

# **Town of Colrain Select Board Policies**

**January 2026**

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## **Arthur A. Smith Covered Bridge Policy**

The Arthur A. Smith Covered Bridge is available for use for parties and other events under the following conditions:

- Requests for usage of the bridge must be made on the **Arthur A. Smith Bridge Usage Form**. All requests must be made at least one month prior to the event. First come, first served.
- There is no fee for usage of the bridge.
- The form should contain the name of the responsible party, address and telephone number.
- All users shall provide the town with a “Special Events Coverage” rider from their insurance company naming the town as a co-insured.
- There is no parking on the private land adjacent to the bridge. Vehicles must be parked so as not to inhibit the flow of traffic.
- All trash and recyclables must be removed at the close of the event, party, etc. Failure to do so will result in a clean-up charge.
- As the bridge is considered town property, no alcoholic beverages are allowed.
- The Selectboard reserves the right to reject any request.

See Appendix A - Arthur A. Smith Covered Bridge Request Form

**Adopted 6/29/2009**

# **Blackboard Connect Notification Procedure**

## **Policy**

It is the Town of Colrain's policy to use the Blackboard Connect Notification System for the Town of Colrain in accordance with the procedures set in this policy to maintain the integrity and usefulness of the system by the Town while limiting overuse of the database received through the emergency system.

## **Emergency Services Listing**

The emergency System is a list of all telephone numbers that have been entered into the database. This is a protected list that may include published and non-published telephone numbers.

## **Use of the Notification System**

The primary use of this system is emergency notification by Departments such as the Emergency Management, Police, Fire, Board of Health etc. for immediate danger to the public.

## **Non-Emergency Use**

There is no pre-approved non-emergency use of the Emergency Services Listing. All non-emergency use must be approved by the Selectboard. Non-emergency use will be restricted to matters the Selectboard deems to be of Town-wide interest. Examples include notification of the closure of Public Facilities or Town Roads, and notification for Special Town Meetings that have been approved by the Selectboard as non-emergency use of the system.

## **Emergency Use**

- When a department requires an emergency notification for life threatening emergencies the activation must be made by a member of the Selectboard, the Emergency Management Director or the Police Chief.
- The person activating the system must send an email informing of the activation to the
  - Chief of Police
  - Emergency Management Director
  - Selectboard Members
  - Town Administrator

**Adopted 4/02/2018**

**Rev. 7/23/2019**

## Code of Civil Conduct

The Town of Colrain is committed to ensure that all who enter our buildings, gather at any town-sponsored event, and engage in public discourse, shall be treated with respect and professional behavior.

Respect and civility are expected of all employees, volunteers, those representing the town, those interacting with any town employee or committee member, or those in attendance at any town function, including and especially during public meetings.

All persons shall be treated in a fair and equitable manner without exception. No one at any time, or for any reason, shall raise his or her voice, demean, purposefully embarrass, or physically accost any person on or in any town property or at any meeting, presentation or event sponsored by the town.

The town does not tolerate workplace violence, including the threat of violence, by anyone who conducts business on behalf of or with the town. The town will not tolerate harassing conduct that affects employment conditions, interferes unreasonably with an individual's performance, or creates an intimidating, hostile or offensive work environment.

### Expected Conduct on Town Property

- ❖ Use common courtesy when interacting with others
- ❖ Show respect for building facilities, others, and their property
- ❖ Do not cause disturbances or disruptions
- ❖ Do not engage in any lewd or offensive behaviors
- ❖ Do not engage in any form of violence or threatened violence\*
- ❖ Do not smoke, drink alcohol, or be under the influence of any illegal substance\*\*

Any person failing to comply with this policy will be asked to leave the town building or property immediately.

Repeated violations may result in a Notice of Trespass that will prohibit entrance to town property except for the purpose of conducting official business. Copies of said notice will be given to the Colrain Police Department.

\*A threat is the expression of intent to cause physical or mental harm regardless of whether the person communicating the threat has the ability to do so.

\*\*Mass General Law, Chapter 270, Section 22

**Adopted 12/20/2022**

## **Church Street and Upper Griswoldville Street**

Upper Griswoldville Street is currently High Street due to E911 street/road numbering.

At a duly convened meeting of the Selectboard of the Town of Colrain held on the twenty-first day of December 1987, the following was adopted by unanimous vote of said Board:

This Board, acting under the provision of Chapter 40, section 22 of the General Laws of Massachusetts as amended: and by virtue of any and every other power accorded by the bylaws and the said General Laws enabling said Board to make regulations, hereby, adopts the following regulation to be designated as section 3, entitled; "Traffic and Pedestrian Regulations for the Town of Colrain.

The traffic parking on Church Street and Upper Griswoldville Street shall be controlled as follows:

- Church Street: No parking either side of street from the bridge to St. John's Church. Otherwise, parking is allowed on the west side of the street from the church to the end of the street.
- Upper Griswoldville Street: No parking whatsoever on either side of the street.

Violators will be fined the sum of \$25.00, and vehicles shall be towed at the owner's expense.

