General health information:

What do I do if I am having symptoms?
If you have a fever (greater than or equal to 100.0°) and a cough, or shortness of breath, please call your primary care provider for information regarding local testing locations. You will need an order from your primary care physician to be tested for COVID-19. If you do not have a primary care provider, and you have the symptoms of COVID-19 please go to an urgent care center or to a federally qualified health center to get a doctor’s order to be tested. Please do not go to any medical facility unannounced for the safety of all patients and medical professionals.

Drive-thru testing sites are present on hospital grounds at many locations (a doctor’s order is required). The list of participating hospitals is updated frequently, so please contact your primary care physician for a referral.

Please note that only individuals who present with symptoms consistent with COVID-19, a fever greater than or equal to 100.0°, and a cough, or shortness of breath, will be tested at this time. If you are displaying symptoms consistent with those of COVID-19, and are unable to get into contact with your primary care physician, please reach out to one of the following hotlines:

- Hartford Healthcare Hotline: (860) 972-8100
- Yale New Haven Health: (833) 484-1200
- Bristol Hospital Coronavirus Info Line: (860) 261-6855
- Stamford Health: (203) 276-4111

State and Federal Resources:

Where can I access state resources and assistance?
Connecticut’s 211 info hotline is available 24-hours a day, 7 days a week. The hotline is for general Coronavirus questions (such as utility assistance, food, housing, childcare, after school programs, elder care, crisis intervention, experiencing homelessness). Additionally, you can visit Connecticut’s Coronavirus resource page at https://portal.ct.gov/coronavirus. For an extensive list of frequently-asked questions, click here.
I was recently laid off or had my employer completely cut my hours. What resources are there for me?
Laid off and furloughed workers are likely eligible for unemployment insurance. Visit filectui.com to apply. A fact sheet can be found here.

Congress is continuing to work on legislation to directly aid workers who have been laid off or have had their hours cut as a result of this crisis.

I own a small business. What resources are there for me?
The U.S. Small Business Administration (SBA) approved CT small businesses for disaster relief related to the Coronavirus. Small businesses and non-profits can apply for low-interest loans from the SBA. Learn more here.

Additionally, the CT Department of Economic and Community Development has a small business hotline: 860-500-2333 or you can visit their website here.

Congress is considering additional aid to small businesses.

I understand the federal government is making paid sick leave and paid family leave available to workers. Who is eligible? What are the details?
The President signed the Families First Coronavirus Response Act into law. Beginning in early April, most employers with under 500 employers will be required to offer ten paid sick days for each full-time employee. Those employers will also be required to pay a portion of workers’ wages if they need to stay home and care for a child whose school or daycare is closed. Part-time employees will be provided time off proportional to their hours worked.

Employers will be reimbursed for wages paid to employees on leave under the new law. Individuals who are self-employed will be given immediate tax relief equivalent to these benefits.

I am struggling with food insecurity, what do I do?
You may be eligible for the Supplemental Nutrition Assistance Program (SNAP), also known as Food Stamps. For more information and for help applying, visit EndHungerCT.org or call their SNAP helpline at 866-974-7627.

Additionally, Congress just allocated an additional $1 billion for food security programs in its most recent package to combat COVID-19.

Locally, contact the Coventry Human Services Department to participate in the Coventry Food Bank. You can reach Human Services at 860-742-5324. Also, the Coventry Public Schools are offering school meals during the school closure for COVID-19. Contact Beth Pratt, Food Service Director, at bpratt@coventryct.org.

I am currently uninsured; can I get health insurance?
Yes. Access Health CT has opened a special enrollment period beginning March 19\textsuperscript{th} where qualified, uninsured CT residents can enroll in health insurance starting April 1\textsuperscript{st}. Learn more [here](#) or call 1-855-365-2428.

**Has the deadline to file federal taxes been extended?**
Yes. Treasury Secretary Steven Mnuchin just announced it has been extended until July 15th. Please check the Internal Revenue Service's (IRS) [website for more details](#).

