



Town of Glastonbury

2155 MAIN STREET • P.O. BOX 6523 • GLASTONBURY, CT 06033-6523 • (860) 652-7500
FAX (860) 652-7505

Richard J. Johnson
Town Manager

ITEM #7
10-12-2021 Meeting

October 8, 2021

The Glastonbury Town Council
2155 Main Street
Glastonbury, CT 06033

Re: Town Manager's Report

Dear Council Members:

The following will keep you up to date on various topics.

1. Town Staff Appreciation

Recent thank you notes to Town staff are attached for your information.

2. Education – Elementary and Secondary School Emergency Relief Fund

Superintendent Bookman forwarded the attached summary of monies awarded to the Board of Education through the Elementary and Secondary School Emergency Relief Fund.

3. Village District Zone

The report by the TP&Z on its review of the Village District Zone will be forwarded for the October 26th meeting, at which point Council will be asked to schedule for public hearing. At its meeting of October 5th, the Commission heard public comment on the proposed regulation and its report will be finalized the week of October 11th.

4. Design Guidelines

The RFQ process is under way with the Selection Committee scheduled to interview respondents the week of October 11th.

5. Historic Properties – National Register

The actions requested at the September 28th meeting under this heading are all in progress including initial work with a historical architect/preservationist on evaluating the two Main Street structures.

Sincerely,

Richard J. Johnson
Town Manager

RJJ/sal
Attachments

June 28, 2021

Chief of Police

2108 Main Street

Glastonbury, CT 06033

Chief of Police:

My entire family would like to thank Emily Cooper for helping my elderly father on Saturday, June 26. My husband and I were not home that day—my Dad lives with us—and my father accidentally pushed his Life Alert emergency button. He was not aware that he had activated the emergency service. The Life Alert staff called to check on my Dad, but unfortunately, my Dad is quite hard of hearing and he didn't hear the phone ring. When my Dad didn't respond to the phone check-in, Life Alert did what they are supposed to do: they called the paramedics and the police. Officer Cooper responded and she, along with the paramedics, were not able to contact my father—he simply couldn't hear them—so Officer Cooper had to break through two locked doors.

My father was understandably startled, but later told me that Officer Cooper was extraordinarily kind and helpful, even going so far as to try to find our two cats, who apparently went into hiding when they heard all the noise. Officer Cooper also called my husband and explained what happened, so we could then speak to my Dad and reassure him.

The situation was fortunately not an emergency, just a very elderly man accidentally setting off an alarm. Officer Cooper was very considerate, especially as her time could have been more valuably spent on a true emergency, but she treated my father with respect and care.

We want you to know how grateful we are. Please let her know, too.

Thank you.



Dear Tax Collector,
Thank you for helping
to make Glastonbury
such a great place to
live, educate +
raise my kids in!
All the best,
[REDACTED]

02 11
GLASTONBURY CUSTOMER SATISFACTION SURVEY

1. Please provide date and department(s) you visited:
Date 7/2/2021 Department(s) ENLIVENING
2. Were you greeted promptly and courteously? Yes No
3. Did you receive the information or help you needed? Yes No
4. Please tell us the main purpose of your visit to the Town facility: _____
REFUSE PERMITS
5. Please rate the overall quality of information/help you were given:
 Excellent Very Good Average Below Average Unsatisfactory
6. Please share any comments or suggestions which would help us improve our service to the public. _____

Feel free to include your name, address, and telephone number in the space provided:

[REDACTED]

July 15, 2021

Marshal Porter, Chief of Police
Glastonbury Police Dept.
2108 Main St.
Glastonbury, CT 06033

Dear Chief Porter,

Some years ago while on a family pass from the Connecticut Mental Health Center — the greatest inpatient psychiatric hospital on Earth — I ran away. I was eventually located by members of your outstanding team who showed me so much kindness and understanding.

Today, thanks to the outstanding doctors and clinicians I've been blessed to know over the past several years I'm in a much better place. I will never forget the extraordinary police officers in New Jersey, Connecticut, and Massachusetts who were instrumental in my getting better.

With Deepest Gratitude,

[REDACTED]

To Whom it May Concern,
This is for my [REDACTED]. The
Bill number was [REDACTED]
The woman I spoke with on the phone
was super nice and directed me to drop
this off @ town hall, you can reach me
at [REDACTED] if needed. This says final
demand, but was legitimately the first bill
I received (unless my husband grabbed the mail
previously?) Sorry about the delay! Best,
[REDACTED]

To: Chief M. Porter & Glastonbury P.D. & K9 Soleil
2108 Main Street
Glastonbury, CT 06033

Dear Chief Porter & GPD

Thank you so much for everything you all do everyday: your services, hard work, and sacrifice's and dedication are truly appreciated, and shall never go unnoticed! K9 Soleil, congrats on your 2 ribbons in which you recently got - you are so amazing! Your lives matter, as do your families! Please know that I am a proud supporter of all LEO's - with 2 feet and 4 paws! IGY6! Please stay safe and be well! God bless everyone at Glastonbury PD and their families!

