the Town of Walpole is

covered under the Town's liability insurance in the legal performance of his/her duties and has access to the Town's legal counsel in the same regard.

In accordance with HIPAA, only the Town of Walpole Personnel & Benefits Coordinator may be given access to protected health information in order to legally perform the position duties and administer the Town's group health and dental insurance program.

The Town of Walpole communicates its commitment to HIPAA Privacy Regulations through:

- Adoption of this policy by the Board of Selectmen,
- Distribution of this policy to and training of all department heads concerning the definition, security and authorization of protected health information,
- Distribution of the privacy notice to all subscribers to the self-insured group health insurance plans,
- Posting of this policy on the Town of Walpole Website, and
- Including the privacy notice in the new employee benefits package.

As an employer, the Town of Walpole may use protected health information in its possession without specific authorization from the employee for treatment, payment, quality assessment, medical review and auditing, studies to improve the group's health care quality or reduce health care costs, compiling civil/criminal proceedings, and any other use required by law for public health, communicable disease, abuse or neglect, or food and drug administration purposes. Information which is normally maintained in the employment record which is not classified as protected health information includes all forms, responses, inquiries and data relative to the family medical leave act, drug screenings, fitness for duty, workers compensation, disability, life insurance, the occupational safety and health act and sick leave.

Protected health information may be released for other purposes by the authorization of the employee submitting the established form in person to the Privacy Officer. The use and/or disclosure of protected health information is limited to the specific information for the specific purpose to and from the specific individual and/or entity for a specific time period as delineated in the authorization form. Group health insurance program participants are allowed to review their protected health information that is held by the Town and to make corrections to errors. Upon request a participant will be provided with an accounting of disclosures of protected health information.

The Town of Walpole separates protected health information from the employment record and retains such information in a locked file accessible only to the Personnel & Benefits Coordinator and under special circumstances other Town Officials that have a bona fide need to know to accomplish legal town business. All entities which could receive protected health information (Group Benefits Strategies as the third party administrator, ambulance billing company, fully insured plan providers, legal counsel, actuaries and consultants) must enter into a business associate agreement with the Town of Walpole in which both parties commit to compliance with the

HIPAA Privacy Regulations and providing satisfactory assurances that the business associate will appropriately safeguard the protected health information.

Participants that believe they have been aggrieved by the use or disclosure of protected health information may file a written grievance with the Privacy Officer within sixty (60) calendar days of the use or disclosure of the protected health information or within fifteen (15) In accordance with HIPAA, only the Town of Walpole Personnel & Benefits Coordinator may be given access to PHI calendar days of their knowledge of said use or disclosure. The grievance must delineate the specifics of the complaint, including but not limited to:

1. what unauthorized protected health information was released
2. who received the protected health information and/or is knowledgeable of the protected health information
3. when was the protected health information released and/or when did the complainant become aware of the unauthorized knowledge of the protected health information
4. what was the result of the release of the unauthorized protected health information

The Privacy Officer will meet with the complainant as soon as possible after the receipt of the grievance. During this meeting the Privacy Officer will discuss the issue brought forward with the complainant. The Privacy Officer will investigate the allegations of the complaint with the full support and assistance of Town and/or School Administration and if necessary legal counsel. The Privacy Officer will provide a written report of his/her findings and recommended action, if warranted, to the Town Administrator and the complainant within thirty (30) calendar days from the date of the meeting with the complainant. If for some reason the Privacy Officer is unable to conduct this meeting and/or investigation the Town Administrator shall appoint a Senior Manager to perform these duties.

Complainants may also contact the Federal Offices of the Department of Health and Human Services for assistance.

The Town of Walpole will comply with the Privacy Regulations established by the Federal Government and requires its employees to observe and comply with this policy and the use of the proper procedures and policy documents. Employees found to have breached protected health information security will be subject to sanctions from verbal reprimand up to and including termination, dependent upon the seriousness, willfulness and ramifications of the breach.

SECTION 502 HIPAA PRIVACY NOTICE

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

If you have any questions about this Notice please contact: our Privacy Contact who is James Johnson, Assistant Town Administrator, Room 110, Walpole Town Hall.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. “Protected health information” is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services.

Uses and Disclosures of Protected Health Information

We use health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. We may use or disclose identifiable health information about you without your authorization for several other reasons. Subject to certain requirements, we may give out health information without your authorization for public health purposes, for auditing purposes, for research studies, and for emergencies. We provide information when otherwise required by law, such as for law enforce in specific circumstances. In any other situation, we will ask for your written authorization before using or disclosing any identifiable health information about you. If you choose to sign an authorization to disclose information, you can later revoke that authorization to stop any future uses and disclosures.

We may change our policies at any time. Before we make a significant change in our policies, we will change our notice and post the new notice. You can also request a copy of our notice at any time. For more information about our privacy practices, contact the person listed below.

The Federal regulations that govern the use and disclosure of protected health information may require us to disclose your health information in any of the following situations:

Required By Law. We may use or disclose your protected health information to the extent that law requires the use or disclosure. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures.

Public Health. We may disclose your protected health information for public health activities and purposes to a public health authority that is permitted by law to collect or receive the information. The disclosure will be made for the purpose of controlling disease, injury or disability. We may also disclose your protected health information, if directed by the public health authority, to a foreign government agency that is collaborating with the public health authority.

Communicable Diseases. We may disclose your protected health information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Health Oversight. We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Abuse or Neglect. We may disclose your protected health information to a public health authority that is authorized by law to receive reports of child abuse or neglect. In addition, we may disclose your protected health information if we believe that you have been a victim of abuse, neglect or domestic violence to the governmental entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

Food and Drug Administration. We may disclose your protected health information to a person or company as directed or required by the Food and Drug Administration (i) To or report adverse events (or similar activities with respect to food or dietary supplements), product defects or problems (including problems with the use or labeling of a product), or biological product deviations, (ii) to track FDA-regulated products, (iii) to enable product recalls, repairs or replacement, or lookback (including locating and notifying individuals who have received products that have been recalled, withdrawn, or are the subject of lookback), or (iv) to conduct post-marketing surveillance.

Legal Proceedings. We may disclose protected health information in the course of any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized), in certain conditions in response to a subpoena, discovery request or other lawful process.

Law Enforcement. We may also disclose protected health information, so long as applicable legal requirements are met, for law enforcement purposes. These law enforcement purposes include (1) legal processes and otherwise required by law, (2) limited information requests for identification and location purposes, (3) pertaining to victims of a crime, (4) suspicion that death has occurred as a result of criminal conduct, (5) in the event that a crime occurs on the premises of the practice, and (6) medical emergency (not on the Practice's premises) and it is likely that a crime has occurred.

Coroners, Funeral Directors, and Organ Donation. We may disclose protected health information to a coroner or medical examiner for identification purposes, determining cause of death or for the coroner or medical examiner to perform other duties authorized by law. We may also disclose protected health information to a funeral director, as authorized by law, in order to permit the funeral director to carry out their duties. We may disclose such information in reasonable anticipation of death. Protected health information may be used and disclosed for cadaveric organ, eye or tissue donation purposes.

Criminal Activity. Consistent with applicable federal and state laws, we may disclose your protected health information, if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

Military Activity and National Security. When the appropriate conditions apply, we may use or disclose protected health information of individuals who are Armed Forces personnel (1) for activities deemed necessary by appropriate military command authorities; (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits, or (3) to foreign military authority if you are a member of that foreign military services. We may also disclose your protected health information to authorized federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President or others legally authorized.

Workers' Compensation. Your protected health information may be disclosed by us as authorized to comply with workers' compensation laws and other similar legally-established programs.

Inmates. We may use or disclose your protected health information if you are an inmate of a correctional facility and your physician created or received your protected health information in the course of providing care to you.

Required Uses and Disclosures. Under the law, we must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500 et. seq.

Your Rights

The following is a statement of your rights with respect to your protected health information and a brief description of how you may exercise these rights.

You have the right to inspect and copy your protected health information. This means you may inspect and obtain a copy of protected health information about you that is contained in a designated record set for as long as we maintain the protected health information. A "designated record set" contains medical and billing records and any other records that your physician and the practice uses for making decisions about you. Under federal law, however, you may not inspect or copy the following records; psychotherapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and protected health information that is subject to law that prohibits access to protected health information. Depending on the circumstances, a decision to deny access may be reviewable. In some circumstances, you may have

a right to have this decision reviewed. Please contact our Privacy Contact if you have questions about access to your medical record.

You have the right to request a restriction of your protected health information. This means you may ask us not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. You may also request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply. We are not required to agree to a restriction that you may request, but if we do agree to the requested restriction, we may not use or disclose your protected health information in violation of that restriction unless it is needed to provide emergency treatment.

You have the right to request to receive confidential communications from us by alternative means or at an alternative location. We will accommodate reasonable requests. We may also condition this accommodation by asking you for information as to how payment will be handled or specification of an alternative address or other method of contact. We will not request an explanation from you as to the basis for the request. Please make this request in writing to our Privacy Contact.

You may have the right to have your physician amend your protected health information. This means you may request an amendment of protected health information about you in a designated record set for as long as we maintain this information. In certain cases, we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal. Please contact our Privacy Contact to determine if you have questions about amending your medical record.

You have the right to receive an accounting of certain disclosures we have made, if any, of your protected health information. This right applies to disclosures for purposes other than treatment, payment or healthcare operations as described in this Notice of Privacy Practices. It excludes disclosures we may have made to you, for a facility directory, to family members or friends involved in your care, or for notification purposes. You have the right to receive specific information regarding these disclosures that occurred after April 14, 2003. You may request a shorter timeframe. The right to receive this information is subject to certain exceptions, restrictions and limitations.

You have the right to obtain a paper copy of this notice from us, upon request, even if you have agreed to accept this notice electronically.

Complaints

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our privacy contact of your complaint. We will not retaliate against you for filing a complaint.

SECTION 503 **CONTRIBUTORY GROUP INSURANCE BENEFITS R&R**

POLICY: The Town of Walpole, acting by and through its duly elected Board of Selectmen and in accordance with Section 14 of Chapter 32B of the General Laws of the Commonwealth of Massachusetts, does hereby formally¹ adopt and establish the following rules and regulations governing certain eligibility and administrative guidelines for the Town's contributory insurance benefit offerings. The Board of Selectmen reserves the right to alter, modify, amend and/or eliminate any and all benefits, benefit levels and plans offered by the Town pursuant to Chapter 32B of the General Laws. The Board of Selectmen also specifically reserves the right to add to, modify and/or delete any and all provisions of these rules and regulations at any time. Divergence from the following shall only be permitted through collective bargaining agreement and/or employment agreement executed by the Board of Selectmen or the School Committee. Any divergence from these rules and regulations must be approved by the Board of Selectmen as the appropriate public authority in the Town. These rules and regulations are relevant to M.G.L. C.32B. The Board of Selectmen shall be further guided by additional administrative policies and procedures to comply with federal, state or local regulations or requirements as they relate to group medical, dental and life insurance programs (i.e. COBRA, HIPP A, collective bargaining, etc.)

503-001: Employee Eligibility

Employees in a permanent or probationary status that work an average of twenty (20) hours or more per week over a **consecutive** fifty-two (52) weeks are eligible to participate in the Town of Walpole health, dental and life insurance programs

503-002: Part-time Employee Eligibility

Permanent part-time employees who are regularly scheduled to work, and who do in fact regularly work twenty or more hours per week shall be considered eligible to participate in the Town's group insurance benefits program for so long as they continue to regularly work a minimum of twenty (20) hours per week. For the purposes of this regulation "regularly" working twenty (20) hours per week shall mean working the minimum of an average of twenty (20) hours per week over a consecutive fifty-two (52) weeks or one thousand forty (1040) hours in the plan year (July 1 - June 30).

Part-time teachers classified as .5 FTE or greater shall be determined to be working twenty (20) hours or more per week for the Town, and shall therefore be considered employees in accordance with M.G.L. c.32B,s2(d).

503-003: Temporary and Seasonal Employee Eligibility

Temporary employees working twenty (20) hours per week or more, whose service to the Town is expected to last six months or longer, shall be eligible for benefits in accordance with M.G. L. c. 32B. Seasonal employees whose service to the Town is expected to last less than six (6) months, regardless of the number of hours worked per week, shall be ineligible for benefits in accordance with M.G.L. c. 32B.

503-004: Divorced or Separated Spouses

In the event that a court of competent jurisdiction grants a judgment absolute of divorce or of separate support, the divorced employee, if otherwise enrolled and eligible to receive M.G.L. 32B benefits from the Town, and his or her spouse may remain eligible for benefits under the Town's group insurance benefit program, in accordance with Section 9H of M.G.L. c. 32B, provided that each of the following conditions are met:

A. In the event that the employee/subscriber is not remarried:

1. The Town must be provided with a court certified version of the judgment of divorce or of separate support, which mandates that the spouse of the Town employee/retiree remain on the Town-offered group insurance plan.
2. The employee/retiree must maintain a family plan covering him/herself and his or her divorced or separated spouse and any qualified dependents, if applicable.
3. The former spouse of the employee/retiree shall, notwithstanding any contrary provision of these rules and regulations, lose any eligibility rights upon remarriage of such former spouse

B. In the event that the employee/subscriber remarries and wishes to enroll his or her new spouse as a dependent under the Town's group insurance benefit program:

1. The Town must be provided with a court certified version of the judgment of divorce or of separate support, which mandates that the spouse of the Town employee/retiree remain on the Town-offered group insurance plan.
2. The Town of Walpole employee/retiree shall be responsible to pay the full monthly premium (one hundred percent (100%) of the monthly rate) for the plan in which the divorced/separated spouse is enrolled, or 100% of any additional cost for a rider to the employee's/retiree's family plan if applicable. The decision as to whether or not a rider or an individual plan shall be purchased shall be left to the sole discretion of the Board of Selectmen or the Town Administrator as its designee.
3. Such payments for the premium in which the divorced/separated spouse is enrolled shall be made by direct payment to the Town of Walpole through the Town Administrator's designee(s) (Finance Director, Human Resource Administrator, etc.) Reimbursement of said funds from the divorced/separated spouse must be pursued by the employee/retiree on

his/her own accord. Any payment not received by the Town within thirty days of due date may result in the cancellation of enrollment in the benefit plan.