The deadline to file CT State taxes has also been extended to July 15, 2020. More information [here](#).

**What resources are there for veterans?**
Call your VA medical center before going to a clinic, urgent care, or emergency room, especially if you have symptoms of fever, cough and shortness of breath. Ask your VA health care team about the option of care by phone or video instead of an in-person visit. For more information about the VA’s response plan, [click here](#).

**Stay Safe/Stay Home:**
Please stay safe and follow the recommendations made by federal, state, and local officials. The governor's office has ordered non-essential businesses to close as of Monday 3/23/20 at 8 PM. Keep up-to-date with this rapidly-changing situation at [ct.gov/coronavirus](http://ct.gov/coronavirus).

**Town of Coventry Resources**

**Town Hall:**
Town Hall will be operating with minimum staffing, with many employees working from home to provide continuity of services while protecting the health of our employees and the public. Please call or email if you need assistance. A phone/email directory can be viewed at this [link](#).

Many permits and licenses can be applied for online. Here is a [quick link](#).

**Town Council:**

Town Council meetings will continue to take place as scheduled, but the meetings are closed to walk-in’s by the public. Comments for audience of citizens can be emailed to Audience@coventryct.org. They will be read aloud.

You can watch the meeting live on Spectrum Channel 191, or live stream it on [YouTube](http://YouTube). If you miss the live stream, the meeting can be viewed within about 24 hours or so on the Town's [video-on-demand system](#).

Per [Executive Order](#) by Governor Lamont, the Annual Town Meeting and referendum has been prohibited. The Town Council is directed to prepare a budget for the July 1, 2020-June 30, 2021 fiscal year and make it available for feedback prior to adoption.
For more information regarding the Town Council, and links to contact Council members, see the Town Council page of the Town website.

**Public Works:**
The public works facility is closed to walk-in visitors.

Trash and recycling collection will take place on the regular schedule. Onsite trash and recycling containers for missed pick-ups or overflow will be available during working hours, M-F, 7 AM to 3 PM for self-serve disposal at no charge. You must provide your own trash bags.

The Transfer Station is now closed for an indefinite period.

The Wastewater Treatment Plant has noticed an increase in wipes clogging our pumps since Friday. Unclogging the pumps takes time, and unnecessarily exposes staff to potential pathogens. "Flushable" wipes may flush down the toilet just fine, but they are not pump-able and all of our wastewater goes through several pumps in the treatment process. Please dispose of wipes in your regular trash.

For other DPW business or questions, please call 860-742-6588.

**Tax Office 860-742-4066:**
Need to make a tax payment? You can simply mail it in, or pay online.

There is no fee for an electronic check. There is a convenience fee for credit card payments. If you need assistance, please call the office.

**Human Services/Senior Center:**
We continue to seek donations of non-perishable goods for the Coventry Food Bank. A drop-off box is located in the side vestibule at Town Hall (north side of the building, lower level). Extra boxes are also needed for this service. For a list of most-needed food bank items, contact the Human Services Office at 860-742-5324.

If you need help stretching your food budget, Foodshare's mobile food bank will be in town twice a month on Wednesdays at First Congregational Church, 1171 Main Street in Coventry Village. For those who are already familiar with this service, please know that procedures will be modified to increase social distancing, with food provided vs. the typical choosing process. Bring your own box or bag. Please do not come if you are ill. More details about the mobile food bank here.

Stress and anxiety are obviously on the rise. You don't have to experience this alone. Links to counseling services and many other resources can be obtained through the United Way's 211 service.
The State of Connecticut has Regional Mobility Managers that can help with transportation needs of individuals with questions and needs. It is open to all citizens. You may call 860-333-7302. It is a no-cost service to all individuals living with disabilities and seniors and their families. It is funded by the CT DOT.

The Senior Center is closed to the public. Senior Center staff is offering direct client services only. We are also working on proactive measures and assistance for our Seniors. We have cancelled the Senior Rides program except for medical appointments. All special programs and meals at the center have been cancelled. We will make special arrangements for picking up prescriptions and critical supplies. Contact the Senior Center during office hours at 860 742-3525 for assistance.

