

1. Agenda

Documents:

[2022.01.18_BOH_AGENDA_1.PDF](#)
[2022.01.18_BOH_REVISED_AGENDA_0.PDF](#)
[AGENDA PACKET_1-18-22.PDF](#)

2. Meeting Materials

Documents:

[NOISE_COMMITTEE_LETTER_JANUARY_18.PDF](#)
[NURSE_AHD_OUTREACH_COODINATOR_JD_011222_0.PDF](#)
[PACKET_1.18.22_INCLUDING_REPORT_FOR ADVISED
SUMMARY_OF_HEALTH_DEPT.](#)
[DECEMBER FOOD INSPECTION REPORT.PDF](#)

Town of Southborough, MA
Meeting of the Board of Health

Tuesday, January 18, 2022 at 10:30 AM
Virtual Meeting Room

Agenda

Pursuant to Chapter 20 of the Acts of 2021, An Act Relative to Extending Certain COVID-19 Measures Adopted During the State of Emergency, signed into law on June 16, 2021, this meeting will be conducted via remote participation. No in person attendance by members of the public will be permitted. This meeting may be watched or residents may participate in the meeting remotely with the meeting link at: <https://www.southboroughtown.com/remotemeetings>

Business Item (Board May Vote):

1. Public Comment
2. Vote to approve Meeting Minutes: 1/4/22, 1/10/22
3. Introduce and Appoint Epidemiologist Isabella Caruso – Greater Boroughs Partnership for Health
4. Housing & Food Inspections
 - a. December Report
5. Community Fridge
6. Ken's Expansion
7. Discussion and Potential Vote of Number of Tobacco Licenses in Southborough
 - a. Updated Rules and Regulations
8. Job Description Revision for Health Director
9. MetroWest Health Foundation Grant
10. Report for Advisory as it Relates to FY23 Budget
11. Re-vote on Job Description for Public Health Nurse
12. Director/Nurse Report
 - a. COVID Case Numbers
 - b. COVID Vaccine Clinics
13. Upcoming meeting schedule:
 - a. Regular Meetings – 2/8/22, 3/8/22
 - b. Advisory

Town of Southborough, MA
Meeting of the Board of Health

14. Public Comment

Chelsea Malinowski, Dr. Safdar Medina, Nancy Sacco

Town of Southborough, MA
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Agenda - Revised

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Report to Advisory Committee for FY23 Budget Discussion

The information outlined in this document shows the current and future work of Southborough's Health Department. The items here are geared to show how the FY23 budget request from the Board of Health to transition 2 part-time positions to 2 full-time positions will benefit the residents of Southborough. Every item listed has a priority scale to show a responsibility that is absolutely necessary (high), an shorter term need (medium), or a wish list (low). There is a lot of detail in this document, but it is in response to the Advisory Committee's request to understand the detail responsibilities of a health department.

Communicable Disease Control

Food Borne Illness – In general food borne illnesses require a week's worth of investigation and follow-up with doctor offices, place of origin, and reports into the state's system MAVEN.

Future Project: Develop policies and procedures for known types of food borne illnesses.

Timeline: 6 months. **Responsibility:** Nurse. **Priority:** High

Future Project: There is a need for training and education of restaurants and their employees on how to handle if an employee contracts a food borne illness. There are separate protocols to be followed by employees of restaurants in order to return back to work. The plan is to put together a 20 minute Zoom training for restaurant employees in Southborough. **Timeline:** 6 months. **Responsibility:** Health Director, Food Inspector. **Priority:** High

Ongoing Maintenance: Continue to track any food borne illness in Southborough. On average, there are 10-15 cases per year. Cases could include a resident, restaurant in town, and/or employee of a restaurant in town. **Responsibility:** Nurse. **Priority:** High

Disease Tracking & Reporting – It is the responsibility of the Health Department to track and document cases related to mitigating risks of dangerous diseases to the public. Depending on the disease drives the protocol to be followed but generally cases are followed for a few weeks to ensure no cluster or public health risk.

