Town of Bolton, CT
Response to the COVID-19 Health Crisis
Operations Guide
Updated August 1, 2020
12:00 PM
Introduction

The Town of Bolton has compiled the information found within for the purposes of informing the public of what services they can expect to receive from the town government during the COVID-19 national health emergency. If you have questions about this guide, please refer them to the Selectmen’s Office.

Contact Information & Index

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<tr>
<td>Assessor</td>
<td>860-649-8066 x6100</td>
<td><a href="mailto:assessor@boltonct.org">assessor@boltonct.org</a></td>
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<tr>
<td>Buildings &amp; Grounds</td>
<td>860-646-8152</td>
<td><a href="mailto:facilities@boltonct.org">facilities@boltonct.org</a></td>
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<tr>
<td>Education</td>
<td>860-643-1569</td>
<td><a href="mailto:kheckt@boltonct.org">kheckt@boltonct.org</a></td>
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<tr>
<td>Finance</td>
<td>860-649-7780</td>
<td><a href="mailto:finance@boltonct.org">finance@boltonct.org</a></td>
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<tr>
<td>Fire (BVFD)</td>
<td>860-649-3910 (Non-Emergency)</td>
<td><a href="mailto:boltonfirect@gmail.com">boltonfirect@gmail.com</a></td>
<td>11</td>
</tr>
<tr>
<td>Fire Marshal</td>
<td>860-649-8066 x6105</td>
<td><a href="mailto:firemarshal@boltonct.org">firemarshal@boltonct.org</a></td>
<td>(See Land Use)</td>
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<tr>
<td>Health</td>
<td>860-429-3325</td>
<td><a href="mailto:ehhd@ehhd.org">ehhd@ehhd.org</a></td>
<td>12</td>
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<tr>
<td>Highway</td>
<td>860-649-4302</td>
<td><a href="mailto:highway@boltonct.org">highway@boltonct.org</a></td>
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<tr>
<td>Land Use</td>
<td>860-649-8066 x6103</td>
<td><a href="mailto:landuse@boltonct.org">landuse@boltonct.org</a></td>
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<tr>
<td>Library</td>
<td>860-646-7349</td>
<td><a href="mailto:bentley@biblio.org">bentley@biblio.org</a></td>
<td>14-15</td>
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<tr>
<td>Police Services</td>
<td>860-465-5400 (Non-Emergency)</td>
<td><a href="mailto:bententa@boltonct.org">bententa@boltonct.org</a></td>
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<td>Recreation</td>
<td>860-649-8066 x6109</td>
<td><a href="mailto:recreation@boltonct.org">recreation@boltonct.org</a></td>
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<tr>
<td>Registrars of Voters</td>
<td>860-533-1243</td>
<td><a href="mailto:bolton.dem@gmail.com">bolton.dem@gmail.com</a></td>
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<td>(See Town Clerk)</td>
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<td>Selectmen’s Office</td>
<td>860-649-8066 x6111</td>
<td><a href="mailto:townadmin@boltonct.org">townadmin@boltonct.org</a></td>
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<td>Senior Services</td>
<td>860-647-9196</td>
<td><a href="mailto:seniorservices@boltonct.org">seniorservices@boltonct.org</a></td>
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<td>Social Services</td>
<td>860-647-9196</td>
<td><a href="mailto:socialservices@boltonct.org">socialservices@boltonct.org</a></td>
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<td>Tax Collection</td>
<td>860-649-8066 x6101</td>
<td><a href="mailto:taxcollector@boltonct.org">taxcollector@boltonct.org</a></td>
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<tr>
<td>Town Clerk</td>
<td>860-649-8066 x6106</td>
<td><a href="mailto:townclerk@boltonct.org">townclerk@boltonct.org</a></td>
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<td>FAQ</td>
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Some staff members continue to work from home in an effort to reduce total in-office exposure. If you don’t reach the party you’re looking for, please leave a message and staff will get back to you within 24 hours. If you have urgent business with the town that cannot wait, please call 860-501-9576.

