Most Town services continue to be offered virtually or through modified processes for the health and safety of all during the pandemic. Changes to standard service delivery processes are outlined below as of August 28, 2020. (Changes from the last iteration of this document are highlighted in yellow for resident convenience.) While various Town office buildings remain closed to the public, Town staff are available by phone/email during standard business hours to assist with resident inquiries. This is a fluid process and all future changes will be published to the town website and Facebook page as applicable. On behalf of the Town organization, all staff involved in Town operations will continue to make a concerted effort to respond to the evolving community needs during these challenging times.

Sincerely,

Richard J. Johnson, Town Manager

Click here to view a summary of AVAILABLE Town services vs. those few that are SUSPENDED

**Modified Services/Processes by Department:**

**Assessor’s Office** - Answers to most questions are available on the Assessor’s web page. All standard services are available by phone (860) 652-7600, email assessor@glastonbury-ct.gov, or fax (860) 652-7610.

**Building Inspections**

- Interior inspections will be conducted, provided occupants are wearing face masks/coverings. Inspectors will be wearing proper PPE. Please call (860) 652-7521 with questions.
- Hard copies of plans will NOT be accepted. Online submissions and permit payments can be made by visiting [www.Citysquared.com](http://www.Citysquared.com). Please contact the office with questions. For Technical support or assistance with the online permitting system, please call 845-250-0531.

**Community Development (CD)**

To schedule an appointment or submit documentation for the following, please email planning@glastonbury-ct.gov.

- **Administrative Review Meetings** – Conducted via Zoom every third Wednesday of the month at 1:30 pm. Deadlines for application submission will be every first Wednesday of the month. A digital copy of applications and plans are required, along with 8 hard copies of plan sets. Please email CD to make an appointment to drop off your hard copy plan sets at planning@glastonbury-ct.gov.
  - For submission, hard copy sets of plans shall be folded, placed in a box, and clearly labeled w/applicant name, contact info, and project name. CD will not accept submissions that do not meet these guidelines.
  - At a minimum, plans should include any wetlands within or adjacent to the project site, 2 foot contour lines, grading, drainage, parking, zoning information, and any other applicable information. Submissions that do NOT have these items will be returned and the project will be scheduled for the next administrative review.
- **Site Inspections** – Exterior inspections conducted by appointment only. Please email Planning to schedule and provide as much advance notice as possible.
- **Applications for Land Use Boards & Commissions** - All plan submissions must be done by appointment only.
  - All submissions shall include a completed application, check, and the correct number of plan sets as indicated on the application form. Please provide a digital copy of applications and plan sets.
  - Please wash your hands carefully before assembling and all submissions must be prepared as follows – Plans shall be folded, placed in a box, and clearly labeled with the applicant name, contact information, and project name. Submissions that do not conform to these guidelines will NOT be accepted.
• **Public Meetings for Land Use Boards & Commissions** – The Governor’s Executive Order 7B eliminates in-person meeting requirement, allows meetings by phone/video if noticed on town website, requires recordation/transcription & posting to a town’s website if you opt to meet by phone/video, and requires that agenda/application materials are posted to web 24 hours in advance. CD is now conducting public meetings for its Land Use Boards/Commissions using Zoom. The Boards and Commissions that this applies to include:
  - Town Plan and Zoning Commission
  - Conservation Commission/Inland Wetlands and Watercourse Agency
  - Glastonbury Historic District Commission
  - Plans Review Subcommittee

Sign up for the Town’s enotification system at [www.glastonbury-ct.gov/enotify](http://www.glastonbury-ct.gov/enotify), select the meeting categories of interest, and submit the form to subscribe to stay informed of meeting dates, materials, etc.

• **Temporary Outdoor Dining Applications available on the town website**. Please submit completed applications & supplementary documents to [planning@glastonbury-ct.gov](mailto:planning@glastonbury-ct.gov).

**Customer Service Center**

- Available by phone or email for general inquiries Mon-Fri, 8:00am-4:30pm at (860) 652-7710 or [customerservicecenter@glastonbury-ct.gov](mailto:customerservicecenter@glastonbury-ct.gov).
- Passport and Notary services are SUSPENDED until further notice. Community members may call and ask to be placed on a wait list for passports and will be contacted when the service resumes.

**Engineering**

- **Right of Way (ROW) & Sewer Permits** – Apply online through the [City Squared portal](http://citysquared.com). Please use a Google Chrome or Firefox web browser. Questions: Dawn at (860) 652-7735 or [dawn.luke@glastonbury-ct.gov](mailto:dawn.luke@glastonbury-ct.gov).
- **Inspections for ROW and Sewer Permits** - Continuing as usual. Call Engineering to schedule: 860-652-7735.