**Adopted 12/21/1987**

## Designer Selection Procedures

1. These procedures govern the selection of designers for any municipality or local public agency building project subject to the state designer selection law, M.G.L. c. 7C, §§ 44-57. Any other local law governing the procurement of services will be inapplicable to these procurements.
2. The Select Board ("Approving Body") has the authority to conduct the designer selection process for the Awarding Authority. The Approving Body may delegate any duties described herein to the extent such delegation is permissible by law.
3. The Approving Body shall designate the individual or group of individuals (hereinafter referred to as "the Committee") who will conduct the designer selection process. No member of the Committee shall participate in the selection of a designer for any project if the member, or any of the member's immediate family:
  - a. has a direct or indirect financial interest in the award of the design contract to any applicant;
  - b. is currently employed by, or is a consultant to or under contract to, any applicant;
  - c. is negotiating or has an arrangement concerning future employment or contracting with any applicant; or
  - d. has an ownership interest in, or is an officer or director of, any applicant.
4. A Request for Qualifications (RFQ) for each contract subject to these procedures shall be advertised in a newspaper of general circulation in the locality of the building project, in the *Central Register* published by the Secretary of the Commonwealth, and in any other place required by the Approving Body, at least two weeks before the deadline for filing applications.
5. The advertisement shall contain the following information:
  - a. a description of the project, including the specific designer services sought, the time period within which the project is to be completed, and, if available, the estimated construction cost;
  - b. if there is a program for the building project, a statement of when and where the program will be available for inspection by applicants;
  - c. when and where a briefing session (if any) will be held;
  - d. the qualifications required of applicants;
  - e. the categories of designers' consultants, if any, for which applicants must list names of consultants they may use;
  - f. whether the fee has been set or will be negotiated; if the fee has been set, the amount of the fee must be listed in the advertisement;
  - g. when and where the RFQ can be obtained and the applications must be delivered.
6. The RFQ shall include the current "Standard Designer Application Form for Municipalities and Public Agencies not within DSB Jurisdiction," which is available for download from the Massachusetts Designer Selection Board website at [Procedures for Municipalities and Public Agencies not within DSB Jurisdiction](#). The Application Form may be amended to include additional information on a project-specific basis.
7. The Committee shall evaluate applicants based on the following criteria:
  - a. prior similar experience;
  - b. past performance on public and private projects;
  - c. financial stability;
  - d. identity and qualifications of the consultants who will work with the applicants on the project; and

- e. any other criteria that the Committee considers relevant to the project.
8. The Committee shall select at least three finalists. Finalists may be required to appear for an interview or provide additional information to the Committee, provided that all finalists are afforded an equal opportunity to do so.
  9. The Committee shall rank the finalists in order of qualification and transmit the list of ranked finalists to the Approving Body.<sup>3</sup> No person or firm, including applicants' listed consultants, debarred pursuant to M.G.L. c. 149, § 44C, shall be included as a finalist on the list. The list must be accompanied by a written explanation of the reasons for selection including the recorded vote, if any. The written explanation and recorded vote, if any, shall be public records and shall be maintained in the contract file.
  10. If the fee was set prior to the selection process, the Approving Body shall select a designer from the list of finalists. If the Approving Body selects a designer other than the one ranked first by the Committee, the Approving Body shall file a written justification for the selection with the Committee and maintain a copy in the contract file.
  11. If the fee is to be negotiated, the Approving Body shall review the list of finalists and may exclude any designer from the list if a written explanation of the exclusion is filed with the Committee and maintained in the contract file. The Approving Body shall request a fee proposal from the first ranked designer remaining on the list and begin contract negotiations. If the Approving Body is unable to negotiate a satisfactory fee with the first ranked designer, negotiations shall be terminated and undertaken with the remaining designers, one at a time, in the order in which they were ranked by the Committee until agreement is reached. In no event may a fee be negotiated which is higher than the maximum fee set by the Approving Body prior to selection of finalists.
  12. If the Approving Body is unable to negotiate a satisfactory fee with any of the finalists, the Approving Body shall recommend that the Committee select additional finalists.
  13. The Approving Authority may allow a designer who conducted a feasibility study to continue with the design of a project. However, the Approving Authority may commission, at its discretion, an independent review, by a knowledgeable and competent individual or business doing such work, of the feasibility of the designer's work to insure its reasonableness and its adequacy before allowing the designer to continue on the project, *provided* the Approving Authority otherwise complies with the statutory requirements for selecting a designer under Chapter 7C of the General Laws, including those set forth in M.G.L. c. 7C, § 54(a)(i).
  14. Every contract for design services shall include the following:
    - a. certification that the designer or construction manager has not given, offered, or agreed to give any person, corporation, or other entity any gift, contribution, or offer of employment as an inducement for, or in connection with, the award of the contract for design services;
    - b. certification that no consultant to, or subcontractor for, the designer or construction manager has given, offered, or agreed to give any gift, contribution, or offer of employment to the designer or construction manager, or to any other person, corporation, or entity as an inducement for, or in connection with, the award to the consultant or subcontractor of a contract by the designer or construction manager;
    - c. certification that no person, corporation, or other entity, other than a bona fide full-time employee of the designer or construction manager, has been retained or hired by the designer or construction manager to solicit for or in any way assist the designer or construction manager in obtaining the contract for design services upon an agreement or understanding that such person, corporation, or other entity be paid a fee or other consideration contingent upon the award of the contract to the designer; and

- d. certification that the designer has internal accounting controls as required by M.G.L. c. 30, § 39R(c), and that the designer has filed and will continue to file an audited financial statement as required by M.G.L. c. 30, § 39R(d).

All fees shall be stated in design contracts, and in any subsequent amendments thereto, as a total dollar amount. Contracts may provide for equitable adjustments in the event of changes in scope or services.

15. The Awarding Authority shall not enter into a contract for design services unless the Awarding Authority or the designer has obtained professional liability insurance covering negligent errors, omissions, and acts of the designer or of any person or business entity for whose performance the designer is legally liable arising out of the performance of the contract. The total amount of such insurance shall at a minimum equal the lesser of one million dollars or ten percent of the project's estimated cost of construction, or such larger amounts as the Awarding Authority may require, for the applicable period of limitations. A designer required by the Awarding Authority to obtain all or a portion of such insurance coverage at its own expense shall furnish a certificate or certificates of insurance coverage to the Awarding Authority prior to the award of the contract.
16. Every contract for design services shall include a provision that the designer or its consultants shall not be compensated for any services involved in preparing changes that are required for additional work that should have been anticipated by the designer in the preparation of the bid documents, as reasonably determined by the individual responsible for administering the design contract.
17. In the event of an emergency that precludes the normal use of these designer selection procedures, the Approving Body may elect to authorize expedited procedures to address the emergency. The Approving Body shall document in writing the reasons for the emergency declaration, the proposed scope of work, the estimated cost of construction, the established fee for the needed design services, and any other relevant information.