Non-Town Agency Contact Information

<table>
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<tr>
<td>All-American Waste</td>
<td>Trash &amp; Recycling Pickup</td>
<td>800-826-7952</td>
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<tr>
<td>Animal Control</td>
<td>Animal Control</td>
<td>860-872-9126</td>
<td><a href="mailto:animalcontrol@vernon-ct.gov">animalcontrol@vernon-ct.gov</a></td>
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<tr>
<td>Eversource</td>
<td>Electricity</td>
<td>800-286-2000</td>
<td></td>
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<tr>
<td>Open Burning Permits</td>
<td></td>
<td>860-649-4302</td>
<td><a href="mailto:highway@boltonct.org">highway@boltonct.org</a></td>
</tr>
<tr>
<td>Probate Court</td>
<td>Probate Court</td>
<td>860-647-3227</td>
<td></td>
</tr>
<tr>
<td>Sewer Authority</td>
<td>Sewer Maintenance</td>
<td>860-649-8066 x6112</td>
<td><a href="mailto:sewers@boltonct.org">sewers@boltonct.org</a></td>
</tr>
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Connect with Us:

Facebook:  https://www.facebook.com/TownOfBoltonCT/  Twitter:  https://twitter.com/townofboltonct
Instagram: https://www.instagram.com/townofboltonct/  LinkedIn:  https://www.linkedin.com/company/51632907/

Visit our website,  Bolton.govoffice.com,  to sign-up for our emergency notification system.
Connecticut’s Partial “Reopening”:
Phase II Beginning June 17, 2020

Please note that the Town of Bolton urges all residents to remain as cautious as possible as we proceed with further reopening plans. Community transmission is still occurring in communities around the state, and we do not want any residents to mistake the current partial reopening as an occasion to reduce their social distancing measures. We recommend that all residents stay home, stay safe, and stay strong to the greatest extent physically and mentally possible. Please note that the information listed below is up-to-date as of August 1, 2020, and that the state’s COVID-19 latest guidance webpage should be referenced for further updates.

Current General Guidelines as of August 1, 2020:

- **Social Gatherings**: All social and recreational gatherings of more than 25 people indoors and 100 people outdoors are prohibited, except for graduation ceremonies at 150 people.
- **Outdoor Organized Gatherings**: Including fireworks, concerts in municipal parks, and other organization-led gatherings, are permitted so long as there is at least a 15 foot space between blankets and chairs from differing social groups and so long as the event is capped to no more than 500 total people or to no more than is possible with 15-foot distancing within a designated space or than is allowed by the organizing agency.
- **Religious Gatherings**: Religious, spiritual, and worship gatherings may include 25% of capacity of the indoor space or a maximum of 100 people, whichever is smaller, and up to 150 people for outdoor gatherings.
- **Outdoor Event Venues**: 25% of fire capacity and distancing is required.
- **Fairs, Festivals, and Carnivals**: No more than 25% of last year’s attendance.
- **Face Coverings**: When in public and a six-foot distance is unavoidable, face coverings are required to be worn. This does not apply to anyone for whom doing so would be contrary to their health because of a medical condition. Guidance on face coverings has been issued to the state’s businesses. A CDC video explains how to make a face covering at home.
- **Business operations**: Please see Page 3 of this guide or the State’s website for up-to-date information on reopening guidance and requirements.
- **Safe Workplace Rules for Essential Employers**: All workplaces that are open to any degree must follow Safe Workplace Rules for Employers to reduce the spread of COVID-19.
- **Retail establishments** that are permitted to stay open under the "Stay Safe, Stay Home" order must follow Safe Store Rules for their operations. This remains in effect at the present time.
- **Schools**: As of now, public schools in Connecticut are slated to open in some form or fashion. Please visit the Bolton Board of Education’s website to learn more about Bolton’s plans for school reopening.
- **Summer camps**: Bolton’s summer camp has opened in accordance with the Governor’s guidelines. Guidance on how camps are expected to operate can be found here.
- **Travelers**: Any person coming into Connecticut by any mode of transportation should self-quarantine for 14 days. Please see the state’s website for more information about Connecticut’s travel restrictions.
Mandatory Self-Certification for Businesses & Non-Profits

Businesses and non-profits planning to open must certify with the state that they understand and will comply with these guidelines. The guidelines were developed by public health officials and the business community and include detailed information about physical distancing, hygiene, sanitizing, personal protective equipment (PPE), scheduling, and training. They were designed to protect employees and customers and begin the reopening of our state as safely and efficiently as possible.

The mandatory self-certification process only takes a few minutes and can be found online at https://business.ct.gov/recovery. Certification must be completed before a business can reopen. After completing the certification, companies can download Safety Signage and a Badge to display at their place of business and post on their website or social media channels. Posting of the Safety Signage materials is completely voluntary.

To report a business that is failing to comply with current state and local guidelines, please click here. To see if a business you are interested in visited has self-certified, you can find the list here.

