



Town of Casco

Selectboard Regular Meeting Agenda

July 21, 2026 at 6:00 PM

Casco Community Center

Regular Meeting

1. Review and approval of the meeting agenda
2. Approval of bills and signing and approval of all open warrants
3. Approval of Minutes: July 7, 2026
4. Public Participation for non-Agenda items
5. Manager's Update

On-Going Business

6. The Selectboard will consider updating the following policies, Community Center Facility Use & Collection of Emergency Medical Service Fees.
7. The Selectboard will consider their assignments as liaisons to committees & boards.

New Business

8. The Selectboard will receive Public Work related updates from Mike Genest
9. Selectboard Comments

Workshop

10. The Selectboard will conduct a workshop regarding the remote meeting policy.

Executive Session

11. Adjournment

Reminders to the Attending Public: Selectboard meetings are open to the public, but the public may not speak unless recognized by the Board Chair or Vice Chair in their absence. Except during a public hearing, comment time is limited to 2 minutes per speaker during public participation or on agenda items. Matters related to personnel will not be heard.

Future meeting dates (subject to change)

Month DD, YYYY at HH:MM PM Meeting Name

July 27, 2026 @ 6:30 PM Planning Board Regular Meeting & Public Hearing

July 30, 2026 @ 6:00 PM Comp Plan Implementation Committee

August 4, 2026 @ 6:00 PM Selectboard Regular Meeting



Town of Casco

Selectboard Regular Meeting Minutes

July 07, 2026 at 6:00 PM

Casco Community Center

Regular Meeting

PRESENT

Scott Avery
Eugene Connolly
Robert MacDonald
Grant Plummer
Joseph DeMartin

1. Review and approval of the meeting agenda

The Selectboard moved and seconded to approve the meeting agenda.

Motion made by Plummer, Seconded by DeMartin.

Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin

2. Approval of bills and signing and approval of all open warrants

The Selectboard moved and seconded to approve all bills and signing of all open warrants.

Motion made by Connolly, Seconded by Avery.

Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin

3. Approval of Minutes: Month DD YYYY

The Selectboard moved and seconded to accept the minutes from the June 16, 2026 meeting as presented.

Motion made by DeMartin, Seconded by Plummer.

Voting Yea: Connolly, MacDonald, Plummer, DeMartin

Voting Abstaining: Avery

4. Public Participation for non-Agenda items

Pam Edwards- Announced the Comprehensive Plan Implementation Committee is planning a community event in September and would like to invite a Selectboard Member to be a liason.

Courtney Walsh- provided feedback regarding change of location of Free Lunch program from Village Green to Community Park.

David Kimball presented points to the Selectboard regarding his property line dispute with the town.

Recreation Director Beth Latsey spoke about an incident in which one of the swim instructors saved a child's life at the beach.

5. Manager's Update

- A.** I met with the Raymond Town Manager to discuss updating the Interlocal Agreement for Animal Control services. The initial conversation was encouraging about continuing the interlocal agreement, but Raymond is conducting appropriate financial due diligence while exploring potential internal options for providing these services in the future. The Town Manager understands the current parameters of the Interlocal Agreement, including the automatic renewal provisions and the associated opt-out clauses.
- B.** Glidden Excavation began initial work on the FY27 Pavement Preservation Project last week. They are currently completing base gravel work on portions of Ward Circle due to substandard roadway material and improper roadway pitch. In addition, they are installing a new culvert at the intersection of Hams Hill Drive and Heather Lane, as the existing culvert was found to be completely inoperable.

J. Pratt Excavation began work on the Meadow Road Crosswalk project on July 1. The crew started the initial excavation and began installing the support poles for the Rectangular Rapid Flashing Beacons (RRFBs).

- C.** Greater Portland Council of Governments (GPCOG) and MaineDOT have been conducting, and will continue through September, an analysis of crash data and speed collection data along the Route 302 corridor. Following completion of this analysis, the project focus group will conduct community outreach, including a public engagement event and/or pop-up outreach activities within one of the three participating communities.

As the data analysis is completed, GPCOG will present its initial findings to the participating Town Select Boards. The goal of the study is to develop an actionable set of safety recommendations that each community can prioritize and implement to improve safety along the Route 302 corridor.

Some recommendations may require additional planning and design work before they are ready for implementation through the MaineDOT Work Plan or other state and federal funding opportunities.

Additional information about the Route 302 Safety Study is available at:

<https://gpcog.org/752/Route-302-Casco-to-Bridgton>

- D.** The Town has been able to communicate with Robert Morton regarding the removal of his personal belongings from 21 Graffam Road. Mr. Morton was verbally notified of the Town's plans to demolish the structure and was provided 21 days to remove his personal belongings under the supervision of Town staff.

Town staff continues to work with Drummond Woodsum regarding the failed consent agreement involving the property owner at 131 Tenney Hill Road.

The cease-and-desist order issued for the property at 50 Rabbit Run remains in effect. Despite the order, business activities at the property continue. The resident has appealed the Code Enforcement Officer's denial of the Home Occupation permit application, as well as the Notice of Violations. The appeal is currently scheduled for review by the Zoning Board of Appeals on July 20, 2026.

Additionally, the resident has submitted a Site Plan Review application, which is scheduled for initial discussion by the Planning Board at its regular meeting on July 27, 2026. Town legal counsel remains in communication with the property owner's legal counsel regarding the continued failure to comply with the cease-and-desist order.

- E. The Berry Property work group is working with Sebago Technics to develop a site capacity analysis and conceptual renderings to support future community outreach and public engagement efforts.

The capacity analysis is evaluating several potential uses for the property, including a carry-in/carry-out boat launch, associated parking, a multi-use pavilion, green space, recreational parking, and the potential reservation of land for future municipal facilities or services.

Although the property is substantial in size, its configuration may present challenges for accommodating some of the proposed uses. The results of the capacity analysis and conceptual renderings will help determine which amenities are feasible, support future community discussions, and assist the work group in finalizing recommendations for a master plan for the property.