**Fire Marshal**

- **Permits** - By appointment only. Contact Christopher Siwy at 860-652-7526 or [chris.siwy@glastonbury-ct.gov](mailto:chris.siwy@glastonbury-ct.gov).

**Health**

- **Engineered plans** - Shall be folded, placed in a box, and clearly labeled with the applicant name, contact information, and project name. Plans can be placed in the drop box located near the Parks and Recreation door at Academy (2143 Main St.). Staff will review plans in office and email comments to applicant.
- **Inspections (Health)** – Soil testing, water, waste water treatment, and septic systems. No change to standard processes. Please call the Health Department to schedule or discuss further at (860) 652-7534.
- **Meetings with Health staff** – Remotely only. Please call (860) 652-7534 to schedule.

**Library (WTML)**

- OPEN with a reduced schedule and services limited to borrowing and picking up holds. [View offerings](http://library.glastonbury-ct.gov).
- **Reduced Library hours:**
  - Mondays & Fridays: 9:00 am – 1:00 pm
  - Tuesdays & Thursdays: 1:00 pm – 5:00 pm
  - Wednesdays: 3:00 pm – 7:00 pm
- **Click here to view the Digital library** or view [Online databases here](http://library.glastonbury-ct.gov). Contact Information/Reference Services Staff, Mon-Fri, 9am – 5pm at 860-652-7720 or [ReferenceStaff@glastonbury-ct.gov](mailto:ReferenceStaff@glastonbury-ct.gov).
- Temporary library cards (good for 60 days) are available online here. Visit wtmlib.com for expiration extensions.
- Library returns accepted through book return slots on the north side of the library building.
- Late fees for WTML checkouts due during the time we are closed will be waived through August 31.
**Parks & Recreation (P&R)**

- P&R Offices CLOSED to the public. Review the [seasonal Program Brochure](#) for specific program details and cancellations. Forms/registration are available [online](#), by mail, or drop-box at Academy entrance, 2143 Main St.
- Follow [@glastonburyparkrec](#) on Facebook for updates & "at-home" activities.

**Public Safety** – All Emergency Services Continuing 24/7 without Interruption.

Fire/Police Dept. members are wearing Personal Protective Equipment (PPE), e.g. HazMat suits, face masks, eye protection as necessary as a precautionary measure for your/their safety. Maintain a 6-10 ft. distance from all members.

- **Fire (GFD)** - 911 dispatchers have been instructed to ask certain questions to evaluate your condition based on COVID-19 signs & symptoms. You may be asked to meet GFD members at your front door or outside. The initial evaluation performed by GFD may be performed at a distance of 6 feet or more until further assessment can be completed. Depending on symptoms, we may ask you to wear a mask. Lastly, Fire response to non-emergency situations may be delayed as they attempt to limit personnel exposure.

- **POLICE DEPARTMENT (GPD)** - During the pandemic, Officers may conduct routine calls for service over the phone and will maintain a minimum 6’-10’ distance while interacting with you in person. Please avoid walk-in complaints and walking up to Officer’s car windows. Dispatchers may ask you questions regarding your health and possible COVID-19 exposures.

The following Police Services are available to residents who are NOT experiencing COVID/illness symptoms:

- Car seat safety inspections – [Available by appointment only](#). Face masks/coverings required.
- New pistol permit applications - Walk-ins welcome M-F, 8am-4pm, excluding holidays.
- Fingerprint Services – [By appointment only](#). Must wear a mask and submit to a temperature check.

**Purchasing**

- Bids & RFPs received electronically only. Further instructions provided within solicitation documents.

**Refuse/Sanitation**

- Transfer Station & Bulky Waste Facility are open standard, pre-COVID-19 schedules. **Face masks required.** All standard materials will be accepted per Waste Disposal Guidelines. Put and Take area will remain CLOSED.

- **Refuse Permit Purchase Options:**
  - In-person purchase available at the Transfer Station and Bulky Waste Facility ONLY. (Not at Town Hall.)
  - By U.S. Mail or using Tax Drop Box located outside of Town Hall. [Please click here for more information](#).

- Visit [www.glastonbury-ct.gov/recycle](http://www.glastonbury-ct.gov/recycle) for more information regarding programs & events.