K9 Soleil, I would love to meet you one day please! I have some goodies for you sweet girl!

To:

With gratitude, respect,
and appreciation:

August 6, 2021

Glastonbury Youth & Family Services

321 Hubbard St.
Glastonbury, CT 06033

Attn: Lori Lacapra

Each year the Connecticut Youth Services Association (CYSA) takes the opportunity to acknowledge some of the many outstanding people and programs that assist the youth of Connecticut. Nominations come from each of our seven regional chapters and, in turn, the individual winners are then forwarded as nominees for the CYSA statewide award.

It is my great pleasure to inform you that your Nomination of Glastonbury's **"Creative Experiences"** has been selected to receive the **2021 CYSA Program of the Year Award**.

Thank you for nominating this program for this outstanding achievement and thank you for your efforts on behalf of the youth and families of Connecticut.

Members of the program are invited to join us on CYSA Annual Conference on Friday, October 22nd, 2021

The conference brochure will be posted on the CYSA website for your information as the award presentation. We will be in touch with you regarding the specific time of that the award will be presented during the conference day, once the agenda is confirmed.


Again, thank you for your nomination as CYSA looks forward to honoring then on this special day.

Sincerely,

[REDACTED]
CYSA Membership Committee

*It may have been
something simple to you...
but it meant
everything to me.*

*Thank You
for your help*




*It may have been
something simple to you...
but it meant
everything to me.*

*Thank You for your
help
Twins thanks you*

*Dear Animal Control Officer,
San. Aug 8, 21*

Warm and special thanks to you
For all the considerate
things you do.

*We'd like to thank
you for your professional
approach and care in
responding to our call.
The little black cat, hit by
a vehicle, was lovely and
we hope someone claims
its remains.*



Thank you

Thank you

*We are deeply grateful for the kindness and compassion you
extended to our family during this difficult time.*

THE FAMILY OF [REDACTED]



HARTFORD CT 060

24 AUG 2021 PM 6 L



The Men & Women
of
Glastonbury Police Dept
2108 MAIN ST
Glastonbury, Ct

508



Site Visitor Name: [REDACTED]

Site Visitor Email: [REDACTED]

Hi Marshall,

I know you guys probably get complaints here all the time but I just wanted to send a quick note about Officer Verillo. Earlier this week he pulled me over for speeding and gave me a written warning, even though I probably deserved a ticket. To show my appreciation I wanted to let you know I made a donation to Max/Brooke Perrone go fund me page. I wanted to make it in Officer Verillo's name. Thanks to you and your team for all you do to keep us safe.

Please indicate the date you visited a Town office/interacted with a Town staff member.

SKIPPED

* Were you greeted promptly and courteously?

N/A

* Did you receive the information and/or assistance you needed?

Yes

* Please explain the main purpose of your visit / interaction with a Town staff member (e.g. building permit, notary public, etc.)

ID 3374. Thank you for your quick response to my request. Much appreciated.

* Please select the department(s)/division(s) you interacted with.

Town Manager's Office

* Please rate your overall experience with the Town staff:

Excellent

Please provide any additional feedback regarding your experience or comments/suggestions that would help us improve our services.

ID 3374. Called today about a roadside issue. Quick response was deeply appreciated.

Would you like a staff member to follow up with you? (If Yes, please provide contact information below.)

No

Contact Information (Optional)

[Redacted]

Email (please verify before submitting to ensure we can follow up with you)

[Redacted]

Phone

[Redacted]

GLASTONBURY CUSTOMER SATISFACTION SURVEY

1. Please provide date and department(s) you visited:
Date _____ Department(s) Parks & Gardens
2. Were you greeted promptly and courteously? Yes No
3. Did you receive the information or help you needed? Yes No
4. Please tell us the main purpose of your visit to the Town facility:
Inquiring about electricity on parks
5. Please rate the overall quality of information/help you were given:
 Excellent Very Good Average Below Average Unsatisfactory
6. Please share any comments or suggestions which would help us improve our service to the public. Providing resources in these trying times

Feel free to include your name, address, and telephone number in the space provided:

[Redacted]

Police Department,
Dear Police Officers,

Living in our town 54
years (and I am 87 years
old [redacted])

Last late Sunday night I
got lost here and I was
scared.

Fortunately we have
great police officers!
Officer Hemingway and
officer Long helped me
to get home (even to my
door).

Thank you, Thank
you so much. I am
so grateful to both of-
ficers. [redacted]

P.S. I support the police.