Future Project: Develop policies and procedures for known types of disease tracking and reporting. As new diseases come up in Southborough, the department would need to add to the list and develop the policy. The nurse will gather information and protocols from the state to memorialize the policy for Southborough. **Timeline:** 6 months. **Priority:** High

Ongoing Maintenance: Diseases like TB and Ebola require the Health Department to check-in and track the patient to ensure protocol is followed to mitigate any spread. For any mosquito borne illnesses (EEE, West Nile, Zika), there can be deep investigation with the State and potential mitigation strategies in terms of the environment if necessary. These cases usually occur during the summer. During the winter, there is more investigation on COVID and Flu related cases. COVID cases take on average an hour to investigate and respond to. **Tick borne illness takes a few days to track down the correct information from doctor's office, etc. and a week to work.** Mosquito illnesses require statements issued to the town and more follow-up with the resident on treatment. TB cases require about 4 months of tracking. To highlight some

other illnesses that require immediate attention include: pertussis, whooping cough, hepatitis B & C, measles, rubella, tetanus, mumps, as well as others. Communicate with school population on any risks related to public health and receive reports on any students sent home due to communicable diseases. Priority: High

Responsibility: Nurse

Vaccination Clinics – Historically the health department has provided 1 flu clinic a year for seniors and town employees. Over the last year, there have been 18 clinics in Southborough alone and the department has participated in several regional clinics that have served residents. The vaccinations have also included a COVID clinic at Colonial Gardens and some home bounds.

Future Project: Establish yearly flu clinics with daycares and preschools. Would like to increase awareness of availability of vaccines for homebound residents. Priority: Medium

Ongoing Maintenance: Provide vaccination clinics prioritizing the most vulnerable residents. Continue to adapt to the need as more vaccines are needed. Priority: High

Responsibility: Health Director, Nurse

Substance Abuse Prevention – The Health Department monitors opiate overdose data and responds accordingly.

Future Project: Organize/promote a chapter 84 (program of the Massachusetts Department of Public Health's Tobacco Cessation and Prevention program) in Northborough/Southborough. Work with Dr. Medina, MetroWest Tobacco Control, and state organizations to guide updates for Southborough tobacco regulations. Priority: Medium

Responsibility: Health Director

NS Substance Abuse Prevention Coalition

Future Project: Collaborate with new consultant, Amanda Decker from Bright Solutions Consulting Group, on the approach for substance abuse prevention in Northborough/Southborough. Priority: High

Responsibility: Health Director, Nurse

Records retention – There are 44 types of records (permanent and time-limited) that the Health Department is required to maintain.

Future Project: The Southborough Health Department needs to put plan together to document all records currently in house, scan permanent records, and a tracking mechanism going forward for the 44 types of records. The nurse will be the lead on this project along with support from the administrative assistant. There may be a technology request once the volume of records is identified and any HIPAA compliance requirements. Timeline: 1 year. Priority: Medium

Ongoing Maintenance: The nurse and administrative assistant will develop a system for tracking and maintaining records. Priority: High

Responsibility: Nurse, Business Administrator

Chronic Diseases and Injury Prevention

Chronic disease prevention – Based on a May 2021 assessment, Southborough residents have a higher than expected rates of obesity, cancer, diabetes, and poor dietary consumption.

Future Project: Develop education and engagement programs to promote healthy eating and exercise which would result in lower rates of obesity, cancer, and diabetes. Would need to refresh data if available. Reference: <https://www.cdc.gov/chronicdisease/programs-impact/index.htm> . **Priority:** Low

Future Project: Establish a walk with a doc program or other engagement with Southborough residents on use of walking/biking in town. Reference: <https://walkwithadoc.org/> **Priority:** Low

Responsibility: Health Director, Nurse

Environmental Public Health

Trash Haulers – The department instituted a trash hauler application and fee in FY21. There are currently 3 registered trash haulers.

Future Project: Develop rules and regulations for trash haulers. **Priority:** Medium

Ongoing Maintenance: Continue to collect fees from registered trash haulers. **Priority:** High

Responsibility: Health Director, Nurse, BOH, Business Administrator

Water Quality of Wells – Southborough is mostly town water but there are a fair amount of wells in town. Some are because there is no town water accessible to the house and some are choices by the resident. The department does provide plan review and permit of new wells.

Future Project: Develop an educational program on water quality in wells. **Priority:** Low

Responsibility: Health Director

Noise – The department has jurisdiction over noise complaints and policy decision making when it comes to noise.

