
Robin L. Craver, Town Manager
Office: 508.487.7002
rcraver@provincetown-ma.gov

Town of Provincetown
260 Commercial Street
Provincetown, MA 02657

For Immediate Release – Last Updated April 9, 2020

A message from Provincetown Town Manager, Robin Craver

In an effort to keep Provincetown’s residents and businesses informed regarding ongoing COVID-19 developments, we continue to provide updates regularly on the Town’s website and Facebook.

- The Provincetown COVID-19 webpage <https://www.provincetown-ma.gov/1313/COVID-19-Coronavirus-Information-Page> is updated daily.
- In addition to the webpage, residents are encouraged to stay informed and to sign up for emergency alerts at <https://alerts.provincetown-ma.gov/>
- PTV will be running public service announcements for the community daily.

Outer Cape Health Updated Clinic and Testing Protocols

Call 508-905-2888 BEFORE GOING TO THE HEALTH CENTER.

If anyone has any of the below symptoms/risk factors, they are being asked to give their phone number and wait in their car. A clinician will then go meet them at their car and assess their condition. Depending on the severity of their symptoms, they will be tested on site for COVID 19, sent somewhere else for testing or the hospital. The symptoms/risk factors are:

- 1) Have they traveled from NY
- 2) Cough
- 3) Shortness of breath
- 4) Headache
- 5) Sore throat
- 6) Temperature of 99.6 degrees or higher
- 7) Contact with anyone who has tested positive for COVID 19

If you need to schedule an in-person or telemedicine appointment with a medical provider for either a new issue or for follow up of an existing condition, please do not hesitate to [contact our Patient Access Center at 508-905-2888](tel:508-905-2888). Our behavioral health providers are also successfully filling appointments remotely with clients. Behavioral health clients may also call the Patient Access Center for scheduling assistance.

Appointment Scheduling & Referrals (508) 905-2888

Health Center Fax (508) 487-6298

[Pharmacy Phone \(774\) 538-3333](tel:774-538-3333)

[Pharmacy Fax \(774\) 538-3338](tel:774-538-3338)

Hours for Provincetown Health Center & Pharmacy Updated 3/24/2020

Monday -Friday 8:00AM – 5:00PM

Saturday 9:00AM – 1:00PM

Sunday Closed

For emergencies please call 911.

Updates on Town Department Operations

The Coronavirus is changing the way we do business in the Town of Provincetown and we ask for your patience and understanding. Although Town Staff may not be able to help you in person, you can continue to communicate with all departments through e-mail and phone. All e-mail department contacts are available on the Town Website Department List. For Town Business during regular hours please call the individual department or the Hotline 508-413-9600.

Town Meeting: Currently postponed till April 22 (State allows 30 days extension at a time). Ultimately the Board will likely postpone till early June. Stay tuned for updates.

Town Election:

Last day to submit ballot questions: Tuesday, April 7, 5:00 pm

Last day to register to vote: Friday, May 29th, 8:00 pm

Election Day: June 9, 7:00 am to 7:00 pm.

Town Administration

April 9, 2020 - A message from Provincetown Town Manager, Robin Craver

It is during the most difficult times when we realize what matters most. So let us begin with a note of thanks to the entire Provincetown community. The generosity, care and love we are witnessing during this unprecedented time is, quite simply, profound. It gives us reason to believe wholeheartedly that when we come out of this, our families, friends, neighbors, businesses and partners will be the stronger for it.

It is also an incredibly challenging time on many fronts, including our community, our friends and guests, as well as the businesses that make our town so unique. Our first concern is for the health and safety of everyone who chooses to make Provincetown their home and we will continue to be guided by the federal, state and local health authorities to ensure the health and safety of Provincetown.

We are reaching out to let you know that our team is planning and strategizing for the days, weeks and months ahead. During this time, we are focusing on both short- and long-term action items, including safety, positioning and communication tools and strategies.

Summer 2020 will undoubtedly be different. Yet it will also be uniquely Provincetown with the amazing welcoming spirit which Provincetown was founded on 400 years ago. Visitors and friends will return to find comfort and beauty here, as well as nostalgia and peace during a quieter summer of re-entry once it is safe and advisable to do so. The distinct culture and the enthusiasm that are hallmarks of Provincetown will still be here.