503-005: Surviving Spouse:

- A. Upon the death of retiree, the surviving spouse can maintain their health insurance coverage at 50% of the monthly premium. If the surviving spouse remarries they will no longer be eligible to continue on the Town of Walpole's health insurance program.
- B. Upon the death of an employee, depending upon their status in the retirement system at the time of death, the surviving spouse may be entitled to survivor health benefits if employee is fully vested in the retirement system; employee has selected Option "D" during their membership-in-service with the retirement board; or if the employee dies as a result of an injury sustained or hazard undergone in the performance of their duty. If one of these three conditions exist, the surviving spouse can maintain their health insurance coverage at 50% of the monthly premium.
- C. Payment for coverage will be deducted from their monthly pension check, of if none, a direct payment in advance of the coverage month will be required.

503-006: Retiree Eligibility

- A. Upon retirement, eligible individuals may participate in the Town's contributory group health and life insurance programs, to the extent allowed by the various insurance providers and in accordance with all relevant provisions of M.G.L. c. 32B, provided that they otherwise qualify under M.G.L. c. 32B, and further provided that each of the following criteria applies and is met by the retiree:
- B. The individual must have directly retired from service to the Town of Walpole and be receiving a retirement allowance in accordance with M.G.L. c. 32, i.e. retiree must currently be receiving pension from Town of Walpole service immediately preceding retirement (except as specifically provided in M.G. L. 32B, s. 9).
- C. Employees who resign from the Town of Walpole and are eligible to receive a retirement allowance, but who elect to defer their retirement allowance may be eligible to continue on the Town's contributory life and health insurance programs provided that the individual pays one hundred percent (100%) of the monthly premium.
- D. Employees who are eligible to receive a retirement allowance as of the date the employee resigns from employment with the Town of Walpole but who do not actually commence receipt of their M.G.L. c. 32 retirement allowance until a later date, may enroll on a Town offered health benefit plan during the next open enrollment period after the individual commences receipt of his/her

retirement allowance. If the former employee enrolls after five (5) years of resignation date the town/retiree contribution rate for such individuals shall be the percentage rate of the HMO Plan coverage of current new hires on the date that their retirement is approved by the retirement board.

- E. The individual must have been qualified and eligible to participate in the Town's group insurance program as an active employee of the Town of Walpole, including, though not limited to, being eligible for group insurance benefits immediately preceding the date of retirement.
- F. If an individual is eligible to participate in the Town's group insurance benefit program but has declined to do so prior to retirement, then an otherwise eligible retiree may enroll during an open enrollment period in a group benefit insurance program offered to retirees if the retiree both submits all necessary documentation to the Town and/or the Plan at the time of open enrollment and if the retiree is able to furnish evidence of insurability at the time of enrollment.
- G. In compliance with M.G.L. c. 32B, s. 18, all retirees eligible for Medicare shall enroll in Medicare B at age sixty-five (65). Eligible retirees in Medicare B are only eligible for Senior Supplement plans offered by the Town's group insurance benefit program. Failure or refusal of eligible retirees to enroll in the Medicare program shall mean cancellation of enrollment in the group benefit plan.

503-007: Election to Forego Coverage

The signature of the eligible employee on the Town of Walpole and Walpole Public Schools New Hire Information Employment Package, Health, Life and Dental Insurance Information section shall serve as election to forgo participation in the group insurance benefit program, i.e. affirmative declining of participation (M.G.L. c. 32B, s. 4) if required enrollment forms are not returned within thirty (30) days of the date of hire.

That is, failure to submit the appropriate signed benefit enrollment form(s) to the Personnel Office shall be considered a declination of coverage. Should an employee elect not to participate within thirty (30) days of the date of hire, the employee must wait until the next open enrollment period in order to enroll in the group insurance benefit program, unless the employee experiences a qualifying event which will allow enrollment outside the open enrollment period.

503-008: Retention of Insurance While on Unpaid Leave

- A. Employees on designated, approved family medical leave in accordance with the Family Medical Leave Act of 1993 or maternity leave shall be entitled to continue to receive the Town's contribution to a Town offered group benefit plan during the term of the leave. It is the employee's responsibility to provide the required documentation to the Town Administrator's designee(s) (Assistant Town Administrator, Human Resource Administrator) or Superintendent of Schools (school personnel) to verify designated, approved FMLA leave. Failure to do so

shall mean ineligibility for the group benefit plan during the term of the leave and cancellation of enrollment.

- B. Employees who are on unpaid medical leave, which is not designated as family medical or maternity leave, shall be entitled to continue to receive the Town's contribution towards a Town offered group benefit plan during the period that the unpaid leave is determined to be medical leave by the Office of the Town Administrator or the Superintendent of Schools (for school personnel). It is the employee's responsibility to provide any and all documentation required by the Office of the Town Administrator to verify medical leave. Failure to do so shall mean ineligibility for the group insurance benefit plan during any or all of the medical leave and cancellation of enrollment. It is the employee's responsibility to remit timely payment of his/her portion of the rate as directed by the Town Administrator's designee(s). Failure to do so shall mean ineligibility for the group benefit plan during the term of the leave and cancellation of enrollment of the individual.
- C. Employees on approved, unpaid leave which has not been designated as FMLA, maternity or medical leave and are not receiving wages, i.e. are not on the payroll, shall be eligible for the group insurance program if they contribute one hundred percent (100%) of the premium for continuation of enrollment. Employees are responsible to provide any and all documentation required by the Office of the Town Administrator or the Superintendent of Schools (for school personnel) to verify the approved, unpaid leave and are responsible for payment of the premium on the date of the month established by the Office of the Town Administrator. Failure to provide said documentation and/or remit timely premium payment shall mean ineligibility for the group insurance benefit plan during any or all of the leave and cancellation of enrollment.
- D. Employees shall be eligible to continue their group insurance benefit plan while on leave of absence for no longer than two (2) consecutive calendar years from the time of the initiation of the leave. At the conclusion of the two (2) years on leave the individual shall cease to be considered employees for group insurance purposes.

503-009: Employee Termination

Coverage will terminate on August 31st for school employees who terminate their employment at the end of the school year.

When an employee's employment ends within the first 15 days of the month, the insurance will terminate on the 15th of that month, if employment ends within the last 15 days of the month, insurance will terminate on the last day of that month. Payroll deductions taken for insurance beyond the termination date will be reimbursed to the employee.

SECTION 504

HEALTH INSURANCE UNDER THE FEDERAL
AFFORDABLE CARE ACT POLICY

The Town of Walpole and the Walpole School Committee (Walpole) are implementing this Policy and the following procedures in order to meet their obligations under the Patient Protection and Affordable Care Act (ACA). Walpole is committed to being in full compliance with the ACA. Walpole is categorized as a large employer under the ACA and may be subject to an Employer Shared Responsibility Payment (ESRP) if one of its full-time employees purchases health insurance through Massachusetts Health Connector and receives a tax credit for that purchase. The following procedures are designed to ensure that the Town will be in compliance with the ACA and, therefore, will avoid, or at least minimize, any liability for ESRPs.

504-001: Look-Back Measurement Method: Measurement Administrative, and Stability Periods.

Pursuant to the ACA, ongoing (current) Walpole employees who are employed for at least 130 hours of service per month must be offered Town-sponsored health insurance for themselves, their spouses, and dependents up to age 26. Walpole shall employ a 6-month look-back measurement method to determine eligibility for all employees. This standard measurement period shall begin on January 1, 2015. After six months, Walpole shall have up to 3 months (the administrative period) to determine if any full-time employees (total hours divided by 6 must equal at least 130 hours) have not been offered Town-sponsored health insurance and to enroll (or disenroll) them if necessary. If there are any such employees, Walpole shall offer them Town-sponsored health insurance for the 6 months following the measurement period. This 6-month coverage is called the stability period. How many hours an employee works during the stability period is relevant only in determining whether he/she will be eligible for Town-sponsored health insurance coverage in the next stability period. The measurement, administrative, and stability periods shall then repeat themselves on an ongoing basis.

The administrative period will be the same length for all employees and it will not serve to reduce or lengthen either the measurement or stability periods. To prevent gaps in health insurance coverage, the administrative period will overlap with the prior stability period during which time an employee's classification (full-time or part-time) will remain unchanged.

When Walpole hires a new employee who is expected to work on a full-time basis, Walpole shall offer Town-sponsored health insurance upon initial employment. Once the employee has been employed by Walpole for a full standard measurement period (the same period that applies to ongoing employees), he/she shall become an ongoing employee and be included in the normal look-back measurement cycle for determining eligibility.

For new employees expected to be variable hour, seasonal, and part-time employees, Walpole shall track their hours of service using an initial measurement period of 6 months. The initial measurement period shall begin on the first day of the first calendar month following the employee's start date (or on the first day of the first payroll period starting on or after the employee's start date, if later). As with ongoing employees, an administrative period of up to 3 months shall be employed, along with a 6-month stability period. Once a new variable hour, seasonal, or part-time employee has been employed by Walpole for a full standard measurement period (the same period that applies to ongoing employees), he/she shall become an ongoing employee and be included in the normal look-back measurement cycle for determining eligibility.

504-002: Hours of Service and Periods of Time Not Included in 6-Month Calculation.

As mentioned previously, a Walpole employee must average at least 130 hours of service over a 6-month period to be entitled to Town-sponsored health insurance. The following categories of service count toward the 130 hour average: each hour worked for which an employee is paid; unpaid short scheduled breaks (not including unpaid lunch breaks of at least 30 minutes), paid time off due to vacation, holiday, illness, incapacity (including disability), layoff, jury duty, military duty or leave of absence. Generally, unpaid time off will not count toward the 130 hours of service.

Certain periods of unpaid time off will not be included when calculating the 6-month standard measurement period. These include: summer months for teachers and other school employees, FMLA leave, military leave, jury duty. For these special periods of unpaid time off, Walpole will determine the average hours during the measurement period, excluding the special unpaid leave period, and will use that average as the average for the entire measurement period.

504-003: Guidance.

Should Walpole employees have any questions regarding this policy, please contact the Valorie Donohue in the Human Resource office. Her telephone number is 508-660-7294 and her email address is vdonohue@walpole-ma.gov

Town Of Walpole
Board of Selectmen

600 CULTURE & RECREATION

Town Of Walpole
Board of Selectmen

700 TOWN FINANCE

SECTION 701 PURCHASING POLICY

701-001: GENERAL

The Town Of Walpole as stated in its Charter, Article IV, Section 4-3 empowers the Town Administrator to purchase all goods and services for the Town of Walpole. The Purchasing Department shall act on the Town Administrator's behalf and oversee and facilitate the Purchasing done by all Town Departments using the MUNIS Purchase Order system. Purchasing shall also coordinate centralized purchasing for commodities such as paper, envelopes etc. and also conduct formal bidding for goods and services as dictated by Massachusetts General Law. In monitoring all purchasing functions done by employees of the Town of Walpole, the Purchasing Department is responsible that purchases are made in an open, fair, competitive manner and goods and services are obtained at the lowest responsible and responsive cost.

701-002: PURCHASING THRESHOLDS & GUIDELINES

Chapter 30B establishes three sets of procedures for awarding supply and service contracts depending on the value of the purchase/contract.

1. Contracts Under \$5000 – Sound business practices shall be observed at all times.

2. Contracts from \$5000 - \$24,999 – Price quotations from a least three vendors must be obtained prior to making any purchase. Where possible, these shall be written quotes, however in all circumstances the quotes shall be recorded with the Purchasing Department. Each quotation received shall include the name(s) and address of the business/firm/person who submitted said quotation(s), as well as the date and the amount of the quote. The award shall be made to the responsible vendor offering the supply or service for the lowest price.

3. Contracts of \$25,000 Or Greater – These shall require a formal advertised competition using sealed bids or proposals. The contract is awarded to the qualified bidder who meets specifications and offers the best price. Proposals are awarded to the vendor offering the most advantageous proposal as well as price.

4. State Contract Items: Goods and Services listed on Massachusetts State Contract are not subject to quote or bid requirements.

701-003: PURCHASE ORDER SYSTEM

Purchase Orders are the acceptable method to make purchases whenever possible and feasible. Planning at the department level is required to anticipate needs and purchases. If a purchase is made outside the normal purchase order process for an emergency it is policy that a Purchase Order for that purchase be created within twenty-four hours after the point of purchase. Open Purchase Orders can be created to allow for incidental small purchases from vendors from whom purchases are made on a frequent basis. Open Purchase Orders can be used at the start of the fiscal year to encumber estimated services i.e. phone, oil etc. Exceptions to Purchase Orders are gasoline, advertisements, dues and memberships, legal services.