STAY HOME
STAY SAFE
STAY ❤️
#BOLTONSTRONG
Bolton’s Partial “Reopening”

Town Hall & Notch Road Municipal Center
The Town of Bolton has executed its Phase II plan for reopening Town Hall and Notch Road Municipal Center, which includes the following actions being taken:

- Members of the public are only allowed within Town Hall for the sole purpose of paying a Tax bill, and Town staff will work with all residents to try and accommodate their needs either outdoors or online.
- Members of the public will be able to meet with town officials at tables outside Town Hall to sign documents and will continue to be able to drop-off documents to Town Hall through the mail slot.
- Each Department located within Town Hall and the Notch Road Municipal Center is staffing their offices in-person with one employee per day during normal business hours.
- Staff are divided into “A” and “B” groups, with the “A” group working weeks 1, 3, 5, etc. and the “B” group working on weeks 2, 4, 6, etc..
- Any announcements about changes to this plan will be announced on the Town’s website and social media pages, and an updated version of this guide will be published with new information as it becomes available.

Senior Center & Library
- **Senior Center:** Due to the high risk that COVID-19 poses to our town’s older population, and given the Governor’s recommendation that Seniors continue to “stay home and stay safe” if possible, plans to reopen have not yet been marked on any calendar. The Senior Center’s staff continues to serve the public remotely and conduct outreach calls to many of our seniors and other citizens in need. For more information about their current operations, please find the Senior Services section (Page 19) within this guide or email seniorservices@boltonct.org. The possibility of partially or fully reopening our Senior Center will be reevaluated based on State guidelines on the operations of Senior Centers, which are expected to be published within the next three weeks. Any announcements about changes to this plan will be announced on the Town’s website and social media pages.
- **Library:** The interior of the Library is now open to the public on an appointment-only basis, but residents are strongly encouraged to continue to request materials via phone or email rather than put staff and self at greater risk by visiting in-person. Bolton residents continue to be able to access online resources and Library materials via outside pick-up by contacting the Library directly. More information about the Library is listed on Pages 14-15 of this guide. Any announcements about changes to this plan will be announced on the Town’s website and social media pages, and an updated version of this guide will be published with new information as it becomes available.

Recreation Programs & Summer Camp
Bolton’s Summer Camp is now open in a modified manner, and every possible precaution is being taken in order to keep children and families safe during this health crisis. Please [click here](#) for more information about Summer Camp. More information about other Recreation programs is available on the [Recreation website](#) and on Town social media accounts.
Indian Notch Park & Herrick Park

- Indian Notch Park is CLOSED to the public for the remainder of the 2020 season, and trespassers will be ticketed. If you see individuals on the beach, please call State Police Troop K at 860-465-5400.
- Herrick Park’s lodge is now available for rental. The Governor’s guidelines remain in effect, meaning that gatherings at this site may not exceed 25 individuals and that masks must be worn at all times. To get more information about lodge rental, please contact the Selectmen’s Office at 860-649-8066 x6111.

Transfer Station
The Transfer Station will be opening from 8:00 AM to 12:00 PM on regularly scheduled Saturdays. New procedures have been put in place that will allow for a contactless experience at the Transfer Station for staff members and the public alike. Please click here to read more about the new procedures and how to purchase a ticket for the Transfer Station online.

Bolton’s Next Reopening Phase
The Town is constantly working on further reopening plans. If you have any questions or comments about the next reopening phase, please direct them to townadmin@boltonct.org.
Assessor’s Office

Property cards are available online at http://gis.vgsi.com/BoltonCT/

If you no longer own a vehicle, you can mail, scan and email or place in our mail slot at the Town Hall, your cancellation of plates and the bill of sale to:
Bolton Tax Assessor
222 Bolton Center Road
Bolton, CT 06043

New applicants for the Elderly Homeowner benefits who missed the May 15th filing deadline will need to request an extension of the filing date from the Office of Policy and Management by August 15th. The request must indicate that the extension is needed due to COVID-19 related issues. It must be sent to patrick.j.sullivan@ct.gov.

After approval by OPM, applicants must mail their proof of income to the Assessor's Office at Bolton Town Hall (222 Bolton Center Road, Bolton, CT 06043). The Assessor's Office will process the application and mail it back to them with their original paperwork.

STATE OF CONNECTICUT BY HIS EXCELLENCY NED LAMONT EXECUTIVE ORDER NO.7S PROTECTION OF PUBLIC HEALTH AND SAFETY DURING COVID-19 PANDEMIC AND RESPONSE - SAFE STORES, RELIEF FOR POLICYHOLDERS, TAXPAYERS, AND TENANTS
8. Suspension of Reapplication Filing Requirement for the Homeowners' Elderly/Disabled Circuit Breaker Tax Relief Program and for the Homeowners' Elderly/Disabled Freeze Tax Relief Program. The biennial filing requirements under Sections 12-170aa(e) and (f) and Sections 12-129b and 12-129c of the Connecticut General Statutes for any taxpayers who were granted the benefit for the Grand List year 2017 and who is required to recertify for the Grand List year 2019, are suspended and such taxpayers shall automatically maintain their benefits for the next biennial cycle ending in Grand List year 2021.