The Approving Body may select three finalists from any standing list of designers who have applied for projects of a similar nature, or may otherwise select three designers to be considered as finalists for the project. The Approving Body shall rank the finalists in order of qualification and select the designer for the emergency work.

18. The Awarding Authority shall publish the name of any designer awarded a contract in the *Central Register*.
19. The following records shall be kept by the Awarding Authority:
  - a. all information supplied by or obtained about each applicant;
  - b. all actions taken relating to the project; and
  - c. any other records related to designer selection.

All records shall be available for inspection by the state Designer Selection Board and other authorized agencies.

20. The Awarding Authority shall evaluate designers' performance on contracts using the Designer Selection Board evaluation form(s) in accordance with M.G.L. c. 7C, § 48(g), and file completed evaluations with the Board and any other agency named in M.G.L. c. 7C, § 48(g).
21. Nothing in these Procedures shall be interpreted to require the establishment of a board or waive or reduce the requirements of any other applicable law or regulation.
22. For any municipal design or construction project *that includes funding provided by the Commonwealth, in whole or in part* (such as reimbursements, grants and the like), cities and towns must incorporate minority-owned business enterprise and women-owned business enterprise participation goals. If

applicable, the Awarding Authority shall take steps to assure that it complies with all State Office of Minority and Women Business Assistance requirements.

**Adopted 7/20/2015**

## **Electronic Policy**

Increasingly, vendors are switching to electronic invoices in order to “go green”. The following are guidelines that will be followed for payment of electronic invoice submissions by department heads/boards and committees:

- If the invoice is in the form of an email, please print the entire correspondence, including any attachments and submit as a whole. The auditors will look at the URL (universal resource locator) on the top or bottom of the document to verify authenticity.
- If it is a PDF (portable document format) document, please submit that along with the announcement email (such as “your invoice is ready and can be accessed from this link”)
- Invoices must still be in the proper format (listing name, address and phone of the vendor, date of service or purchase, amount for each service/purchase less sales tax).

If you have any questions, please contact the Town Accountant.

**Adopted 11/13/2011**

## **Film Permits**

A film permit must be approved in advance by the Town Select Board in order to film or photograph any commercial, motion picture or advertisement within the Town of Colrain limits. The applicant must obtain, complete, and sign the film permit application, including obtaining all the required approvals, before submitting the application along with the required fee to the Select Board for consideration. Forms may be obtained at the Town Office.

See Appendix A - Indemnification Agreement

## **Personal Reimbursements Policy**

Department heads and employees are encouraged to utilize established accounts with vendors (i.e., Staples, Baker Office Supply) for the most routine purposes. If an item cannot be procured at the best possible value utilizing established accounts, the following procedures must be followed to ensure prompt reimbursement.

In general, for boards and committees, all expenditures, including reimbursements, must be approved at a duly convened open meeting of the board requesting reimbursement. At least two board/committee members should sign the request for reimbursement. In the alternative, meeting minutes that reflect the approved expense should be provided with the payment request. Auditors perform random tests to ensure this process is followed.

For all reimbursements:

- An original invoice, or one consistent with the outline under the “Electronic Invoice Policy”, must be submitted. This should indicate the good(s)/service(s) purchased and the cost for each without tax.
- Proof of payment should be provided, such as a cancelled check, credit card statement, or bank statement. It is preferred that all personal information is blacked out (such as account numbers). Please sign and date this and indicate the mailing address if mailing is preferred.

If you have any questions, please contact the Town Accountant.

**Adopted 5/20/2013**

## Petty Cash Policy and Procedure

1. Balance of cash and receipts to remain at the amount issued at all times.
2. Cash and receipts are to be kept in a locked box and box is to be kept in a safe or locked filing cabinet.
3. No purchases are to be made in excess of the issued amount.
4. Only the department head (custodian of funds) will have access to the cashbox.
5. Petty Cash slip to be filled out in ink for all disbursements. Slip is to be signed by the person receiving the cash and approved by the custodian in #4. When actual vendor invoice is returned, estimated slip is to be destroyed. All disbursements must be supported by vendor invoices. All invoices and petty cash slips are to remain in the cashbox, so that balance of cash, vouchers and invoices is at all times the amount issued.
6. No commingling of petty cash with departmental receipts is allowed.
7. No cashing of checks is permitted.
8. Cashbox is to be reconciled by the custodian at least once every month. Reconciliation procedures shall include:
  - a. Counting of cash and receipts.
  - b. Submission of the invoices to the Town Accountant for replenishment. Invoices shall be charged to the appropriate expenditure accounts. A check will be made payable to the custodian (or designee in her absence) for the amount of the invoices. The check will be cashed, and the cash returned to the cashbox.
  - c. Any shortage shall be immediately reported to the Town Accountant and the Town Coordinator.
9. Cashbox is subject to audit at any time by the Town Accountant or outside auditors.
10. The custodian will return money to Treasurer if ending tenure in position.

**Adopted 11/18/2013**

## **Solicitation Policy**

The Town will allow solicitation (including so-called “boot drives”) in certain areas controlled by the Town with three (3) weeks written notice to the Selectboard (BOS) with a copy for the Colrain Police Department. Notice should include the proposed location, dates, times, name of individual in charge of solicitation event, and contact information for the organization making the request. The BOS will review the request in a timely manner and the organization will be notified whether they will be allowed to solicit in the area requested. The BOS may also suggest a more appropriate area to solicit if one exists.

***Under no circumstances will solicitation be allowed within the gates of the Colrain Transfer Station.***

**Adopted 2/8/2022**

## Surplus Fill Policy

The following policy is to be used when:

Surplus fill is generated from municipal projects conducted by the Town Highway Department in the Town of Colrain. Surplus fill shall be taken to mean all clean and uncontaminated excavated materials from trenches, timber, and vegetable matter, pipe offcuts and other deleterious materials that is in excess to the Town's own requirements for such materials.

