Status of Town Services and Departments

UPDATED March 26th ***Please note – Town Hall Departments are CLOSED to the Public***

Check below to see how this impacts individual department functions

Colchester Public Schools

- Schools are closed at least until April 20th.
- Meals for students are being provided at Bacon Academy. If you cannot travel to pick up your meals, please contact the Board of Education through their website.
- If you have questions about BOE, please access the website for the Colchester Public School's at colchesterct.org or send an email to covoid19@colchesterct.org

Senior Center

- Colchester closed its senior center, effective Monday, March 16th. Staff continue to report.
- All programs, events and trips have been cancelled, for the next two weeks.
- Community Cafe meals are delivered as frozen individual meals for those who regularly dine at the senior center and are dependent upon senior transportation, per TVCCA guidelines.
- Meals on Wheels deliveries occur Tuesday-Friday. TVCCA did reopen intakes for new MOW clients during this time. Procedures no longer allow them to enter the home, but instead arrive, knock on the door and leave meal at the door and step back 6 feet for a wellness check.
- For those who relied on the Community Café for lunch, they are getting deliveries of 5 frozen meals once a week.
- We offer transportation services for "critical errands" with only 3 passengers at a time and disinfection occurring after each ride. Critical errands are defined as groceries, pharmacy and banking errands.
- Please feel free to call in to the Colchester Senior Center at 860-537-3911 during our regular business hours of 8:00 a.m.-4:00 p.m. Monday through Friday, if there is any way that we can be of assistance, by phone.

Cragin Library

- Library is closed until further notice.
- Staff continue to report.
- We offer access to e-books, e-audiobooks, streaming video, test preparation, and other online resources to any Colchester resident with an active library card.
- No overdue fines will accrue. No materials will be due while the Library is closed.
- You can call the library to get an electronic library card to access electronic resources.
- "Libby" is an app available with your electronic library card.
- You can call the Library with questions at 860-537-5752 between 10am and 5pm, Monday-Friday or email.

Transfer Station

- Transfer Station is running normal hours at this time. Tuesday and Saturday 8 a.m. to 3 p.m.
- We do want to decrease potential exposure to the Town worker so you will see them wearing gloves. You will also be directed to wait so as to limit the amount of people on the transfer/pad at the top. This will likely increase the wait time in line and we feel it is necessary.

Youth and Family Services

- Programming is cancelled until further notice
- Follow us on Facebook for updates and activities to make staying home more fun. https://www.facebook.com/ColchesterYSS/

Food Bank

- Food Bank operational but by appointment only. Call 860-537-7255 to set up an appointment.
- We are accepting gift cards only at this time. If you have gift cards or other monetary donations, please deposit those in the drop box located to the left of the entrance doors to Town Hall. Consider gift cards from a Colchester Grocery Store.
- Call if you have questions 860-537-7255

Park & Recreation

- Programming through the Park & Recreation Department is cancelled until further notice
- We will do our best to make up the last class or two of the winter session when the schools reopen.
- We remain hopeful that the spring classes will start as scheduled. Since this is still uncertain, we encourage you to register online to be added to a wait list. This will ensure your place in the class, but you will not be charged for the class until we can confirm the start date.
- Organized and/or group use of the Town fields or parks is not permitted at this time.
- Visit the department website for updated information on programs and registration at https://www.colchesterct.gov/recreation-department
- Follow us on Facebook to see more opportunities that we are offering https://www.facebook.com/colchesterparksandrec/
- Call if you have questions 860-537-7297

Planning and Zoning

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative. You will need to call the department to make arrangements. You can submit documents electronically.
- Interior building inspections will not be scheduled but the exterior inspections will continue. All building permit questions should be directed to 860-537-7278
- Call if you have questions 860-537-7282

Town Clerk

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative
- We are not currently offering Notary Services.
- We are still accepting documents via USPS, Fed Ex and UPS.
- Most vitals can be done via e-mail or by USPS.
- People can access the following online:

    - Search land records at searchiqs.com
    - sports License at portal.ct.gov/Deep
    - Request forms for vital records which then can be e-mailed to us with a copy of their ID so we can mail them the document. townclerk@colchesterct.gov.
    - Absentee Ballot Applications are online on the Town Clerks page https://www.colchesterct.gov/town-clerk You can find it on the green tabs on the left of the page that says "Absentee Voting" which has directions.
- Please use drop box located outside of Town Hall entrance for any documents you need to deliver to Town Clerk.
- Call if you have questions 860-537-7215

Tax Collector

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- In person bill payment can be done through the drop box located outside of Town Hall entrance.
- During this period of closure, we are removing the 10-day hold on cash/check payments. We are requesting payment by check when possible. Please note, there will still be a day lag in processing. If you pay on a Wednesday, do not go to the DMV until Friday. If you pay on Friday, do not go to the DMV until Tuesday.
- You can call with questions at 860-537-7210

Assessor's Office

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- You can call with questions at 860-537-7205

First Selectman's Office

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- You can call with questions at 860-537-7200

Registrar's Office

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- You can call with questions. Democrats 860-537-7204 Republicans 860-537-7249

Police Department

- Department is operating under normal hours
- In person visitors are restricted to emergent needs or if requested by the officer
- No fingerprinting being performed currently at any police department
- You can call with questions at 860-537-7270

Fire Department & EMS Response

- Department is operating under normal hours
- In person visitors are restricted to emergent needs
- You can call with questions at 860-537-2512

Sewer & Water

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- In person bill payment can be done through the drop box located outside of Town Hall entrance
- You can also mail your payment
- No shut offs for lack of payment will be made at this time

Public Works

- Department is operating under normal hours
- In person visitors are restricted to people who cannot accomplish their work through an online alternative.
- You can call if you have questions or something that needs attention, such as a downed tree, or road in need of repair. 860-537-7288

Finance Department

- Department is working but is not open to the public
- Bills are being paid, money is being collected and payroll is operational