IMPORTANT MESSAGE	
FOR	Richard
DATE	9/9
TIME	1:30 AM P.M.
M	[redacted]
OF	Resident
PHONE/ CELL	[redacted]
TELEPHONED	<input checked="" type="checkbox"/> PLEASE CALL
CAME TO SEE YOU	<input type="checkbox"/> WILL CALL AGAIN
WANTS TO SEE YOU	<input type="checkbox"/> RUSH
RETURNED YOUR CALL	<input type="checkbox"/> SPECIAL ATTENTION
MESSAGE	Mattha ^{@CSC} - very helpful, terrific - able to answer questions. Went out of her way to get Ellen the answers she needed
SIGNED	



CCSN: THE CENTER FOR CHILDREN WITH SPECIAL NEEDS

2300 Main Street Glastonbury, CT 06033 • 860.430.1762 office • 860.430.1767 fax • www.ccsnct.org

September 21, 2021

Chief of Police Marshall Porter
Glastonbury Police Department
2108 Main Street
Glastonbury, CT 06033

Dear Chief Porter:

This letter is to share our appreciation for the emergency service professionals that responded to a 911 call that we placed on September 20, 2021 to our facility due to a medical event sustained by one of the pediatric patients under our care. There were two EMS professionals, David Tevin and his partner whose name we didn't learn, along with a police officer, but we did not get her name either. We felt compelled to write this letter to commend the exceptional level of care, empathy, consideration, and professionalism exhibited by the entire team and particularly Mr. Tevin.

Our organization has been in Glastonbury for almost 20 years, and we provide lifespan services for individuals with neurodevelopmental disabilities, including autism. During the course of treatment today, one of our younger patients experienced a medical event that caused him to briefly become unresponsive and required a call to 911, pursuant to our emergency protocols when such events occur. A medical emergency can be scary for anyone, but can be particularly scary and dysregulating for children with an autism spectrum disorder diagnosis.

The emergency services team that arrived addressed the patient with kindness, respect, and empathy that helped guide both the child and later his parent through what was a challenging and scary event. At one point, Mr. Tevin needed to check the glucose level of the patient which would require a finger prick and he first allowed the patient to prick Mr. Tevin's own finger to model that while there might be a small pinch, it wasn't painful. After receiving the prick from the child, Mr. Tevin then proceeded to administer the prick to the child who mirrored Mr. Tevin's calm reaction as he was able to successfully navigate the test.

As an organization, we are proud to be able to care for individuals and families in Glastonbury and the greater Glastonbury region, and we cannot begin to thank your Department enough for the ongoing support and care provided to all members of the community, including those under our care at CCSN.



CCSN: THE CENTER FOR CHILDREN WITH SPECIAL NEEDS

2300 Main Street Glastonbury, CT 06033 • 860.430.1762 office • 860.430.1767 fax • www.ccsnct.org

Please feel free to share our appreciation with Mr. Tevin, his EMS partner, and the responding officer – all of whom contributed to a safe and effective interaction with this patient and one that we are all tremendously appreciative of.

Warmly,

Michael D. Powers, Psy.D.
Executive Director
The Center for Children with Special
Needs
CCSN Behavioral Health

Mark J. Palmieri, Psy.D., BCBA-D
Co-Director
The Center for Children with Special
Needs
CCSN Behavioral Health

Seth D. Powers, MBA, MPH
Co-Director
The Center for Children with Special
Needs
CCSN Behavioral Health

Copy:
Mr. Richard J. Johnson, Glastonbury Town Manager
Mr. Thomas P. Gullotta, Chairman of the Glastonbury Town Council

**GLASTONBURY BOARD OF EDUCATION
EXECUTIVE SUMMARY REPORT FORM**

Title of Report: FY2021-2022 Federal COVID Funding

Board Meeting Date: October 4, 2021

Action:

Report: X

Information:

Discussion:

Listed below is the funding the Glastonbury Board of Education has been awarded from the Elementary and Secondary School Emergency Relief Fund (ESSER) grants due to COVID.

- 2019-2020 Cares Act (ESSER) \$152,314 – PPE, Cleaning Supplies, Technology for Students
- 2020-2021 Coronavirus Relief Funds (ESSER I) \$515,303 – PPE, P/T Custodians, Bus Monitors
- 2021-2022 ESSER II \$675,293 STEAM Lab
- 2021-2022 American Rescue Plan (ARP ESSER) \$1,403,257 – Summer Learning Programs (\$280,651) , STEAM Lab (\$1,122,606)
- 2021-2022 American Rescue Plan IDEA (ARP IDEA) \$277,936 – Special Education Support and Services

Submitted By: Karen Bonfiglio

Reviewed By: Alan Bookman