We continue to be guided by the mandates and recommendations from the Commonwealth of Massachusetts, the CDC and the WHO. We will continue to monitor the situation as it evolves on a daily and weekly basis. The crisis has forced organizers to make changes to some of our larger public summer events. For the latest update on events, please check PtownTourism.com/Events.

Please stay safe, check on your neighbors and abide by all of the safety measures that are in place. Together, we can ensure that Provincetown comes out of these challenging times healthy, and as a welcoming haven and a joyous place.

- Important information on lodging during this public health emergency: The Governor has directed DPH to provide clarity that hotel, motels and short term rentals are to be used for limited purposes only related to the provision of essential services and for the temporary housing of essential employees. Short term rentals may not be booked for vacation or recreational purposes through the current effective date of the Order of May 4, 2020. People should be staying at home and not vacationing. Under the Governor’s Order, travel for tourism or vacation is not an essential activity and accordingly, short-term rentals like AirBnB and VRBO are not permitted. Licensed hotels and inns are permitted to be open for those whose travel is for essential activities only. Most licensed inns and hotels in Provincetown have voluntarily closed through May 4, 2020. If an inn is open and there is a confirmed, presumed or contract positive for the virus that causes COVID-19, the Health Department may close the facility to protect the health and well-being of everyone and those on site may be ordered to shelter-in-place until everyone there is clear of the virus. We appreciate the degree which the guesthouses, inns and hotels have acted voluntarily to help fight the spread of this disease. All of us are called to follow the Governor’s Order and reduce the rate of infection.
- Parking Ban in effect. The Provincetown Select Board issued a State of Emergency and Parking Ban for Commercial Street from Pearl Street to Central Street and limited access parking for the municipal parking lots. Parking will be permitted for anyone with a parking permit (2019 permits are still in effect until May 1, 2020, 2020 Permits are currently available online). Parking is also available in the municipal lots for all employees and customers of essential businesses and services. The intent of the parking ban is to make clear that Provincetown is not “business as usual during a State of Emergency”. We are not barricading our borders, but anyone coming to Provincetown to conduct essential business needs to comply with the Shelter in Place Order (available online) and must practice social distancing.
- Airport Taxiway Relocation & Vehicle Parking Lot Expansion Project construction is due to start April 1st. Currently all flight operations are ongoing **Airport Closed for all flight operations: April 1, 2020 thru April 30, 2020.**
- The Town Manager and the Finance Department will be reviewing the budget impacts before town meeting. We recognize there will be losses to revenue as many planned events are cancelling.
- The Town is partnering with the Provincetown COVID-19 Task Force to seek volunteers and will be installing a drop box at the Provincetown Police Station to accept applications.
- The Provincetown Schools are closed. The Schools are offering food to students in the interim with twice weekly pick-ups on Tuesdays and Fridays. For more information or to see how you can help the Schools, check their website <http://www.provincetownschools.com/> or Facebook page.
- Both P & B and Peter Pan Bus Company have suspended service to town. The CCRTA is supplementing for the Peter Pan routes with two new services from Provincetown to Hyannis 6 days a week. <http://www.capecodtransit.org/>

Health and Human Services

- The Health and Licensing Departments will continue to reach out to the business community to ensure that businesses are informed and complying with the Shelter in Place Order as well as all declarations coming from the Governor and Department of Public Health.