- F. The Maine Department of Agriculture, Conservation and Forestry, Bureau of Parks and Lands, notified the Town of Casco that its application for financial assistance for a 2026 ATV trail project had been approved. The project was approved for a total cost of

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\$62,818, with grant reimbursement available for up to \$56,536.20. Eligible expenses incurred on or after April 1, 2026, may be reimbursed if they comply with the grant agreement and approved project description, with reimbursement provided only after proof of payment is submitted. The award also allows up to \$500 to be used for qualifying landowner relations expenses, such as appreciation dinners, trash removal, or installation of state-approved landowner relations signs. The Bureau expressed its support for the project and reminded the Town that all reimbursement requests must be submitted by November 30, 2026, preferably by certified mail.

- G. As part of the FY27 budget, funds were approved for the purchase of new laptops, including upgrades for the Selectboard members' devices. I understand that a couple of Board members prefer using tablets with detachable keyboards instead of traditional laptops.] Before moving forward with the purchase, I'd like to confirm the remaining Selectboard members' preferences. Please let me know whether you would prefer a laptop or a tablet with a keyboard for your Town-issued device.

Old Business

- 6. The Selectboard will consider updating the following policies, Community Center Facility Use & Collection of Emergency Medical Service Fees.

Discussion only. No action was taken.

7. The Selectboard will discuss the Open Space Plan
 The Selectboard moved and seconded to approve the Open Space Plan as presented.
 Motion made by Avery, Seconded by DeMartin.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin
8. The Selectboard will consider a rebranding design proposed by Coco Walsh Creative, LLC.
 The Selectboard moved and seconded to approve the rebranding design proposed by Coco Walsh Creative, LLC.
 Motion made by Avery, Seconded by Plummer.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin
9. The Selectboard will consider future legal actions related to violation of a cease-and-desist order at 50 Rabbit Run.
 It was moved and seconded. to authorize the CEO, together with the Town Attorney, to undertake further enforcement measures at 50 Rabbit Run, to enforce the cease and desist / stop work order issued by the CEO in May, including initiating court proceedings if that becomes necessary.
 Motion made by Avery, Seconded by Connolly.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin

New Business

10. The Selectboard will receive an update on the Casco Fire Department.
 Discussion only. No action was taken.
11. The Selectboard will consider appointing Dan Groto to the Finance Committee
 The Selectboard moved and seconded to appoint Dan Groto to the Finance Committee with a term to expire June 30, 2028.
 Motion made by DeMartin, Seconded by Avery.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin
12. The Selectboard will discuss current vacancies on Boards, Committees and Commissions.
 The Selectboard moved and seconded to appoint Amy Brown to the Comprehensive Plan Implementation Committee with a term expiring on June 30, 2027 and appoint Tom McCarthy to the Planning Board as an alternate with a term expiring on June 30, 2029.
 Motion made by Avery, Seconded by Plummer.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin
13. The Selectboard will consider the two applicants for the MMA Legislative Policy Committee.
 The Selectboard moved and seconded to approve the two proposed candidates for the MMA Legislative Policy Committee as recommended.
 Motion made by Plummer, Seconded by Avery.
 Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin

14. The Selectboard will consider updating the beach usage practice during swimming lessons.

Discussion only. No action was taken.

15. The Selectboard will consider a liquor License Renewal for Point Sebago.

The Selectboard moved and seconded to approve the liquor license renewal for Point Sebago and have the application forwarded to the State of Maine

Motion made by Connolly, Seconded by Plummer.

Voting Yea: Avery, Connolly, Plummer, DeMartin

Voting Abstaining: MacDonald

16. Selectboard Comments

Joe didn't have any comments.

Grant asked for an update on the roadwork and wi-fi.

Gene encouraged everyone to support Casco Days and be aware of the extra traffic it will bring.

Bob updated everyone that the electronic speed sign is up on 302. Bob also provided and updated meeting list.

Workshop

17. The Selectboard will conduct a workshop regarding the remote meeting policy.

This item was tabled.

Adjournment

- 18. It was moved and seconded to adjourn at 7:55pm.**

Motion made by Connolly, Seconded by DeMartin.

Voting Yea: Avery, Connolly, MacDonald, Plummer, DeMartin

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**Manager's Memorandum
Selectboard Meeting
July 21, 2026**

Item 5.#

To: Selectboard
From: Tony Ward, Town Manager
Date: 07-16-2026
Re: Selectboard meeting 07-21-2026

Below are notes for agenda items for July 21, 2026, meeting

5. Managers' Update

- A.** Following up on the discussion at Town Meeting regarding animal control (ACO) calls for service, the Town requested call volume data from Cumberland County Regional Dispatch to better understand demand for dispatch services. The data shows that Casco and Raymond generated a combined total of 405 calls for ACO service during the reporting period, with Casco accounting for 195 calls and Raymond accounting for 210 calls.

By day of the week, call activity was highest on Monday and Tuesday, each with 68 calls (16.8%), followed by Wednesday with 65 calls (16.0%), Thursday with 61 calls (15.1%), Saturday with 57 calls (14.1%), Friday with 52 calls (12.8%), and Sunday with 34 calls (8.4%).

Monthly call volumes were also relatively consistent throughout the fiscal year, with the highest activity occurring in July (56 calls, 13.8%) and June (53 calls, 13.1%), followed by August (49 calls, 12.1%). Mid-level activity occurred during October and May (34 calls each, 8.4%), December (33 calls, 8.1%), and September (32 calls, 7.9%). Lower call volumes were recorded in November (27 calls, 6.7%), March and April (25 calls each, 6.2%), January (19 calls, 4.7%), and February (18 calls, 4.4%). Overall, the data demonstrates that dispatch demand remains relatively steady throughout the year, with modest increases during the summer months and during the beginning of the fiscal year.

Hourly trends indicate that call volume is concentrated during normal daytime and early evening hours, with the busiest period occurring between 8:00 a.m. and 6:00 p.m., when 326 calls (approximately 80% of all calls) were received. The single busiest hour was 12:00 p.m. (36 calls), followed by 1:00 p.m. (32 calls) and 8:00 a.m., 3:00 p.m., and 5:00 p.m. (31 calls each). Overnight activity was comparatively light, with only 21 calls

recorded between midnight and 6:00 a.m. These statistics provide a clearer understanding of when animal control officer demand is greatest.