Inquiries can be made by phone or email.
Phone: (860) 649-8066 ext. 6100
Email: assessor@boltonct.org
Buildings & Grounds

Transfer Station
The Transfer Station will be opening from 8:00 AM to 12:00 PM on regularly-scheduled Saturdays. New procedures have been put in place that will allow for a contactless experience at the Transfer Station for staff members and the public alike. Please [click here to read more](#) about the new procedures and how to purchase a ticket for the Transfer Station online.

Town Hall
Each department located within Town Hall is staffed on the following schedule:
- Monday: 8:30 AM to 4:00 PM
- Tuesday: 8:30 AM to 5:00 PM
- Wednesday: 8:30 AM to 4:00 PM
- Thursday: 8:30 AM to 4:00 PM
- Friday: 8:30 AM to 1:00 PM

Town staff will also continue to work from home and respond to email as it comes in from 5:00 PM to 6:30 PM on Tuesday evenings. Town Hall remains closed to the public; any materials that need to be dropped off can be placed in the building’s mail slot, and we ask that residents call ahead to schedule a meeting where inked signatures may be given at our outdoor kiosk, should they be necessary.

Senior Center
The facility is closed to the public, but staff is working within to provide services. The Food Pantry is accepting donations and distributing items from 2:00 PM – 4:00 PM on Tuesdays and Thursdays. More information about this process can be found on Page 20 of this guide.

Bentley Memorial Library
Materials are available for curbside pickup if you call or email in advance. Some interior appointments can be made under very specific conditions. Normal operating hours for the Library are from 10:00 AM to 8:00 PM Monday through Thursday and from 10:00 AM to 3:00 PM on Saturdays, with the exception of Saturdays in the month of August.

Notch Road Municipal Center
Like Town Hall, the Notch Road Municipal Center has opened for a select number of employees to make use of the space. The facility remains closed to the public.

Firehouse
The facility is only open to volunteer firefighters.

Bolton Public Schools
School facilities remain closed to the public until further notice. For information about use of the grounds, please contact the Board of Education. The playground at Bolton Center School is now open for use, but the Tennis Courts at the High School remain closed until further notice.
Herrick Park
Herrick Park is open to the public. Please note that social distancing is recommended even in open parks, and that group sizes should be kept below the current permitted outdoor gathering size.

Indian Notch Park
Indian Notch Park will remain CLOSED for the remainder of the 2020 season. Trespassers will be ticketed. If you see individuals on the beach, please call State Police Troop K at 860-465-5400.

Other Parks
Grounds remain open to the public. Please note that social distancing is recommended even in open parks, and that group sizes should be kept below the current permitted outdoor gathering size.

Questions about buildings or grounds? Contact us at facilities@boltonct.org or parks@boltonct.org.
Education

Bolton Public Schools are currently preparing for the 2020-2021 Academic Year.

“To-Go” breakfasts and lunches have been provided for all children and their siblings up to age 18 at Bolton High School on Mondays, Wednesdays, and Fridays between 8:00 to 9:00 AM. This program is currently being reevaluated and more information about the program will be announced here and on the school’s website as it becomes available.

For more current updates on Bolton Public Schools, please visit the school’s website at https://www.boltonpublicschools.com/covid19_update.

All questions should be directed to Superintendent Kristin Heckt at kheckt@boltonct.org.
Health Department
(Eastern Highlands Health District)

Health Department Forms
- Hard copies can be picked up at Town Hall by appointment.
- Forms are available on the Eastern Highlands Health District website, ehhd.org.
- Forms will also be sent electronically if requested.

General COVID-19 Information (info from CT Department of Public Health)
- Symptoms can include fever, cough, fatigue, and shortness of breath.
  - If you think you have been exposed to COVID-19 and develop a fever and other symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.
- The virus is spread from person-to-person, via close contact (within a six-foot radius) and through respiratory droplets produced when an infected individual sneezes or coughs.
  - Transmission can also occur when a person touches an infected surface and then touches their eyes, mouth, or nose.