The determination of surplus fill shall be made by the Highway Superintendent after consultation with and approval of the Town Administrator. The distribution of surplus fill will be made in the most cost-efficient manner and always in the best interest of the Town.

Any property owner in Colrain shall make his/her interest for surplus fill known to the Town by completing a Request for Surplus Fill Material Permit, which may be found at the Town Highway Garage facility located at 9 Jacksonville Road.

***Note: the above policy will not apply in emergency situations created by natural or manmade disasters that require hiring outside contractors for timely removal and disposal of surplus fill.***

**Adopted 9/22/2020**

## Sustainable Purchasing Policy

The Town of Colrain recognizes that municipal procurement decisions have significant impacts on the environment. By including environmental, health, and waste reduction considerations in purchasing decisions, along with price, performance, and product availability, the Town can remain fiscally responsible while promoting practices that minimize waste and environmental impacts. The purpose of this document is to establish a sustainability-based purchasing program for the Town of Colrain.

Objectives of this policy include making purchasing decisions that:

1. Minimize waste and prioritize reuse by identifying alternative options to new and single-use products and equipment.
2. Support recycling markets by purchasing products with post-consumer recycled content, and that are recyclable after use.
3. Conserve natural resources, such as energy and water.
4. Minimize environmental impacts from pollution, greenhouse gases and toxins/hazardous products.

To meet these objectives, whenever feasible, the Town of Colrain will:

- Purchase products and services offered through the Operational Services Division's [Environmentally Preferable Products and Services Guide](#).
- Whenever possible, purchase goods and equipment through reuse and surplus property networks.
- When purchasing new items, look for durable, reusable, and refillable products.
- When goods and equipment are no longer needed, prioritize using reuse and surplus property networks before disposal.
- Adhere to [Federal Comprehensive Procurement Guidelines](#) for minimum recycled content levels when purchasing office paper, envelopes, notepads and file folders.

The Town of Colrain is committed to sustainable purchasing practices. The Town encourages employees to be innovative and to demonstrate leadership by considering environmental and public health benefits when making purchasing decisions.

**Adopted 1/13/2026**

## **Town Common Holiday Tree Lighting**

The holiday lights on the Tree on the Town Common shall be turned on the day before Thanksgiving and be shut off the day after Martin Luther King, Jr. Day.

**Adopted 1/10/2023**

## **Traffic Flow Around Common in Colrain Center Bylaw**

At a duly convened meeting of the Selectboard of the Town of Colrain held on the 6<sup>th</sup> day of November 1972, the following was adopted by unanimous vote of said Board:

This Board, acting under the provisions of Chapter 40, Section 22 of the General Laws of Massachusetts as amended, and by virtue of any and every other power accorded by the By-Laws and the said General Laws enabling said Board to make regulations, hereby adopts the following regulation to be designated as Section 1. entitled: "Traffic and Pedestrian Regulation for the Town of Colrain".

The traffic flow around the Common in Colrain Center shall be controlled as follows:

The traffic shall be permitted in a northerly and southerly direction on the easterly side of the permitted of the common along Route 112 and the connecting route therefore: one-way traffic only shall be permitted in a westerly direction on the northerly side of the Common where route 112 connects with Mountain Road. Signs relating to the one-way traffic described above shall be erected and maintained at each of the one-way thoroughfare so that at least one (1) sign will be clearly visible for a distance of at least seventy-five (75) feet for approaching drivers.

**Adopted 11/6/1972**

# Web Content and Link Posting

## Purpose

The Town of Colrain recognizes the Internet (the “Web”) as yet another opportunity to extend a wide variety of services and information to the citizens of Colrain and those who engage in business with the Town – as well as those who visit the Town, either in person or simply over the Web. The posting of new and informative content to the official Town of Colrain Web site is common practice for the Town. The Town also occasionally adds links to non-Town Web sites that may be of interest or assistance to residents. The overarching goal of all Web site content and link posting is to forward the stated goals and objectives of the Town of Colrain in terms of providing relevant information and resources via the Web.

This policy has been developed to streamline the Web site content submission and posting process, to keep the quality of the Web site high, and to protect the Town from claims of copyright infringement.

## Scope

This policy applies to all employees, elected officials, board and committee members of the Town of Colrain, as well as all Web pages owned and/or managed by the Town.

## Policy

1. The following groups and/or individuals are allowed to submit content for posting and may be granted permission to post:
  - Town employees
  - Elected officials
  - Board and Committee Chairs or their designees
2. Every effort should be made within the staffing resources of each Department, Board, and Committee, to post, on a regular basis, as soon as new content is available, and to delete outdated material as soon as it is no longer timely or important to maintain as an archive of information. The following types of content are allowed to be submitted for posting:
  - Department operational information
  - Board and committee meeting agendas
  - Final, approved, board and committee meeting minutes
  - Draft minutes may be acceptable, particularly when there may be a significant delay in posting of final, committee-approved minutes. But careful consideration must be given before posting draft minutes because of the inherent risk in distributing information that has not been checked for errors by the full membership of the relevant committee. Draft minutes must be clearly dated and marked as “DRAFT” if posted and must be removed from the Web site as soon as finalized.
  - The General and Zoning Bylaws, Select Board Policies, Annual Town Reports, budget materials, town meeting information and materials, plans, studies, reports, town-wide policies and procedures, and other documents of town-wide interest.
  - News, notices or significant events of town-wide interest.
  - Links to non-town Web sites that have been determined to forward the goal of the Town to offer residents and other Web site visitors useful information that is complementary to the Town’s Web site and related objectives. The information provided by external Web sites

shall represent a logical nexus and consistency with the goals and objectives of the Town's Web site.

The Town Coordinator reserves the right to reject any content or link that is determined to be not in the best interests of the Town of Colrain or not aligned with the Goals and Objectives of the Town and Selectboard.