- Provincetown’s Positive Corona Case Management: Our public health nurses are conducting the case investigations and follow up. The Health Director calls our cases daily to make sure they have everything they need to remain in isolation and that their basic needs are met.
- The Provincetown Health Department is coordinating weekly meetings with local human services agencies to ensure that the needs of Provincetown residents are met during the State of Emergency. The Emergency Management Department will coordinate with existing area service providers (SKIP, ASGCC, Provincetown Canteen Unit, etc.) on how to best utilize volunteers.
- Update from the Health Department and Board of Health regarding the Use of Face Masks by the general public. The Provincetown Health Department and the Board of Health have not promoted the widespread use of face masks in our community while social distancing measures are in place. Social distancing measures, and frequent handwashing, are better forms of protection from COVID-19. For those who work in essential services where social distancing measures are not always possible, face masks may help in addition to distancing as much as possible, and washing hands frequently.
http://www.provincetown-ma.gov/DocumentCenter/View/12829/Memo_Mask-Use-040320
- Update from the Health Department. It appears that Provincetown has begun to flatten the curve and that our social distancing efforts are working. Federal and state projections for Massachusetts show that the worst is yet to come with COVID-19 over the next two weeks or so. Any burdens on the healthcare system will affect all of us throughout Massachusetts, so we must continue to do our part. Please limit trips to open businesses to only what is essential. Maintain a distance of 6 feet from any non-household member and continue to wash your hands frequently for 20 seconds each time. You can wear a cloth face covering in settings where social distancing is hard to maintain – there is more information on how to make your own covering on the CDC’s website. Please remember that getting exercise is important for your mental and physical health and continue to do so from a safe distance from others. The Town’s website maintains many helpful links to resources including financial assistance and ways to connect while social distancing.
- If you are concerned about someone over the age of 60, please call the Senior Center at 508-487-7080. We provide support services to seniors and can talk with you about your concerns.
- The Senior Center staff is available to call residents 60+ years of age for a friendly check-in. If you live alone, feel isolated or would just like to chat, please call us at 508-487-7080 to sign up. We want to hear from you!
- Council on Aging Staff has reach out to program participants to inform them that despite the building closure and cancellation of some programs, staff is available to provide assistance and stay connected by providing information, referral and support to older adults through phones and email.
- **April 9, 2020 – [Provincetown Resources Information](#)**
Provincetown Food Resources Information. There are several resources available for Provincetown residents needing assistance in obtaining food. Please see the [Provincetown Food Resources](#) list for information.
- **Provincetown Housing Resources Information.** There are several resources available for Provincetown residents needing assistance with housing. Please see the [Provincetown Housing Resources](#) list for information.
- **Financial Assistance Available for Provincetown Families through the John A. Henry Trust**

Year-round Provincetown residents with children, ages birth to 18 years living in the home, may be eligible for financial assistance from Provincetown's John A. Henry Trust for Children. Assistance is offered to help cover the cost of housing, basic utilities, food, childcare, transportation and medical needs. Due to the recent Coronavirus outbreak, and the closure of Town Offices, applications may be obtained *online* at: www.capecodchildrensplace.com/provincetown-family-resource/ This will take you to the "Provincetown Family Resource" page. Scroll down and "Click here" to download and print out a copy of the application. **OR** you can have an application *mailed* to you by contacting Charlotte Fyfe, Family Support Consultant at: Charlottefyfe@comcast.net . Please include your name, mailing address, telephone number and email address in your request. Applications are confidential and simple to complete. You must include proof of residency, and income information. Follow the instructions provided, and mail your completed forms to: Charlotte Fyfe, CCCP, PO Box 1935, North Eastham, MA 02651. All applications are reviewed promptly and will continue to be processed as long as funds remain available.

Public Safety

- The Provincetown Health Department is also implementing weekly calls with first responder and healthcare partners to understand their needs and facilitate communication among the entities.
 - Provincetown Local Emergency Planning Committee (LEPC) staff continue to participate in Barnstable County Regional Emergency Planning Committee (BCREPC) calls.
 - Cape Cod Healthcare and other health care providers are prohibiting visitors from the premises, isolation tents have been erected at emergency departments at the hospitals.
 - The BCREPC opened the Multi-Agency Coordination Center to assist with response efforts during business hours.
 - The Massachusetts Emergency Management Agency (MEMA) has partially activated its State and Regional Emergency Operations Centers.