General COVID-19 Prevention Recommendations
- Avoid person-to-person contact as much as possible.
- Wash your hands often. If using hand sanitizer, it should be comprised of at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with your unwashed hands.
- Stay home if you are feeling ill.
- Cover your coughs and sneezes.
- Clean and disinfect regularly.
- Wear a cloth or surgical mask when out in public and unable to maintain a distance of greater than 6 feet from others.
August 1, 2020

In the ongoing effort to help prevent the spread of the COVID-19 corona virus, the Bolton Volunteer Fire Department has modified their response plans and procedures to assist you and protect them during the COVID-19 outbreak. The 9-1-1 Dispatch Center has implemented a screening process to ask callers requesting the assistance of fire, medical, or police resources additional questions in order to prepare and advise responding personnel. Please answer all of their questions. The most important thing residents should know is that if you call 9-1-1, the fire department’s first priority is the safety of the residents and visitors of Bolton and that we are going to respond in the same manner that we always have. Depending on the type of alarm, you may see our firefighters take a few extra precautions as we work to avoid being exposed to this virus while providing you with the proper service. On some calls, a single firefighter or emergency medical responder, will come to the door and ask about the health of those in the home. If anyone in the home has a fever, flu-like symptoms or has traveled to certain areas, that firefighter/EMS person will take extra time to take precautions, such as putting on some protective medical equipment.

The hospitals have recently changed their visitor policy. Please call ahead for instructions if you are going to go to any of the health care facilities.

Access to the firehouse is restricted to Bolton Fire Department personnel only. This is in effort to protect the general public as well as first responders. If you have questions concerning any fire department business you can contact us by calling 860-649-3910 or emailing us at boltonfirect@gmail.com.

*In case of an emergency, please dial 911 immediately.*

Thank you for your understanding and your continued support of the Bolton Volunteer Fire Department.

Respectfully,

Chief Bruce A. Dixon
Land Use Department & Fire Marshal’s Office

Changes to Daily Operations

- Face-to-face meetings will now be conducted through a web conferencing service or outdoors by appointment.
- Customers will have to communicate with the Department and review items online.
- In-office staff presence will be limited so as to lower the likelihood of staff exposure to COVID-19.

Permitting & Inspection Information

- Permits:
  - Everything needed for filing can be found on the town’s website, Bolton.govoffice.com
  - In the event that members of the public cannot access the applications online for any reason, paper copies can be picked up and dropped off by appointment at Town Hall.
- Inspections:
  - All final inspections will be postponed unless critical, outdoors, or in a currently vacant structure.
  - The Department will be working to complete inspections via Face-Time and Zoom if possible.
  - For certain inspections, photographs may be accepted. For any instance in which photographs are accepted, the applicant will be required to upload photos to their permit application online.
  - Any in-home inspections will only be done after the customer has been asked if they are feeling ill and/or have been exposed to anyone who has been sick or recently traveled.

Records Research

- Records can be searched remotely by contacting Land Use Department staff. Once contacted via phone or email, we will search for the requested documents and provide the requester with the file electronically.
- Hard copies, if requested, will be left outside for pickup so as to limit staff exposure.

Homes for Sale

- Any inspections needed will be addressed on a case-by-case basis.

Planning & Zoning Applications

- All applications for planning and zoning permits can be found and completed online.
- Planning & Zoning Commission meetings, along with other public meetings, are being held with a remote-access component, likely through Zoom Meetings.
- Information on meeting access will be posted on the agenda and on the town’s web page.

Wetland Inspections

- Inspections will continue normally, with general social distancing precautions taken by Town staff.

Fire Marshal’s Office

- Critical inspections and fire investigations will continue as necessary.
- Blasting permits will be processed as they are received electronically.
- Regular inspections are suspended until further notice.
Library, Bentley Memorial

Material Requests & Restrictions:
Patrons may request material by calling (860-646-7349) or emailing (bentley@biblio.org) the library during the hours of operation or reserving online through the library catalog. Patrons may also call or email the library to find out if they qualify to visit the library in-person to browse materials. Library hours are currently 10:00 AM to 4:00 PM Monday & Wednesday, 10:00 AM to 7:00 PM Tuesday & Thursday, and 10:00 AM to 2:00 PM on Saturdays, except for Saturdays in August.

Limits will be placed on NEW items--2 new DVDs and 2 new books-- but for older items normal policy will apply. The library staff will issue new library cards to residents who do not have a card.

All requested items will be placed outside in a bin for patron pickup. Any items not picked up by 5:00 will be brought back into the library so they are not left out overnight. Senior Center Van Drivers will deliver material as needed to those in self-quarantine.