**Police Department:**
The lobby is closed for routine business. People are advised not to enter except for emergencies. Call dispatch ahead from the parking lot for routine inquiries, complaints, or questions at 860-742-7331. The prescription drop box is currently closed. Fingerprinting services have been suspended for the immediate future.

**Fire/EMS:**
In the ongoing effort to help prevent the spread of the COVID-19 corona virus, the Coventry Fire departments are modifying 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 Coventry 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.

We have authorized our ambulance staffing firm to operate 24/7 to relieve the first ambulance out. We are asking volunteers to staff second response calls. 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.

Effective immediately the firehouse is restricted to 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 860-742-4064 or emailing Jim McLoughlin, Fire/EMS Administrator, at jmcloughlin@coventryct.org.

*In case of an emergency, please dial 911 immediately.*
Booth & Dimock Library:
Interested in using the library's online resources, but don't have a library card? They can issue you an e-card using the below link:
https://www.coventrypl.org/card.html

The Library is offering many virtual resources, including the Story Time program. Visit the Library Facebook page or website for more information.

Parks & Recreation – (860) 742-4068:
All programs, events and private rentals of 10+ people have been cancelled, for the foreseeable future. Parks will remain open for the time being, however playgrounds/playscapes are closed until further notice. Play structures & play furniture are not sterile and not suitable locations for social distancing. View the Parks & Recreation page of the Town website here for relevant links.

Please practice social distancing in Town parks and on trails. Trail maps are available online.

Community:
Many Coventry restaurants are offering take-out services in lieu of sit-down dining. Give your favorite restaurant a call and inquire about their offerings. They would undoubtedly appreciate your support at this time.

For a list of Coventry businesses, view our resource directory on the Town website. The directory is searchable by category.

Health:
In conjunction with Eastern Highlands Health District (www.ehhd.org) we are recommending the following controls to reduce the transmission of COVID-19 and other infectious diseases in our workplaces, homes, and schools:
• Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
• Avoid touching your eyes, nose, and mouth with unwashed hands.
• Avoid close contact with sick people.
• You should stay home when you are sick.
• Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
• Routinely clean and disinfect frequently touched objects and surfaces.
• Obtain a flu vaccine.

Schools:
Coventry Public Schools are closed. The school has implemented virtual learning protocols. For updates, information and resources for Coventry school children, see this link.

Land Use Department, Building Department & Fire Marshal’s Office:
• In-office staff presence will be limited so as to lower the likelihood of staff exposure to COVID-19. All face-to-face meetings are cancelled at this time. A permit station
has been set up in the vestibule with applications for building, land use, sewer and health permits.

- Inspections: All final inspections will be postponed unless critical, outdoors, or in a currently vacant structure. 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. Call the Building Department at 860-742-4064.
- 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. For assistance, contact the Land Use department at 860-742-4062.
- Planning & Zoning Commission meetings, along with other public meetings, will resume in the near future with a remote-access component, likely through Zoom Meetings.
- 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 planned. Blasting permits will be processed as they are received electronically. Regular inspections are suspended until further notice.

**Town Clerk: 860-742-7966**

**Services Still Offering:**

- Vital record requests (copies) via mail.
- Dog licensing via mail. Currently working to provide this service electronically.
- 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 IQS remotely. ([Search IQS.com](http://IQS.com), then click on Coventry.)
- Voter Registration can be done online via the Secretary of State’s website.
- Voicemail will be retrieved remotely as-needed.
- Notary services are suspended due to severe exposure to the public through process.
- Contact us by phone or email to make arrangements for marriage license applications.
- Liquor permit filings can be done by mail only due to severe exposure to the public through process.

**NOTE: The 2020 Presidential Preference Primary has been postponed until June 2, 2020.**
Assessing Office: 860-742-4067:

For information about assessing services and revaluation, visit the Assessing Office web page. Property information can be found on the Town’s GIS system here.