3. All Web content submitted must be approved prior to posting. The following individuals retain the right to edit, request changes, approve, or deny submitted content: Town Coordinator, department heads elected officials, board and committee chairs or the designees of all of the aforementioned.
4. All posting to the front page of the Town's Web site, including the News & Notices section of that page, shall be approved by the Town Coordinator's office prior to posting. For routine News & Notices submittals, the Office Clerk and/or Town Clerk will serve as Town Coordinator's designees.
5. Whenever submissions are time sensitive, they should be forwarded as far as possible in advance of the requested posting date allowing for any changes that may be deemed necessary to the content.
6. The following file formats are most preferable for posting: .rtf, .pdf, .doc, .ppt and .jpg. Formatting changes may be made at the discretion of those responsible for posting. All postings must be checked for spelling, grammar, and factual accuracy. This check is to be completed or arranged for by the individual submitting the content.

### **Submission of Copyrighted Work**

No employee of the Town of Colrain may reproduce any copyrighted work in violation of the law. Copyrighted works include, but are not limited to text (e.g., articles), images (e.g., photographs), graphics (e.g. logos), sound recordings (e.g. MP3s), video, recordings (e.g. movies), or software programs. If a work is copyrighted, there must be express written permission of the copyright holder to reproduce the copyrighted work to avoid violation.

**Adopted 11/26/2021**

## Written Information Security Program

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# WRITTEN INFORMATION SECURITY PROGRAM

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PREPARED FOR:

Town of Colrain MA

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## 1.0 Policy Statement

The Town of Colrain MA Written Information Security Program (“WISP”) is intended as a set of guidelines and policies designed to safeguard all confidential and restricted data maintained at Town of Colrain MA.

## 2.0 Overview & Purpose

The WISP was implemented to document the measures in place by Town of Colrain MA to ensure they maintain best practices for data protection and security.

Town of Colrain MA is committed to protecting the confidentiality of all sensitive data that it maintains.

The purposes of this document are to:

- Establish a comprehensive information security program for Town of Colrain MA with policies designed to safeguard sensitive data that is maintained by Town of Colrain MA, in compliance with information technology best practices.
- Establish employee responsibilities in safeguarding data according to its classification level; and
- Establish administrative, technical, and physical safeguards to ensure the security of sensitive data.

## 3.0 Scope

This Program applies to all Town of Colrain employees, elected and appointed officials. This program also applies to certain contracted third-party vendors (see section 4.6 for further information). The data covered by this Program includes any information stored, accessed, or collected by the Town or its contractors. The WISP is not intended to supersede any Town policy that contains more specific requirements for safeguarding certain types of data. If such policy exists and is in conflict with the requirements of the WISP, the other policy takes precedence.

## 3.1 Definitions

### *Data*

For the purposes of this document, data refers to information stored, accessed, or collected that resides on Town of Colrain MA's Information systems. This includes both systems physically located at Town of Colrain MA's locations and data located with cloud vendors contracted by Town of Colrain MA.

### *Data Systems*

Any device used to store and/or access data. This includes but is not limited to smart phones, tablets, computers, and servers.

### *Physical Location*

Any physical location that Town of Colrain MA maintains. This includes but is not limited to owned or rented office space, warehouse space, employee's home office space, and town vehicles.

### *Cloud*

Any service that hosts data on servers not physically owned by Town of Colrain MA.

### *Data Custodian*

A data custodian is responsible for maintaining the technology infrastructure that supports access to the data, safe custody, transport, and storage of the data and provide technical support for its use. A data custodian is also responsible for implementation of the business rules established by the data steward.

### *Data Steward(s)*

A data steward is responsible for the data content and development of associated business rules, including authorizing access to the data.

### *Site Administrator(s)*

A Site Administrator is a person who is responsible for the physical access to Town of Colrain MA's equipment physically located at their locations.

### *Incident Response Team*

The employees who are responsible for coordinating the response to any data breach incident. This team will include NEIT and a minimum of two Town of Colrain MA employees, one to serve as primary and one as a backup in the event the primary is unavailable.

### *Personal Information*

Personal Information (“PI”), as defined by Massachusetts law (201 CMR 17.00), is the first name and last name or first initial and last name of a person in combination with any one or more of the following:

- Social Security number;
- Driver’s license number or state-issued identification card number; or
- Financial account number (e.g. bank account) or credit or debit card number that would permit access to a person’s financial account, with or without any required security code, access code, personal identification number, or password.
- For the purposes of this Program, PI also includes passport number, alien registration number or other government-issued identification number.

## 3.2 Data Classification

All data covered by this policy will be classified into one of three categories outlined below, based on the level of security required for each, starting with the highest level.

### *Confidential*

Confidential data refers to any data where unauthorized access, use, alteration, or disclosure of this data could present a significant level of legal or financial risk to Town of Colrain MA. Confidential data should be treated with the highest level of security to ensure the privacy of that data and prevent any unauthorized access, use, alteration, or disclosure.

Confidential data may also include data that is protected by federal or state laws or regulations.

### *Restricted*

Restricted data refers to all other town data where the loss of such data could harm an individual’s right to privacy or negatively impact the finances, operations or reputation of Town of Colrain MA. Any non-public data that is not explicitly designated as Confidential should be treated as Restricted data.

This data also includes, but is not limited to, citizen information, intellectual property (proprietary research, etc.), financial and investment records, employee salary information, or information related to legal or disciplinary matters.

Restricted data should be limited to access by individuals who are employed by Town of Colrain MA and who have legitimate reasons for accessing such data. A reasonable level of security should be applied to this classification to ensure the privacy and integrity of this data.

### *Public (or Unrestricted)*

Public data includes any information for which there is no restriction to its distribution, and where the loss or public use of such data would not present any harm to Town of Colrain MA. Any data that is not classified as Confidential or Restricted should be considered Public data.