701-004 EMERGENCY PURCHASES

As emergency situations are rare, so too should be the need to purchase without a purchase order obtained in advance. The Purchasing Office will be responsible for monitoring this provision and will advise the Town Administrator of any suspected abuse.

701-005 PURCHASE ORDER PROCESS

The following process shall be observed in entering and creating purchase orders within the Town's computerized financial system:

1. Requisition Entry at Department Level
2. Requisition Approved by Department Head (Can be two levels of approval depending on amount of purchase)
3. Requisition Conversion
4. Purchase Order Number Assigned/Encumbrance is Posted
5. Purchase Orders Printed, Processed and Signed
6. Purchase Orders Sent to Each Department for Mailing and Accounts Payable purposes

SECTION 702 DISPOSITION OF SURPLUS EQUIPMENT

702-001 General Policy

The Town of Walpole retains the option of disposing outright by any means of any supply or equipment that is broken, unusable, or outdated. Any supply or equipment that is deemed to be useable will be disposed of by the following manner:

1. **Value Less Than \$5,000:** The item(s) shall be declared surplus by the responsible Department Head and forwarded through Purchasing to the Board of Selectmen. The Selectmen may concur with the recommendation and declare said item(s) as surplus and authorize disposition. At the Board's discretion, a minimum bid(s) may be established. The item(s) is then advertised on the Town of Walpole web page (Purchasing link) and posted in the Town Hall for a period not less than fifteen days. At that time, the item may be awarded to the highest responsible bidder.
2. **Value Equal To or Greater Than \$5,000:** The item(s) shall be declared surplus by the responsible Department Head and forwarded through Purchasing to the Board of Selectmen. The Selectmen may

concur with the recommendation and declare said item(s) as surplus and authorize disposition. At the Board's discretion, a minimum bid(s) may be established. The item(s) is then advertised in a local newspaper and on the Town of Walpole web page (Purchasing link) and posted in the Town Hall for a period not less than fifteen days. At that time, the item may be awarded to the highest responsible bidder.

3. **Other Disposal Methods:** Yard sales, silent auctions, online auctions, or live auctions may be utilized herein if approved by the Town Administrator and Board of Selectmen.
4. **Award of Bid & Payment Requirements:** All supplies and equipment shall be sold "as is", and the selected purchasers are responsible for moving awarded item(s) not more than five (5) days following award of bid. Payment shall be made in the form of a certified check.

SECTION 703 TIE BREAKER PROCEDURE FOR QUOTES AND BIDS

703-001 General Policy

Despite its simplicity, a coin toss will be used to break a tie. The tied vendors/purchasers will be called and informed of the tie. They will be invited into the office (if possible) and be witness to the flip of the coin in the presence of one or more witnesses. The procurement officer and witnesses will sign a statement under penalties of perjury stating that the named vendors/purchasers submitted offers that were tied in price and that the tie breaker procedure was implemented. The Town will advise any aggrieved vendor/purchaser that such tie breakers are considered to be fair if used as stated herein and thus use of such will not be questioned. The results of the tie breaker will be documented in writing and kept in the procurement file pertaining to the quote/bid.

SECTION 704 RED FLAG POLICY AND IDENTITY THEFT PREVENTION PROGRAM

Purpose

To establish an Identity Theft Prevention Program designed to detect, prevent and mitigate identity theft in connection with the opening of a covered account or an existing covered account and to provide for continued administration of the Program in compliance with Part 681 of Title 16 of the Code of Federal Regulations implementing Sections 114 and 315 of the Fair and Accurate Credit Transactions Act (FACTA) of 2003.

704-001 DEFINITIONS

1. **Covered Account means:**

- a. An account that a financial institution or creditor offers or maintains, primarily for personal, family, or household purposes, that involves or is designed to permit multiple payments or transactions, such as a credit card account, mortgage loan, automobile loan, margin account, cell phone account, utility account, checking account, or savings account; and
- b. Any other account that the financial institution or creditor offers or maintains for which there is a reasonably foreseeable risk to customers or to the safety and soundness of the financial institution or creditor from identity theft, including financial, operational, compliance, reputation, or litigation risks.

2. **Credit** means the right granted by a creditor to a debtor to defer payment of debt or to incur debts and defer its payment or to purchase property or services and defer payment therefore.
3. **Creditor** means any person who regularly extends, renews, or continues credit; any person who regularly arranges for the extension, renewal, or continuation of credit; or any assignee of an original creditor who participates in the decision to extend, renew, or continue credit and includes utility companies and telecommunications companies.
4. **Customer** means a person that has a covered account with a creditor.
5. **Identity theft** means a fraud committed or attempted using identifying information of another person without authority.
6. **Notice of address discrepancy** means a notice sent to a user by a consumer reporting agency pursuant to 1 U.S.C. § 1681 (c)(h)(1)
7. **Person** means a natural person, a corporation, government or governmental subdivision or agency, trust, estate, partnership, cooperative, or association.
8. **Personal Identifying Information** means a person's credit card account information, debit card information, bank account information and driver's license information and for a natural person includes their social security number, mother's birth name, and date of birth.
9. **Red flag** means a pattern, practice, or specific activity that indicates the possible existence of identity theft.
10. **Service provider** means a person that provides a service directly to the Town
11. **Town** means the Town of Walpole.

Findings

1. The Town is a creditor pursuant to 16 CFR § 681.2 due to its provision or maintenance of covered accounts for which payment is made in arrears.
2. Covered accounts offered to customers for the provision of Town services include utility accounts and development review accounts.
3. The process of opening a new covered account and making payments on such accounts have been identified as potential processes in which identity theft could occur.
4. The Town limits access to personal identifying information to those employees responsible for or otherwise involved in opening covered accounts or accepting payment for use of covered accounts. Information provided to such employees is entered directly into the Town's computer system and is not otherwise recorded.

5. The Town determines that there is a low risk of identity theft occurring in the following ways:
 - a. Use by an applicant of another person's personal identifying information to establish a new covered account; and
 - b. Use of another person's credit card, bank account, or other method of payment by a customer to pay such customer's covered account or accounts.

704-002 PROCESS OF ESTABLISHING A COVERED ACCOUNT

As a precondition to opening a covered account in the Town through our designated web site, each applicant shall access a secure web site and provide the necessary information to complete a credit card or ACH transaction. Setting up a covered account shall require proof of residency and a government issued identification card.

704-003 ACCESS TO COVERED ACCOUNT INFORMATION

1. Access to customer accounts shall be password protected and shall be limited to authorized Town personnel.
2. Any unauthorized access to or other breach of customer accounts is to be reported immediately to the Town Clerk and the password changed immediately.
3. Personal identifying information included in customer accounts is considered confidential and any request or demand for such information shall be immediately forwarded to the Finance Director.

704-004 CREDIT CARD PAYMENTS

1. In the event that credit card payments that are made over the Internet are processed through a third party service provider, such third party service provider shall certify that it has an adequate identity theft prevention program in place that is applicable to such payments.
2. All credit card payments made over the telephone or the Town's web site shall be entered directly into the customer's account information in the computer database.
3. Account statements and receipts for covered accounts shall include only the last four digits of the credit or debit card or the bank account used for payment of the covered account.

704-005 SOURCES AND TYPES OF RED FLAGS

All employees responsible for or involved in the process of opening a covered account or accepting payment for a covered account shall check for red flags as indicators of possible identity theft and such red flags may include:

1. Alerts from consumer reporting agencies, fraud detection agencies or service providers. Examples of alerts include but are not limited to:

- a. A fraud or active duty alert that is included with a consumer report;
- b. A notice of credit freeze in response to a request for a consumer report;
- c. A notice of address discrepancy provided by a consumer reporting agency;
- d. Indications of a pattern of activity in a consumer report that is inconsistent with the history and usual pattern of activity of an applicant or customer, such as:
 - i. A recent and significant increase in the volume of inquiries
 - ii. An unusual number of recently established credit relationships
 - iii. A material change in the use of credit, especially with respect to recently established credit relationships; or
 - iv. An account that was closed for cause or identified for abuse of account privileges by a financial institution or creditor.

2. Suspicious documents. Examples of suspicious documents include:

- a. Documents provided for identification that appear to be altered or forged;
- b. Identification on which the photograph or physical description is inconsistent with the appearance of the applicant or customer;
- c. Identification on which the information is inconsistent with information provided by the applicant or customer;
- d. Identification on which the information is inconsistent with readily accessible information that is on file with the creditor, such as the application for service; or
- e. An application that appears to have been altered or forged, or appears to have been destroyed and reassembled.

3. Suspicious personal identification, such as suspicious address change. Examples of suspicious identifying information include:

- a.. Personal identifying information that is inconsistent with external information sources used by the financial institution or creditor. For example:
 - i. The address does not match any address in the consumer report;
 - ii. The Social Security Number (SSN) has not been issued, or is listed on the Social Security Administration's Death Master File.
- b. Personal identifying information provided by the customer is not consistent with other personal identifying information provided by the customer, such as a lack of correlation between the SSN range and date of birth.
- c. Personal identifying information or a phone number or address, is associated with known fraudulent applications or activities as indicated by internal or third-party sources used by the financial institution or creditor.
- d. Other information provided, such as fictitious mailing address, mail

drop addresses, jail addresses, invalid phone numbers, pager numbers or answering services, is associated with fraudulent activity.

- e. The SSN provided is the same as that submitted by other applicants or customers.
- f. The address or telephone number provided is the same as or similar to the account number or telephone number submitted by an unusually large number of applicants or customers.
- g. The applicant or customer fails to provide all required personal identifying information on an application or in response to notification that the application is incomplete.
- h. Personal identifying information is not consistent with personal identifying information that is on file with the financial institution or creditor.
- i. The applicant or customer cannot provide authenticating information beyond that which generally would be available from a wallet or consumer report.

4. Unusual use of or suspicious activity relating to a covered account. Examples of suspicious activity include:

- a. Shortly following the notice of a change of address for an account, Town receives a request for the addition of authorized users on the account.
- b. A new revolving credit account is used in a manner commonly associated with patterns of fraud patterns. For example: known
 - i. The customer fails to make the first payment or makes an initial payment but no subsequent payments.
- c. An account is used in a manner that is not consistent with established patterns of activity on the account. There is, for example:
 - i. Nonpayment when there is no history of late or missed payments.
 - ii. A material change in purchasing or spending patterns;
- d. An account that has been inactive for a long period of time is used (taking into consideration the type of account, the expected pattern of usage and other relevant factors).
- e. Mail sent to the customer is returned repeatedly as undeliverable although transactions continue to be conducted in connection with the customer's account.
- f. The Town is notified that the customer is not receiving paper account statements.
- g. The Town is notified of unauthorized charges or transactions in connection with a customer's account.
- h. The Town is notified by a customer, law enforcement or another person that it has opened a fraudulent account for a person engaged in identity theft.

5. Notice from customers, law enforcement, victims or other reliable sources regarding possible identity theft or phishing relating to covered accounts.

704-006 PREVENTION AND MITIGATION OF IDENTITY THEFT

In the event that any Town employee responsible for or involved in restoring an existing covered account or accepting payment for a covered account becomes aware of red flags indicating possible identity theft with respect to existing covered accounts, such employee shall use his or her discretion to determine whether such red flag or combination of red flags suggests a threat of identity theft. If, in his or her discretion, such employee determines that identity theft or attempted identity theft is likely or probable, such employee shall immediately report such red flags to the Finance Director. If, in his or her discretion, such employee deems that identity theft is unlikely or that reliable information is available to reconcile red flags, the employee shall convey this information to the Finance Director, who may in his or her discretion determine that no further action is necessary. If the Finance Director in his or her discretion determines that further action is necessary, a Town employee shall perform one or more of the following responses, as determined to be appropriate by the Finance Director:

- a. Contact the customer;
- b. Make the following changes to the account if, after contacting the customer, apparent that someone other than the customer has accessed the customer's covered account:
 - i. change any account numbers, passwords, security codes, or other security devices that permit access to a account; or
 - ii. close the account;
- c. Cease attempts to collect additional charges from the customer and decline to sell the customer's account to a debt collector in the event that the customer's account has been accessed without authorization and such access has caused additional charges to accrue;
- d. Notify a debt collector within [select time frame, for example, 48 hours] of the discovery of likely or probable identity theft relating to a customer account that has been sold to such debt collector in the event that a customer's account has been sold to a debt collector prior to the discovery of the likelihood or probability of identity theft relating to such account;
- e. Notify law enforcement, in the event that someone other than the customer has accessed the customer's account causing additional charges to accrue or accessing personal identifying information; or
- f. Take other appropriate action to prevent or mitigate identity theft.