Safety & Wellness:
Resident and staff wellness has and will always be our top priority in the Town of Bolton. We would like to give you some information about the steps we are taking to protect your welfare as well as recommendations on how to safely handle and return materials to the Library:

- All books returning to the Library will be isolated for a minimum of four days at a separate location before they are brought back inside the library. Quarantining the items for this period of time will help to ensure that any remnants of virus will die off and that future book users will be as protected from COVID-19 as possible.
- If you have COVID-19 symptoms while you possess one of our materials: please, wait to bring the item back to the Library until 72 hours after you are no longer presenting symptoms. This will help protect Library staff and ensure that no community transmission is occurring through our materials. You will not be charged late fees for any materials until further notice.
- If you are someone who is at risk of being severely impacted by COVID-19: we recommend that you do not check out physical materials from the Library. While we are doing everything that we can to ensure no community transmission occurs through Library materials, there are still staff members in the Library who must handle books, and therefore we cannot 100% guarantee that books are virus-free. When you collect physical materials from the Library, you do so at your own risk.
- We recommend that all Patrons wash their hands before and after handling Library materials, and that you refrain from touching your face or other surfaces before such washing. This is a good general practice, but it will also help prevent the spread of any disease that may exist on the materials around you. You are also permitted to wipe down materials you receive from us with a disinfecting wipe, but this may not be fully effective.
- We do not recommend that you share books, DVDs, and other items with anyone outside your household at this time. This includes the use of "Free Little Libraries." This is an easy way for community
transmission to occur. We would rather that you request materials from us that have gone through a regimented isolation process to best reduce risk of the virus spreading.

- If you have any other safety and wellness-related questions at this time, please call 860-649-8066 ext 6115 or email townadmin@boltonct.org. All questions about materials can be directed to the Library staff at bentley@biblio.org or 860-646-7349.

**Remote-Access Library Offerings:**
The following is a list of remotely-accessible services that the Library staff will provide to the public while the Library building is closed to the public. We all agree that we need to provide as much as we can to our patrons while protecting the staff and the public from infection.

- Wi-Fi can be accessed from the parking lot on the network titled “BML Guest” with the password “bmlbooks”.
- All fines and due dates will be waived. Patrons should keep their items until further notice.
- Staff will assist patrons with downloadable eBooks.
- Staff will assist patrons navigating electronic databases which include books, magazines and newspapers.
- Staff will provide tax forms as requested.
- Staff will answer reference questions.
- Material donations will not be accepted at this time.
- Library is suspending all volunteer activity.
- Library newsletter is being sent out more frequently to keep patrons informed and to advertise remote services. Patrons can request the on-line newsletter by calling or emailing the library.
- Statewide delivery service has been suspended.
- No in-person programs will be offered until further notice.
Dear Bolton Residents,

We want to assure you that all police services are currently functioning normally. We know there have been many rumors floating around about our operations and whether police services are suspended. Please do not be misled: all of those rumors are false. We continue to serve you here as Bolton’s Resident State Troopers regularly, and Connecticut State Police Troop K continues to serve Bolton and surrounding towns in a normal manner. You can rely on our response to emergency situations, and we will be taking precautions to keep ourselves and residents like you safe when we respond to such situations.

In the event of an emergency, please call 911 immediately and police in town and/or through State Police Troop K will respond and be ready to assist you. If you have questions or concerns, please call us at 860-465-5400.

Regards,
Brian Contenta
Resident State Trooper
Recreation Department

We will continue to offer services by phone, over the web, and email as well as accepting online registrations.

Updates will be made to the Recreation Department website as well as our bulk emails regularly with updated information. We hope to update these emails currently scheduled to go out with at home ideas for families to participate in to keep everyone safe and healthy as well as active and entertained during this extended time. To sign up for emails from the Recreation Department, click here.

Please visit the recreation website at https://boltonrec.recdesk.com/ for more information about Summer Care, Bolton’s summer camp offering.

Thinking of visiting our parks? Please read the CDC’s guide to visiting parks and recreational facilities at this time and Pages 8-9 in this guide.

For updates on fall sports, please refer back to our website which will be edited for more information.

Click here for some information about Recreation-approved remote programs! More info can be found at the Recreation website, https://boltonrec.recdesk.com/.

Contact the Recreation Department:
Phone: 860-649-8066 X6109
Email: recreation@boltonct.org
Selectmen’s Office

Department Services

- **Transfer Station:** The Transfer Station will be opening from 8:00 AM to 12:00 PM on all regularly-scheduled Saturdays. New procedures have been put in place that will allow for a contactless experience at the Transfer Station for staff members and the public alike. Please [click here to read more](#) about the new procedures and how to purchase a ticket for the Transfer Station online.

- **Trash & Recycling Pickup:** Trash & Recycling collection will be unhindered and will continue as scheduled.

- **Public Meetings:** All public meetings will continue to be held remotely and will be coordinated by the Administrator. Information on how to access each meeting will be posted on the town’s website.

- **Policy:** Policy development will continue on behalf of the Board of Selectmen as expected.

- **Human Resources & Hiring:** All Human Resources inquiries will be managed without hindrance.
  - Any individual called for an interview with the town will be given instructions on how to connect with the Selection Committee via phone or Zoom meeting rather than in-person.