- B. Glidden Excavation has completed the roadway preparation, including the excavation, culvert improvements, and shim course paving on both Ward Circle and Hams Hill Road. The contractor is scheduled to place the final asphalt surface course on these roads on July 20 and 21. In addition, Glidden Excavation will apply a shim coat to Raymond Cape Road during the same timeframe in preparation for its final paving work.
- C. The work group established to develop an informational event to educate the public about the Town's boards, committees, and departments held its first meeting. The discussion focused on creating an educational event that would highlight the responsibilities and roles of the various boards, committees, and municipal departments while also providing an opportunity to hold a community event for residents enjoyment. The group has tentatively scheduled the event for September 26, with a rain date of September 27, and is currently considering Casco Community Park as the venue. The work group is still seeking a Selectboard member to serve as a volunteer participant in the planning process.
- D. On July 20, the Town's IT vendor installed four wireless access points to provide community Wi-Fi service at the Casco Community Center. Two indoor access points were installed within the building—one in the large meeting room and one in the hallway near the front entrance. Two additional outdoor access points were installed on the Casco Days Park side of the building to provide wireless coverage for outdoor activities and events.

The indoor access points each provide coverage for approximately 5,000 square feet and are capable of supporting more than 300 concurrent users. The outdoor access points each provide coverage for approximately 1,500 square feet and can also accommodate more than 300 concurrent users, ensuring reliable connectivity for both indoor and outdoor public use.

- E. The Fire Department's forestry truck sustained significant damage while assisting the Town of Otisfield with a five-acre wildfire on July 12. During the response, the welds securing the truck bed to the frame failed, resulting in the bed completely separating from the chassis. At this time, the vehicle is being evaluated to determine the extent of the damage. There is currently no estimate for the cost of repairs or the anticipated timeline for returning the apparatus to service. Staff will provide additional updates as more information becomes available.

On-Going Business

- 6. **The Selectboard will consider updating the following policies Community Center Facility Use and Collection of Emergency Medical Service Fees**
Included in the Selectboard packet are proposed versions of the two policies listed for review.

The Emergency Medical Services Fee Policy has been reviewed by the Fire Department, and staff is comfortable with the current draft. Chief Cole will be present to answer any questions related to the policy. Following public discussion, staff believes the policy is ready for Selectboard consideration and approval.

The second policy, regarding the Use of the Community Center, had minor modifications were made to the original proposed policy after staff completed its review. The policy was also reviewed by legal counsel, who provided guidance on language related to insurance requirements, staff oversight of kitchen use, and reimbursement for damage caused to the building or Town-owned equipment.

7. The Selectboard will consider their assignments as liaisons to committees & boards.

At the July 7, 2026, Selectboard meeting, the Board requested additional discussion regarding the appointment of Selectboard liaisons to the Town's committees and work groups for FY27.

For reference, the FY26 liaison assignments were as follows: Robert MacDonald served as the liaison to the Comprehensive Plan Implementation Committee and the Casco-Naples Transfer Station Council; Scott Avery served as the liaison to the Water Quality Committee; Eugene Connolly served as the liaison to the Veterans Committee; and Grant Plummer served as the liaison to the Casco Village Work Group. During FY26, no Selectboard liaison was assigned to either the Safe Streets Committee or the Open Space Commission.

Additionally, with the establishment of the Casco Public Library Board of Trustees, the Selectboard will need to appoint a liaison to the Library Board of Trustees for FY27.

The Selectboard should discuss whether it wishes to maintain the existing liaison assignments or make changes for FY27. Once consensus is reached, the FY27 liaison assignments can be confirmed and communicated to the respective committees, boards, and work groups.

New Business

8. The Selectboard will receive Public Work-related updates from Mike Genest.

The Public Works Department, with the assistance of area contractors, has recently completed several roadway and facility improvement projects while continuing preparations for upcoming summer maintenance work.

On Birch Terrace, crews replaced a failed culvert, repaired the cul-de-sac turnaround, and restored the roadway surface with new pavement. On Mayberry Hill Road, contractors completed ditching operations, reshaped road shoulders to improve drainage, replaced a driveway culvert, and cleaned all cross culverts along the roadway to enhance stormwater flow.

In preparation for Casco Days at the Casco Community Center, Public Works has been focused on improving the appearance of the grounds. Work has included cleaning the

parking lot, installing new sod, replacing bark mulch in landscaped areas, pruning trees, shrubs, and bushes, and completing weed trimming around all municipal facilities prior to the event.

Upcoming roadway maintenance will focus on Quaker Ridge Road, where crews will perform ditching, reshape shoulders, and clean culverts in multiple sections, including from Route 11 to the funeral home, from Red Oak Ridge to Mitchell Road, and from Windy Acres to the Q5 area. Crews will also complete the remaining ditching work on Johnson Hill Road to improve drainage and extend the life of the roadway. Similar maintenance is scheduled for Sunny Hill Road (Moose Run), where crews will repair winter plow damage on recently improved sections and complete ditching, shoulder reshaping, and culvert cleaning from 45 Sunny Hill Road to the turnaround.

Poirier Painting is scheduled to complete the Town's annual pavement marking program during the last week of July. The work was originally anticipated to occur earlier in the season but has been delayed due to scheduling challenges experienced by the contractor. Once completed, centerline striping will be installed on Quaker Ridge Road, Libby Road, Brown Avenue, Raymond Cape Road, Tenney Hill Road, Leach Hill Road, Heath Road, Mayberry Hill Road, and Point Sebago Road. In addition, edge striping will be completed on Quaker Ridge Road, improving roadway visibility and enhancing safety for motorists.

Additionally, Public Works is obtaining cost estimates for paving improvements at several municipal locations, including the entrances to Pine Hill, Tarklin, and the area surrounding the fuel pumps at the Central Fire Station. These improvements will help preserve pavement conditions and improve access to these facilities.

Workshop

10. The Selectboard will conduct a workshop regarding the remote meeting policy.

At its June 16, 2026, meeting, the Selectboard requested that a discussion regarding a remote meeting policy be scheduled as a workshop item for this meeting.

Included in the Selectboard meeting packet are the Town's current Remote Meeting Policy and a draft Remote Meeting Policy developed specifically for the Selectboard's consideration. The workshop is intended to provide an opportunity for the Board to review and discuss the proposed policy and provide directions as appropriate.