2. In the event that any Town employee responsible for or involved in opening a new covered account becomes aware of red flags indicating possible identity theft with respect an application for a new account, such employee shall use his or her discretion to determine whether such red flag or combination of red flags suggests a threat of identity theft. If, in his or her discretion, such employee determines that identity theft or attempted identity theft is likely or probable, such employee shall immediately report such red flags to the Finance Director. If, in his or her discretion, such employee deems that identity theft is unlikely or that reliable information is available to reconcile red flags, the employee shall convey this information to the Finance Director, who may in his or her discretion determine that no

further action is necessary. If the Finance Director in his or her discretion determines that further action is necessary, a Town employee shall perform one or more of the following responses, as determined to be appropriate by the Finance Director:

- a. Request additional identifying information from the applicant;
- b. Deny the application for the new account;
- c. Notify law enforcement of possible identity theft; or
- d. Take other appropriate action to prevent or mitigate identity theft.

704-007 UPDATING THE PROGRAM

The Board of Selectmen shall annually review and, as deemed necessary by the Board of Selectmen update the Identity Theft Prevention Program along with any relevant red flags in order to reflect changes in risks to customers or to the safety and soundness of the Town and its covered accounts from identity theft. In so doing, the Board of Selectmen shall consider the following factors and exercise its discretion in amending the program:

1. The Town's experiences with identity theft;
2. Updates in methods of identity theft;
3. Updates in customary methods used to detect, prevent, and mitigate identity theft;
4. Updates in the types of accounts that the Town offers or maintains; and
5. Updates in service provider arrangements.

704-008 PROGRAM ADMINISTRATION

The Finance Director is responsible for oversight of the program and for program implementation. The Town Administrator is responsible for reviewing reports prepared by staff regarding compliance with red flag requirements and with recommending material changes to the program, as necessary in the opinion of the Town Administrator, to address changing identity theft risks and to identify new or discontinued types of covered accounts. Any recommended material changes to the program shall be submitted to the Board of Selectmen for consideration by the Board of Selectmen.

1.The Finance Director will report to the Town Administrator at least annually, on compliance with the red flag requirements. The report will address material matters related to the program and evaluate issues such as:

- a. The effectiveness of the policies and procedures of Town in addressing the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts;
- b. Service provider arrangements;
- c. Significant incidents involving identity theft and management's response; and
- d. Recommendations for material changes to the Program.

2. The Finance Director is responsible for providing training to all employees responsible for or involved in opening a new covered account or accepting payment for a covered account with respect to the implementation and requirements of the Identity Theft Prevention Program. The Finance Director shall exercise his or her discretion in determining the amount and substance of training necessary.

704-009 OUTSIDE SERVICE PROVIDERS

In the event that the Town engages a service provider to perform an activity in connection with one or more covered accounts the Finance Director shall exercise his or her discretion in reviewing such arrangements in order to ensure, to the best of his or her ability, that the service provider's activities are conducted in accordance with policies and procedures, agreed upon by contract, that are designed to detect any red flags that may arise in the performance of the service provider's activities and take appropriate steps to prevent or mitigate identity theft.

704-010 TREATMENT OF ADDRESS DISCREPANCIES

Pursuant to 16 CFR § 681.1, this establishes a process by which the Town will be able to form a reasonable belief that a consumer report relates to the consumer about whom it has requested a consumer credit report when the Town has received a notice of address discrepancy. In the event the Town receives a notice of address discrepancy, the Town employee responsible for verifying consumer addresses for the purpose of providing the municipal service or account sought by the consumer shall perform one or more of the following activities, as determined to be appropriate by such employee:

1. Compare the information in the consumer report with:
 - a. Information the Town obtains and uses to verify a consumer's identity in accordance with the requirements of the Customer Information Program rules implementing 31 U.S.C. § 5318(1);
 - b. Information the Town maintains in its own records, such as applications for service, change of address notices, other customer account records or tax records; or
 - c. Information the Town obtains from third-party sources that are deemed reliable by the relevant Town employee; or
2. Verify the information in the consumer report with the consumer.

704-011 FURNISHING CONSUMER'S ADDRESS TO CONSUMER REPORTING AGENCY

1. In the event that the Town reasonably confirms that an address provided by a consumer to the Town is accurate, the Town is required to provide such address to the consumer reporting agency from which the Town received a notice of address discrepancy with respect to such consumer. This information is required to be provided to the consumer reporting agency when:

- a. The Town is able to form a reasonable belief that the consumer report relates to the consumer about

whom the Town requested the report;

b.The Town establishes a continuing relation with the consumer; and

c.The Town regularly and in the ordinary course of business provides information to the consumer reporting agency from which it received the notice of address discrepancy.

2.Such information shall be provided to the consumer reporting agency as part of the information regularly provided by the Town to such agency for the reporting period in which the Town establishes a relationship with the customer.

704-012 METHODS OF CONFIRMING CONSUMER ADDRESSES

The Town employee charged with confirming consumer addresses may, in his or her discretion, confirm the accuracy of an address through one or more of the following methods:

1. Verifying the address with the consumer;
2. Reviewing the Town's records to verify the consumer's address;
3. Verifying the address through third party sources; or
4. Using other reasonable processes.

SECTION 705 CAPITAL PLANNING POLICY

1. The Town will maintain its physical assets at a level adequate to protect the Town's capital investments and to minimize future maintenance and replacement costs. The Town's physical resources are a major component of the Town's overall financial assets and represent a significant investment of public funds. As such, the Town must adequately maintain and update its capital assets.

2. The Town will develop a multi-year plan for capital improvements to be known as the "Five-Year Capital Plan", which will be updated on an annual basis. This report will include all known capital needs for a five year period for all school and municipal operations.

3. Capital items shall be defined as follows:

- Items requiring an expenditure of at least \$5,000.00 and having a useful life of more than five years.
- Projects consisting of real property acquisitions, construction, capital asset improvements, long-life capital equipment, or major maintenance/repair of an existing capital item, as distinguished from a normal operating expenditure.
- All Items obtained under a long term lease requires a two-thirds vote of the legislative body.
- Bulk purchases of similar items, such as technology and furniture purchases, shall be aggregated and the total considered a capital item.

4. The Town shall regularly invest in capital items on an ongoing basis. Annual delays in reinvesting in the Town's capital assets and equipment can often lead to delaying major problems that result in larger investments of financial resources to correct. The Board of Selectmen will continue to stress the

importance of capital reinvestment and will carefully balance the financing of capital with annual operating expenses.

5. The funding source for capital projects must be identified and analyzed before any long term bonded capital project is recommended. Funding sources for capital projects must be analyzed so as to balance the limited resources available within Proposition 2½.
6. Capital projects funding should also be reviewed in relation to impact on property tax limitation.
 - Projects funded with current tax revenues should identify impact on annual operating budget.
 - Projects funded with long-term debt and not exempted from Proposition 2½ should identify impact on annual operating budgets.
 - Projects funded with long-term debt and exempted from Proposition 2½ should identify impact on annual tax rate and/or tax bill (debt exclusion).
7. The estimated annual operating cost of a proposed capital project, as well as debt service costs, will be identified before any long-term bonded capital project is recommended.

Capital projects may increase future expenses, decrease future expenses or may be cost-neutral. The funding of capital projects may fall within available revenue (taxes or fees) or new revenue sources (debt or capital exclusions). It is important to project the impact that the proposed capital project has on the operating budget so that operating budget funding sources can also be identified or new funding sources identified. Future operating and maintenance costs for all new capital facilities will be fully evaluated.

SECTION 706 DEBT MANAGEMENT POLICY

706-001: OBJECTIVES

The use of long-term debt as a funding source is a prudent means of meeting the depreciating cost of capital assets. It is also a way of spreading current capital cost to a changing population benefiting from the use of the capital. However, left unchecked, long-term debt may strain delivery of services, burden taxpayers with excessive payments and impact the financial health of the community. The purpose of this policy is to establish guidelines and measurers governing the use of long-term debt in order to maintain sound financial practices and to demonstrate our commitment to timely repayment of debt issued.

706-002: TYPES OF DEBT

Massachusetts General Laws, c 44, sections 7 and 8 govern the purposes for which municipalities may issue debt and sets out the maximum period of issuance for bonds. The full faith and credit of the community is pledged to repay the principal and interest incurred to pay for the following types of debt.

1. General Fund Debt is payable from general revenues, mainly taxation, and has a direct impact on delivery of services. General obligations bonds in recent years have been used to construct and

reconstruct schools, purchase land, repair Town Hall, construct a new library and replace deteriorating equipment.

2. Water and Sewer Debt is repaid through revenues generated by the operation of the Water and Sewer Enterprise funds. The annual principal and interest cost are paid through the imposition of water and sewer rates and charged to the rate payers benefiting from the capital assets. Sewer main extensions, pumping stations, water and sewer mains, water storage tanks and other capital replacements have been funded through the enterprise funds.

706-003 DEBT LIMITS

Massachusetts General Law limits the amount of debt a community may authorize to 5 percent of the Equalized valuation (EQV) as determined by the Bureau of Local

Assessments from time to time. The Town may borrow up to 10% of EQV with the approval of a state board consisting of the attorney general, the state treasurer, the state auditor and the director of accounts. It is important to note that all debt, both General Fund and Water and Sewer Debt, are counted together against the Community's overall debt limit.

The Town, however, has determined that the statutory limits may impose too great a burden on revenues and the general operation of the town government and, therefore, has hereby adopted a more conservative debt limit. It is hereby adopted that the Town, as a policy, establishes a debt service ceiling that is not greater than 10% of the annual operating budget. That is to say annual principal and interest payments together shall not exceed 10% of the annual operating budget.

Expiring debt from completed and re-paid projects shall be replaced, to the greatest degree possible, with debt service for new projects eligible for bonding. This shall promote continued repair and replacement of Town infrastructure and equipment.

New debt may be added to the rolls annually provided that the overall increase in the debt budget, not including new debt excluded from the limitations of Proposition 2 ½, shall not increase greater than six percent in any one fiscal year and meets the requirements set out in paragraph above.

SECTION 707 RESERVES POLICY

The Town's reserves are a major factor in the Town's bond rating. Sudden decline in reserve amounts could result in a decline in bond rating and potential increases in the cost of borrowing. Reserve funds are defined as the Stabilization Fund and Free Cash. Reserves are maintained to cover revenue shortfalls or to make possible capital projects without the need to borrow. Accordingly, the Board of Selectmen establishes the following Reserve Policy:

1. Reserves, including the combined balance of Undesignated Fund Balance and Stabilization Fund, should be maintained at 5 -15% of general fund operating revenues. The primary objective of the Town's reserve policy is to provide the Town the flexibility to sustain service levels despite the adverse financial impacts of economic downturns and unforeseen and extraordinary expenses.

a. The Town will endeavor to maintain a certified Free Cash balance equal to at least 2% of general fund operating revenues. Unappropriated Free Cash in excess of the 2% benchmark may be appropriated to the Stabilization Fund in furtherance the objectives outlined in paragraph b) of this policy.

b. The Town will endeavor to maintain a Stabilization Fund large enough to buffer the General Fund from the impact of two to three years of reduced state aid and/or declining local receipts. Appropriations from the Stabilization Fund may be for any lawful purpose (Chapter 40, §5) and may only be made by a two-thirds vote of Town Meeting. Interest earned on Stabilization Fund balances will be retained in the Stabilization Fund. If and when the Town draws monies from the Stabilization Fund, the Town should also present a plan for replenishing the fund.

Undesignated Fund Balance in excess of the goal reserve amount may be used for non-recurring emergency expenditures, or appropriated to a Stabilization Fund for future capital projects and equipment purchases, or used to provide property tax relief.

SECTION 708 TAX INCREMENTAL FINANCING (TIF)

708-001 GOALS AND OBJECTIVES

A. Attract new Businesses

1. Manufacturing/Office Park
2. Commercial - Downtown
3. Commercial - Route 1
4. Research facilities
5. Service - Professional
6. Hotel
7. All other

B. Encourage existing businesses to expand

C. Reconstruction/Renovation of vacant commercial or real estate properties that have received a property tax abatement, because of the vacancy for a 5-year period

D. Demolition of and then the erection of new construction on the site of vacant commercial or real estate properties that have received a property tax abatement, because of the vacancy for a 5-year period
Stimulate Job Creation of jobs paying above the average per-capita income for Walpole

E. Infrastructure Improvements, including, but not limited to:

1. Repair of existing roads that are on the need list of the DPW
2. New water mains where current assets need repair
3. New sewer mains where current assets need repair
4. Providing sewer to exiting residential districts that have failing septic systems
5. New storm water drain systems where current assets are not adequate or functioning properly

708-02 PROCESS

A. Each application for a TIF will be assessed by the Board on its individual merit.

B. As a general philosophy: The Board is particularly interested in considering economic development projects which project substantive increases in employment of (target: 10 full-time jobs, with an income level higher than the average area/community per capita income) and/or a substantive increase in total property taxable values (target: minimum of 50%).

C. As a general philosophy: The Board believes that the applicant should provide evidence to the Town that the establishment of a TIF agreement is vital to the applicant's decision to move/expand his/her operation in Walpole.

D. As a general philosophy: The Board is particularly interested in considering economic development projects which will enhance the Town's downtown area, or address dormant sites.

E. Each applicant will complete a form developed by the Town and provide the required fiscal information necessary to allow the Board to assess the request for a TIF agreement.

F. The Board, upon receipt of the required application and appropriate supporting data, may forward the information to the Town Administrator, who shall review the information and seek input from one or more of the following: Finance Director, Community Development Director, Town Appraiser, Building Commissioner, Water and Sewer Superintendent, local citizens and such other town officials and members of the public and consultants, as deemed appropriate by the Town Administrator.