- **Communications:** Public health and wellness notifications will continue to be shared on social media and via other means as necessary.

- **Open Burn Permitting:** will continue as usual ([application now found online](#)).

- **Pistol & Raffle Permits:** Please contact kmccavanagh@boltonct.org for help with filing pistol and raffle permit applications.

- **Rentals:** Please contact kmccavanagh@boltonct.org or call 860-649-8066 x6111 to inquire about reserving the Herrick Park Lodge.

Contact Info

- Phone: 860-649-8066 x. 6111

- Email: townadmin@boltonct.org
Senior Center

Department Services

- Staff is available by phone. Please call us at 860-647-9196 and leave a voicemail.
- Staff are calling to check-in on seniors around town. It may originate from an unfamiliar number but we will clearly identify ourselves.
- Transportation for essential medical appointments is available by calling and leaving a voicemail for us, or can be arranged via email.
- Transportation for essential pharmacy and grocery shopping. Early morning senior hours available by advance request.
- Staff will continue help with questions about how to answer the Census.
- The Chore Program and Handyman will resume outdoor activities in the near future.

Services Not Currently Offering

- The building is closed to the public.
- All fitness classes, card games, lunches out and special events are cancelled.

Alternatives

- Facebook Live Chair Yoga Class Monday and Wednesday mornings from 9:30 AM to 10:30 AM with Senior Center Yoga instructor Lisa Gaumond at @yogawithlisact.
- A newsletter publication will be emailed. If you are not already on our email list please call or email to register your information to receive this publication.
- More information about additional virtual programming will be shared in the coming weeks.

Contact Info

- Phone: 860-647-9196
- Email: seniorservices@boltonct.org
Social Services

Department Services

- Staff is available by phone. Please call and leave a voicemail.
- Food pantry distribution will be conducted through pre-bagged outdoor pick up. Pick up Tuesdays and Thursdays 2:00 PM to 4:00 PM. Please call in advance to register and request items. Ring front door doorbell upon arrival (please remain in your car if someone else is currently at the front door). New food pantry participants can register over the phone at 860-647-9196. Please leave a message and we will call you back.
- Food pantry distribution by doorstep delivery. Call to make arrangements.
- Donations to the Food Pantry – drop off Tuesdays and Thursdays 2:00 PM to 4:00 PM.
- Monetary donations: Checks made to Resident Assistance Fund can be mailed to Bolton Senior and Social Service Department, 104 Notch Road, Bolton, CT 06043 or delivered in person Tuesdays and Thursdays 2:00 PM to 4:00 PM.
- Summer cookout food distribution will be by arrangement.
- Urgent financial assistance requests by approval of Director.

Services Not Currently Offering

- The building is closed to the public.

Alternatives

- Food Share.
  - Every other Tuesday from 10:00 AM to 10:30 AM (please look online for information about location and upcoming dates).
- MACC Food pantry, pre-bagged, at 466 Main St, Manchester, CT 06040.
  - Please call 860-647-8003.
  - MACC Pre-bagged lunch available daily 11:30-12:45pm.

Contact Info

- Phone: 860-647-9196
- Email: socialservices@boltonct.org.
Tax Collector’s Office
860-649-8066 x6101
taxcollector@boltonct.org

Town of Bolton Website: bolton.govoffice.com
Link for Online Pay and 2019 Tax Payment Information:
  • https://www.mytaxbill.org/inet/bill/home.do?town=bolton

Taxpayers can obtain information from the tax collector’s office in one of a few ways. The best resource to get tax payments paid in 2019 and to pay taxes is online from the Town of Bolton’s web page (see link above).

The Board of Selectmen has elected to participate in the state’s Tax Deferment Program, which will allow residents to defer what would normally be their July 1 local property tax payment by 90 days (until as late as October 1, 2020) without interest. Taxes paid through bank escrow remain due on-time. For more information, please contact taxcollector@boltonct.org.

Another way of paying taxes is to call ahead to the tax collector’s office to ensure the department is staffed and when we can expect your arrival. Payments can be put through the drop slot at that designated time and receipts can be returned in the same fashion with limited human exposure. At this time I would ask that payment be made with a bank check or money order if motor vehicle clearance is needed before 2 weeks. I am requesting that cash NOT be used at this time.

Motor vehicle clearance will be on a case-by-case basis. Please be prepared and pay your taxes at least a month before you need to register a vehicle to make sure the release will be able to be processed.

Many questions regarding tax bills can also be found on the town website or call us at the number above. Please direct phone calls regarding selling, junked, or totaled vehicles to the Assessor’s office at x6100.

