

Town of Glastonbury COVID-19

EXTERNAL Operational and Service changes - **Updated April 3, 2020**

As the coronavirus (COVID-19) pandemic continues to affect day-to-day life for all of us, Town staff continue to balance the health and safety of all municipal employees and the community, while continuing to provide town services as reasonably possible. As of 8:00 pm on March 23rd, all non-essential Town staff are working remotely and remain available by phone or email during normal business hours, and modified service processes have been implemented as applicable. This is a fluid process and subject to change and this document outlines those changes **as April 3, 2020**.

On behalf of the Town organization, all of us involved in town operations will continue to do our best to respond to community needs during these challenging times.

Sincerely,

Richard J. Johnson, Glastonbury Town Manager

Contact Information for Public

Department	Contact for General Inquiries
Assessor's Office	assessor@glastonbury-ct.gov or (860) 652-7600
Building Inspections	(860) 652-7521
Community Development/Land Use	planning@glastonbury-ct.gov
Customer Service Center (CSC)	(860) 652-7710 or customerservicecenter@glastonbury-ct.gov The CSC will continue to be available Mon– Fri, 8:00 am - 4:30 pm, to field your inquiries by voicemail or email. Please leave a clear and detailed message and the appropriate staff member will follow up with you as soon as possible during regular business hours.
Engineering	860-652-7735 or dawn.luke@glastonbury-ct.gov
Finance	FinancialAdministration@glastonbury-ct.gov
Health – Code Inspections	(860) 652-7534
Marketing & Communications	marketing@glastonbury-ct.gov
Parks & Recreation	(860) 652-7679 or recreation@glastonbury-ct.gov .
Purchasing	purchasing@glastonbury-ct.gov
Revenue Collection	revenuemanagement@glastonbury-ct.gov
Senior Services	(860) 652-7638
Social Services	socialservices@glastonbury-ct.gov or (860) 652-7638
Town Clerk	townclerk@glastonbury-ct.gov
Youth & Family Services	(860) 652-7660 or suzanne.miles@glastonbury-ct.gov

IMPORTANT! The following services have been temporarily **SUSPENDED** until further notice and **all facilities are CLOSED to the public including the playgrounds, pavilions, athletic fields, and dog park:**

- All programs and events
- Car Seat Safety Inspections
- **Dial-A-Ride**
- Fingerprint Services (Police)
- Interior Inspections
- Marriage Licenses
- Notary Registrations & Notarizations
- Passport Processing Appointments
- Pistol Permit Application Processing
- Refuse Permit Purchases
- Veteran's Discharges

Assessor's Office

- Answers to most assessment questions are available on the [Assessor's web page](#). All standard services will be available via voicemail (860) 652-7600, email assessor@glastonbury-ct.gov, or fax at (860) 652-7610.
- **Property cards & maps** – [Click here to view online](#), or access through the [GIS system](#). They can also be emailed to you if you're unable to access them this way by contacting assessor@glastonbury-ct.gov.

Building Inspections

- Interior inspections – SUSPENDED, excluding emergencies. Please call (860) 652-7521 with questions.
- Hard copies of plans will NOT be accepted until further notice. Online submissions and permit payments can be made by visiting www.viewmypermitct.org. Please contact the office with questions.

Community Development (CD)

- **Administrative Reviews** - Staff will review plans in office and email comments to applicant. In-person reviews will NOT occur. Appointments are required to drop off your application documents (administrative review documents), and applicants may make an appointment to submit the documentation form and 8 sets of plans by 12 p.m. on the second Wednesday of every month. To schedule an appointment, please email planning@glastonbury-ct.gov.
 - For submission, plans shall be folded, put in a box, and clearly labeled with the applicant name, contact information, 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 the above listed items will be returned and the project will be scheduled for the next administrative review.
 - **Site Inspections** –Exterior inspections only conducted by appointment only. To schedule, please email planning@glastonbury-ct.gov and provide as much advance notice as possible.
- **Applications for Land Use Boards & Commissions** - All plan submissions must be done by appointment only. To schedule, please contact planning@glastonbury-ct.gov.
 - All submissions shall include a completed application, check, and the correct number of plan sets as indicated on the application form.
 - Please wash your hands carefully before assembling and all submissions must be prepared as Follows – plans shall be folded, put 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 has issued an Executive Order that eliminates the in-person meeting requirement, allows meetings by phone/video if noticed on the town's website, requires recordation/transcription & posting to a town's website if you opt to meet by phone/video, and requires agenda/application materials 24 hours in advance posted to web. Community Development and I.T Staff are working on remote options for public meetings. More information will be posted as available.

