

**SERVICES COMMITTEE MEETING  
THURSDAY, JULY 11, 2019  
6:00 P.M.**

**A G E N D A**

1. Call meeting to order
2. Roll Call
3. Discussion of Town Office Hours
4. MOU With Bucksport Bay Healthy Communities Coalition
5. Adjourn

**Committee Members:**

**Robert Carmichael, Jr.  
Mark Eastman  
Dan Ormsby**

TO: Services Committee  
FROM: Susan Lessard, Town Manager  
RE: Town Office Hours  
Date: July 9, 2019

The purpose of this email is to explain the committee agenda item regarding Town Office Hours. The staff and I have been discussing ways in which it may be possible to provide better service to residents by being open earlier and later to accommodate service needs of people who work outside of Bucksport.

The ADAPT plan identified that 80% of the workforce in Bucksport works outside of the community. With Belfast, Ellsworth, and Bangor/Brewer all within a half hour – if we altered our hours, people would have a better opportunity to access our services without having to take time off from work to do so.

If we changed the Town Office hours from 8-4:30 Monday-Friday to 7:30 to 5:30, Monday through Thursday, many people would be able to come before or after their work day. Staff currently have hour lunch breaks and those would be reduced to half an hour.

We discussed the possibility of trying to do 'split shifts' in order to accommodate Monday through Friday with longer hours, but due to the limited number of staff available and factoring in vacations - it would not be possible to do so effectively.

We also discussed the idea of having different hours on different days, but believe that a standardized schedule is the easiest for people to utilize. Changing opening and closing hours on different days would be confusing.

In addition to better service to residents – there is also a cost saving to this proposal. It would reduce the cleaning schedule from five nights a week to four nights a week, reducing that cost 20%, and it would also result in reduced heating/cooling costs because the building can be shut down for three consecutive days. It also eliminates the need for Public Works to keep this building open one day a week in winter in the event of storms.

I am seeking permission from the Council do to a survey in the community to get feedback from residents on whether or not they would support this idea.

**Memorandum of Understanding**  
**Between Bucksport Bay Healthy Communities Coalition**  
**and**  
**Town of Bucksport**  
**July 1, 2019 — June 30, 2020**

**1. Parties:** The Town of Bucksport (the Town) is a municipality duly incorporated under Maine law with all rights, authorities and obligations provided by law. The Bucksport Bay Health Communities Coalition (BBHCC) is a Comprehensive Community Health Coalition that serves the towns of Bucksport, Orland, Prospect and Verona Island. BBHCC is directed by a Board (the BBHCC Board) which is responsible for overall policy and direction of BBHCC and for day-to-day operations of collaborative projects and grants. The Town and BBHCC and/or the BBHCC Board are referred to collectively as the Parties.

**2. Purpose:** To coordinate planning and the delivery of health, public health, emergency preparedness, and social service programs to improve the health and quality of life of Bucksport citizens. Such planning efforts will focus on the highest priority health areas as identified in the coalition’s Community Health Improvement Plan in addition to municipal comprehensive plan recommendations. This collaboration will promote volunteerism as an important building block in meeting the current and future needs of Bucksport citizens. Coordination of existing programs is paramount so that public funds are used efficiently and effectively without duplication of effort. This Memorandum of Understanding (MOU) sets out the roles and responsibilities of the BBHCC Board and the Town in this relationship.

**3. Responsibilities of the Parties:**

**(A) For purposes of this MOU, the role and responsibilities of the BBHCC Board are to:**

- 1) Determine community priorities through Bucksport Comprehensive Plan, Heart and Soul ideas and Project ADAPT recommendations in consultation with the town of Bucksport;
- 2) Oversee the development and implementation of the BBHCC work plan with special emphasis on preventing food insecurity;
- 3) Assist the town with implementation of the AARP Action Plan through the BBHCC Senior Resource Committee (Designated AARP Leadership Team);
- 4) Recruit a full time Vista Volunteer to provide assistance, in part, to implement strategies as outlined in the town of Bucksport’s AARP Action Plan;
- 5) Continue the work by BBHCC’s Senior Resource Committee on its nationally acclaimed Show You Care Program to improve accessibility in the community;