Best regards,
Lori Bushnell
Tax Collector
Town of Bolton
Services Offering

- [Marriage Licenses](#) are now being issued through a socially-distant procedure. The [COVID-19 Application Guidelines and Process](#) can be found on the Town’s website, alongside the [Marriage License Worksheet](#).
- Vital record requests (copies) via mail.
- Dog licensing via mail and online.
- Land Record Recordings, Trade Names and Name Changes via Mail and also via E-Recordings through our online vendor - info for these vendors has been posted to our website.
- Online land records searches and copies available through Record Hub (COTT) remotely.
- Voter Registration can be done online via SOTS website.
  - [https://voterregistration.ct.gov/OLVR/welcome.do](https://voterregistration.ct.gov/OLVR/welcome.do)
- Voicemail will be retrieved remotely as-needed.

Services Not Currently Offering

- Notary services suspended due to severe exposure to the public through process. Please call our office so that we may direct you to a nearby UPS store that offers free notary services.
- Liquor permit filings suspended due to severe exposure to the public through process.

Alternatives

- Inquiries about notary services will be referred to UPS stores, where notary services are offered for free for any document.

Contact Information

- Phone: 860-649-8066 x6106
- Email: townclerk@boltonct.org

**NOTE:** The 2020 Presidential Preference Primary has been postponed until August 11, 2020. Voting for that primary and the 2020 Presidential Election will take place at the Bolton Center School Gymnasium located at 108 Notch Road, Bolton, CT 06043.
Frequently Asked Questions

• **How do I access public meetings throughout the State of Emergency?**
  - The Town has elected to utilize Zoom, a web and phone-based conference call system, to conduct Town meetings until further notice. In order to access those meetings, please visit our website. Along with or in proximity to each meeting’s agenda, we will post information about how to connect over the phone and over the web. If you require additional assistance or accommodation in order to access the meeting, please contact the Town Administrator at townadmin@boltonct.org or 860-501-9576 twenty-four hours before the meeting is set to begin so that we can best guarantee those needed accommodations.

• **Are Town facilities and parks open to the public?**
  - At this time, all facilities are closed to the public unless you have an appointment with a town staff member. Parks remain partially open, with Indian Notch Park closed to the public for the remainder of the season; please visit the Buildings & Grounds page within this guide (Pages 8-9) for more information, and review the [CDC’s guidelines](https://www.cdc.gov/coronavirus/2019-ncov/index.html) for visiting parks during the pandemic.

• **What Town operations are continuing during the State of Emergency?**
  - All members of town staff are currently working to better the town and serve you despite facilities being inaccessible to members of the public. Please contact staff members by phone and email for the time being to ask questions and get your needs met. For information about adjusted working hours, please review the first three sections of this guide.

• **What do I do if I or someone I know experiences symptoms of COVID-19?**
  - If they are mild symptoms, consult your healthcare provider at your earliest convenience and do your best to isolate the (potentially) infected individual. If the person in question is struggling to breathe or has other life-threatening symptoms, call 911 and be sure to note your concern that the individual is suffering from COVID-19. Alerting the first responders to this fact can help protect them from getting infected, too.

• **How do I care for someone who is experiencing symptoms of COVID-19?**
  - Click here to see the Eastern Highlands Health District’s guidance on that subject.

• **I’ve been laid off, or my small business is struggling. What do I do?**
  - Review these resources:
    - [Unemployment](https://www.dol.state.ct.us/)
    - [Small Business Assistance](https://www.sba.gov/
    - [The State’s FAQ Page](https://www.boltonct.org/faq) (Scroll to the bottom of the page and look to the right-hand side)

• **I’m under a lot of stress because of this situation. Where do I find help?**
  - If your stress is not at emergency levels, please take the time to read through the [CDC guidelines](https://www.cdc.gov/coronavirus/2019-ncov/index.html) for coping with stress. If there is anything you believe the town can do to assist you, please let us know as soon as possible.
  - In the event that your stress has reached the level of an emergency, please either call 911 or 211 if you believe you are at imminent risk of harming yourself or others.
• Why am I hearing about cases, hospitalizations, and the death of Bolton residents before the Town is making announcements about them?
  o The Town staff is extremely connected to residents, Department of Public Health officials, and Eastern Highlands Health District officials, but we are choosing to release information only after it has been verified. We do not wish to perpetuate inaccurate rumors, should such inaccuracies begin to circulate, and we want to make sure our statements are as truthful as possible. Please also note that federal and state law prevents us from providing some specific details about cases with the public, including the identities of infected individuals. If you have specific questions about the status of Bolton residents, please contact us at townadmin@boltonct.org.

• I have a different question.
  o Please email us at townadmin@boltonct.org, and we will do our best to respond to your question within 24 hours. In the meantime, please review the State’s FAQ here.