

Town of Glastonbury COVID-19 - Town Operations & Modified Services Reference Guide (For Residents) – **As of May 10, 2021**

As the pandemic persists, most Town services continue to be offered virtually or through modified processes for the health and safety of all. Changes to standard service delivery processes are outlined herein as of **May 10, 2021**. (Changes from the last iteration of this document are highlighted in yellow.) Town staff continue to be available by phone/email during standard operating hours to assist with inquiries at all Town facilities. This is a fluid process and all future changes will be published to the Town website and revised herein 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.
- **Permits and Plans:** Any and all permit applications & plans must be submitted online at www.citysquared.com. Credit card payments are now available through the online portal. Hard copies of plans will **NOT** be accepted. Submissions and permit status checks must be done online at www.Citysquared.com. For technical support or assistance, please call **845-250-0531**. All other questions, please contact the Building office at **(860) 652-7521**.

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 *the **third Wednesday of every month at 1:30 pm***. Deadlines for application submission will be *the **first Wednesday of every 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's 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 the 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 Town's emails at www.glastonburyct.gov/enotify, select the board/commission 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 Monday – Friday, 8AM – 4:30PM at **(860) 652-7710** or customerservicecenter@glastonbury-ct.gov.
- **Notary services** – Services will resume on May 24th.
- **Passport Services** – SUSPENDED until further notice.

Engineering

- **Right of Way (ROW) & Sewer Permits** – Apply online through [the City Squared portal](#). Please use a Google Chrome or Firefox web browser. Questions, contact Dawn at **(860) 652-7735** or dawn.luke@glastonbury-ct.gov.
- **Inspections for ROW and Sewer Permits** – Standard processes. Call Engineering to schedule: **(860) 652-7735**.

Fire Marshal

- **Permits** - By appointment only - Contact Chris at **(860) 652-7529** 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. Check payments should be made payable to the ‘Town of Glastonbury’ and mailed to the Health Department’s Attention at Town Hall (2155 Main St.). Please note the address the check payment refers to in the memo line.
- **Inspections (Health) – Soil testing, water, waste water treatment, and septic systems** - No change to standard processes. Call the Health Department to schedule or discuss further at **(860) 652-7534**.
- **Meetings with Health staff** – Remote only. Please call **(860) 652-7534** to schedule.

Human Resources

- Employment applications and job opportunities available online only. [Click here to view current openings](#).

Library (WTML)

WTML is open to the public for limited services. Visitors must wear a facemask covering the nose and mouth, social distance at least 6 feet and use the hand sanitizer at the entrances. [See their website for operating hours](#). Please note, there are a limited number of public computers available for use and due to social distance requirements, staff will not be available for one-on-one assistance. Bring a computer-savvy friend or relative if needed. Please call the Reference Dept. to schedule your appointment at **860-652-7720**. Curbside pickup, reference/reader’s advisory services, digital collection services, and virtual programming available. Visit wtmlib.com for program and service updates.

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

Review the [seasonal Program Brochure](#) for specific program details/cancellations. Forms/registration are available [online](#), by mail, or drop-box at 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** - Accepted electronically only. Further instructions provided within solicitation documents.

[Refuse/Sanitation](#)

- Transfer Station & Bulky Waste Facility are open standard operating hours. Face masks required on-site.
- 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.glastonburyct.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 on the exterior wall of Town Hall.
 - ONLINE → www.glastonburyct.gov/taxpmt
 - MAILED TO → PO BOX 376, GLASTONBURY, CT 06033-0376
 - Drop box – Located outside of Town Hall main entrance (2155 Main St.)
- **INCOME TAX INFORMATION** – Online or by phone/email. Visit www.glastonburyct.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.

- **In-Person Programs/Services** – Available by appointment/registration only. Please refer to the [Sharing Tree Newsletter](#) for program details/updates as applicable.
- **Dial-A-Ride** – Available on a limited basis and following all COVID guidelines. Please contact Senior Services to for more information at **(860) 652-7638**.

Town Clerk Services

- No walks-ins for ANY service.
- Modified service delivery for Town Clerk services:

Town Clerk Service	Instructions
Boards/Commissions	Effective 12/29, all Meeting notices will be posted on the Town Clerk’s online database. Click here to view meeting notices . <u>Legal</u> notices are posted to Town website at www.glastonburyct.gov/legalnotice .
Certified Copies	Certified copies of Birth, Marriage, or Death certificates available by Mail only. Application instructions & forms are online at www.glastonburyct.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 the Drop Boxes located outside of Town Hall. Detailed instructions on all methods are outlined online at www.glastonburyct.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	Notarization services are SUSPENDED until further notice. For notary <u>Registrations</u> , only fully notarized forms with payment will be accepted via Mail.
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. Land records search also available through online subscription .
Trade Name Filings	Mail in only. Application instructions and applicable forms available on the Town website. Only fully notarized forms with payment will be accepted via mail.
Veteran’s Discharges	By mail only.

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Youth & Family Services

- The Y&FS building is open to the public by appointment only effective May 10th. Staff will begin to offer Clinical and Outreach services in person and via Zoom and Telehealth when requested. To request an appointment with a Y&FS Clinician, [visit this web page](#) and complete the electronic form.
- For information on Substance Abuse Prevention & Creative Experiences programming, please call **860-652-7660**.
- Creative Experience will resume select in person programming effective May 10th.