Ongoing Maintenance: Take in complaints, work with DEP on evaluating issues, and participate in town committees and policy decisions. Provide support for town initiatives in policy making to give parameters around noise. **Priority:** High

Responsibility: Health Director

Disposal of Special Wastes – The pandemic has increased the Health Department's usage of needles due to the number of clinics hosted. There is a small program at the DPW that helps with the appropriate disposal of needles however, it is not available to residents without a transfer sticker and it is not enough to sustain vaccination clinics.

Future Project: Establish a larger program to disposal of special waste. **Timeline:** 1 year
Priority: Medium

Ongoing Maintenance: Work with DPW and Police on appropriate special waste disposal.

Responsibility: Health Director, Nurse

Septic Review – The health department reviews plans, inspects septic systems, tests soil, and collects fees. The contracted inspector does the inspecting and the Health Director communicates with internal departments on status of plans.

Future Project: Evaluate wait times for septic inspections. Consider local regulations pertaining to septic that could be updated for Southborough. **Priority:** Medium

Future Project: Education program on septic safety with the public to understand procedures and protocols. This effort would be to avoid last minute issues and understand the basic do's and don'ts with septic systems. The goal would be to develop a recording that could be shared and a one page summary document. **Priority:** Low

Ongoing Maintenance: Continue to provide inspectional services via a contracted position.
Priority: High

Responsibility: Inspector, Health Director, Business Assistant

Air Pollution – Collaborate with residents and organizations (Southborough Open Land Foundation) on strategies to measure and inform residents on air quality.

Future Project: Continue to explore avenues and grant opportunities to improve on air quality.
Priority: Medium

Responsibility: Health Director

Mental Health

Mental Health Support with Community – Collaboration and support Southborough Youth and Family Service Department.

Future Project: Develop programs with YFS and potentially schools on mental health support.
Priority: Medium

Responsibility: Health Director

Community Partnership Development

Communication with Residents – Receive questions on a regular basis from residents regarding anything under the umbrella of public health, including but not limited to: permitting process questions, septic (sends to inspector if needed), food permits from vendors, where to access vaccine/testing, complaints about pesticides, odor complaints, residential/housing complaints. **Priority:** High

Responsibility: Nurse, Admin, Inspector, Business Administrator

Communication with outside agencies – Keeping up to date with what is going on in the state and surrounding communities is important to prevent disease and mitigate public health risks.

Ongoing Maintenance: The department is in constant communication with DPH on ways to prevent diseases, reporting cases and information (through MAVEN), receiving information regarding cases. Anything related to workplace environment would get communicated by the health department to OSHA. Residents reach out with questions related to bats and any treatment associated with a bite. The department would provide guidance on the appropriate steps and treatment. The department communicates with DEP when certain situations come up such as noise complaints. The department is provided with information from the state and needs to validate and get rid of duplicative information. There is a process to follow to ensure correct information is captured. **Priority:** High

Responsibility: Health Director, Nurse

Community Outreach – Historically, there has been little to no public outreach by the health department, mainly because there were not enough staff hours to do so. With the pandemic, many residents have communicated with staff and it is not behind the scenes anymore.

Future Project: Continue to build on public outreach through Facebook, establish email distribution (like Constant Contact), develop a regular newsletter, be present in the community. Continue to collaborate with other town departments on how to tackle issues as they arise in the community. Establish relationships so that the health department is a resource for residents and the community at large. Find ways to educate residents on public health risks and prevention. **Priority:** High

Responsibility: Nurse, Health Director, Business Administrator

Partnership with Senior Center – There are some programs offered to the Senior Center but could be expanded on.

Future Project: Develop a program to educate seniors on hoarding and provide intervention with Fire on actual situations. Be proactive with wellness screenings and health clinics to help with prevention. Work with Northborough food inspector on a program for food safety for seniors. **Priority:** Medium

Responsibility: Health Director, Nurse, Senior Center Nurse, Food/Housing Inspector

Emergency Preparedness – The health department plays a current role in Emergency Preparedness in collaboration with SEMA and the Fire Department.

Future Project: Develop, exercise, and maintain preparedness and response strategies and plans, in accordance with established guidelines, to address natural or other disasters and emergencies, including special protection of vulnerable populations. **Priority:** Medium

Ongoing Maintenance: Continue to participate in Emergency Preparedness and maintain certification in NIMS IS-700, IS-100, and IS 200. Participate in drills to maintain compliance in Region 4AB. **Priority:** High

Responsibility: Health Director, Nurse

Partnership with Clinical Care – Currently there is no structure for this but is a desired program.