## 4.0 Policy

### 4.1 Responsibilities

All data at Town of Colrain MA is assigned a data steward by Town officials. Data Steward(s) are defined in section 6.0 of this document. Data stewards are responsible for approval of all requests for access to such data. The data steward may appoint a designee to serve in their place.

Northeast IT Systems, Inc (NEIT), is contracted by Town of Colrain MA and in their capacity, they serve as the data custodians for data stored on Town of Colrain MA's Computer Systems. NEIT is responsible for the administration of the data systems. The Data stewards maintain the responsibility to inform NEIT of changes to employee's and contractor's roles or need for access to data. NEIT's responsibilities are limited to making data access adjustments as requested by the data stewards. The appropriate data stewards must be identified and made known to NEIT.

Data stewards will inform NEIT staff about an employee's change of status or termination as soon as is practical, whenever possible, if the employee is being dismissed, this should occur before the employee's departure date from Town of Colrain MA. Changes in status may include terminations, leaves of absence, significant changes in position responsibilities, transfer to another department, or any other change that might affect an employee's access to Town of Colrain MA's data.

Town of Colrain MA will alert NEIT at the conclusion of a contract for individuals that are not considered Town of Colrain MA employees in order to terminate access to their Town of Colrain MA accounts.

Town of Colrain MA oversees maintaining, updating, and implementing this Program and has overall responsibility for this Program. This document should be reviewed at least annually with that review document in section 7.0.

### 4.2 Identification and Assessment of Risks to Town of Colrain MA's Data

Town of Colrain MA recognizes that it has both internal and external risks to the privacy and integrity of Town of Colrain MA's information. These risks include, but are not limited to:

- Unauthorized access of Confidential data by someone other than the owner of such data
- Compromised system security as a result of system access by an unauthorized person
- Interception of data during transmission
- Loss of data integrity
- Physical loss of data in a disaster
- Errors introduced into the system
- Corruption of data or systems
- Unauthorized access of Confidential data by employees
- Unauthorized requests for Confidential data
- Unauthorized access through hard copy files or reports
- Unauthorized transfer of Confidential data through third parties

Town of Colrain MA recognizes that this may not be a complete list of the risks associated with the protection of Confidential data. Since technology growth is not static, new risks are created regularly. Accordingly, NEIT will actively participate and monitor technology industry groups for identification and mitigation of new risks.

Town of Colrain MA believes the town's current safeguards are reasonable.

Additionally, these safeguards protect against currently anticipated threats or hazards to the integrity of such information.

### 4.3 Policies for Safeguarding Confidential Data

To protect Town of Colrain MA data classified as Confidential, the following policies and procedures have been developed that relate to access, storage, transportation and destruction of records.

#### *Access & Storage*

Only those employees or authorized third parties requiring access to Confidential data in the regular course of their duties are granted access to this data, including both physical and electronic records.

To the extent possible, all electronic records containing Confidential data should only be stored in a safe and secure location provided by Town of Colrain MA.

Confidential data must not be stored on cloud-based storage solutions that are not approved by Town of Colrain MA. and vetted by NEIT for adequate security.

Employee's are strongly discouraged from storing Confidential data on laptops or on other mobile devices (e.g., flash drives, smart phones, external hard drives). However, if it is necessary to transport Confidential data electronically, the mobile device containing the data must be encrypted and the device is considered property of Town of Colrain MA until such time that the confidential data can be verified as being removed.

To the extent possible, paper records containing Confidential data should be kept in locked files or other secured areas when not in use.

Servers are to be maintained in secure, limited access locations maintained by the Data Stewards. It is preferred that servers are either in a dedicated locked room or a locked server rack.

Upon termination of employment or relationship with Town of Colrain MA, electronic and physical access to documents, systems or other network resources containing Confidential data is immediately terminated.

Employees are required to surrender any data systems or keys to limited access areas that they may possess upon request of management.

### *Transporting Confidential Data*

Employees of Town of Colrain MA may not remove records containing Confidential data from Town of Colrain MA's locations without approval from management.

In rare cases where it is approved to do so, the user must take all reasonable precautions to safeguard the data. Under no circumstances are documents, electronic devices, or digital media containing Confidential data to be left unattended in any unsecure location.

- When there is a legitimate need to provide records containing Confidential data to a third party outside Town of Colrain MA, electronic records shall be password-protected and encrypted, and paper records shall be marked confidential and securely sealed.

### *Destruction of Confidential Data*

- Records containing Confidential data must be destroyed once they are no longer needed for business purposes, unless state or federal regulations require maintaining these records for a prescribed period of time.
- Paper and electronic records containing Confidential data must be destroyed in a manner that prevents recovery of the data.
- All electronic data must be destroyed in compliance with the DoD 5220.22-M standard.

#### 4.4 Policies for Safeguarding Restricted Data

- Access to Restricted Data should be limited to those who have a legitimate business need for the data.
- Restricted Data can only be stored in locations approved by Town of Colrain MA.
- Documents containing Restricted Data should not be posted publicly.

#### 4.5 Password Requirements

In order to protect Town of Colrain MA data, all employees must select unique passwords following these guidelines:

- Has at least 8 characters
- Contains a combination of at least three of the four character types: uppercase and lowercase letters, numbers, and special characters (e.g., @ \$ # !)

Employees must protect the privacy of their passwords. Passwords must not be shared with others. If an account or password is suspected to have been compromised, all passwords should be changed immediately, and the incident reported to Town of Colrain MA management. It is the responsibility of Town of Colrain MA management to report the incident to NEIT for incident response.

#### 4.6 Third-Party Vendor Agreements Concerning Protection of Personal Information

Town of Colrain MA exercises appropriate diligence in selecting service providers capable of maintaining appropriate security safeguards. The management team at Town of Colrain MA are responsible for identifying those third parties providing services to Town of Colrain MA. NEIT will review any requests for third party access to data systems and provide recommendations on best security practices to provide access. All relevant contracts with these third parties are reviewed and approved by Town of Colrain MA to ensure the contracts contain the necessary language regarding safeguarding data. It is the responsibility of Town of Colrain MA to confirm that the third parties are required to maintain appropriate security measures consistent with this Program.