TOWN OF CASCO

EMERGENCY MEDICAL SERVICES, BILLING AND COLLECTIONS POLICY

I. PURPOSE

To establish a policy for the provision and reimbursement of emergency medical services provided by the Town of Casco.

II. DEFINITIONS

- A. ADVANCED LIFE SUPPORT, LEVEL 1 (ALS-1): providing transportation by ground ambulance vehicle, medically necessary supplies and services and either an ALS assessment by ALS personnel or the provision of at least one ALS intervention.
- B. ADVANCED LIFE SUPPORT, LEVEL 2 (ALS-2): providing either transportation by ground ambulance vehicle, medically necessary supplies and services, and the administration of at least three medications by intravenous push/bolus or by continuous infusion excluding crystalloid, hypotonic, isotonic, and hypertonic solutions (Dextrose, Normal Saline, Ringer's Lactate); or providing transportation, medically necessary supplies, and services, and the provision of at least one of the following ALS procedures:
 - 1. Manual defibrillation/cardioversion; or –
 - 2. Endotracheal intubation; or –
 - 3. Central venous line; or –
 - 4. Cardiac pacing; or –
 - 5. Chest decompression; or –
 - 6. Surgical airway; or –
 - 7. Intraosseous line.
- C. BALANCE BILLING: the practice of charging a beneficiary the difference between the provider's actual charge and the amount provided by the insurance carrier according to any contractual agreements.
- D. BASIC LIFE SUPPORT (BLS): providing transportation by ground ambulance vehicle and the provision of medically necessary supplies and services, including BLS ambulance services as defined by the State.
- E. EMERGENCY MEDICAL TECHNICIAN ("EMT")-PARAMEDIC: an individual having special, well-defined skills and knowledge in emergency medicine, who has training to provide pre-hospital emergency medical treatment at an advanced level and is Licensed by Maine Emergency Medical Services.
- F. EMERGENCY MEDICAL SERVICES ("EMS"): services utilized in responding to needs of

those persons in need of immediate medical care within the jurisdiction and adjacent to the Town, including but not limited to the rendering of advanced life support care, provided by Casco Fire Department.

- G. **PATIENT:** a person who receives an EMS response or a person who receives emergency medical services from the Casco Fire Department.
- H. **REASONABLE COLLECTION EFFORTS:** the issuance of a bill to the patient or the party responsible for the patient's personal financial obligations, and subsequent billings, collection letters and telephone calls or personal contacts which constitute a genuine, rather than token, collection effort. The Town expressly incorporates herein by reference any subsequent definition of this term set forth by the Health Care Financing Administration in Section 5220 of the Medicare Carriers Manual or its successor.
- I. **THIRD PARTY PAYER:** insurance carrier or another coverage provider, having the responsibility to pay for medical services rendered to a patient as a result of that patient's accident, injury or illness.

III. POLICY

Designation as Primary Provider

The Town recognizes the Casco Fire Department as the primary provider of pre-hospital emergency medical services within the corporate limits of the Town and outside of the Town limits as determined by various contracts or mutual aid agreements.

A. Advanced Life Support Services Required

1. The Town mandates Casco Fire Department shall adhere to all rules and regulations set forth by Maine EMS and/or regulatory board(s) as the minimum standard of care for 9-1-1 ambulance calls and emergency ambulance transports and shall bill accordingly at an ALS or BLS level. The provisions of this paragraph shall apply to all services provided by the Town and to mutual-aid response of other ambulance providers answering emergency 9-1-1 calls within the Town limits.
2. Exceptions to the above provision may be made when all paramedic units are unavailable.

B. EMS Billing

1. The Town recognizes the need to bill for these services to aid in the provision of EMS. Therefore, the Town shall bill for all EMS services provided unless the Town is reimbursed for services by another agency due to a disaster declaration.
2. No person requiring emergency medical services and/or transportation shall be denied services due to a lack of insurance or ability to pay levied charges.
3. Any applicable charges for EMS rendered shall be billed directly to the patient or the

patient's third-party payer.

4. The Town may, either directly or through any third-party billing agency with which it has contracted for billing and/or collections for emergency medical services, make arrangements with patients and/or their financially responsible party for installment payments of bills so long as the Town determines that:
 - a) The financial condition of the patient requires such an arrangement; and
 - b) The patient and/or financially responsible party has demonstrated a willingness to make good faith efforts towards payment of the bill.
5. The Town may, at its option, and shall, where required by law, bill insurers or carriers on a patient's behalf and may accept payment on an assignment basis.
6. All patients and/or their financially responsible parties, insurers or carriers, will be billed for emergency medical services provided by the Town based upon usual and customary fees for these services:
 - a) All patients shall be liable for any co-payment, deductibles and patient responsibility amounts not satisfied by public or private insurance, and the Town shall Balance Bill and make reasonable collection efforts for all such balances. The Town may bill any applicable coinsurance carriers for such amounts.
 - b) Exceptions include only those instances where the Town or its agent has determined that the cost of billing and collecting such co-payments, deductibles and patient responsibility amounts exceeds or is disproportionate to the amounts to be collected as determined by the Town's write off policy.

C. Account Adjustments And Write-Offs

1. The Town's billing agency is authorized to consider all cases of financial hardship based on the Town's financial assistance hardship guidelines.
 - a. Patients or financially responsible parties who qualify for State, Federal or other assistance programs are excluded from account adjustment to the extent that needed services are covered under those programs.
 - b. Adjustments/waivers will be granted based on US Department of Health & Human Services Poverty Guidelines, based on documented income that does not exceed 300% of the poverty guideline for the number of persons in the household.
 - i. Annual Income <100% of Poverty Guideline: Reduction of Fee up to 100%
 - ii. Annual Income 100-200% of Poverty Guideline: Reduction of Fee up to 75%
 - iii. Annual Income 200-300% of Poverty Guideline: Payment Plan or Reduction of Fee up to 50%

Reductions will be at the discretion of the Fire Chief who will consider additional factors when they are presented.

2. Uncollected balances on patients accounts that are three years or older with no activity shall be deemed uncollectible and may be written off from the Town's

accounts receivable balances. Writing off uncollected balances will be at the discretion of the Town Manager *or their designee*.

3. The Town reserves the right to write off all balances related to EMS services upon appeal made to the Fire Chief with confirmation of the Town Manager.