Future Project: Reach out to local providers and see how we could work synergistically to address health needs. **Priority:** Low

Responsibility: Health Director

Relationship with Greater Boroughs Partnership for Health – Southborough is part of a 4 town collaborative that is funded by a state grant. A lot of excellent support has come out of the grant and we want to continue to foster those relationships.

Future Project: Explore other ways to share staff, resources, take advantage of regional funding. **Priority:** High

Responsibility: Health Director, Nurse, BOH

Summary of Southborough Health Department

The Southborough Health Department continues to adapt to the needs of the community due to the COVID-19 pandemic. The majority of the full-time staffs time has been dedicated to contact tracing, vaccine clinics, and responding to the public/residents/employees questions and concerns. The future of the department is **xxxxxx**. This is a summary of the current state of the department including outside funding/resources, grant opportunities, inspectional services, shared business administrator functions, and improvements in IT. The additional report to the Advisory Committee outlines the roles of the Health Director and Nurse positions as it relates to the FY23 funding increase.

Greater Boroughs Partnership for Health & Grants

Southborough has officially been incorporated into the Greater Boroughs Partnership for Health through the Public Health Excellence Shared Services Grant. The 4 towns of Boylston, Northborough, Southborough and Westborough have been awarded 3-years of funding to augment nursing and inspectional staff, and inspectional software. The grant could be for up to 12 years in total (3 renewal cycles). The current grant is for July 1, 2021 through June 30, 2024 at \$300,000 per year. These collaborations have allowed us increase access to COVID immunizations, testing and tracing, and enhance our food and housing inspections.

Southborough receives staffing and support from the Greater Boroughs Partnership for housing and food inspections. The Health Agent employed by Northborough performs two inspections a year for each of the xx permanent food establishments (includes restaurants, private schools, public schools). In addition, an inspection is performed for each food truck once per year, that number fluctuates.

An additional grant was received by the Greater Boroughs Partnership for Health that is funding an epidemiologist and more nursing for all 4 towns. The epidemiologist is working on providing consistent COVID-19 dashboard data and support for daycares and preschools. There is also funding to supplement nursing for surge capacity and possible public school nursing assistance. The grant is through the end of FY23.

MetroWest Health Foundation has a grant cycle that we are applying for up to \$50,000. If we are awarded the grant, the funding will be available in February 2022. We are also monitoring opportunities as part of the state ARPA bill as it relates to local and regional funding.

Part-time to Full-Time Staffing Requests

The FY23 budget request is to increase 2 employees from part-time to full-time. The FY22 budget does not reflect the current staffing hours as CARES/FEMA supplemented the salary and benefits for a portion of the year. The attached document outlines the responsibilities in detail that these 2 positions will provide.

Inspectional Services

The real estate market has kept the inspectional side of the house quite busy. We currently have a contractor for inspectional services who provides on average 16-18 hours per week. To summarize the volume for inspections in Calendar Year 2021: 143 Title 5 Reports, 46 Soil Tests, 65 Septic Plan Reviews

& Plans. The BOH did a complete review the fees assessed by the Health Department and voted on increases effective 1/1/22 that we are anticipating will result in xxx.

Business Administrator

The Business Administrator issues all permits for trash haulers, septic haulers, septic installers, and food permits. On average, 1,000 calls a year from residents, businesses, town employees, developers, contractors are answered by the Business Administrators.

Information Technology

Increase to IT needs included leasing a new printer/copier that requires a card swipe to access. One of the department's goals is to digitize the health department's records to a HIPAA compliant software that complies with all appropriate requirements.



**Greater Boroughs
Partnership for Health**

Town of Northborough

Health Department

63 Main Street

Northborough, MA 01532-1994

(508) 393-5009 Phone

(508) 393-3130 Fax



Town: Southborough

December 2021 Agent Report

FOOD

Type	Schools	Retail	Restaurant	Residential	Temporary	Churches	Other	Total	YTD
Permitted Establishment	6	10	19	10		2	6	53	
Newly Issued permits									12
Routine Inspections	-	-	9				1	10	55
Re-Inspections	-	-	3	-	-	-	-	3	3
Complaints Received:	-	-	-	-	-	-	-		3
Complaints Investigated:									3
Plan Reviews	-	-	-	-	-	-	0		

Comments: I am continuing to see a large number of concerning violations during routine inspections. Additional education and outreach to food establishments is imperative to public health. I will be offering short virtual classes on varying food safety topics beginning in February to address these concerns.