## 4.7 Data system safeguards

Northeast IT Systems (NEIT) staff monitor and assess safeguards on an ongoing basis to determine when enhancements are required. Town of Colrain MA has implemented the following to combat external risk and secure the systems containing Confidential Data:

Secure user authentication protocols:

- Unique passwords are required for all user accounts; each employee receives an individual user account.
- Computer access passwords are disabled upon an employee's termination.
- User passwords are stored in an encrypted format; root passwords are only accessible by system administrators.
- Secure access control measures:
- Access to specific files or databases containing Confidential Data is limited to those employees who require such access in the normal course of their duties.
- Operating system patches and security updates are installed to all computers on a regular basis.
- Antivirus and anti-malware software is installed and kept updated on all workstations.

## 4.8 Employee Training

All employees are required to familiarize themselves with this Program.

Additionally, any users who are the victims of a phishing attack will be required to complete a phishing education program within 2 weeks after the issue has been identified, regardless if they have already completed the training. If a user fails to complete the training within 2 weeks, his or her remote access to Town of Colrain MA resources may be disabled. It is the responsibility of the user's direct supervisor to ensure this training is completed.

Periodically NEIT may elect to run email campaigns to test Town of Colrain MA employee's response to simulated malicious emails. Town of Colrain MA Management will not be aware of when these campaigns are run and will not be exempted from the campaigns. The results of the campaign will be shared with management. Access to training will be provided at the conclusion of the campaign. The exact manner of the training will be dependent on the results of the tests and determined by both NEIT and Town of Colrain MA management.

## 4.9 Reporting Attempted or Actual Breaches of Security

Any incident of possible or actual unauthorized access to or disclosure, misuse, alteration, destruction, or other compromise of data, or of a breach or attempted breach of the information safeguards adopted under this Program, must be reported immediately to the Town of Colrain MA management. Town of Colrain MA will contact NEIT who will take actions necessary to mitigate the data exposure. NEIT will be responsible for the technical response to the breach, Town of Colrain MA is responsible for any reporting that may be required of such a breach as well as any disciplinary action to be taken as a result. NEIT will provide Town of Colrain MA with a report detailing the actions taken in response to the breach. Town of Colrain MA will identify an incident response team consisting of a minimum of two employees, a primary contact and a backup contact, who NEIT will work directly with during the response to the incident.

## 5.0 Enforcement

Any employee or official who willfully accesses, discloses, misuses, alters, destroys, or otherwise compromises Confidential or Restricted Data without authorization, or who fails to comply with this Program in any other respect, will be subject to disciplinary action, up to and including termination of employment or removal from office.

## 6.0 Definition of Key People

Position	Name	Email	Phone
Data Steward	Kevin Fox	<a href="mailto:bos@colrain-ma.net">bos@colrain-ma.net</a>	413-624-3454
Data Custodian	Northeast IT Systems	<a href="mailto:helpdesk@northeastit.net">helpdesk@northeastit.net</a>	413-736-6348
Incident Response Primary	Kevin Fox	<a href="mailto:bos@colrain-ma.gov">bos@colrain-ma.gov</a>	413-624-3454
Incident Response Secondary	Paula Harrison	Treasurer@colrain-ma.gov	413-624-3454
Site Administrator	Kevin Fox	<a href="mailto:bos@colrain-ma.gov">bos@colrain-ma.gov</a>	413-624-3454

## 7.0 Revision History

Date	Revision
10/2/2023	First Draft

WRITTEN INFORMATION SECURITY POLICY FOR TOWN OF COLRAIN MA

10/17/2023	Second Draft
11/1/2023	Third Draft
11/10/2023	Proposed Final draft.
11/14/2023	Adopted by Select Board

# Appendix A

## Arthur A. Smith Covered Bridge Usage Request Form

Date Received: \_\_\_\_\_

Requested By \_\_\_\_\_  
(Responsible Party and Organization)

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date of Event: \_\_\_\_\_

Type of Event: \_\_\_\_\_

Number of People attending: \_\_\_\_\_

Name of Insurance Company: \_\_\_\_\_

Date Approved: \_\_\_\_\_

Rev. 7/16/2019

## Indemnification Agreement

The Applicant (Production Company), \_\_\_\_\_ acting through its authorized agent, \_\_\_\_\_, agrees to defend, protect, indemnify and hold the Town of Colrain harmless from any and all suits, claims, damages, liabilities, or losses, including attorney fees and costs, for injury to or death of any person(s) or for damage to any property arising from the Applicant's acts or omissions under the film permit or resulting from the filming/photography to be held on the locations, times and dates (Premises) named in the attached film permit.

In addition, the Applicant specifically agrees to defend, protect, indemnify, and hold the Town of Colrain harmless from any and all suits, claims, damages, demands, liabilities, or losses, including attorney fees and costs, brought, made, or claimed by the owner of the Premises, or the owner's heirs, successors, or assigns, arising from the Applicant's use of the Premises.

Authorized Production Company Agent:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

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## Film Permit Guidelines

### Town of Colrain Location Filming Permit

Thank you for choosing the Town of Colrain for your upcoming film project. The Office of the Select Board will help make your job as easy as possible while you are visiting. This page is designed to assist you with the Film Permitting process for the Town of Colrain. Per the Town of Colrain Select Board policies, a permit is required to film or photograph any commercial, motion picture or advertisement within the Town limits. In this document, the filming entity may be referred to as, "The Production Company." The Production Company is responsible for a permitting fee of \$ 25.00 per day. Changes to an approved permit require proper local approvals with updated information.