D. Right Of First Refusal

As a condition of any lease, license or permit for the use of Town property for a large gathering that may require emergency medical standby services, Casco Fire Department shall have the right of first refusal to provide such services.

IV. PROCEDURES

A. EMS Billing & Collection

1. Third party billing agencies must:
 - a) Have in place a compliance program conforming to standards outlined in the Office of Inspector General's Compliance Program Guidance for Third Party Medical Billing Companies, 63 Federal Register 70138, as amended.
 - b) Deposit funds payable to the Town directly into a designated Town account, through a lock box or similar arrangement.
 - c) Not be subject to exclusion from any state or federal health care program.
 - d) Be bonded and/or insured in amounts satisfactory to the Town.
2. The Casco Fire Department will compile a detailed listing of patients who utilize EMS. This information will be provided to the agency responsible for billing in the form of a patient care report (*ePCR*). The information will, however, be subject to the confidentiality requirements of applicable law. This information will include, at a minimum, the following:
 - a) Name, address, and telephone number of the patient.
 - b) Name, address and claim number of the insurance carrier, if applicable.
 - c) Date, time and EMS chart number.
 - d) Point of origin and destination.
 - e) A Center for Medicare & Medicaid Services approved method for mileage billing.
 - f) Reason for transport/ patient's complaint/ current condition.
 - g) Itemization and description of services provided and charges.
 - h) Signature of the patient (when possible) or authorized decision maker.
 - i) Name of receiving physician.
 - j) Names, titles, and signatures of ambulance personnel, when possible.
3. Town of Casco Code of Ordinances requires all charges levied by the Casco Fire Department to be established and codified in the fee schedule that is reviewed and adopted annually by the Casco Town Council. This policy expressly exempts emergency medical services this requirement and directs that all fees charged for these services to be usual and customary as determined by state and regional billing

standards.

4. The Casco Fire Department may promulgate rules and regulations pursuant to and consistent with this Policy, state and federal law.
5. Payments on EMS invoices may be made by mail to the Town's third-party billing agency, or in person at Casco Town Office located at *635 Meadow Road, Casco, Maine*.

B. Account Adjustments

1. All patients will receive a bill for transport upon receipt of billing information from the fire department.
 - a) Requests for Financial Assistance must be made with a completed Town of Casco EMS Financial Hardship Request Form, along with any supporting documents.
 - b) Financial Assistance will not be granted if complete and accurate information and supporting documentation is not provided. Any assistance granted will be rescinded if the information given on the application is inaccurate or untrue. The application and supporting documentation is to be retained by the billing vendor in the patient's file for three years after eligibility determination.
 - c) The billing agency shall provide a monthly report to the Town of accounts adjusted under this policy.
2. The Town may, either directly or through any third-party billing agency with which it has contracted for billing and/or collections for emergency medical services, make arrangements with patients and/or their financially responsible party for installment payments of bills so long as the Town determines that:
 - a) The financial condition of the patient requires such an arrangement; and
 - b) The patient and/or financially responsible party has demonstrated a willingness to make good faith efforts towards payment of the bill.
3. The Town shall not Balance Bill when prohibited by law. Providers must accept the Medicare allowed charge as payment in full and may not bill or collect from the beneficiary any amount other than the unmet Part B deductible and Part B coinsurance amounts for patients covered by Medicaid, the Town will accept the payment from Medicaid as payment for services and will not pursue the patient for the remaining balance of the invoice.

C. Write Off of Uncollectible Accounts

1. The Town may contract with a private – third-party billing service – to provide medical billing services. From time to time, the contractor may need direction for writing off uncollected debt. This policy is intended to provide that direction.
2. The Town authorizes the billing contractor/agent to bulk write off amounts not contractually allowed by Medicare and Medicaid and provide reports to the Town of such write-offs.

3. For all commercial insurance and private pay clients; all appropriate charges shall be applied uniformly without regard to ability to pay or probability of payment.
4. Any account that has aged more than 180 days without activity or payment history shall be referred to the Town for review. The billing contractor/agent must include all account documentation that demonstrates timely and efficient billing practices including but not limited to:
 - a) Account notes
 - b) Proof of billing statements and date of mailing(s) or electronic contact
 - c) Summary of the amount billed and any current amount received
 - d) Summary of outstanding balances
 - e) Evidence of payment plan if applicable
5. After 180 days without payment, and following the third collection attempt, the billing agency will transfer uncollected balances to a collection agency designated by the Town for continued collection efforts.

Adopted this day of July 2026.

Approved by Casco Selectboard:

_____	Robert MacDonald, Chair
_____	Scott Avery, Vice-Chair
_____	Eugene Connolly
_____	Grant Plummer
_____	Joseph DeMartin



TOWN OF CASCO

COMMUNITY CENTER USE POLICY

I. PURPOSE

The Casco Community Center ("Community Center" or "Facility") is a multi-purpose space designed to serve as a meeting hall, community recreational building, and special event center. The purpose of this policy ("Policy") is to regulate its use to ensure maximum benefit to the residents of Casco. The Town of Casco ("Town") sets forth the following rules and regulations for the management and protection of this public facility owned by the Town and for the safety of the persons lawfully entitled to use same. The Town further recognizes that the Community Center is a substantial municipal asset with the mission to provide the Town with resources and services that promote community activities.

II. MANAGEMENT OF FACILITY

- A. The Town Manager shall be responsible for the oversight and management of the Community Center. The Recreational Director shall manage the Community Center's daily operations and provide the Town Manager with regular reports regarding the same.
- B. In the event of inconsistencies in operations, the Town Manager will review these matters for resolution.

III. PRIORITY OF USE

The Town retains the right at all times and in its sole discretion to make individual decisions regarding the use of all public facilities including, but not limited to, the right to deny the use of the Community Center to any participant and/or spectator for any reason subject to the limitation of Section III.G.