HOUSING

Complaints Received: None

Open Housing Complaints:

Comments:

Other Updates: This month I worked 5 GBPH vaccination clinics and have been conduction antigen and PCR testing for municipal employees in each of the GBPH communities.

Dear Noise By-law Committee Members,

January 18, 2022

We discussed the work of the By-law committee at a Board of Health Committee meeting on January 18, 2022. We recognize noise as a public health threat that has adverse health implications (1, 2, 3). In specific, excessive and unnecessary noise are a significant threat to the health, welfare, safety, and the quality of life in Southborough. Prior research and experience have noted that excessive and unnecessary noise may be substantially abated. A goal would be to reduce ambient noise level in Southborough to a safe and reasonable level to preserve, protect and promote the public health, and welfare of the residents of the town. In addition, we are open to discussions on our role in enforcing the proposed regulations from specific sources of noise as you draft the by-law.

Don't hesitate to reach out for further discussion.

Sincerely,

1. Harvard. Health and Places Initiative. 2015. Noise, Health, and Place. A Research Brief. Version 1 .1. <http://research.gsd.harvard.edu/hapi>
2. APHA Policy 2013. <https://www.apha.org/policies-and-advocacy/public-health-policy-statements/policy-database/2014/07/15/11/54/apha-policy-statement-on-noise>
3. CDC Vital Signs. Too loud for too long. February 2017. <https://www.cdc.gov/vitalsigns/hearingloss/index.html>



Position Description

Job Title	Nurse/Assistant Health Director/Outreach Coordinator
Department	Health Department
Employment Status	Full-Time
Exempt/Non Exempt Status	Non-exempt

Scope of Work

This position promotes health and the prevention of disease in the community of Southborough. The employee shall use a variety of nursing services, communication methods, education, infectious disease controls to respond to and prevent public health risks. Acts in the capacity of the Health Director when they are unavailable.

Supervision

Received	Health Director
Exercised	Contracted Nursing Personnel

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- Performs disease surveillance, investigation and documentation per the State Department of Public Health's 105 CMR 300.100 – 300.200.
- Coordinates and conducts regional and local health related clinics such as flu and COVID vaccines, including but not limited to scheduling staffing (volunteers and paid employees), ordering vaccine, setting up scheduling for patients receiving the vaccine, billing/reporting to the state on administration, etc. Performs public outreach and answers questions related to vaccine clinics.
- Develop policies and procedures for all protocols followed by the department using state guidelines.
- Spearhead a project to digitize records in the health department to include lifelong and time sensitive records within HIPAA compliance.
- Investigate communicable diseases including contact tracing. Perform functions to ensure no widespread public health risk or spread.

- Oversee any outsourced nurses for a variety of functions including but not limited to surge contract tracing, vaccinations, etc.
- Develop education material for the public distribution including social media, health fairs, school network (public and private).
- Establish and maintain social media accounts for public health information access including but not limited to Facebook, Twitter town updates, town website updates
- Work with employees of Greater Boroughs to develop programs to benefit seniors, families, employees on topics like food borne illnesses, hygiene, hoarding, blood pressure, diabetes, nutrition, etc.
- Collaborate with the schools (private and public) on areas such as wellness, mental health, etc.
- Participate and contribute to the Emergency Preparedness and Response Planning including active participation within Region 4AB and keeping up to date with drills and training
- Collaborate with MRC/CERT on initiatives in town
- Make residential home bound visits as necessary for vaccinations
- Act as a resource for residents on questions regarding public health
- Coordinate with Senior Center on senior citizens public health needs
- Develop Community Outreach Program in collaboration with town departments, boards and committees, and stakeholders to attain public health goals
- Develop tracking mechanism to maintain records
- Continue to respond to the COVID-19 pandemic in coordination with the Town Administrator, schools, and Board of Health
- Attend public meetings as needed
- Enforce state and local public health laws and rules and regulations
- Respond to inquiries from the general public, employees, and businesses
- Provide updates on local public health from outside agencies (Southborough Access Media, My Southborough, etc.)
- Provide educational materials to public places in town (posters, flyers, etc.) on public health risks and prevention
- Interface with state public health agencies (MHOA, MAPHN) and keep up with membership to understand state-wide risks and issues
- Develop relationships with community groups including but not limited to daycares, preschools, local businesses for education and information around public health
- Provide public health guidance to school district and Medical Advisory Team (MAT) on public health matters