Within four weeks of the referral, the Town Administrator shall prepare a rating system to evaluate applications, which shall conform to the goals of Walpole's TIF Program and shall consider, but not necessarily be limited to the following factors:

1. Applicant's current and/or previous presence in Walpole.
2. Number of current and projected future employees - with documentation how the projected new jobs will compare to the area and/or community's per capita income.
3. Appropriateness of the business for the Town of Walpole, as well as the appropriateness of the business at the proposed site of the investment
4. Proposed investment - sources of funding - proposed type and nature of the development
5. Size of the TIF being requested and what other state funding/programs and amounts will award of the TIF leverage for the company.
6. Location of the proposed development

7. Timetable for implementation
8. Importance of the TIF agreement to the proposed project
9. Benefit of the project to the community and commitment of the applicant to support community activities in the Town of Walpole, both generally and fiscally
10. Company's previous involvement in state or Town economic development programs or commitments
11. Statement as to how the awarding of Tax Incremental Financing will be in the best interest of the Town of Walpole

G. Action by the Board of Selectmen

Upon receipt of the written report by the TIF Committee the Board will:

1. Discuss the issue within a regular Selectmen's meeting
2. Review the recommendation of the TIF Committee
3. Consider the community's best interests

H. If the Board of Selectmen determines that it will offer a TIF agreement, then the Board will instruct the TIF Committee to negotiate with the applicant, as a requisite for agreeing to place and support an article on the next Town Meeting warrant.

I. Institution of a TIF agreement cannot be instituted until and unless approval, in order, is granted by:

1. Board of Selectmen
2. Town Meeting
3. 1-495 South Regional Technology Economic Target Area (ETA) (advisory only), and
4. Commonwealth's Economic Assistance Coordinating Council (EACC)

J. The Board reserves the right to seek to revoke all agreements if the applicant fails to fulfill the stated obligations relative to employment and/or investment.

Town Of Walpole
Board of Selectmen

800 LICENSING & PERMITTING

SECTION 801 ALCOHOL/LIQUOR LICENSE REGULATIONS

801-001: POLICY STATEMENT

The Board of Selectmen of the Town of Walpole, sitting as the Licensing Authority in and for the Town, has sole responsibility in the first instance, for the issuance of all alcoholic beverage licenses within the Town. No license can be issued, surrendered, transferred, sold, or amended without the specific prior approval of the Authority.

801-002: ONE DAY LIQUOR LICENSE

All requests for one-day liquor licenses must be received a minimum of one week before a regular scheduled Selectmen's meeting to have adequate time to obtain comments and recommendations from Police Department. Holders of One Day Liquor Licenses are governed by the same Rules and Regulations that pertain to holders of liquor licenses.

801-003: COMMON VICTUALLER'S ALCOHOL, HOURS OF OPERATION

a. Last Call shall be at 12:30 AM and patrons shall be limited to ordering one drink at last call. **NO ONE** shall be allowed entrance to the establishment after **12:30 AM** and the doors shall be locked and all outside lights turned off.

There will be **NO SERVICE** of any alcoholic beverages or **CONSUMPTION** of alcoholic beverages **after 1:00 AM** and all tables, booths and the bar area shall be cleared of all alcoholic beverages, bottles, and glasses, etc.

All patrons must have vacated the premises by **1:30 AM**.

Bona fide employees of the licensed establishment may remain upon or enter upon the licensed premises outside of the regular hours of operation while actually engaged in cleaning, opening, closing or preparing for the next day's business, but they may not dispense or consume any alcoholic beverage during such non-public hours, nor may they remain upon the premises any longer than necessary to complete their work.

In any instance wherein a licensee will have employees working on the premises in excess of sixty (60) minutes after the established closing hour of the licensed establishment, the licensee shall cause notification of the fact to be given by telephone to the Walpole Police Department along with an estimate as to how long the work party will be on the premise.

b. Extension of Hours:

Requests for Extension of Hours must be received in the Board of Selectmen's office two weeks prior to the date. There will be **NO EXCEPTIONS**.

If the Extension is to 2:00 AM, last call will be at 1:30 AM and all patrons will be limited to one drink at last call.

No one shall be allowed entrance after 1:30 AM and all doors shall be locked and all outside lights shall be turned off.

There will be no service of any alcoholic beverages nor consumption of alcoholic beverages after 2:00 AM and all tables, booths and the bar area shall be cleared of all alcoholic beverages.

All patrons must have vacated the premises by 2:30 AM.

801-004 MANAGEMENT AND CONTROL

- a. Each corporate applicant seeking approval to become a Licensee, shall have a Manager dully appointed and authorized by certified vote of its Board of Directors, or permission of the owner, and must be acceptable to the Licensing Authority, who shall have power of approval over same. Any individual appointed manager of an establishment by the owner/corporation and approved by the Licensing Authority must be a United States citizen and must take an active role in the management of the subject establishment. No absentee mangers will be allowed. The Local Licensing Authority must be notified immediatly of any manager vacancy.
- b. No licensee shall permit any disorder, disturbance, lewdness, or illegality of any kind to take place in, upon, or around the licensed premise (including the parking lot). The licensee shall be responsible for such conduct, whether present or not.
- c. No licensee shall allow the sale of alcoholic beverages to an intoxicated person.
- d. No Manger or employee of the licensee shall consume any alcoholic beverages while on duty.
- e. No licensee shall make any distinction, discrimination, or restriction or service, access, or treatment on account or race, color, religious creed, national origin, sex or ancestry.
- f. Any licensee shall, upon request of the Licensing Authority, provide a current list of the names and residential address of all employees working upon the licensed premises.

801-005 PREMISES

- a. No physical alteration, the effect of which would be to constitute a change in the description of the licensed premise as shown on the license, shall be made without the prior written approval of the Authority. No interior renovations or alterations shall be made without prior approval of the Authority. Outside dining requires approval of the Local Licensing Authority and the ABCC.

- b. The licensed premises shall be subject to inspection at any time by the Police Department of the Town of Walpole, by the Licensing Authority, or by the Alcoholic Beverages Control Commission, or by the duly authorized agent(s) of any of them.
- c. The kitchen and premises of any licensed establishment must be kept clean, neat, and sanitary, to the satisfaction of the Licensing Authority and the Board of Health of the Town of Walpole, or to the duly authorized agent(s) of either of them.
- d. The Licensing Authority shall have the right and authority to order any licensee to engage as any private detail police officers from the Walpole Police Department as shall, in the Authority's judgment, be necessary to maintain law and order upon the premises to the licensee (including the parking lot.)

801-006 GENERAL OPERATING REQUIREMENTS

- a. No person shall store or sell any alcoholic beverage at any location or in any part of the premises at a given location, not specified in the description of premises stated on the license.
- b. The license to sell or store, as well as a copy of these Rules and Regulations must be posted in a conspicuous location, clearly visible and accessible to the public, upon the license premises.
- c. With the exception of establishments licensed as package stores, no licensee shall sell any alcoholic beverage intended for off-premises consumption; with the exception of establishments licensed as package stores. No licensee shall allow the sale of alcoholic beverages in containers designed to be carried from the licensed premises.
- e. The licensee shall, in all cases, be responsible for acquiring all permits, licenses, or certifications necessary to the conduct of his business; the licensee, moreover, shall be responsible for prompt notification to the Licensing Authority of any projected change or amendment needed or contemplated for licenses and permits previously issued.
- f. The licensee shall be responsible for the enforcement of all Rules and Regulations of the licensing Authority, all Rules and Regulations of the Alcoholic Beverages Control Commission, and all Massachusetts General Laws pertaining to the operation of an establishment possessing an alcoholic beverage.

801-007: TIPS POLICY

Effective April 1, 2005 all managers and persons involved in serving of liquors are required to attend a server training program within thirty calendar days of that person's first day of work, except that persons serving under the authority of a one day special license shall be server trained prior to serving any alcoholic beverages. A copy of the Manager's certificate must be on file at the office of the Board of Selectmen. A copy of the server training certificate of each employee or volunteer involved in the service of liquor shall be kept on the premises, further all license holders in town and all of those whom have applied for one day license, will be sent out a list of the training classes that are available by our office

801-008: INACTIVE LIQUOR LICENSE POLICY

An alcoholic beverage license which is inactive for a period of ninety (90) days shall be subject to a revocation hearing by the Board of Selectmen unless the licensee has requested an extension. The licensee shall be asked to discuss and demonstrate his/her operating plans for the establishment and the manner in which said licensee is serving the best interest of the community.

In the event a licensed establishment closes for reasons other than an ABCC or Town enforcement, the licensee shall be required, within fourteen 14 calendar days of closure to notify the Board of Selectmen by certified mail of said closure.

If the licensee fails to notify the Board that the establishment has ceased to conduct business, the Board of Selectmen, may institute proceedings, to cancel the license under G.L. c.138, s. 77, thirty (30) days after having learned of said closure.

801-009 ADMINISTRATIVE PENALTIES FOR VIOLATION OF ALCOHOLIC BEVERAGE SALES TO MINORS POLICY

The Board of Selectmen is the Licensing Authority under State law for the award of licenses for the sale of alcoholic beverages in the Town of Walpole Such licenses are issued to protect the public interest through the controlled and supervised sale of alcohol to responsible adults at acceptable locations.

The Board of Selectmen shall impose administrative penalties for violations of its policies. Offenders may expect one or more of the following consequences as deemed appropriate in the sole judgment of the Board. In determining penalties for selling alcohol to minors the Board shall use the following guidelines:

1 st Offense	Warning up to a 2 day suspension
2 nd Offense	Warning up to a 3 day suspension
3 rd Offense	Warning up to a (7) day suspension
4 th Offense	Warning up to a 2 Week suspension Or Revocation

1. In addition to the administrative action taken by the Board of Selectman those found in violation are subject to criminal prosecution under Massachusetts General Laws Chapter 138.
2. Depending on the circumstances of the offense the Board of Selectmen may deviate from and adjust the above guidelines.
3. If there are no violations for a five-year period measured from the date of the last offense, all prior administrative offenses may be voided.
4. The Board may administer a suspension that consists of consecutive days or not.
5. These are guidelines and the Board of Selectmen reserves the right to modify them at any time. Each offense will be considered individually.

SECTION 802 BLOCK PARTY REGULATIONS

1. A permit is required from the Board of Selectmen. Requests should be submitted in writing listing the name of the event, the date and time and if there will be music or blocking of roadway. The name address and telephone number of a contact person should be noted. Approval is subject to review by the Police Department.
2. Any outside music must stop by 9:00 p.m. and should not be heard at a distance of more than 100 yards.
3. Adequate parking of vehicles must be provided so not to block the roadway or impede the flow of traffic for emergency vehicles.
4. Consumption of alcoholic beverages must be monitored to ensure that liquor is to be served only to those of legal age.
5. If the Police Department receives a complaint of loud music, the officer responding shall advise the permit holder to reduce the level of music immediately, while the officer is present. Should the Police Department receive a second complaint of lout music and the responding officer agrees that it is loud, the music must stop and no further outside music will be allowed. If the music continues after being told to stop, regardless of level, the Police Department will seek complaints in Wrentham District Court for disturbing the Peace.
6. Any blockades or barricades must be easily removed for emergency vehicle access.

SECTION 803 BANNER REGULATIONS

1. Banners publicizing local events may be hung for a maximum of 14 days before the announced event.
2. A permit is required from the Board of Selectmen. Requests should be submitted in writing listing the name of the event, the sponsoring organization, and the date on which the event is to be held. The name, address, and telephone number of a contact person should be noted. Approval is subject to space limitations and is granted on a first-come/first served basis. Priority will be given to in-town organizations.
3. No **commercial advertising** will be allowed to appear on the banner. The Selectmen reserve the right to refuse permission to hang a banner if it is in questionable taste or condition.
4. The banner is to be hung on the banner poles on the common. The Town of Walpole takes no responsibility for storage of signs.
5. The banner's maximum length is 8' and the maximum width is 2'.

SECTION 804 USE OF ADAMS FARM POLICY AND PROCEDURES

The purpose of the policy is to create a guideline for interested groups/parties for the use of the town owned property, “Adams Farm”.

Any group/party interested in using the property at Adams Farm must first request approval from the Adams Farm Committee through the Board of Selectmen’s office using the attached application. A copy of this application shall be forwarded by the Board of Selectmen to the appropriate Town officials. The applicant shall obtain approval from the Police and Fire Departments for comment. This request, accompanied by the recommendation of the Adams Farm Committee will be forwarded to the Board of Selectmen who shall have the final approval for any use. It shall be the responsibility of the Adams Farm Committee to keep a schedule and advise the Board of Selectmen on a quarterly basis of upcoming events.

Should the group/party desire approval for a series of uses or an annual or recurring use of the Adams Farm Property this must be stipulated within the application and upon receipt of the recommendation of the Adams Farm Committee the Board of Selectmen may grant series, and/or reoccurring use through onetime approval. The Board of Selectmen must approve all events/uses regardless of whether or not the applicant has received prior approval from the Board of Selectmen for an event/use. Please note: the Adams Farm Committee must make a recommendation to the Board of Selectmen whether to give approval for each event. It will be the responsibility of the Adams Farm Committee to inform the Board of Selectmen of the Committee’s approval of prior use and to work with applicants to create a workable schedule.