Public Works

- The Transfer Station will **ONLY** be open during normal business hours for private haulers and residents that do not have curb-side collection. All other residential customers are required to use the Town provided curb-side service. The swap shop and recycle center will remain closed. We will not be allowing mattress recycling, or other services that require cash/credit transaction.
- April 9, 2020 – Update from Department of Public Works re: Yard Waste. Please note that the Town does not pick up yard waste during curbside collection. Please refrain from putting brush and yard clippings out at the street; it will not be picked up. Curbside collection includes solid waste and single stream recycling only. Starting on Friday April 17th, DPW will open the compost facility at the Transfer Station to Residents Only for leaves, pine needles and grass clipping disposal. No Commercial Vehicles will be allowed, no exceptions. Cut brushwood (Brush) will not be accepted from neither residents nor commercial businesses until further notice.
- April 8, 2020 – Update from the Water Department on Seasonal Water Services
The Water Department continues to receive multiple daily requests for water service turn-ons. In an effort to serve the community, and protect our staff, we will evaluate each request on a case-by-case basis. Our goal is zero personal contact in order to protect our staff and the public. Restaurants and food establishments are currently being turned on for take-out services. We will work with both property owners and property management firms to turn on water service for owner-occupied buildings or units. Per the Governor's Orders, we will not be activating short term rental units or hotels. We are currently working with reduced staff, please be patient while we schedule these appointments while also

maintaining day to day activities. Questions, comments and concerns should be directed to the Water Department at (508) 487-7060.

Finance Department

- The Treasurer's Office has extended the due date for all motor vehicle excise bills for 2020 Commitment 1 that were due until April 1, 2020. The deadline for payment has been extended by two weeks. Taxpayers can make payments online, over the phone by calling 866-448-1988, through the mail to the address listed on their bill or to Town Hall, or through the drop box outside of the Ryder St Town Hall entrance.
- Human Resources is still collecting Applications for the Seasonal Positions in the following Departments: Department of Public Works, Parking Department, Pier Corps, Police Department, and Recreation Department. Job descriptions and applications can be found on the town's website and can be mailed or dropped off in the drop box at the Ryder Street Entrance of Town Hall or by email to ezarcaro@provincetown-ma.gov . Until further notice, applications may continue to be accepted despite the deadline dates.
- Second half FY20 Real Estate Tax bills will be mailed April 1, 2020 and will be due on May 1st. Since so many properties have their real estate tax via escrow, no extension is being considered at this time.
- Online payments can be made for the following (all in the same location):
 - Real Estate Taxes
 - Motor Vehicle Excise Taxes
 - Personal Property Taxes
 - Boat Excise Taxes
 - Water and Sewer Payments
 - PPS Early Learning Payments
 - Recreation Adult and Children's Program Payments
 - Town Clerk Vital Record Payments
 - Tax Title Payments
- Online payments can also be made for (through separate avenues):
 - Community Development Permits and Licensing
 - Parking Ticket/Parking Permits
 - Past due personal property and excise taxes through separate avenues
- The Assessor's Office continues to serve the public through email and phone requests.

Community Development

- The Town is conducting Virtual Regulatory Town Board Public Hearings and online live stream on PTV <http://www.provincetowntv.org/watch.html> allowing boards members and the public the opportunity to provide input on the applications without putting anyone at risk. To participate, check the online posted agenda for call in instructions. Non-essential town board and committee meetings will be postponed.
- The Building Department is continuing to conduct inspections and review plans. Community Development is continuing to accept permit applications, fee payments, and inspection requests left for the Department in the drop box at the lower Ryder Street entrance of Town Hall. When dropping off paperwork or a payment call 508-487-7020 to notify Community Development staff.

Public Services

- As a precautionary measure, the Town of Provincetown has closed all town playgrounds and basketball courts. Staff will continue to work and are available by phone and email to assist you. Please contact them at: RECREATION DEPARTMENT: (508)-487-7097
- Update from the Recreation Department on Virtual Adult and Children Programming from home. As a result of the town Recreational facilities closing, Adult and Children Programming have been postponed until further notice. We have created this page with similar virtual programs you may have participated in at the community center or helpful information.
<https://www.provincetown-ma.gov/1324/Resources>
- The Library will continue to be available by phone during their regular business hours 487-7094 or email araff@clamsnet.org to answer questions and assist with library cards and online access. Please allow for extra rings as the call is being forwarded. Check website provincetownlibrary.org, the library's Facebook page and Instagram for updates and new information about the library. Weather permitting and when Crop Swap items are available they will be at the Commercial Street entrance door and Facebook pages of Library and Crop Swap will be updated.
- The Provincetown Public Pier Corporation is maintaining a presence on the Pier and is available by phone, however, the Harbormaster's Office is closed to the public. There will be a drop box installed at the Harbormaster's Office shortly which will allow the public to drop off applications. The Pier Corp has **postponed the Public Hearing scheduled for April 2, at 2pm until the State of Emergency is over.** This meeting was to discuss the upcoming season's new policies, adjusted and changed rates and leads us into new dock/berth assignments for the newly constructed floating docks and some on the fixed piers.