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Must be a Registered Nurse under the Massachusetts Board of Registration in Nursing with at least five (5) years experience as an R.N. Must have the ability to follow through,

<p>collect and organize information in a concise and reportable manner, with regard to HIPAA guidelines. Requires a minimum of a Bachelor's degree in Nursing.</p>	
Knowledge of	<ul style="list-style-type: none"> • Medical disease processes • Infectious disease precautions and protocols
Ability to	<ul style="list-style-type: none"> • Manage multiple projects with time related constraints in a fast-paced environment. • Establish and maintain cooperative relationships with town officials, employees, community partners and residents • Organize programs and clinics quickly • Effectively communicate and access the necessary resources available to meet the Massachusetts Department of Public Health's requirements • Recognize needs and services for vulnerable residents
Skill in	<ul style="list-style-type: none"> • Must be well organized, an effective communicator at multiple levels • Must have strong clinical and patient assessment skills, be well organized and excel at problem solving • Must be able to multi-task and be able to handle high volume of resident inquiries at times • Must be flexible and adapt to changing conditions easily given the nature of the department • Must be proficient with computers and software systems to set-up and execute programs quickly, i.e. clinic platforms • Excellent customer service and community relations • High level of integrity and accountability
<p>Necessary Special Requirements</p>	
<p>Current drivers license</p>	
<p>Physical Demands</p>	
<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> • Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, prolonged visual concentration, and the ability to adjust focus. • While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. • The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. 	

- The employee is occasionally exposed to unpleasant conditions, such as heat, cold; dim or bright lights, dust, and noise.
- The employee must occasionally lift and/or move up to 50 pounds.

Town of Southborough is an equal opportunity employer. We recruit, employ, train, compensate, and promote without regard to race, religion, creed, national origin, age, gender sexual orientation, sexual identity, marital status, military or veteran status, disability, genetic information, or any other category protected by applicable federal, state or local

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Responsibility: Health Director, Nurse

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Responsibility: Health Director

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Responsibility: Nurse, Business Administrator

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Chronic disease prevention – Based on a May 2021 assessment, Southborough residents have a higher than expected rates of obesity, cancer, diabetes, and poor dietary consumption.

Future Project: Develop education and engagement programs to promote healthy eating and exercise which would result in lower rates of obesity, cancer, and diabetes. Would need to refresh data if available. Reference: <https://www.cdc.gov/chronicdisease/programs-impact/index.htm> . **Priority:** Low

Future Project: Establish a walk with a doc program or other engagement with Southborough residents on use of walking/biking in town. Reference: <https://walkwithadoc.org/> **Priority:** Low

Responsibility: Health Director, Nurse

Environmental Public Health

Trash Haulers – The department instituted a trash hauler application and fee in FY21. There are currently 3 registered trash haulers.

Future Project: Develop rules and regulations for trash haulers. **Priority:** Medium

Ongoing Maintenance: Continue to collect fees from registered trash haulers. **Priority:** High

Responsibility: Health Director, Nurse, BOH, Business Administrator

Water Quality of Wells – Southborough is mostly town water but there are a fair amount of wells in town. Some are because there is no town water accessible to the house and some are choices by the resident. The department does provide plan review and permit of new wells.

Future Project: Develop an educational program on water quality in wells. **Priority:** Low

Responsibility: Health Director

Noise – The department has jurisdiction over noise complaints and policy decision making when it comes to noise.

Ongoing Maintenance: Take in complaints, work with DEP on evaluating issues, and participate in town committees and policy decisions. Provide support for town initiatives in policy making to give parameters around noise. **Priority:** High

Responsibility: Health Director

Disposal of Special Wastes – The pandemic has increased the Health Department's usage of needles due to the number of clinics hosted. There is a small program at the DPW that helps with the appropriate disposal of needles however, it is not available to residents without a transfer sticker and it is not enough to sustain vaccination clinics.

Future Project: Establish a larger program to disposal of special waste. **Timeline:** 1 year
Priority: Medium

Ongoing Maintenance: Work with DPW and Police on appropriate special waste disposal.