It shall be the responsibility of any party seeking to use the property to adhere to the regulations for use of Adams Farm. The following uses are strictly prohibited:

1. Hunting & Animal traps
2. Unauthorized motorized vehicles, including but not limited to cars, trucks, tractors, 4 wheel drive vehicles, any type of All terrain vehicle, motorcycles, trail bikes, or snowmobiles.
3. Alcoholic beverages & illegal substances of any type. However, a one day Wine and Malt license may be issued by the Board of Selectmen through the process outlined in Board of Selectmen’s Policies and Procedures Section 204, Town Owned Parcels & Property Regulations.
4. Open fires; Including Grills and Fire Pits (unless granted permission by the Walpole Fire Department and if applicable the Board of Health)
5. use of firearms, other weapons, explosives, or projectiles. (Unless approved by the Walpole Police Department)
6. Dumping & littering. All trash must be removed from the site you are using.
7. Disturbing, removing cutting, or otherwise causing damage to a natural feature, sign, trail, markers, poster, barrier, building or other property.
8. Damage to crops and/or fields used for agricultural purposes
9. Camping (Unless granted permission by appropriate Town officials)
10. Conduct which disturbs the tranquility of Adams Farm, our neighbors privacy or enjoyment of this property by others and any illegal action under the law of the Commonwealth of Massachusetts or Walpole By Laws.

Signage: All signs posted for an event shall be completely removed after the event, including any stakes or posts used to support the sign. Signs shall be placed on the edge of any trail and not in normal walking path.

The following uses are **permitted**:

1. **Dogs must be leashed at all times.** Ensure that your pet does not interfere with others enjoyment of the property. Owners must pickup any waste left by their animals.
2. Mountain bikes are permitted on designated trails, except during March, April and/or in wet conditions when extensive deterioration of the trails can result. Group rides of 6 or more requires written permission from the Walpole Board of Selectmen via the Adams Farm Committee.
3. Horseback riding is permitted. Group rides of 6 or more requires written permission from the Walpole Board of Selectmen.
4. Any other organized group activities require written permission from the Walpole Board of Selectmen via the Adams farm Committee.
5. Cross country skiing.

User groups interested in using the Adams Farm Barn/Pavilion must review and sign the User Group Sign off Sheet. Upon approval the Barn/Pavilion may be reserved.

While in the woods, please adhere to posted instructions regarding private property.

Visitors are welcome, but on the understanding that they use the area at their own risk and that they will comply with all of the above regulations. Whosoever disregards or violates any of these regulations is hereby forbidden to remain upon these premises and is subject to arrest, a fine not to exceed \$100.00, as well as, civil liability for damages to property and imprisonment as provided by law. The Town of Walpole cannot assume responsibility for injuries or loss of personal property.

Thank you for your cooperation.

TOWN OF WALPOLE APPLICATION FOR USE OF ADAMS FARM PROPERTY

Name: _____ Date: _____

Address: _____

Telephone Home: _____ Cell: _____ Work: _____

E-Mail: _____

Purpose: _____

which is to be used by _____
(Name of Organization)

(Address of Organization)

on the _____ day(s) of _____

_____ month (s) between the hours of _____

at the following described place: _____

(Please provide a brief description of the location at Adams Farm to be utilized.)

What is the maximum number of people to attend? _____ Approximate # of Vehicles: _____

What is the age group of the people? _____

Fire Burning Permit needed: (please check) Yes _____ No _____

Approval by Fire Department: Granted _____ Not Granted _____

Fire Department Name/Rank/Date: _____

Will a police detail or other type of security be provided? _____

A Police Detail is required when Beer and/or Wine is being served during an event.

(Final determination of detail requirement is the decision of the Walpole Police Department)

Is this request for an annual, reoccurring or series of uses? If so please explain: _____

If cooking will be taking place during an event at Adams Farm Board of Health Approval is required:

Applicable _____ Not Applicable _____ If applicable: BOH approved _____ BOH
denied _____ Signed & Dated _____

Please Note: Trash: All trash must be removed from the site you are using.

Signage: All signs posted for an event shall be completely removed after the event, including any stakes or posts used to support the sign. Signs shall be placed on the edge of any trail and not in the normal walking path.

Fees: **Commercial** \$500 per day _____

Non-resident (as per Fee Schedule) \$200 per day _____

Resident (as per Fee Schedule) \$100 per day _____

The signature below verifies the knowledge of and agreement to the rules and regulations for use of the Adams Farm property in the Town of Walpole.

Signature Date

***** Official Use Only Below Line*****

Recommendation of the Adams Farm Committee: Approved: _____ Denied:

Comments: _

Signature (Adams Farm Committee Chair or Designee) Printed Name of Signatory

Adams Farm Barn/Pavilion

User Group Sign off Sheet

By reviewing and signing this agreement the organizer of an event at the Adams Farm Barn/Pavilion agrees to provide the following:

1. A Certificate of Insurance must be provided to the Town of Walpole prior to use – Smaller Groups must sign the attached waiver form that indemnifies the Town of Walpole.
2. Approximate number of vehicles expected to be parked for the event: _____
3. The event organizer agrees that additional Toilet Facilities must be provided by the organizers for attendees as required.
4. The event organizer agrees that he/she will be responsible for cleaning up and disposing and removal of trash that is left over from the event.
5. Approximate number of guests expected for event: _____
6. No grills or open fire pits are allowed during any events at the Adams Farm/Pavilion unless granted by the Fire Department.

Event Organizer Signature: _____

Telephone: _____

Please submit completed forms the Board of Selectmen's Administrative Assistant

**RELEASE FROM LIABILITY, INDEMNITY
AND HOLD HARMLESS AGREEMENT**

I, _____ on behalf of _____
(name of group or organization)

in consideration of my being allowed to _____

do forever RELEASE, acquit, discharge and covenant to hold harmless the Town of Walpole, a municipal corporation of the Commonwealth of Massachusetts, and its successors, departments, officers, employees, servants, attorneys and agents, of and from any and all actions, causes of action, claims, demands, damages, costs, loss of services, expenses and compensation on account of in any way arising out of, directly or indirectly, all known and unknown personal injuries or property damage which I may now or hereafter have or may acquire, resulting or to result from said participation in the aforementioned activities. Furthermore, I hereby agree to protect the Town of Walpole and its successors, departments, officers, employees, servants, attorneys and agents against any claim for damages, compensation or otherwise arising out of or resulting from any injury to any party in connection with said participation in the aforementioned activities and to INDEMNIFY, reimburse or make good to the Town of Walpole or its successors, departments, officers, employees, servants and agents any loss or damage or costs, including attorneys' fees, which the Town of Walpole or its representatives may have to pay if any litigation arises from said participation in the aforementioned activities.

I hereby further covenant for myself, my successors and assigns not to sue the said Town of Walpole, its departments, officers, employees, servants, attorneys, and agents on account of any such claim, demand or liability.

Singed this _____ day of _____, 20_____.

Applicant User : _____

Please print name: _____

Telephone: _____

SECTION 805

FUEL STORAGE LICENSE

805-001: AUTHORITY-MGL

Chapter 148, Town of Walpole By-laws Article IX and Board of Health Underground Fuel & Chemical Storage Regulations.

805-002: NEW LICENSES

1. Board of Selectmen License Clerk distributes license form in duplicate, receives completed application with check for \$1000 and routes to following Department Heads for their approval or denial within a 30 day period:

a. Fire Chief- Determination made 527CMR 6.00,NFPA56, 520 CMR 12.00.

b. Board of Health-MGL Chapter 3, Sec. 31 Underground Fuel and Chemical Storage Regulations for all underground fuel and chemical storage systems of 1,000 gallons or greater throughout Town and all size systems within Aquifer Overlay District areas 1 and 2. Board of Health must evaluate the distance and impact to any private wells. Applicant given a least seven days advance written notice of meeting.

c. Board of Sewer and Water Commission- Must evaluate the distance and impact of any application to the public water supply via the Aquifer Overlay Zoning. The Board should give the applicant at least seven days advance written notice of meeting.

2. Board of Selectmen Licensing Clerk, upon receipt of a completed application, simultaneously writes to the Building Inspector, attaches a copy of application and plan, to request a determination if applicant conforms to all building code and zoning requirements.

3. The License Clerk, upon receipt of a completed application with signature approvals by the Fire chief, Board of Health, Sewer and Water Commission and Building Inspector, then schedules the Selectmen's hearing in accordance with MGL Chapter 148, Section 12 as follows:

4. The applicant must notify, by registered mail, not less than seven days prior to the hearing, all owners of real estate abutting on the subject land or directly opposite the subject land on any public or private street. The identity of these persons shall be taken from the most recent tax list in effect at the time the application is filed.

5. Board of Selectmen conducts public hearing and votes on License Application.

The timetable for the hearing should be reasonable and appropriate, but after all of the above mentioned reviews.

The Board of Selectmen has and shall exercise considerable discretion which extends beyond the mere question of fire or explosion risk and involves other considerations affecting the public interest i.e. traffic.

805-003: ANNUAL CERTIFICATES OF REGISTRATION

The Fire Chief shall mail by January 1st each year to each property owner who holds a license for storage of explosives and/or flammable materials an application to renew their annual Certificate of Registration. (This keeps the master list of license holders current).

The license holder shall mail a copy of or personally deliver the annual Certificate to the Town Clerk by April 30th each year with a \$100 fee paid. A second copy of the filed Certificate shall be forwarded by the Town Clerk to the Fire Chief in order to update the Fire Chief's records.

805-004: TANK INSTALLATION PERMIT

An applicant who applies to install a tank requiring a permit from the Fire Chief shall pay a fee of \$10.00 to the Fire Department. The Fire Chief shall mail to all permit holders by January 1st of each year the renewal application. The permit holder shall return to the Fire Department by April 30th, the renewal permit application and pay a fee of \$10.00. This will assist the Fire Chief in updating his records of permit holders.

805-005: PENALTIES

In accordance with Town By-Laws-Article IX, the penalty for any violation shall be a fine of not more than \$200. Each day that such violation continues shall constitute a separate offense.

SECTION 806 KENO LICENSE

The issuance of new Keno Licenses in the Town of Walpole should be restricted to business establishments with adequate parking in the following categories: restaurants licensed as Common Victuallers; Alcoholic Beverages Licensees; and Licensed Fraternal Organizations or Private Clubs.

The determination of whether there exists adequate parking requires that Keno License applicants submit a floor plan indicating the area to be allotted for Keno gaming. From these dimensions, an occupancy load can be determined from the State Building Codes. The Building Inspector will make the determination if there exists adequate parking to support the proposed Keno use, and convey his finding to the Board of Selectmen.

Establishments such as convenience stores, package goods stores, and gasoline stations, should not be granted Keno Licenses, as this type of operation would be detrimental to public order, convenience, and welfare.

SECTION 807 HAWKERS & PEDDLERS

807-001: AUTHORITY-MGL

Authority to establish the following regulations is via MGL Chapter 101, Section 17. For the purpose of this regulation the definition of hawkers, peddlers, and transient vendors shall be the same definitions as those contained in said Chapter 101 of MGL.

807-002: NEW LICENSES

1. No person shall hawk, peddle, or barter any goods or merchandise within the limits of the Town of Walpole except as authorized by law, without first obtaining a license to do so from the Board of Selectmen, upon payment of a license fee, said fee to be in conformity with Chapter 101 of MGL. This requirement shall not apply to any hawking or peddling of newspapers, religious publications, ice, flowering plants and flowers, and wild fruits, nuts and berries.
2. Persons interested in obtaining a Hawkers & Peddlers license shall make application in writing to the Board of Selectmen in a format established and as needed from time to time modified by said Board. As part of the application process, all applicants shall furnish to the Board of Selectmen written proof of valid and current Workers Compensation Insurance (if applicable), valid and current liability & casualty insurance naming the Town of Walpole as an additional insured party, a tax affidavit statement, copy of state license(s), and a completed Town of Walpole indemnification form. In addition, any proposed hawking & peddling upon private property shall require written permission of the property owner submitted at time of application.
3. All applications shall be reviewed by and shall not be acted upon by the Board of Selectmen without prior approval of the Walpole Police Department. Applicants shall complete and be subject to a Criminal Offender Record Information (CORI) background check.

807-003: RULES & REGULATIONS

1. The sale by hawkers and peddlers of jewelry, furs, wines, or spirituous liquors, small artificial flowers or miniature flags is prohibited.
2. Any person licensed under this regulation shall keep said license in his/her possession which shall be readily available for display. The license shall indicate the license number, and shall include the Licensee's signature and date of the license expiration. The Licensee shall display such license when requested to do so by any officer of the Police Department, Town Official, or the Health Director or designee.
3. No person licensed under this by-law shall conduct business in such a manner as would impede foot or vehicular traffic along or to a public way or public street or public sidewalk or access road or driveway.
4. All hawkers and peddlers shall have adequate trash control.
4. Vehicles utilized for the selling of frozen desserts or confections must have installed on said vehicle one or more amber flashing lights visible from the front and rear and sides of the vehicle and such lights must be flashing when the vehicle is in operation or stopped for the purpose of transacting business.

807-004: DURATION OF LICENSE

1. Each license shall be for a one-year period commencing on January 1 and ending on December 31 of any given year. Licenses issued after January 1 during any year will expire on December 31 of the same year of issue.
2. Renewal requests for licenses shall be submitted to the Board of Selectmen not later than November 15 of each year.

