

Status of Town Services and Departments

UPDATED March 18th *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 March 31st
- Meals for students are being provided at Bacon Academy. If you can not travel to pick up your meals, please contact the Board of Education through their website.

Senior Center

- Colchester will be closing its senior center, effective Monday, March 16th. Staff will continue to report.
- All programs, events and trips have been cancelled, for the next two weeks.
- 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 will offer transportation services for critical errands only (groceries, pharmacy and medical appointments for routine visits i.e. non-symptomatic individuals).
- 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 will continue to report.

- 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. 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 cancelled until further notice

Food Bank

- Food Bank operational but the hours are changing. We will post this updated schedule soon.
- We are accepting gift cards only at this time. We need to be careful about risking cross contamination and that is the reason why we are not accepting food or household items 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 www.colchesterct.gov/recreation_department
- 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.
- 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 offering Notary Services during the shut down.
- Fed-ex, UPS and Funeral Homes will be accommodated.
- 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
- In person visitors are not permitted.
- 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. (DMV is closed currently but you are able to do some things with them online.)
- You can call with questions at 860-537-7210

Assessor's Office

- Department is operating under normal hours
- 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
- In person visitors are not permitted
- You can call with questions at 860-537-7220

Registrar's Office

- Department is operating under normal hours
- In person visitors are not permitted
- 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 not permitted
- 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 not permitted
- 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