

Town of Glastonbury COVID-19 - Town Operations & Modified Services Reference Guide (For Residents) – **As of October 5, 2020**

Most Town services continue to be offered virtually or through modified processes during the pandemic for the health and safety of all. Changes to standard service delivery processes are outlined below as of **October 5, 2020**. (Changes from the last iteration of this document are highlighted in yellow for resident convenience.) While various Town facilities remain closed to the public, Town staff are available by phone/email during standard business hours to assist with inquiries. This is a fluid process and all future changes will be published to the town website 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

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 can be made by visiting www.CitySquared.com. For Technical support or assistance, please call **845-250-0531**. **Please note: Permit payments are NOT accepted through the portal until further notice.** Please contact the Building office with questions at **(860) 652-7521**.
- **Permit Status – To check the status of your permit application, you must log into www.citysquared.com. We are receiving an extremely high volume of applications therefore your patience is appreciated as we work to review and process all requests in the order received.**

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 notification system at www.glastonbury-ct.gov/enotify, select the meeting category of interest, and submit the form 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.

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.
- 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](#). Please use a Google Chrome or Firefox web browser. Questions: Dawn at **(860) 652-7735** or 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.

Health

- **Engineered plans** – Hard copies must be folded, placed in a box, and clearly labeled with 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.
- **“As-builts” and septic repair plans may be emailed to the Town Sanitarian at don.kendrick@glastonbury-ct.gov. Individuals submitting plans that are not part of a new construction package should discuss the activity with the Sanitarian prior to submitting electronic plans.**
- **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 (see below) and services. Visit wtmlib.com for real-time updates re: programs & services.

- Mondays & Fridays: 9:00 am – 1:00 pm
- Tuesdays & Thursdays: 1:00 pm – 5:00 pm
- Wednesdays: 3:00 pm – 7:00 pm
- **Saturday: 9:00 am – 12:00 pm (Noon)**

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[Parks & Recreation \(P&R\)](#)

Review the [seasonal Program Brochure](#) for specific program details and cancellations. Forms/registration are available [online](#), by mail, or drop-box at the Academy entrance, 2143 Main St. Follow [@glastonburyparkrec](#) on Facebook for updates and "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 operating hours. **Face masks required.**
- All standard materials accepted per Waste Disposal Guidelines. Put and Take area is 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 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:
 - 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](#)

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 the new Drop Box Located outside of**

the Riverfront Community Center entrance (300 Welles 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.

[Town Clerk Services](#) → No walks-ins for ANY service. Modified service delivery as follows:

Town Clerk Service	Instructions
Absentee Ballot Issuance	By mail or drop box. Visit www.glastonbury-ct.gov/absentee for more information.
Boards/Commissions	All meeting notices will be posted at Academy Building. Legal notices are posted to town website at www.glastonbury-ct.gov/legalnotice .
Certified Copies	Certified copies of Birth, Marriage, or Death certificates available by Mail only. Application instructions & forms are online at www.glastonbury-ct.gov/licensesandpermits .
Death Certificates & Burial/Cremation Permits	Funeral Directors may file Death certificates, obtain certified copies, or burial/cremation permits <u>by mail only</u> . Email townclerk@glastonbury-ct.gov with questions.
Dog Licenses	Online, by mail, or using Drop Boxes located outside of Town Hall. Detailed instructions on all methods are outlined online at www.glastonbury-ct.gov/doglicense .
Land Records Recordings/ Certified Copies	See Title & Public Record Searching below. Must be submitted <u>by mail only</u> 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 .
Liquor Permit Filings	By Mail only.
Marriage Licenses	By Appointment Only. Please click here to submit an appointment request form.
Notary REGISTRATIONS	For notary registrations, only fully notarized forms with payment will be accepted via mail. Notarization services are 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 – NEW HOURS AND MASK REQUIREMENT	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 <u>first come, first served</u> basis. First come, first served. No Appointments. <ul style="list-style-type: none"> • 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 . Only fully notarized forms with payment will be accepted via mail.
Veteran’s Discharges	By mail only.

[Voter and Election Info](#)

To view current election news, information and updates, [please visit the ROV web page here.](#)

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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
- OCTOBER KITCHEN - Meal Delivery. www.octoberkitchen.com, **(860) 533-0588**, or customerservice@octoberkitchen.com.
- SCHWAN'S MEAL DELIVERY - www.schwans.com
- WHOLE FOODS - Download their app and order online to pick up curbside. Visit www.wholefoods.com