- 6) Communicate work plan strategies through appointed municipal representative;
- 7) Respond to requests from town office staff and community residents for information on needed community services;
- 8) Respond to municipal requests for assistance with public health emergencies and community disasters;
- 9) Respond to requests from Town Health Officer for assistance with community education and emergency preparedness needs;
- 10) Convene meetings of local town health officers to discuss regional public health planning needs, as requested;
- 11) Assist the town in developing plans to meet the needs of vulnerable populations such as young families and older adults when requested;
- 12) Participate in Bucksport Next to coordinate BBHCC programs and strategies with other local and regional organizations;
- 13) Conduct an annual review of progress in implementing Health Improvement Plan recommendations.

**(B) For purposes of this MOU, the role and responsibilities of the Town of Bucksport are to:**

- 1) Act as a collaboration partner with BBHCC in coordinating municipal plans and programs to improve the health and quality of life of Bucksport citizens;
- 2) Designate a minimum of one Town representative to serve on the BBHCC Board to ensure open communication between BBHCC Board and the Town;
- 3) Provide office and meeting space for the BBHCC volunteer functions and provide adequate technology, as reasonably determined by the Town, and utility services such as electricity and Internet;
- 4) Include representatives of BBHCC to serve on Bucksport Next to share health information and proposed strategies from the BBHCC Community Health Improvement Plan and other important public health data;
- 5) Collaborate with representatives of BBHCC opportunities to secure grant funding to implement program and services to improve the health and wellbeing of Bucksport citizens;

- (6) Notify the BBHCC board of any community concern that may involve strategic planning areas that have been mutually agreed upon in town and BBHCC's work plans;
- (7) Notify the BBHCC board of any unmet health service needs or gaps in services as known by the town.
- (8) Promote social marketing programs like Age Friendly-Bucksport and Show You Care in marketing municipal messages to the community.

**(C) Duration.** Unless or until the Parties agree on and execute a written successor, this MOU will expire on June 30, 2020. No amendment or modification of this MOU during its term is authorized or effective unless made in writing signed by a representative of each Party who is authorized to execute such amendment.

**(D) Limitations on Liability and Relationship; Hold Harmless.** This MOU does not create a relationship of agency, partnership or joint venture between the Parties and will not be cited as such by either Party. This MOU does not create liability of one Party for the acts of the other. BBHCC agrees to hold harmless the Town for any acts or omissions in acting as a collaborative partner or for any other action or omission in acting under this MOU.

Dated: \_\_\_\_\_  
Town of Bucksport

Dated: \_\_\_\_\_  
Bucksport Bay Healthy Communities Coalition



# BUCKSPORT BAY HEALTHY COMMUNITIES

*Rising to the Challenge*

*VOLUNTEERS MAKING CHANGES HAPPEN FOR A HEALTHIER COMMUNITY.*

## **Highlights from Vista Volunteer Work Plan 2019-2020**

- Assist Senior Resource Committee volunteers in implementing the town of Bucksport's AARP Age-Friendly Action Plan.
- Connect isolated and underserved populations in our community to local resources such as access to healthcare, in-home care, transportation, recreation, fitness, legal, insurance, food security, and home safety modification, to better support their health, safety and wellness, despite any financial hardships.
- Assist the Bucksport Bay Healthy Communities Coalition board with their strategies to combat food insecurity in the community.
- Attend and participate in the events, activities, and intervention strategies of the Early Childhood Network, the Pre-K through 12 Aspiration and Post-Secondary planning team, and the RSU 25/Bucksport Regional Health Center health initiatives.
- Recruit new volunteers and retain existing ones to support and grow the volunteer workforce necessary for the Thriving in Place Program's sustainability.
- Assist Bucksport Downeast YMCA Director in expanding intergenerational mentorship program.
- Assist with marketing and supporting the Early Years© Parenting Workshop series.
- Assist in the preparation for & implementation of the Annual School Readiness Fair in early Spring