



## TOWN OF DIGHTON BOARD OF HEALTH

Old Town Hall  
1111 Somerset Avenue  
774-872-0439

March 10, 2025

The Dighton Health Department has analyzed its office policies and procedures. The Board Members have decided, with the best interest of the residents of Dighton in mind, to streamline processes in a well-organized, efficient fashion. The Board is confident that progress will be made in the right direction with our new Health Agent, Matt Tanis. Mr. Tanis brings years of municipal government and Health Agent experience to the department. Matt will be working for Dighton part-time. Being mindful of his time, we will implement procedures that would respectfully interact with Mr. Tanis' duties as a Wrentham Health Agent. In collaboration with the Board, Health Agent and Office Manager we feel the procedures listed in this document would best benefit the town, residents and employees.

### **Best Practices**

- Set a standard practice of all applications, requests, emergencies and notifications to go through the Health Department Office Manager first.
- The Office Manager will notify the Health Agent and they will determine the next steps.
- The Health Agent and Office Manager will schedule accordingly.
- All information should be documented for tracking and transparency.
- Necessary sign offs and reviews from other departments, if necessary, will be determined by the Health Agent.
- Set a timeframe expectancy for returning documents to the Health Department from other Departments or Agencies.

### **Office Workflow**

The Office Manager will work with the Health Agent on all incoming applications, requests, complaints and notification. Communication can be via text, email or calendar scheduling. An intake report will be generated on all concerns, complaints and emergencies for documenting and transparency purposes. The Health Agent will determine the next steps.

The Office Manager will work with the Health Agent on scheduling any incoming applications or inspections. He is available Friday, Saturday and Sunday. Monday -Thursday he will do any inspections in the morning or late afternoon. In regards to Food and Housing, we can utilize Cliff Pierre, or the current Alliance Regional Inspector.

Monthly reports will be given to the Board Members at the regular scheduled meeting. In the event of an emergency the Office Manager will notify the Health Agent. The Agent will determine the next course of action.

### **Agent Availability / Delegation**

The Office Manager will work with the Health Agent on scheduling any incoming applications or inspections. He is available Friday, Saturday and Sunday. Monday -Thursday he will do any inspections in the morning or late afternoon. In regards to Food and Housing, we can utilize Cliff Pierre, or the current Alliance Regional Inspector.

### **Board Member Notifications**

Monthly reports will be given to the Board Members at the regular scheduled meeting. In the event of an emergency the Office Manager will notify the Health Agent. The Agent will determine the next course of action.

### **Goals and Expectations**

- All Health Department related activities will start with the Office Manager.
- Streamline the process in which perc's and plans are completed. The Agent will review the application/plan and determine if any other department or agency needs to be notified.
- Set an expectation of three days to return any pending documents to the Board of Health from other departments or agencies.
- The Board of Health Members are to receive notifications on complaints via email. The Health Agent will review the complaint and report back to the Board at the monthly meeting or earlier if needed.

### **Emergency Protocols**

- The Office Manager will be the first point of contact. An intake report will be done and shared with the Health Agent. The Agent decides on the next course of action. Whether it being, call an emergency meeting, set a temporary regulation or notify the Board Members and public.
- Any perc test or plan review will only go to another department or agency if it is recommended by the Health Agent.

### **Resolution of Outstanding Complaints, Perc Tests, Septic Inspections**

Departments involved in any septic related activities will be given a deadline of three days for documents to be returned and signed. Any delay longer than three days said department would need to notify the Health Agent by letter with a reason for the delay and expected timeframe.



03/24/2025

Tammy Mello, Acting Chair  
Town of Dighton, Board of Health



03/24/2025

Vincent Hebert, Member  
Town of Dighton, Board of Health