Engineering

- **Right of Way and Sewer Permits** - Permits must be applied for through the NEW Online permitting portal with payment made by Credit Card or Paypal at <https://www.viewmypermitct.org/>. For questions on applications requirements or instructions on how to apply online please contact Dawn Luke at (860) 652-7735 or dawn.luke@glastonbury-ct.gov.
- **Inspections for ROW and Sewer Permits** - Will continue as usual. Call Engineering at 860-652-7735 to schedule.

Fire Marshal

- **Permits** - By appointment only. Contact Christopher Siwy at 860-652-7526 or chris.siwy@glastonbury-ct.gov.

Health

- **Soils testing for new lots** - Temporarily SUSPENDED
- **Inspection and soils testing for failing septic systems** - Site visit and testing will be conducted for systems that are creating a public health threat.
- **Engineered plans** - shall be folded, put 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 the Academy Building (2143 Main Street). Staff will review plans in office and email comments to applicant.
- **Meetings with Health staff** are to be accomplished remotely. Please call **(860) 652-7534** to arrange.

Library

- All services handled remotely. Library closed to public.
- **Lending Services** – Remote only. Digital library is available at <https://www.wtmlib.info/databases-resources/audiobooks.shtml>. Temporary library cards (good for 30 days) are available online at <https://lci.iii.com/selfreg~S18/selfregGL>. Due date for all materials currently checked out is May 1, 2020. The date for recently expired library cards has been extended until June 30, 2020.
- **Information/Reference Services –available remotely.**
 - **Online** databases are available at <https://www.wtmlib.info/databases-resources/databases.shtml>
 - Reference Staff are available Mon-Fri from 9 am – 5 pm to answer questions via voicemail or email at **860-652-7720** or ReferenceStaff@glastonbury-ct.gov

Parks & Recreation

The Town has CLOSED the playgrounds, athletic courts, (e.g. tennis, basketball, etc.), pavilions, dog park, and other areas that encourage congregation until further notice per the Governor's order to avoid gatherings of 5 or more. This includes youth sports practices. Signs have been posted at each of these sites. The Town has NOT closed any parks/open spaces but reminds residents to adhere to CDC social distancing guidelines.

All Programming SUSPENDED through April 19th. If you were registered for a Winter Program that was unable to be completed, you will be contacted in the next week to address missed classes. If you are currently registered for a Spring program that is scheduled to begin soon and/or will be affected by this program suspension, we will continue to evaluate program by program and will be in contact with you by April 19th.

Parks and Recreation offices are closed to the public. The best method to reach staff is via email at recreation@glastonbury-ct.gov. Please check our Facebook page ([@glastonburyparkrec](https://www.facebook.com/@glastonburyparkrec)) for updates and featured "at-home" activities.

- Program registration is ongoing online and by mail.
- **Forms & registration** – Available [online](#), by mail, or drop-box (to the right of Academy entrance (2143 Main St.))

Public Safety – All Emergency Services Continuing without Interruption.

Please don't be alarmed if you see Fire or Police Department members wearing Personal Protective Equipment (PPE), e.g. Haz-Mat suits, face masks, eye protection. This is a precautionary measure for your/their safety. Please maintain a 6-10 foot distance from all Fire and Police members.

FIRE DEPARTMENT (GFD) - Responding to all calls 24/7 without interruption of emergency services. If you call 911 for a medical emergency, dispatchers have been instructed to ask certain questions to evaluate your condition based on COVID-19 signs and 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) - Until further notice, the GPD has DISCONTINUED Fingerprinting services, car seat installations/events, and processing of new pistol permit applications. During these challenging times, officers may conduct routine calls for service over the phone. Officers will maintain a minimum of 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.