807-005: VIOLATIONS & PENALTIES

1. Failure to comply with this regulation may result in suspension or revocation of licenses and/or permits granted hereunder. In addition, a penalty of twenty dollars for each offense may be assessed.

SECTION 808: MOTEL OPERATION PERMIT REGULATIONS

808-001: DEFINITIONS

Board – The Board of Selectmen of the Town of Walpole or its designee.

Motel- Any building or portion thereof, other than a hotel or lodging house, in which persons are lodged for hire with or without meals and which is licensed or required to be licensed under the provisions of section thirty-two B of chapter one hundred and forty, but excluding private clubs.

808-002: MOTEL OPERATION PERMIT

1. Permit Required: Prior to operating a motel in the Town of Walpole, an operator or owner of such motel must secure a motel operation permit from the Board of Selectmen in addition to any other permit or license as required by applicable state or local law or regulation. All operating motels in the Town of Walpole as of July 1, 2008 shall be required to apply for a Motel Operation Permit on or before August 1, 2008.

2. Application: Applications for a motel operation permit shall be made in writing, on Town approved forms, to the Board of Selectmen, and shall provide, under oath, such information as the Board of Selectmen may require, including, but not limited to, the following:

- a. The name and address of the applicant, if an individual; or if a corporation, the name, date of incorporation, address of its principal place of business and the name and address of its officers; or if a partnership, association, or unincorporated company, the name and addresses of the partners or associates and the address of its principal place of business; and, *if a foreign corporation, partnership or unincorporated company*, the name and address of an agent for service of process;
- b. The intended place of business within the Town of Walpole
- c. The name and residential address of the manager; and
- d. A telephone number where the manager or the manager's designee may be

contacted 24 hours per day.

3. Action Of The Board Of Selectmen - Grant or Denial: The Board, in determining whether to issue a permit, may consider: public demand for the motel; the suitability of the applicant; and any and all other relevant facts and circumstances, including the prior operation of a motel or other business in the Town and any complaints made to any department, officer or employee of the Town with regard thereto.

The Board of Selectmen shall, within 21 days from the date of receipt of application: (1) grant the permit; (2) grant the permit under such terms and conditions as it deems appropriate in the public interest; or (3) deny the permit.

4. Change of Address: Whenever the applicant, as set forth in Section 808-002 2.(a), or the manager, as set forth in Section 808-002 2.(c) changes his or her residential address or principal place of business, as appropriate, the Board shall be notified within three (3) days of such change.

5. Permit To Be Displayed: A permit granted under this section must be displayed in clear view of the public.

6. Permit Period & Fee: Such permit shall be valid from the date of issuance until December 31, unless sooner revoked or suspended. The annual fee for a motel operation permit or renewal of same shall be Fifty Dollars (\$ 50.00). Such permit shall be automatically renewed for the next annual permit period upon application by the holder during the month of November provided that said permit covers the same licensed premises unless cause is shown. If the application is not timely filed, it shall be treated as an application for a new permit.

7. Transfer Or Sale Of Permit Prohibited: No motel operation permit shall be sold, assigned or transferred, and such sale, assignment or transfer shall automatically terminate said permit.

8. Physical Premises:

- a. All premises covered by the license shall be kept in a clean and sanitary condition.
- b. No outside area shall be used as a gathering place for patrons unless approved by the Board.
- c. The premises shall be lighted in all public areas in a manner sufficient for the safety of the patrons and visitors.
- d. The interior of the premises shall be sufficiently lighted at *all* times and all exits shall be properly designated by lighted signs, "Exit" as same may be mandated by the Building Inspector of the Town of Walpole or by the Fire Department of the Town of Walpole.

9. Hotel & Motel Management:

- a. Each corporate permittee must appoint a manager by a properly authorized and executed delegation.
- b. The responsibilities of every license holder and manager shall be as follows:
 - (1) To obey these regulations and all state and local laws and regulations;
 - (2) To promptly notify the police of any disturbances or illegal activity on the licenses premises of which the manager becomes aware;
 - (3) To cooperate fully with authorized agents of the Board, including but not necessarily limited to, any police officer of the Town of Walpole, the Town Administrator or the Administrator's agent, in the event of an investigation or inspection of the licenses premises.
- c. Any such notice sent to the manager as named in the records of the Board or the owner at the address of the licensed premises shall constitute valid legal notice to the permittee.

10. Environs Of Licensed Premises:

- a. It shall be the obligation of the permittee to ensure that a high degree of supervision is exercised over the conduct of the licensed establishment at all times. Each permittee shall be accountable for all violations that are related to the licensed premises to determine whether or not the permittee acted properly in the given circumstances.
- b. A permittee shall act reasonably and diligently to disperse loiterers or patrons who attempt to congregate in front of or at the licensed premises in an unauthorized manner. Failure of the permittee to keep such persons from congregating at the licensed premises may lead to disciplinary action against the permittee for allowing a public nuisance. Action to be taken by the permittee shall include: (1) maintaining the front door in a closed position; (2) asking loiterers to disperse; (3) promptly notifying the police if loiterers refuse to disperse; (4) hiring a security guard or stationing a security employee as needed to disperse loiterers if there is a persistent problem.
- c. When any noise, disturbance, misconduct, disorder, act or activity occurs in the licensed premises, or in the area in front of or adjacent to the licensed premises, or in any parking lot provided by the permittee for the use of its patrons, which in the judgment of the Board adversely affects the protection, health, welfare, safety or repose of the residents of the area in which the licensed premises are located, or results in the licensed premises becoming the focal point for police attention, the permittee shall be held in violation of the license and subject to proceedings for suspension, revocation or modification of the license.

11. Illegal Activity On Licensed Premises:

- a. A permittee shall make all reasonable and diligent efforts to ensure that illegal activities do not occur at the licensed premises. Such efforts shall include:
 - (1) Frequent monitoring of restrooms and other nonpublic areas of the premises for signs of drug activity or other illegalities;
 - (2) Paying attention to activities on the premises of known drug users or drug dealers or prostitutes or others who are known to have been convicted of crimes which may be conducted at the permitted premises;
 - (3) Calling promptly for police assistance as necessary to protect patrons against injury or to evict unruly patrons or to uncover unlawful conduct or to give medical assistance and providing police with requested information;
 - (4) Hiring security personnel to deal with chronic unlawful activity at the premises, such as prostitution or gambling or larceny from patrons or assaults and batteries or other problems associated with the premises.
- b. There shall be no disorder, prostitution, illegal gambling, illegal drug use or sales or possession, or other illegal activity on the licensed premises or any premises connected therewith.

12. Other Causes For Revocation, Suspension, And/Or Modification:

- a. Any permit issued pursuant to these Regulations may be modified, suspended, or revoked for any of the following causes:
 - (1) Violation by the permittee of any provision of these Regulations, or any other relevant state or local law or regulation, or if the public health and safety so requires;
 - (2) Fraud, misrepresentation, false material statement, concealment or suppression of facts by the permittee in connection with an application for a permit or for renewal thereof;
 - (3) Operation of the premises covered by the permit without prior approval or the Board;
 - (4) Failure to comply with any condition, stipulation or agreement upon which any permit was issued or renewed by the Board or upon which any application or

petition relating to the premises was granted by the Board. It shall be the duty of the permittee to ensure that all appropriate personnel at the licensed premises are familiar with these Regulations and with any conditions on the permit.

- (5) Refusal by any permittee and, if a corporation, by a manager, officer, or director thereof to appear at an inquiry or hearing held by the Board with respect to any application or matter bearing upon the conduct of the licensed business or bearing upon the character and fitness of such person to continue to hold a license.

13. Enforcement:

a. Suspensions or Revocations: Permittees in violation of these Regulations or any other relevant federal, state or local law or regulation may be subject to the following enforcement actions:

- (1) First offense; warning to seven day suspension.
- (2) Second offense; warning to thirty day suspension.
- (3) Third offense; warning to revocation.

Only offenses which have occurred within the two years preceding the date of violation shall be used in calculating the number of offenses for purposes of this section. The Board may use its discretion in determining whether the facts surrounding a violation warrant a penalty which is more lenient or severe than that suggested in this subsection, and the provisions of this subsection shall not be construed so as to limit the Board's authority to consider alternative dispositions, or further conditions on a license, or alternate penalties.

b. Non-Criminal Disposition: The provisions of these Regulations may also be enforced through any other lawful means in law or in equity by the Board of Selectmen, the Town Administrator, or their duly authorized agents, or any police officer of the Town of Walpole, and by any available means in law or equity, including but not limited to enforcement by non-criminal disposition pursuant to G.L. c. 40, §21D. Each day a violation exists shall constitute separate violation.

When enforced through non-criminal disposition, the penalties shall be as follows:

- (1) First violation: \$100.00
- (2) Second violation: \$200.00
- (3) Third and subsequent violations: \$300.00

14. Service Of Suspension Order: When the Board suspends the license or licenses of any permittee, it shall provide the permittee with written notice thereof, which shall include an order of suspension for public display that must contain the words, "No Service - Operation Permit suspended per order of the Board of Selectmen of the Town of Walpole." Such order shall be publicly displayed by the permittee in the following manner. If there is a door opening from the street into the licensed premises and a window facing the street upon which such door opens, such order shall be displayed in such window so that it may readily be seen from the street.. If the licensed premises are otherwise located, such order shall be affixed to the door of the entrance to the premises and displayed in such a way that it may be readily seen from the street.

Suspension orders of the Board, as above, shall remain affixed throughout the entire period of suspension. The removal, covering, defacement, or obliteration of the order of suspension or the failure to maintain the order of suspension in the manner and place required prior to the expiration of the suspension period shall be deemed the act of the permittee and shall be cause for further suspension, modification or revocation of the license.

15. Permit Holder's Right of Appeal: A permit holder may appeal a decision of the Board pursuant to MGL c.294, §4.

TOWN OF WALPOLE
TAXI
RULES AND REGULATIONS

SECTION 809 **TAXI LICENSES - APPLICATION & LICENSING REGULATIONS**

809-001 **LICENSE REQUIRED**

Prior to the operation of any vehicle, the licensee must secure a taxi license for each vehicle. The Board of Selectmen may only issue a taxi license if the vehicle has passed an inspection administered by a qualified garage authorized by the Registry of Motor Vehicles. . The results of the inspection shall be submitted to the Chief of Police. This inspection shall include the regular items (mechanical, safety & emissions) as well as other safety items (passenger area safety, climate control, meter operation, etc.). In addition, as provided in Section 810-001, an Inspection by a Police Department designee shall be performed prior to the submission of an application hereunder.

All proposed operators of taxis shall be listed within the application, and shall be not less than 25 years of Age. All operators of taxis shall be subject to a full CORI and driver history background check, and shall require the approval of the Chief of Police prior to presentation before the Town of Walpole Board of Selectmen. The licensee shall provide within the application to the Board a copy of all drivers' names, addresses and current valid drivers licenses.

A taxi license shall set forth the applicant's name and address, name and place of Taxicab business and a description of the vehicle with its identification number or numbers and the number of seats exclusive of the operator. A valid Commonwealth of Massachusetts vehicle registration and proof of insurance shall be submitted with the application, as specified herein.

Any issued license shall be valid for a period of one year from May 1 unless sooner revoked or suspended. New licenses issued after May 1 shall expire on April 30 of the succeeding year, unless otherwise renewed by the Board of Selectmen.

809-002 **APPLICATION**

Applications for a taxi license shall be made in writing, on Town approved forms, to the Board of Selectmen, and shall provide, under oath, such information as the Board of Selectmen may require, including the following:

- (a) The name and address of the applicant, if an individual; or if a corporation, the name, date of incorporation, address of its principal place of business and the name and address of its officers; or if a partnership, association, or unincorporated company, the name and addresses of the partners or associates and the address of its principal place of business; and, if a foreign corporation, partnership or unincorporated company, the name and address of an agent for service of process.
- (b) The intended place of business within the Town of Walpole
- (c) The intended place of nighttime vehicle storage.
- (d) Proposed hours of operation.
- (e) A telephone number(s) where the licensee may be contacted during the day and in the evening. 24 Hour telephone access to the Licensee is MANDATORY.

- (f) The make, model, vehicle identification number, and age of the vehicle.
- (g) A copy of the certificate of insurance coverage page for the vehicle.
- (h) Copy of Commonwealth of Massachusetts vehicle registration for each vehicle.
- (i) An applicant must be at least twenty-five (25) years of age;
- (j) Copy of a valid Massachusetts operator's license issued in accordance with the provisions of Massachusetts General Laws, Chapter 90 for each proposed operator.
- (k) A copy of the applicant's Massachusetts operator's license;
- (l) A signed waiver authorizing a full CORI and Driver History search for the Applicant and EACH proposed operator.
- (m) Name of applicant; the applicant's residence, date of birth, place of birth, father's name, mother's name and maiden name, height, weight, complexion, color of hair and of eyes, and social security number;
- (n) Any convictions, admission to sufficient facts or pleas with regard to felony or misdemeanor offenses, stating the courts in which such matters were heard, and the date of such offenses; and
- (o) Any traffic violations for which there was a finding of responsibility for a period of three (3) years prior to the date of the application for the license or for such additional time as the Board of Selectmen shall require.