- A. Priority Order of Use
 1. Town Boards and Committees Meetings and Functions
 2. Town Department programmatic uses in accordance with the Community Center's intended purpose
 3. Casco Recreation Activities
 4. Service Groups, Non-Profit Organizations, and MSAD #61
 5. Special Events - Weddings, Birthdays, etc.
 6. Special Interest Groups / Commercial
- B. All reservations are on a first-come, first-serve basis through the Recreational Director and in accordance with the priority use order and timelines. Exceptions may occur due to extenuating circumstances upon the discretion of the Recreational Director.
- C. The Town Manager shall review all requests for activities that exceed fifty (50) days in length.
- D. There shall be no implied or actual automatic renewals of any rental or use agreement, and no such agreement to use the Community Center shall be subject to any implied or

automatic renewals.

- E. Municipal use takes priority over any other use. If a Town function, such as public hearing or special Town Meeting is required, the Town may require the user(s) on those date(s) to reschedule. The Town will make a reasonable attempt to work around existing reservations.
- F. The Town of Casco shall not exclude any individual or group from using the Facility due to race, color, national origin, religion, age, gender, sexual orientation, disability, veteran status, or any other characteristic protected under local, state or federal law.

IV. AVAILABLE SPACES

<u>Designated Area</u>	<u>Concentrated People Capacity</u>	<u>Mixed Use Seating Capacity</u>
Casco Community Center - Entire Space	211	270
Large Meeting room	134	75
Small Meeting room	77	30
Kitchen	5	5
Gymnasium	200	100

V. RESERVATIONS

- A. All persons, groups, or businesses desiring to reserve the Facility for their exclusive use for special events are required to fill out a Facility Use Agreement and Liability Waiver.
- B. Requests for the use of the Facility must be made by one or more individuals who are at least 25 years of age, and who will be responsible for monitoring and supervising all activities at the Facility during the period reserved. The renter/designated representative must be at least 25 years of age and assume responsibility for the appropriateness of activity, supervision, and adherence to all policies. It shall be at the Recreational Director's discretion to waive the age requirement.
- C. No verbal confirmation or "penciling in" of the reservation may be construed as an approval or guaranteed reservation. A facility use agreement shall be completed and returned for authorized signature. No date is confirmed until both parties have signed an agreement. Individuals or groups are only allowed to use the space if requested in writing.
- D. Reservation requests should be made a minimum of three (3) weeks in advance of the requested date to allow for review. The Recreation Director is authorized to approve or deny the request. Under no circumstances will the Recreational Director grant any waivers. The Town Manager will be notified of every request that is denied.
- E. If the Recreational Director denies a request, that decision can be appealed to the Town Manager who may request direction from the Select Board.
- F. The Town reserves the right to reject a reservation request if the anticipated event is likely to be unreasonably disruptive to regular Town functions, too large for the applicable hall capacity, disorderly, dangerous to persons or property, or in any other way inconsistent with or in conflict with any of the terms and conditions of the Policy.

- G. The Town reserves the right, in its sole discretion, to reject a reservation request for any

reason subject to Section III.G.

- H. Reservations shall be made through the Recreational Director's office. No individual or group may reserve or use the Facility unless they comply in all respects with the provisions of the Policy and submit a complete and fully executed Use Agreement and Liability Waiver and any insurance certificate requested. Any false, misleading, or incomplete statement on the agreement form shall be grounds to deny the use of the Facility to the individual and or group.
- I. The Use Agreement and Liability Waiver, shall constitute a release by the individual or group and each and all of its members, of any claim against the Town and its staff for any injury to persons or damage to property suffered by such individual or group or any of its members during or as a result of the use of the Facility.
- J. Renters cannot sub-rent any part of the Facility and may only use the Facility for the approved use.
- K. A refundable security deposit shall be collected for the use of the Facility that requires a Facility use application. This security deposit shall be received prior to use and held until after the rental has been completed and a satisfactory walk-through completed by the Recreational Director or designee.

VI. GENERAL REGULATIONS

- A. No operations will begin before 7:00 am; the building will be secured at 10:00 pm unless other arrangements are made in writing before the event. Activities shall not extend beyond the hours approved in the request and are restricted to the area for which permission is granted.
- B. The Facility will be carefully examined after use. The user will promptly reimburse the Town for any loss or damage occurring as a result of the use of the Facility. It may also result in failure to receive a reimbursement of the security deposit.
- C. Groups shall be adequately and appropriately supervised by an approved adult(s) at all times and until all participants have departed the premises. All accidents and/or injuries shall be reported to the Recreational Director, and an accident form is to be filed with the Director
- D. The Town, when deemed necessary or appropriate, shall require an authorized Town representative to open or close the Facility or supervise an event at a reasonable cost to the renter.
- E. Temporary signage is permitted on the event day(s) and must comply with the Town's Land Use Ordinance.
- F. In issuing posters, press releases, or other publicity, individuals or groups may not state or imply that their programs are sponsored, co-sponsored or approved by the Town, or any municipal official unless the event or program is Town sponsored.

- G. Conduct or participation in any activity in the Facility where such conduct or participation is unreasonably and unnecessarily hazardous to the personal safety of or impairs or limits the lawful use and enjoyment of the Facility or area by other persons will not be tolerated.
- H. Food and/or beverages are to be limited to the specified food and/or beverage areas.
- I. The use shall comply with all other Town ordinances, rules, and or policies.
- J. It shall be unlawful for any person to impersonate any employee of the Town or interfere with, harass or hinder any employee in the discharge of his/her duties.
- L. The Town Manager or designee is authorized to close any public facility or portion thereof at any time for the protection of Town property or the public health, safety, or welfare.

The Town reserves the right to require any security measures and or deposits deemed necessary by the Recreational Director and or Town Manager. The Town reserves the right to cancel all activities for the Community Center without notice and without providing any other accommodations.

VII. EVENT OPERATIONS

- A. Americans With Disabilities Act - An individual or group reserving the Facility shall assume full responsibility for providing and paying for any special accommodations not already available in the Facility that are requested by participants attending an event in accordance with the Americans with Disabilities Act.
- B. Alcohol
 - 1. The selling and or serving of alcoholic beverages is not permitted without the written approval of the Town Manager, and proof of a Liquor Licensed Caterer is being used.
 - 2. A copy of an insurance policy must be provided, which names the Town as an insured party. The Town recommends a Tenant User Liability Insurance Policy (TULIP) that is easily accessible through the Maine Municipal Association at a nominal fee.
- C. Smoking/Drugs - Use of tobacco products, cannabis products, vaping, or any form of inhalants, or illegal drugs is not permitted in the Facility or on any part of the campus.
- D. Animals/ Pets; Only Service animals are allowed in the facility; all service animals must be leashed or harnessed unless these devices interfere with the service animals' work or the individuals' disability prevents using the device. In that case, the individual must maintain control of the animal through voice, signal or other effective controls.