Purchasing

Bids and RFPs - All Bids & RFPs will only be received electronically until further notice. The Purchasing Department will provide further instructions within the solicitation documents.

Refuse/Sanitation

- **Refuse Permit Purchase** - SUSPENDED at all locations (e.g. Transfer Station/Town Hall) until further notice.
- Transfer Station and Bulky Waste Facility will observe modified hours. Visit [Refuse web page](#) for details.
- All refuse events cancelled until further notice (For ex: Household Hazardous Waste collection on 4/2)

Revenue Collection/Tax Office

- **DMV Releases** – Staff will continue to process remotely through DMV site. Residents can contact Revenue Collection office with questions at **(860) 652-7614** or revenuemanagement@glastonbury-ct.gov
- **Tax Payments** - Online, mail, or drop box only.
 - ONLINE → www.glastonbury-ct.gov/taxpmt
 - 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 or contact Revenue Collection at **(860) 652-7614** or revenuemanagement@glastonbury-ct.gov

Senior & Social Services

- **All Programs** – CANCELLED through 4/30 at this time.
- **Dial-A-Ride** – All rides SUSPENDED, as of Friday, 3/27, including medical and grocery trips. Exceptions may be made on a case by case basis. Please call **(860) 652-7638** for more information.
- Social Services Staff available by phone & email ONLY at **(860) 652-7638** or socialservices@glastonbury-ct.gov.
- Outreach Social workers will be available Monday - Friday, 8:00am to 4:30pm, by phone or email only at **(860) 652-7638** or socialservices@glastonbury-ct.gov. In-person meetings will NOT be accommodated.

Town Clerk

- Office closed. No walks ins ANY Town Clerk service. Please see table for specific service details.

Service	Instructions
Absentee Ballot Issuance	<u>Submit by mail only</u> . Application instructions are available at www.glastonbury-ct.gov/absentee . Please note, there are restrictions on the reasons you can apply for an absentee ballot in CT and you sign the application under penalties of false statement.
Boards/Commissions	All notices will be posted on the front door of Town Hall.
Certified Copies	Certified copies of Birth, marriage or death certificates available <u>by Mail Only</u> . Application Instructions and forms are on the website at www.glastonbury-ct.gov/licensesandpermits
Death Certificates & Burial/Cremation Permits	Funeral Directors may file death certificates, obtain certified copies, or burial/cremation permits by mail only. Email townclerk@glastonbury-ct.gov .
Dog Licenses	Purchased online or by Mail only. Instructions on how to license a new dog by mail or renew a dog online or by mail are available at www.glastonbury-ct.gov/doglicense

Town Clerk Services Continued

Service	Instructions
Land Records Recordings/ Certified Copies (See Title Searching below)	Land record recordings and requests for certified copies of land records must be submitted by mail only to the Town Clerk's office. Land record recordings may also be handled remotely through eRecording .
Liquor Permit Filings	By mail only. Walk-ins will not be accommodated.
Marriage Licenses	Service SUSPENDED until further notice.
Notary Public REGISTRATIONS	Notary registrations and notarizations SUSPENDED until further notice.
Sporting Licenses	Purchased online only at the DEEP website at www.ct.gov/deep
Title and Public Record Searching/Self-Service	Designated workstations for Town Clerk, Tax, Assessor and Probate Records have been temporarily relocated to the Academy Cafeteria, located at 2143 Main St., Door A and will be available on a first come, first served basis from 9:00 am to 3:00pm. The driveway is located on the south side of Town Hall and the parking lot is immediately on the right. There are several steps down into the building so if you need reasonable accommodation, please contact the Town Clerk's office to schedule an appointment for access. Please wash your hands thoroughly before arrival.
Trade Name Filings	Mail in only. Walk-ins will not be accommodated. Instructions on how to apply and the applicable forms are on the website at www.glastonbury-ct.gov/tradename Only fully notarized forms with payment will be accepted via mail.
Veteran's Discharges	Service SUSPENDED until further notice

Voter and Election Info

- To register or update your party information, visit voterregistration.ct.gov/OLVR. If you are wondering if you are registered to vote, the look up link is <http://www.govote.ct.gov/>.