Updates from Governor Baker and State Agencies

The Town is linking the daily situation updates from Massachusetts Emergency Management Agency's COVID19 Command Center. These updates provide a good deal of information coming from the State.

- Governor Charlie Baker orders all non-essential businesses to cease in person operation, directs the Department of Public Health to issue Stay at Home Advisory for two weeks and updates the Assembly Order to limit gatherings to 10 people.
- **Update from Governor Baker**
Governor extends the Stay-at-Home Order and Closing of Non-essential Business Activity timeline to May 4, 2020. Ordering everyone to continue to self-isolate and practice social distancing through that time period.
- Update from the Department of Revenue (DOR)
The DOR released guidance extending the April 15, 2020 deadline to July 15, 2020 for personal income tax, estate and trust income tax, partnership composite returns and personal income with respect to deemed repatriated income. The guidance also extends the due date Q1 and Q2 estimated payments to July 15, 2020. While the guidance does not extend the April 15 deadline for C-corps, the DOR is waiving late-file and late-payment penalties (although interests will still accrue). For a copy of the guidance, [click here](#).
- April 9, 2020 - Small Business Guidance & Loan Resources

Health and government officials are working together to maintain the safety, security, and health of the American people. Small businesses are encouraged to do their part to keep their employees, customers, and themselves healthy. <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

- April 9, 2020 - Small Business Administration Paycheck Protection Program
An SBA loan that helps businesses keep their workforce employed during the Coronavirus (COVID-19) crisis. <https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/paycheck-protection-program-ppp>
- Beginning this week, in order to better meet the needs of residents whose employment has been affected by the COVID-19, the Department of Unemployment Assistance will be hosting daily town hall meetings to help constituents achieve a successful unemployment claim. DUA will also take questions from claimants across the Commonwealth. Check Mass.gov for details.
- Protections for Individuals Covered by MassHealth & the Health Connector: MassHealth and the Health Connector will protect coverage for all individuals who have Medicaid coverage as of March 18, 2020 and for all individuals approved for coverage during the national emergency. This protection will extend to one month after the national emergency is over. Members will not lose coverage or have a decrease in benefits for any other reason. For individuals who have received notices that their coverage ended after March 18, 2020, no change in coverage will occur. These individuals do not have to send in any paperwork to keep their coverage, it is protected. This will ensure all MassHealth members have access to testing and treatment they may need related to COVID-19.
- Tax Relief for Businesses: The Baker-Polito Administration is announcing tax penalty relief to support businesses affected by COVID-19. The Department of Revenue announced that it has extended the due date for March and April Rooms Occupancy Tax and Meals Tax to June 20, 2020.
- Registry of Motor Vehicles: To limit customer visits, the RMV is only accepting appointment only online reservations. They have extended vehicle registrations and modify the conditions of registrations, plates and titles. It also enables the waiver of certain inspection requirements. They are holding suspension hearing by phone, and are temporarily suspending the issuance of REAL IDs.
- Department of Public Utilities (DPU) issued an Order prohibiting investor-owned utility companies from shutting off gas, electric, and water utility service to any customers for failure to pay a bill or a portion of a bill until the State of Emergency is lifted or the DPU determines otherwise.
- Smoke Alarm Inspections: Governor Baker issued an order making a change to the inspection statutes that require a smoke and carbon dioxide alarm inspection prior to a residential real estate transaction. The Order would permit the inspection to be deferred if the buyer contractually assumes responsibility for installing the detectors and the subsequent inspection happens within 90 days of the conclusion of the COVID-19 emergency.
- New Law to Accelerate Unemployment Insurance: The Governor signed emergency legislation to allow new claims to be paid more quickly by waiving the one week waiting period for unemployment benefits. This important change will ensure we can get much-needed unemployment assistance to workers impacted by COVID-19. The Executive Office of Labor and Workforce Development is deploying additional employees to work on processing the large volume of claims.