There may be programs/ events in which it is appropriate for animals (other than service animals) to be allowed in the facility or on campus grounds; this will be at the discretion and approval of the Recreational Director and in such cases, certain

provisions or criteria will be established and made public prior to any event held.

E. Event Activities

1. The Recreational Director shall authorize all equipment usage and reserve the right to refuse and or cancel any equipment or Facility request. Equipment is not to be removed from any facility.
2. Non-marking gym appropriate footwear is to be worn in the gym.
3. Only athletic events shall be held in the gymnasium unless previously approved by the Town Manager.
4. The use of fireworks or on the property is not permitted.
5. Decorations requiring nailing anything to the walls, beams, or any permanent structure in the building is prohibited.
6. Rice, Confetti, glitter, bubbles, silly string, or birdseed is not allowed to be used in the facility.
7. The Recreational Director must approve any outside vendors (magicians, food trucks, face painters, etc.) hired by the renter.
8. Tables and chairs are to stay inside the facility.
9. The event or activity shall not cause damage from destruction or overuse of the grounds, equipment, vegetation, buildings, fences, or other amenities in the public facility.
10. The proposed event or activity shall not endanger the health and safety of persons who visit the public facility.
11. The proposed event or activity would not unreasonably disturb persons who own and or occupy land, which is adjacent to the facility.
12. The Recreational Director may designate the specific area within the public facility where the event shall be permitted to take place, based upon the foregoing criteria.
13. The collection of admission fees is permitted for specific event activities and shall be outlined in the application.

- F. Event Clean Up - The individual(s) or group(s) utilizing the space shall be responsible for the cleaning, picking up, and removing all materials they wish to retain following the event. If the user(s) damaged the Facility or failed to clean and remove debris properly, the Town shall obtain an estimate of damage and or engage staff services and shall, if necessary, charge the user(s) for any additional costs.

VIII. REQUIRED AUTHORIZATIONS

It shall be considered unlawful for any person and or user without written permission by the Recreational Director to:

- A. Enter the building or be upon the Facility after the posted closing time or before the posted opening time, or contrary to posted notice in the Facility.
- B. Solicit, sell, or otherwise peddle any goods, wares, merchandise, services, liquids, or edibles.
- C. Expose, distribute, or place any commercial sign, advertisement, notice, poster, or display in the Facility.
- D. Bring in, set up, construct, manage, or operate any amusement or entertainment device without a permit.
- E. Introduce any plant, animal, or another agent within the Facility.
- F. Construct any structure(s) or sign(s).
- G. Start an open fire at any public facility (including for cookouts and camping) except by express permission from the Recreational Director. Users requesting authorization for a fire of any type must also acquire a fire permit through the Casco Fire Rescue Department.
- H. Use of open flames to include candles or other incendiary devices and effects.
- I. Overnight camping and or parking.
- J. Install, use, or operate any of the following devices: Loudspeaker or sound-amplifying equipment. Radios, DVD players, tape players, television sets, musical instruments or other machine or device for the production or reproduction of sound in such a manner as to be disturbing or a nuisance to persons of normal sensitivity within the area of audibility.
- K. No benches, seats, or other equipment of the Town shall at any time be removed or changed from their place.

IX. INSURANCE AND INDEMNIFICATION

- A. Insurance - The Town's property insurance and general liability insurance does not extend to individuals or groups utilizing public facilities. Therefore, in addition to agreeing to defend, indemnify and hold harmless the Town, its officers, agents and employees from any claims arising from use of the Town's facilities, the applicant shall procure public liability insurance, from a company authorized to do business in Maine, in an amount not less than \$400,000 per occurrence, for bodily injury, death, and property damage, protecting the applicant and the Town and its officers, agents and employees from such claims and provide the Town with a written certificate of insurance confirming such coverage, including naming the Town as an additional named insured.

This insurance is mandatory for all users, otherwise required to pay a user fee under this policy; provided, that even if the Town waives the user fee, the insurance

requirement shall remain necessary; provided, further, however, the mandatory insurance requirement will not apply to Town-based organizations that primarily serve the residents of Casco for small group activities that are unlikely to increase the Town's liability risk exposure. The Town expressly reserves the right to increase the amount of insurance based on the nature or type of rental or use proposed.

Nothing herein shall, nor is intended to, waive any defense, immunity, or limitation of liability which may be available to the Town or its respective officers, agents, and employees under the Maine Tort Claims Act or any other privileges and/or immunities provided by law.

- B. Indemnification - The applicant agrees to save, indemnify and hold harmless the Town and all its employees, the Town Select Board and all its members, from and against, any and all liabilities, actions, courses of action and damages arising out of any negligent or tortious acts on the part of the applicant, employees or agents and from any and all fines, suits, claims, demands and actions of any kind or nature of any and all persons by virtue of or arising from the use of said facilities, equipment, or activity participation. The foregoing entities shall also be held harmless from and against all claims, damages losses, and expenses, just or unjust, including but not limited to costs of defense, including attorney's fees arising out of or resulting from personal injury, sickness, disease or death.

X. FEES AND CANCELATIONS

A. Fees

1. The fee(s) for facility rental shall be as specified in the Town Fee Schedule reviewed and determined by the Select Board.
2. The Town Fee Schedule shall apply to all users. Different rates may apply to different users, but all rates shall be customary and reasonable.
3. Fee(s) collected at the time of reservation shall include but are not limited to the security deposit, 50% of the event rental cost(s), and processing fee(s). All remaining balances shall be due in full fourteen (14) days prior to the event.
4. It shall be unlawful for any person to use, without payment, any facility or area for which an application fee is required or user fee charged. Once an application is approved, and rental obligations are met, the date and facility are considered secure.
5. The Town may require the applicant to pay additional costs as needed for the event, including, but not limited to, the cost of providing police protection, the cost of providing additional restroom facilities, and the cost of additional staff and a maintenance service charge.