**Revenue Collection/Tax Office**

- DMV Releases – Processed remotely through DMV website.
- **Tax Payments** – May be made online, by mail, or using the drop boxes located at Town Hall:
  - MAILED TO → PO BOX 376, GLASTONBURY, CT 06033-0376
  - Drop box – Located outside of Town Hall main entrance

- **INCOME TAX INFORMATION** – Online or by phone/email. Visit [www.glastonbury-ct.gov/taxpmt](http://www.glastonbury-ct.gov/taxpmt) or contact Revenue Collection at (860) 652-7614 or revenuemanagement@glastonbury-ct.gov

**Senior & Social Services**

- Health experts continue to advise seniors & people with serious underlying medical conditions to stay home.
- Staff are available by phone/email only at (860) 652-7638 or socialservices@glastonbury-ct.gov.
• **Renter’s Rebate Program** – Applications accepted via email, U.S. mail, or Drop Box Located to the right of the Parks & Recreation office entrance at Academy (2143 Main St.). [View application/required documentation](#).

• **In-Person Programs** – Please refer to the [Sharing Tree Newsletter](#) for program details/updates as applicable.

• **Dial-A-Ride** – All rides SUSPENDED. Exceptions may be made on a case-by-case basis. Please call **(860) 652-7638** for more information.

• **Grocery Services** – See last page of this document for resources.

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**Town Clerk**

- No walks-ins for ANY service. Modified service delivery as follows:

<table>
<thead>
<tr>
<th>Town Clerk Service</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absentee Ballot Issuance</td>
<td>By mail only. The State will be mailing all registered voters an absentee ballot application for the November election and voters are expected to receive them by mid-September. If you have already submitted your application, please do NOT submit another one. Please visit <a href="http://www.glastonbury-ct.gov/absentee">www.glastonbury-ct.gov/absentee</a> for more information.</td>
</tr>
<tr>
<td>Boards/Commissions</td>
<td>All meeting notices will be posted at Academy Building. Legal notices are posted to town website at <a href="http://www.glastonbury-ct.gov/legalnotice">www.glastonbury-ct.gov/legalnotice</a>.</td>
</tr>
<tr>
<td>Certified Copies</td>
<td>Certified copies of Birth, Marriage, or Death certificates available by mail only. Application instructions &amp; forms are online at <a href="http://www.glastonbury-ct.gov/licensesandpermits">www.glastonbury-ct.gov/licensesandpermits</a>.</td>
</tr>
<tr>
<td>Death Certificates &amp; Burial/Cremation Permits</td>
<td>Funeral Directors may file Death certificates, obtain certified copies, or burial/cremation permits by mail only. Email <a href="mailto:townclerk@glastonbury-ct.gov">townclerk@glastonbury-ct.gov</a> with questions.</td>
</tr>
<tr>
<td>Dog Licenses</td>
<td>Online, by mail, or using Drop Boxes located outside of Town Hall. Detailed instructions on all methods are outlined online at <a href="http://www.glastonbury-ct.gov/doglicense">www.glastonbury-ct.gov/doglicense</a>.</td>
</tr>
<tr>
<td>Land Records Recordings/ Certified Copies</td>
<td>See <a href="#">Title &amp; Public Record Searching below</a>. Must be submitted by mail only to the Town Clerk’s office or in the Drop box in the search room. Land record recordings may also be handled remotely through eRecording.</td>
</tr>
<tr>
<td>Liquor Permit Filings</td>
<td>By mail only.</td>
</tr>
<tr>
<td>Marriage Licenses</td>
<td>By Appointment Only. Please click here to submit an appointment request form.</td>
</tr>
<tr>
<td>Notary REGISTRATIONS</td>
<td>For notary registrations, only fully notarized forms with payment will be accepted via mail. Notarization services are SUSPENDED until further notice.</td>
</tr>
<tr>
<td>Sporting Licenses</td>
<td>Purchased online only at the DEEP website at <a href="http://www.ct.gov/deep">www.ct.gov/deep</a>.</td>
</tr>
</tbody>
</table>

**Title and Public Record Searching/Self-Service** – **NEW HOURS AND MASK REQUIREMENT – NEW LOCATION effective Monday, 8/31**

- As of 12:30 pm on Friday, 8/28, the Cafeteria will CLOSE and the workstations will be RELOCATED to Meeting Room C in Academy. Records searching will reopen in the new location at 8:30 am on Monday, 8/31. Please use the P&R Office entrance to access.