- The Governor also announced a new COVID-19 workforce web page that includes the latest guidance for employee qualifications and additional. www.mass.gov/unemployment/covid-19 . The Governor formally requested that the U.S. Small Business Administration (SBA) issue a “declaration of economic injury” for the Commonwealth. This declaration would make it possible for low-interest loans to be made available through the SBA’s Economic Injury Disaster Loan (EIDL) program to business owners affected by the COVID-19 outbreak.
- **Extension of Professional Licenses:** Governor Baker signed a new emergency order to ensure that licensed professionals do not have their licenses or registrations lapse due to unforeseen problems with renewal during the COVID-19 emergency. Specifically, under this order, occupational or professional licenses of individuals that are in good standing and that would otherwise be up for renewal during the COVID-19 emergency shall be extended for 90 days after the end of the public health emergency. This order does not affect license extensions that have already been granted in earlier emergency orders.
- **April 1, 2020 Mass Cultural Council Resources for Artists & Cultural Workers**
We know that the COVID-19 crisis has caused major disruptions for the careers of individuals who earn income through their work in the cultural sector. In response, we will launch (pending final approval by our governing Council on April 7, 2020) a relief fund for individuals. [Read More](#)
- **April 1, 2020 Mass Cultural Council Resources for Cultural Organizations**
Mass Cultural Council is providing a 3-pronged package of support for our cultural nonprofit organizations to not only understand and access assistance offered through new Federal Acts, but to also deliver broad and high-touch capacity building services to help organizations in understanding their current financial challenges and crafting a strategy forward. [Read More](#)
- **April 2, 2020 – Small Business Administration COVID-19 Resources.** Here are some state run assistance programs for [Massachusetts](#). **SBA Resources:** <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
- **April 2, 2020 – Business Assistance for Cape Cod Businesses.** [Local resources](#) for Cape Codders by Cape and Plymouth Business. Includes great local resources for childcare and housing assistance.
- **April 8, 2020 – Update from the State - Nursing Home Family Resource Line:** The Governor announced the launch of a new Nursing Home Family Resource Line, a dedicated telephone line that will connect family members of nursing home and rest home residents with the information and resources they need. This resource was created so that family and community members have one central contact that they can reach out to if they have questions or concerns about the care their loved one is receiving during the COVID-19 outbreak. The line is staffed from 9 AM – 5 PM, seven days a week. Staff will coordinate across state agencies to help callers find answers to their questions. Families and community members can call the line at (617) 660-5399.

Updates from the Community

- **Update on How to Volunteer Locally.** Locally, volunteer efforts on the ground are being coordinated by the Provincetown COVID-19 Taskforce on both medical and non-medical fronts. You can reach out to them directly at pc19taskforce@gmail.com