B. Cancelations

1. Two (2) weeks notice is given, the renter is entitled to a 100% refund.
2. One (1) weeks notice and more than three (3) business days before the rental date, the renter is entitled to a 50% refund on all upfront costs.

3. Three (3) business days notice or less before the rental date; no refund will be issued.
4. The Recreation Director and Town Manger have authority to provide refunds in extenuating circumstances.
5. If the Town closes the Facility due to inclement weather, the rental will be canceled. It is the renter's responsibility to contact the Recreational Director to reschedule the event. If the event cannot be rescheduled, the renter is entitled to a 100% refund minus a processing fee.
6. The Recreational Director, for a good cause, may withdraw his/her approval for the use of any public facility by giving the applicant notice forty-eight (48) hours in advance of the scheduled event or gathering. In such an event, the user shall be entitled to full reimbursement of any fees paid.

Adopted this day of July 2026.

Approved by Casco Selectboard:

_____	Robert MacDonald, Chair
_____	Scott Avery, Vice-Chair
_____	Eugene Connolly
_____	Grant Plummer
_____	Joseph DeMartin



TOWN OF CASCO

Remote Meeting Access Policy

Item 10.#

Section 1. Purpose:

Maine law (Title 1 M.R.S. § 403-B) allows members of public bodies, in limited circumstances, to participate remotely in public meetings. While all members of the Town's public bodies should endeavor to attend meetings in person, the law seeks to promote greater participation in government meetings by allowing members to participate remotely when physical attendance is not practical.

Section 2. Adoption of Remote Participation:

This Policy is adopted in accordance with 1 M.R.S. § 403-B. This Policy applies to all public bodies of the Town of Casco that are subject to the Maine Freedom of Access Act's (1 M.R.S. §§ 400 et seq.) public meeting requirements, including the following: Selectboard; Planning Board; Board of Assessment Review; Board of Appeals; and all committees and subcommittees, whether such public bodies are appointed or elected.

Where this Policy is more stringent than 1 M.R.S. § 403-B, this Policy shall control.

Section 3. Permissible Reasons for Remote Participation:

Members of all public bodies are expected to be physically present for public meetings, except when being physically present is not practicable. Circumstances in which physical presence for one or more members is not practicable may include, but is not necessarily limited to, the following:

- A. Illness, other physical condition or temporary absence from the jurisdiction of the body that causes a member of the body to face significant difficulties traveling to and attending in person at the location in the notice under 1 M.R.S. § 406; and
- B. The existence of an emergency or urgent issue that requires the public body to meet by remote means.

It is the express desire of the Selectboard that remote participation in meetings be an infrequent event, for both individual board members and the Town's public bodies as a whole. Chairs of public bodies shall interpret this Policy strictly and their decision to allow or not to allow remote participation shall be final and shall not be appealable.

Section 4. Procedures for Remote Participation:

Any member of a public body who wishes to participate remotely shall, at least 24 hours or as soon as reasonable possible prior to the meeting, notify the Chair (or the Chair's designee) and staff assigned to support the public body of his or her desire to do so and the reasons and

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facts supporting the request.

- A. Notice of the meeting must be provided in accordance with 1 M.R.S. § 406. When authorized under law or this Policy to attend by remote methods, said notice must include the means by which members of the public may access the meeting using remote methods. The notice must also identify a location for members of the public to attend in person. The public body may not determine that public attendance at a meeting will be limited solely to remote methods, except in circumstances where the public body must meet by remote methods.
- B. Prior to the meeting the Chair shall make every effort to ensure the equipment is available and function properly. If the required equipment is not available, then the Chair shall deny the request for remote participation.
- C. At the start of the meeting, the Chair shall announce the name of any member who will be participating remotely. This information shall be recorded in the meeting minutes.
- D. All votes taken during any meeting in which a member participates remotely shall be by roll call vote that can be seen and heard if using video technology, and heard if using only audio technology, by the other members of the public body and the public.
- E. A member participating remotely for an executive session shall affirm at the start of such session that no other person is present and/or able to hear the discussion at the remote location and that the session is not being remotely recorded by any device.
- F. A member of the public body who participates in a public meeting by remote methods is present for purposes of a quorum and voting.

Section 5. Minimum Requirements for Remote Participation:

- A. Except when an emergency or urgent issue requires the public body to meet by remote means, at a minimum, the person authorized to chair the meeting shall be physically present at the meeting.
- B. Members of the public must be afforded a meaningful opportunity to attend by remote methods when members of the public body participate by remote methods, and reasonable accommodations may be provided when necessary to provide access to individuals with disabilities.
- C. If the public body allows or is required to provide an opportunity for public input during the meeting, then an effective means of communication between the members of the body and the public must be provided.

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- D. The public body shall make all documents and other materials considered by the public body available, electronically or otherwise, to the public who attend by remote methods to the same extent customarily available to members of the public who attend the meetings of the public body in person, as long as additional costs are not incurred by the public body.
- E. Members of the public body who participate remotely and all person present at the meeting location shall be clearly seen and heard if using video technology, and clearly heard if using only audio technology, by the other members of the public body and the public.

Section 6. Acceptable Methods of Remote Participation:

- A. Telephone, internet, or satellite-enabled audio or video technology allowing simultaneous reception of information and may include other means when such means are necessary to provide reasonable accommodation to a person with a disability.
- B. Any other technology that enables the remote participant and all persons present at the meeting location to be clearly audible and, if possible, clearly visible to all persons present at the meeting location.
- C. Public meetings shall not be conducted by text-only means, such as e-mail, text messages, or chat functions.
- D. The public body shall determine which of the acceptable methods may be used by its members.
- E. If technical difficulties arise as a result of utilizing remote participation, then the Chair should suspend discussion while reasonable efforts are made to correct any problem that interferes with the remote participant's ability to hear or be heard clearly by all persons at the meeting location. If technical difficulties result in a remote participant being disconnected from the meeting, that fact and the time at which the disconnection occurred and subsequent reconnection, if achieved, shall be noted in the meeting minutes. A remote participant who is unable to reconnect shall be noted as absent.

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Remote Meeting Access Policy

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Adopted this 18th day of January, 2022.

Approved by Casco Selectboard:



Mary-Vienessa Fernandes



Robert MacDonald



Holly Hancock



Scott Avery



Eugene Connolly