809-003 FEE

The application fee for a Taxi License shall be two hundred dollars (\$200.00). In addition, the annual fee for a vehicle for taxi license or renewal of same shall be one-hundred dollars (\$100.00), which amount shall include the annual inspection as required of these regulations, and administrative expenses. Renewals shall be on May 1st every year. The fee for a duplicate or amended taxi license shall be one-hundred dollars (\$100.00). The application fee shall be non-refundable and is due at the time of application. The Annual Fee shall be payable upon approval of the license by the Board. The license shall not be issued until the fee has been paid.

809-004 LICENSING PROVISIONS - GENERAL

The Board of Selectmen may, upon receipt of a completed application, and after an initial hearing issue a license under such terms and conditions as it deems appropriate and in the public interest after a hearing is held on the initial application. The Board of Selectmen may require that the licensee provide the Board with a continuously updated list of those persons employed by the licensee as operators of vehicles for hire. The decision to grant or deny shall be strictly the discretion of the Board of Selectmen. Such license shall be valid for a period of one year from May 1 of that year unless revoked or suspended as provided herein.

809-005 CHANGE OF ADDRESS

A licensee shall not change his/her address or the place at which a vehicle is kept without prior approval of the Board of Selectmen.

809-006 LICENSE TO BE DISPLAYED

No taxi shall be operated without a valid taxi license displayed in clear view of the passengers.

809-007 VEHICLE RATES TO BE DISPLAYED

Every taxi shall have displayed in clear view of the passengers a notice of the current rates.

809-008 INSURANCE CERTIFICATE

All licensees shall maintain appropriate vehicle insurance as required by the Commonwealth of Massachusetts and shall carry evidence of such insurance in the licensed vehicle at all times. A copy of this insurance certificate must be provided to the Licensing Authority at time of application and each year at renewal time. The policy shall state that if it is revoked or amended, the insurance company will notify the Licensing Authority not later than ten (10) days prior to the effective date of the revocation or amendment.

All taxi operators shall carry personal liability in the minimum amount of \$300,000 for each person and \$1,000,000 each accident.

809-009 SUSPENSION OR REVOCATION

A license may be revoked or suspended by the Board of Selectmen for a violation of the law or these regulations, or if the public interest, health and/or safety so requires, or if the licensee and/or its employees shall act in a manner contrary to the best interests of the Town as may be determined by the Board of Selectmen following a hearing. Following any such hearing and vote of revocation or suspension, the Board of Selectmen shall, as soon as is practical, provide the licensee with written notice of said revocation or suspension. Upon suspension or revocation, said license shall be immediately surrendered to the Board of Selectmen.

Any hearing called to determine a possible revocation or suspension shall be provided in writing via certified mail to the Licensee. The hearing shall be held not earlier than ten (10) days following mailing of said notice. At the hearing the licensee will have the opportunity to present testimony and other evidence and be represented by a person of his choice. The Chief of Police is authorized to order a temporary suspension of the license pending formal hearing before the Board of Selectmen for any violation that he/she may deem warrants immediate action.

809-010 TRANSFER OR SALE OF LICENSE PROHIBITED

No taxi license provided for in these regulations shall be sold, assigned or transferred, and such sale, assignment, or transfer shall automatically terminate said license. Nor shall a majority in interest of any entirety holding such a license be sold, assigned or transferred. Such sale, assignment, or transfer shall automatically terminate said license.

809-011 TAXI CAB SALE

Any licensee who shall cease to be the owner of said vehicle, shall at once surrender the taxi license for said vehicle to the Board.

TAXI LICENSES - VEHICLE REQUIREMENTS

809-012 TAXI VEHICLES - ANNUAL INSPECTION

Before a taxi is licensed, and annually in order to renew the license on May 1st of that year, such taxi shall be thoroughly inspected and examined by a designee of the Police Department for the purpose of determining that the Taxi is in a fully safe and good condition, clean inside and outside, of good appearance, and well maintained and painted. At the time of the annual inspection, the operator of the Taxi shall present to the Police Department designee the Taxi license and inspection sheet supplied by the town for each vehicle. The Police Department designee shall, after inspecting the vehicle, either date and sign the taxi license application/inspection sheet and return it to the operator or inform the operator of corrections that must be made before the license application/inspection sheet will be returned.

Any vehicle having failed an inspection and requiring re-inspection shall be subject to an additional twenty dollar (\$20.00) re-inspection fee. Nothing herein shall relieve a Taxi business Licensee of its sole responsibility to ensure the safety of the vehicle and compliance with all applicable laws and regulations, and the licensee is at all times responsible for the vehicle and shall be liable for all penalties and/or damage resulting from the operation of the vehicle by an employee, agent, or any other person operating the vehicle.

809-013 TAXI VEHICLES - UNFIT VEHICLE

The Board of Selectmen shall deny the issuance or renewal or shall authorize the Chief of Police to temporarily suspend of a taxi license for any vehicle found to be unfit, unsafe, or in any manner in violation of State or Walpole regulations/laws including being unsuited for the purposes herein set forth. The Board may, at its pleasure, proceed to a hearing as outlined in Section 809-009 for severe or continued violations of this provision.

809-014 TAXI VEHICLES - STATE ISSUED REGISTRATION NUMBER PLATES

Any Taxi have affixed thereto such number plates as are prescribed for use by the Registrar of Motor Vehicles, which shall be attached to the said vehicle in accordance with the rules and regulations of the Registry of Motor Vehicles and the laws of the Commonwealth of Massachusetts.

809-015 TAXI VEHICLES - VEHICLE MARKINGS

Taxi: Every Taxi shall be identifiable with the word “Taxi,” “Cab,” or “Taxicab”.

If the license holder operates more than one taxi, each taxi shall have an identification number, not less than four inches high and one half inch wide, painted in two conspicuous places on the taxi in contrasting colors.

809-016 TAXI VEHICLES - TAXI METERS

Every taxi shall be operated under the taximeter system. Taximeters shall be installed and inspected in accordance with the laws of the Commonwealth of Massachusetts and rules and regulations prescribed by the Director of the Division of Standards.

Taximeters must be tested and sealed by the Department of Weights and Measure before being placed in service and on an annual basis.

Whenever a taximeter has been damaged, or repairs that might in any way affect the accuracy of its indications have been made, or any of the official security seals have been mutilated, such device shall not thereafter be used until it has been officially examined and re-approved.

The use of a vehicle with a missing, malfunctioning, damaged, or otherwise inaccurate taximeter shall constitute a major violation and shall be grounds for immediate revocation of all licenses held by the owner of said vehicle.

809-017 TAXI VEHICLES - IMPROPER OPERATION OR EQUIPMENT

No person operating a Taxi shall have or permit to be on or in such vehicle or on or about his person anything which may interfere with the proper operation of such vehicle, nor shall any Taxi be operated if it is unsafe or improperly equipped. At no time shall any Taxi be operated when the passengers therein are in excess of its licensed seating capacity.

809-018 TAXI OPERATORS

No owner or person having the care of a Taxi shall permit, suffer, or allow any person other than an approved Taxi Operator pursuant to Section 809 of these regulations to operate such vehicle.

809-019 TAXI OPERATOR RESPONSIBILITIES - TRIP RECORD

The operator of the Taxi shall maintain a written record of trips during all shifts worked. The written record of trips must be available for inspection, upon demand, by a police officer and must be turned in to the vehicle owner for record keeping purposes at the end of the operator's shift. The owner of a licensed Taxi must produce, upon demand of the designee of the Police Department a record of all trips made by such vehicle for a period of one hundred eighty days prior to the date of demand, the record to give the name and address of the driver, the time of the beginning and termination of each trip, location of the first and last stop on each trip, and the total fare charged for each trip.

809-020 TAXI OPERATIONS - HIRED VEHICLES

No person having charge of a Taxi shall take up or carry any passenger after the vehicle has been occupied or engaged by a prior passenger without the permission of the first passenger.

809-021 TAXI OPERATIONS - PASSENGER SEATING

No person in charge of a Taxi shall allow anyone to ride upon the driver's seat or adjacent to the driver's seat; provided, however, that a bona fide passenger may ride adjacent to the driver's seat when: (1) the seats inside the Taxi are fully occupied; or (2) the physical condition of the passenger necessitates the use of the front seat.

809-022 ILLEGAL ACTIVITIES

No owner or operator of a Taxi shall participate in, or allow passengers to participate in, any illegal activities.

809-023 TAXI OPERATIONS - FOUND PROPERTY

The driver shall thoroughly search the interior of the vehicle, including the trunk if used by a passenger, immediately after the termination of each trip. Found property shall be returned to the passenger or taken to the police department prior to the conclusion of the Taxi operator's shift. If any dangerous or illegal item is found in the vehicle then the Taxi operator shall notify the Police Department immediately.

809-024 TAXI RECEIPTS

Every operator or owner of a Taxi shall, when requested, give the customer a receipt. The receipt must contain the date, starting and ending time, fare, miles traveled in whole miles and fifths of a mile, vehicle for hire license number and the phone number of the vehicle for hire business permit holder.

809-025 TAXI FEE SCHEDULE

No person shall charge or receive fares for a Taxi within the Town of Walpole in any sums of money other than those prescribed by the fee schedule promulgated by the Board as from time to time amended.

809-026 RATE OF FARE FOR TAXI'S

The fare to be taken by or paid to the owner, driver, or other person having charge of any Taxi shall be per the following schedule:

The fee shall be \$3.10 for the first 4/5 of a mile.

There shall be a charge of \$.50 for each additional 1/5 mile

In addition to the mileage charge, a charge for waiting time may be charged at the rate of \$24.00 per hour for actual waiting time beginning three minutes after the arrival of the taxi.

There shall be a 10% discount from the above rates as follows:

1. Senior Citizens
2. Fares to Any Hospital of Doctor's Office

809-027 DISPLAY OF TAXI FARE RATES

Prior to the commencement of transport, the fee shall be disclosed to the passenger(s) via a written fee scheduled displayed in full view of all passengers..

809-028 LICENSE REGULATION AMENDMENTS – APPLICATION TO LICENSE HOLDERS

All licenses required by these regulations shall be subject to such terms and conditions as the Board of Selectmen shall from time to time prescribe.

809-029 LICENSE ISSUING AUTHORITY

These regulations are adopted under authority of G.L. c.40, §

Town Of Walpole
Board of Selectmen

900 SEVERABILITY

SECTION 901 GENERAL POLICY

901-001: GENERAL

1. If any provision of this policy manual is, or shall at any time be, contrary to any law, then such provision shall not be applicable or performed or enforced, except to the extent permitted by law.

2. In the event that any provision of this policy manual is, or shall be at any time, contrary to any law, all other provisions of this policy manual shall continue in effect.

TABLE OF AMENDMENTS

DATE	SECTION	SUBJECT
August 8, 2006		Adopted Policy and Procedures manual
July 17, 2007	807	Adopted Policy for Hawkers & Peddlers
March 25, 2008	301-006	New Emergency Notification System
March 25, 2008	801	revised Alcohol/liquor license Regulations
April 1, 2008	300	Emergency Notification System
April 1, 2008	800	Alcohol and License Regulations
May 6, 2008	204-004	New, Use of Turco Field Synthetic turf
May 6, 2008	403-001(3)	Updated this section
May 20, 2008	808	Added Motel Operation Permit
May 20, 2008	804	Amended first paragraph, applicants file through Selectmen's office.
September 23,2008	401-004(2b)	Performance Guarantee Attachment #2, Agreement
February 10, 2009	402	Updated Curb Cut Policy
July 14, 2009	704	Adopted Red Flag Policy
June 1, 2010	201-002	Amended hiring process
June 22, 2010	105-001	Amended Open Forum to be weekly at the start of every meeting.
July 13, 2010	408	Add New Storm Drain Connection Policy
November 2, 2010	409	Add Sponsor-An-Island Policy
November 2, 2010	410	Add Adopt-A-Field Policy
November 2, 2010	411	Field Use & Scheduling Policy

TABLE OF AMENDMENTS

November 16, 2010	303	Towing Vendors & Towing Regulations
May 3, 2011	106	Amend Section 106-001, registered voter requirement
June 28, 2011	705	Debt management policy
June 28, 2011	706	Undesignated Funds policy
July 19, 2011	209	Add Annual business Recognition Program
July 19, 2011	210	Business Anniversary Program
September 20, 2011	204	Amend include the Sale of Wine and Malt On Town Property
September 20, 2011	804	Amend to include the Sale of Wine and Malt at A. Farm
July 24, 2012	809	Added Taxi Regulations
October 30, 2012	107	Remote Participation
December 11, 2012	200	Electronic communication & computer Use policy
May 30, 2013	301	Security Camera Policy
November 19, 2013	103	Town Administrator annual performance Review
April 1, 2014	201	Fraud Policy
June 10, 2014	211	Holiday Display Policy
October 14, 2014	503	Added New 503-006(D) Retiree Eligibility
September 8, 2015	707	Tax Incremental Financing
October 6, 2015	504	Affordable Care Act Policy

November 17, 2015	804	Amended A. Farm Application
September 13, 2016	705	Insert new Section 705, Capital Planning
September 13, 2016	706	Renumber old Section 705 to 706, Debt Management Policy
September 13, 2016	706	Delete old Section 706, Undesignated Funds Policy
September 13, 2016	707	Insert new Section 707, Reserves Policy and Renumber the following sections accordingly.