The following types of filming are exempt from the permitting and/or fee process and structure:

The filming of news events concerning persons, scenes or occurrences of general public interest, filming and still photography by a 501(c)3 non-profit organization and/or a project with on-site personnel numbering 5 persons or less.

Requirements for a Film Permit:

Please complete the following forms, being as specific as possible, and return them to the Town Coordinator at the Colrain Town Office, 55 Main Road Colrain, MA 01340.

- Obtain General Liability Insurance in the amount of at least one million dollars per occurrence naming the Town of Colrain as an additional insured.
- The Production Company is responsible for paying any other required fees, damage deposits for services and for obtaining police, fire department, and/or other approvals. (Separate fees may be due to the Town Police Department for such services as providing traffic control, security work, etc. The Town of Colrain will bill the Production Company for any cost for town equipment, labor, and / or materials used as a result of the production. Labor will be paid at the benefited wage rate.

ADDITIONAL NOTE: It is the responsibility of the Production Company to notify all business and residential tenants who will be affected in anyway by filming. Permission to use private property must be granted in writing by property owners/landlords/property management companies before filming commences.

The Applicant acting through its authorized agent, agrees to defend, protect, indemnify and hold the Town of Colrain harmless from any and all suits, claims, damages, liabilities, or losses, including attorney fees and costs, for injury to or death of any person(s) or for damage to any property arising from the Applicant's acts or omissions under the film permit or resulting from the filming/photography to be held on the locations, times and dates (Premises) named in the film permit. The bylaws of the Town of Colrain and the laws of the Commonwealth of Massachusetts shall govern this permit.

Along with your application, please submit:

- Proof of General Liability Insurance naming the Town of Colrain as an additional insured, in the amount of at least one million dollars.
- A completed and signed Indemnification Agreement.
- A check made payable to the Town of Colrain for the permitting fee.

**Should you have any questions regarding permits, fees, or jurisdictions, please call the Town Administrator at 413-624-6306.**

**Once the Select Board approve the permit, the Town will appoint individuals for the following roles:**

- **Municipal Contact:** a town representative that has the authority to make impromptu decisions if needed.
- **Municipal Point Person:** a person within the municipality that works for the town that can help with permits, connect with police, fire, and other departments.
- **Film Liaison:** a person who can assist as described above but also helps with locations, hotels, logistics, etc.

# Town of Colrain Film Permit

Production: Company: \_\_\_\_\_

Production Title: \_\_\_\_\_

Applicant Name & Title: \_\_\_\_\_

Permanent Company Address: \_\_\_\_\_  
\_\_\_\_\_

Applicant Phone: \_\_\_\_\_  
\_\_\_\_\_

Company Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Local Address: \_\_\_\_\_  
\_\_\_\_\_

Local Phone: \_\_\_\_\_  
\_\_\_\_\_

Local Fax: \_\_\_\_\_

Location's Manager's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_  
\_\_\_\_\_

Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Production Type:

Feature Film

Television Film

Documentary

Commercial

Industrial

Still Photography

Music Video

Other (please specify): \_\_\_\_\_  
\_\_\_\_\_

Location: Please be as specific as possible. Provide street addresses, building names, etc. *The Town recognizes that these locations, dates, and times are subject to change. ALL changes must be made in coordination with the necessary town officials.*

Location 1: \_\_\_\_\_  
\_\_\_\_\_

Dates: \_\_\_\_\_

Times: \_\_\_\_\_

Location 2: \_\_\_\_\_  
\_\_\_\_\_

Dates: \_\_\_\_\_

Times: \_\_\_\_\_

Location 3: \_\_\_\_\_  
\_\_\_\_\_

Dates: \_\_\_\_\_

Times: \_\_\_\_\_

Will streets be used? Circle Yes or No If yes, please indicate below.

For filming

Parking

Will streets need to be closed / blocked to traffic? If yes, please indicate date(s) and time(s) below

If appropriate, attach separate sheet with diagram and map to illustrate. Streets and cross streets:

\_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

Will any scenes involve the use of fire, smoke, rain, explosives, aircraft, or firearms? If yes, please describe. \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Will this Production involve extraordinary noise (over 55 decibels)? Circle Yes or No If yes, please describe:

\_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

Will this Production require turning off streetlights for any length of time Circle Yes or No If yes, please describe and provide date(s) and time(s).

Please attach a copy of your general liability insurance coverage in the amount of one million dollars naming the Town of Colrain as an additional insured party.

*The applicant agrees to comply with the applicable laws and to maintain town premises in good condition, and to return said premises to the same conditions before use for this film project.*

Production Company Agent: (Print): \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

-----  
**FOR TOWN USE ONLY**

Approved by:

\_\_\_\_\_  
Select Board, Chair Date: \_\_\_\_\_

\_\_\_\_\_  
Select Board Member Date: \_\_\_\_\_

\_\_\_\_\_  
Select Board Member Date: \_\_\_\_\_

\_\_\_\_\_  
Chief of Police Date: \_\_\_\_\_

\_\_\_\_\_  
Highway Superintendent Date: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_  
Colrain Fire Chief

TOTAL FEES: \_\_\_\_\_ DATE FEES PAID: \_\_\_\_\_ PAYMENT TYPE: \_\_\_\_\_ CHECK # \_\_\_\_\_

DATE DEPOSIT PAID: \_\_\_\_\_ PAYMENT TYPE: \_\_\_\_\_ CHECK#; \_\_\_\_\_

## Request for Surplus Fill Material Permit

I, \_\_\_\_\_, being the owner of a certain parcel of land located in Colrain, Massachusetts and having acquired all the necessary permits to dump fill material on said parcel of land, do hereby accept all responsibilities for said fill material dumped there by the Town of Colrain. It will be the sole responsibility of said landowner to level, grade, ditch, drain, or otherwise shape and rehabilitate said fill material and comply with the general conditions adopted for fill material. I will not hold the Town of Colrain responsible for property damages that may be incurred while depositing the fill material.

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Signature of Property Owner

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Date

9/22/2020