- **Same usage rules apply – e.g. No Appointments – see hours and requirements below.**

  Designated workstations for Town Clerk, Tax, Assessor, and Probate Records are available in Meeting Room C of Academy (2143 Main St. Parks & Recreation office entrance) from 8:30am - 12:30pm and 1:00pm - 4:00pm on a first come, first served basis.

  - Users are required to wear a cloth mask/face shield, per CDC guidelines
  - Please wash hands thoroughly before arrival.
  - Area will be cleaned/disinfected before opening mid-day (12:30-1:00pm).

  **Directions:** Use driveway on south side of Town Hall. Parking lot is to immediate right.

  **Special Accommodations:** There are several steps down into the building. If you need reasonable accommodation, please contact the Town Clerk’s office to coordinate access.

- **Trade Name Filings** – Mail in only. App. instructions and applicable forms available at [www.glastonbury-ct.gov/tradename](http://www.glastonbury-ct.gov/tradename). Only fully notarized forms with payment will be accepted via mail.

- **Veteran’s Discharges** – By mail only.

*Continued on next page...*
Voter and Election Info

- To register or update your party info, visit voterregistration.ct.gov/OLVR.
- If you are unsure if you are registered to vote, look it up at http://www.govote.ct.gov/.

Grocery Services

Please seek help from family and friends, or the following grocery services:

- HIGHLAND PARK MARKET - Call in order at (860) 659-1717 and pick up curbside or limited delivery
- Stop & Shop Peapod delivery service - www.peapod.com (LONG WAITS ANTICIPATED)
- INSTACART - Groceries delivered to your door. Visit www.instacart.com
- SCHWAN’S MEAL DELIVERY - www.schwans.com
- WHOLE FOODS - Download their app and order online to pick up curbside. Visit www.wholefoods.com

Town Contact Information by Department/Division

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessor’s Office</td>
<td><a href="mailto:assessor@glastonbury-ct.gov">assessor@glastonbury-ct.gov</a> or (860) 652-7600</td>
</tr>
<tr>
<td>Building Inspections</td>
<td>(860) 652-7521</td>
</tr>
<tr>
<td>Community Development/Land Use</td>
<td><a href="mailto:planning@glastonbury-ct.gov">planning@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Customer Service Center (CSC)</td>
<td>(860) 652-7710 or <a href="mailto:customerservicecenter@glastonbury-ct.gov">customerservicecenter@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Engineering</td>
<td><a href="mailto:dawn.luke@glastonbury-ct.gov">dawn.luke@glastonbury-ct.gov</a> or 860-652-7735</td>
</tr>
<tr>
<td>Finance</td>
<td><a href="mailto:FinancialAdministration@glastonbury-ct.gov">FinancialAdministration@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Health – Code Inspections</td>
<td>(860) 652-7534</td>
</tr>
<tr>
<td>Marketing &amp; Communications</td>
<td><a href="mailto:marketing@glastonbury-ct.gov">marketing@glastonbury-ct.gov</a> or (860) 652-7518</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td><a href="mailto:recreation@glastonbury-ct.gov">recreation@glastonbury-ct.gov</a> or (860) 652-7679</td>
</tr>
<tr>
<td>Purchasing</td>
<td><a href="mailto:purchasing@glastonbury-ct.gov">purchasing@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Registrar of Voters (Election Info.)</td>
<td>Lisbeth Becker: <a href="mailto:lisbeth.becker@glastonbury-ct.gov">lisbeth.becker@glastonbury-ct.gov</a> or (860) 652-7628 Mark Dobbins: <a href="mailto:mark.dobbins@glastonbury-ct.gov">mark.dobbins@glastonbury-ct.gov</a> or (860) 652-7627</td>
</tr>
<tr>
<td>Revenue Collection</td>
<td><a href="mailto:revenuemanagement@glastonbury-ct.gov">revenuemanagement@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Senior Services</td>
<td>(860) 652-7638</td>
</tr>
<tr>
<td>Social Services</td>
<td><a href="mailto:socialservices@glastonbury-ct.gov">socialservices@glastonbury-ct.gov</a> or (860) 652-7638</td>
</tr>
<tr>
<td>Town Clerk</td>
<td><a href="mailto:townclerk@glastonbury-ct.gov">townclerk@glastonbury-ct.gov</a></td>
</tr>
<tr>
<td>Youth &amp; Family Services</td>
<td><a href="mailto:suzanne.miles@glastonbury-ct.gov">suzanne.miles@glastonbury-ct.gov</a> or (860) 652-7660</td>
</tr>
</tbody>
</table>