- April 8, 2020 – Update from The Provincetown COVID-19 Task Force. The Task Force has set up a stress hotline seven days a week from noon to 7pm. at 508-309-5848 staffed by local mental health professionals, Barbara Murphy, Mary Ellen Dwyer, Rita Paradise, Donna Flax and Loretta Butehorn.
- The Provincetown Stop and Shop is open seven days a week and has dedicated the hours of 6:00 am to 7:30 am exclusively for seniors and those who are immunocompromised. Normal business hours are from 7:30 am to 8pm.
- The Soup Kitchen in Provincetown (SKIP) is providing meals for pick-up only on a first come first serve basis from 12:30 to 1:30 pm.
- Feeling Stressed by Provincetown Emergency Order? PC19 Task Force Stress Support Team is available for anyone needing to talk a bit for support. If you'd like to talk with someone by phone. From 9-7 daily, a community member with experience helping people stressed by these trying time is available to help. Call- 508-309-5848 (you can leave a message on this line).
- GOSNOLD Services Available
Janet Beattie is a Human Services Advocate with Gosnold serving the Provincetown community. She is currently available to assist with resources and information you may need during and after the Covid-19 crisis, including applying for Food Stamps, Fuel Assistance, Disability Benefits, Emergency Financial applications, Medicaid, Social Security, Health Insurance and/or other resource needs. All ages are welcome. Services are free and confidential. Janet can be reached at 508-487-2449, extension 6024, 9:00 am until noon daily.
- Curaleaf Provincetown is closed during the State of Emergency as recreational marijuana was deemed non-essential by the Governor. They will reopen when allowed.
- National Park Service (NPS) operations are limited to “COVID-19 Essential Services” as directed by Secretary of Interior. Law enforcement rangers will continue to patrol, maintenance staff will continue to keep essential infrastructure operating, and park business will continue through telework. All public buildings are closed including visitor centers and restrooms. **Trails, beaches, and parking areas have not closed. We are encouraging all who visit to follow social distancing guidelines, even when outdoors. We are asking the public to pack out their trash and practice Leave No Trace principles.** We will post updates to social media regularly @CapeCodNPS, Instagram, Facebook, and Twitter, and to our website, www.nps.gov/caco.
- **Comcast Increases Access to Internet Service to Support Americans Through the Coronavirus Pandemic.** Comcast, through the Internet Essentials program, is putting in place two substantial program enhancements to help these families deal with this crisis. They will allow low-income families to sign up for Internet Essentials for 60 days free, which is normally available to all qualified low-income households for \$9.95/month. Also, they are increasing Internet speeds for the Internet Essentials service for all new and existing customers. In this way, they will ensure that Internet Essentials customers will be able to use their Internet service for all their increased needs as a result of this health crisis.
 - To receive the increased Internet speeds, existing customers will not need to do anything.
 - New customers **will receive** a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
 - To sign up, applicants can simply visit www.internetessentials.com. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

Broader access and faster speeds will help all customers to work from home, access educational resources, obtain important government health care alerts, and stay in contact with their families during this difficult time.

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser. <https://corporate.comcast.com/stories/how-to-find-open-xfinity-wifi-hotspots>
- **Housing Resources.** Here is the forwarded link from Dana at the Citizen's Housing and Planning Center in regards to assistance with housing. <https://www.chapa.org/housing-courses/covid-19-immediate-assistance>. “From Mass Law Reform Institute (MLRI): For more about what tenants should do if they are facing an emergency see [link to illegal eviction information](#). The information is also available as a [handout](#). Please distribute this information broadly to tenant organizations, municipalities, health care providers, and your community networks.”
- April 9, 2020 – Update from Eversource
During these difficult times, we're committed to supporting our customers, neighbors and the communities where we work and live.
If you're struggling, you can get support:
 - Residential customers can apply for assistance from the Good Neighbor Energy Fund through your local Salvation Army Assistance Center.
 - Business and residential customers can also contact us to set up a flexible payment plan – with no down payment – for any past-due amount.To decrease hardship, we've also suspended disconnection of service for non-payment and eliminated late payment charges.
If you're doing OK, here's how to help your neighbors in need:
 - Contribute to the Good Neighbor Energy Fund to help people in Massachusetts struggling to pay their energy bills. You can make a one-time online donation through the Salvation Army or mail your contribution.
 - If someone you know personally is in need, you can pay all or a portion of their energy bill. Simply contact us with their name, service address and the payment amount. We'll provide an email to notify them of your generous gift or you can choose to remain anonymous.What else we're doing to help: To support critical social services provided by nonprofits, we're donating more than \$2 million through the Eversource Foundation to COVID-19 response efforts, including Family Pantry of Cape Cod

A full list of local resources specific to the state of emergency here: <http://www.provincetown-ma.gov/1316/Resources-during-the-State-of-Emergency>

We continue monitoring the situation as it evolves and will revisit and adjust any actions as deemed necessary. If you have questions please feel free to contact me via email at rcraver@provincetown-ma.us.