Responsibility: Health Director, Nurse

Septic Review – The health department reviews plans, inspects septic systems, tests soil, and collects fees. The contracted inspector does the inspecting and the Health Director communicates with internal departments on status of plans.

Future Project: Evaluate wait times for septic inspections. Consider local regulations pertaining to septic that could be updated for Southborough. **Priority:** Medium

Future Project: Education program on septic safety with the public to understand procedures and protocols. This effort would be to avoid last minute issues and understand the basic do's and don'ts with septic systems. The goal would be to develop a recording that could be shared and a one page summary document. **Priority:** Low

Ongoing Maintenance: Continue to provide inspectional services via a contracted position.
Priority: High

Responsibility: Inspector, Health Director, Business Assistant

Air Pollution – Collaborate with residents and organizations (Southborough Open Land Foundation) on strategies to measure and inform residents on air quality.

Future Project: Continue to explore avenues and grant opportunities to improve on air quality.
Priority: Medium

Responsibility: Health Director

Mental Health

Mental Health Support with Community – Collaboration and support Southborough Youth and Family Service Department.

Future Project: Develop programs with YFS and potentially schools on mental health support.
Priority: Medium

Responsibility: Health Director

Community Partnership Development

Communication with Residents – Receive questions on a regular basis from residents regarding anything under the umbrella of public health, including but not limited to: permitting process questions, septic (sends to inspector if needed), food permits from vendors, where to access vaccine/testing, complaints about pesticides, odor complaints, residential/housing complaints. **Priority:** High

Responsibility: Nurse, Admin, Inspector, Business Administrator

Communication with outside agencies – Keeping up to date with what is going on in the state and surrounding communities is important to prevent disease and mitigate public health risks.

Ongoing Maintenance: The department is in constant communication with DPH on ways to prevent diseases, reporting cases and information (through MAVEN), receiving information regarding cases. Anything related to workplace environment would get communicated by the health department to OSHA. Residents reach out with questions related to bats and any treatment associated with a bite. The department would provide guidance on the appropriate steps and treatment. The department communicates with DEP when certain situations come up such as noise complaints. The department is provided with information from the state and needs to validate and get rid of duplicative information. There is a process to follow to ensure correct information is captured. **Priority:** High

Responsibility: Health Director, Nurse

Community Outreach – Historically, there has been little to no public outreach by the health department, mainly because there were not enough staff hours to do so. With the pandemic, many residents have communicated with staff and it is not behind the scenes anymore.

Future Project: Continue to build on public outreach through Facebook, establish email distribution (like Constant Contact), develop a regular newsletter, be present in the community. Continue to collaborate with other town departments on how to tackle issues as they arise in the community. Establish relationships so that the health department is a resource for residents and the community at large. Find ways to educate residents on public health risks and prevention. **Priority:** High

Responsibility: Nurse, Health Director, Business Administrator

Partnership with Senior Center – There are some programs offered to the Senior Center but could be expanded on.

Future Project: Develop a program to educate seniors on hoarding and provide intervention with Fire on actual situations. Be proactive with wellness screenings and health clinics to help with prevention. Work with Northborough food inspector on a program for food safety for seniors. **Priority:** Medium

Responsibility: Health Director, Nurse, Senior Center Nurse, Food/Housing Inspector

Emergency Preparedness – The health department plays a current role in Emergency Preparedness in collaboration with SEMA and the Fire Department.

Future Project: Develop, exercise, and maintain preparedness and response strategies and plans, in accordance with established guidelines, to address natural or other disasters and emergencies, including special protection of vulnerable populations. **Priority:** Medium

Ongoing Maintenance: Continue to participate in Emergency Preparedness and maintain certification in NIMS IS-700, IS-100, and IS 200. Participate in drills to maintain compliance in Region 4AB. **Priority:** High

Responsibility: Health Director, Nurse

Partnership with Clinical Care – Currently there is no structure for this but is a desired program.

Future Project: Reach out to local providers and see how we could work synergistically to address health needs. **Priority:** Low

Responsibility: Health Director

Relationship with Greater Boroughs Partnership for Health – Southborough is part of a 4 town collaborative that is funded by a state grant. A lot of excellent support has come out of the grant and we want to continue to foster those relationships.

