

COLCHESTER BEGINS TO REOPEN

Colchester Town Services are beginning to reopen now that the Governor has lifted some of the modifications and restrictions related to COVID-19. We have been busy at Town Hall preparing for a safe re-entry for both the community and for our staff. It won't be business as usual, but we believe you will be able to get everything you need with minimal change. We do need everyone to be patient and cooperative with the precautions as we take the first steps in reopening our Town services. Below you will find a list of the departments and any restrictions remaining at this time. As always, please call if you have any questions. We are learning as we go and may need to change some of the plan once it is operational. We don't want any unnecessary restrictions. We are aiming for safety as our top priority.

Status of Town Services and Departments

UPDATED JUNE 1, 2020

In general, the following restrictions apply to all visitors to the Town Hall:

- **You must wear a mask while in the building. If you cannot wear a mask, you will be asked to wait outside and we will work to accommodate your request.**
- **You will have your temperature taken and you will need to answer several COVID-19 related screening questions. You cannot proceed if you have symptoms of COVID-19 or you are feeling ill**
- **Only one person can be in a department at a time, so you might have to wait before you can go to your destination**
- **Some departments will be open by appointment only and those details are listed below.**

Check below to see how this impacts individual department functions

Senior Center

- Colchester Senior Center is closed to the public. We will be opening up in the next few weeks and information will be updated as appropriate.
- Staff will continue to report.
- All programs, events and trips have been cancelled until further notice.
- Community Cafe meals will be 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 will continue, as usual.

- We continue to provide transportation services for individuals who are healthy.
- 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 open for curbside pickup.
- The Book Sale will begin on June 27th.
- We offer access to ebooks, e-audiobooks, streaming video, test preparation, and other online resources to any Colchester resident with an active library card.
- No overdue fines will accrue until the Library is open. No materials will be due while the Library is closed.
- It is possible for you to get an electronic library card to access electronic resources.
- 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.
- 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 being prepared. Stay tuned for summer programs.

Food Bank

- Food Bank is operational but the hours are by appointment.
- We accept food, cash and gift card donations.
- Call if you have questions 860-537-7255.

Park & Recreation

- Programming through the Park & Recreation Department is cancelled through the month of June. Stay tuned for summer programs.
- There are activities on the schedule that do not involve in person contact.

- Tennis Courts are open.
- Basketball and splash pad remain closed at this time.
- 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>
- Call if you have questions 860-537-7297

Planning and Zoning

- Department is operating under normal hours (No evening hours at this time.)
- 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.
- Call if you have questions 860-537-7282

Town Clerk

- Department is operating under normal hours (No evening hours at this time).
- Beginning June 8th, you will be able to come in to meet with the Town Clerk. (More info to come about searching records).
- Most vitals can be done via e-mail or by UPS.
- 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 Applications on our website which can be mailed to us and we will mail a ballot to them.
- Please use drop box located outside of Town Hall entrance.
- Call if you have questions 860-537-7215

Tax Collector

- Department is operating under normal hours (No evening hours at this time).
- Beginning June 8th, you will be able to come in to meet with the Tax Collector.
- In person bill payment can continue to be done through the drop box located outside of Town Hall entrance.
- We have suspended the 10-day hold on cash/check payments until further notice. 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 (No evening hours at this time).
- In person visitors are not permitted.
- You can call with questions at 860-537-7205.

First Selectman's Office

- Department is operating under normal hours (No evening hours at this time).
- Beginning June 8th, you can come into see the First Selectman by appointment only.
- You can call with questions at 860-537-7220.

Registrar's Office

- Department is operating under normal hours (No evening hours at this time).
- Beginning June 8th, you can come in to meet with the Registrars in person by appointment only.
- 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.
- Finger printing is available by appointment only.
- 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.
- Beginning June 8th, you can come in person to pay your bill if you want.

- 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 by appointment only beginning June 8th.
- 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.