Future Project: Explore other ways to share staff, resources, take advantage of regional funding. **Priority:** High

Responsibility: Health Director, Nurse, BOH

Summary of Southborough Health Department

The Southborough Health Department continues to adapt to the needs of the community due to the COVID-19 pandemic. The majority of the full-time staffs time has been dedicated to contact tracing, vaccine clinics, and responding to the public/residents/employees questions and concerns. The future of the department is **xxxxxx**. This is a summary of the current state of the department including outside funding/resources, grant opportunities, inspectional services, shared business administrator functions, and improvements in IT. The additional report to the Advisory Committee outlines the roles of the Health Director and Nurse positions as it relates to the FY23 funding increase.

Greater Boroughs Partnership for Health & Grants

Southborough has officially been incorporated into the Greater Boroughs Partnership for Health through the Public Health Excellence Shared Services Grant. The 4 towns of Boylston, Northborough, Southborough and Westborough have been awarded 3-years of funding to augment nursing and inspectional staff, and inspectional software. The grant could be for up to 12 years in total (3 renewal cycles). The current grant is for July 1, 2021 through June 30, 2024 at \$300,000 per year. These collaborations have allowed us increase access to COVID immunizations, testing and tracing, and enhance our food and housing inspections.

Southborough receives staffing and support from the Greater Boroughs Partnership for housing and food inspections. The Health Agent employed by Northborough performs two inspections a year for each of the xx permanent food establishments (includes restaurants, private schools, public schools). In addition, an inspection is performed for each food truck once per year, that number fluctuates.

An additional grant was received by the Greater Boroughs Partnership for Health that is funding an epidemiologist and more nursing for all 4 towns. The epidemiologist is working on providing consistent COVID-19 dashboard data and support for daycares and preschools. There is also funding to supplement nursing for surge capacity and possible public school nursing assistance. The grant is through the end of FY23.

MetroWest Health Foundation has a grant cycle that we are applying for up to \$50,000. If we are awarded the grant, the funding will be available in February 2022. We are also monitoring opportunities as part of the state ARPA bill as it relates to local and regional funding.

Part-time to Full-Time Staffing Requests

The FY23 budget request is to increase 2 employees from part-time to full-time. The FY22 budget does not reflect the current staffing hours as CARES/FEMA supplemented the salary and benefits for a portion of the year. The attached document outlines the responsibilities in detail that these 2 positions will provide.

Inspectional Services

The real estate market has kept the inspectional side of the house quite busy. We currently have a contractor for inspectional services who provides on average 16-18 hours per week. To summarize the volume for inspections in Calendar Year 2021: 143 Title 5 Reports, 46 Soil Tests, 65 Septic Plan Reviews

& Plans. The BOH did a complete review the fees assessed by the Health Department and voted on increases effective 1/1/22 that we are anticipating will result in xxx.

Business Administrator

The Business Administrator issues all permits for trash haulers, septic haulers, septic installers, and food permits. On average, 1,000 calls a year from residents, businesses, town employees, developers, contractors are answered by the Business Administrators.

Information Technology

Increase to IT needs included leasing a new printer/copier that requires a card swipe to access. One of the department's goals is to digitize the health department's records to a HIPAA compliant software that complies with all appropriate requirements.



**Greater Boroughs
Partnership for Health**

Town of Northborough

Health Department

63 Main Street

Northborough, MA 01532-1994

(508) 393-5009 Phone

(508) 393-3130 Fax



Town: Southborough

December 2021 Agent Report

FOOD

Type	Schools	Retail	Restaurant	Residential	Temporary	Churches	Other	Total	YTD
Permitted Establishment	6	10	19	10		2	6	53	
Newly Issued permits									12
Routine Inspections	-	-	9				1	10	55
Re-Inspections	-	-	3	-	-	-	-	3	3
Complaints Received:	-	-	-	-	-	-	-		3
Complaints Investigated:									3
Plan Reviews	-	-	-	-	-	-	0		

Comments: I am continuing to see a large number of concerning violations during routine inspections. Additional education and outreach to food establishments is imperative to public health. I will be offering short virtual classes on varying food safety topics beginning in February to address these concerns.

HOUSING

Complaints Received: None

Open Housing Complaints:

Comments:

Other Updates: This month I worked 5 GBPH vaccination clinics and have been conduction antigen and PCR testing for municipal employees in each of the GBPH communities.