

Town of South Windsor

Town Manager's Report November & December 2020

Michael Maniscalco
Town Manager



COVID-19 Update

I will have updated numbers at the time of the meeting. At the time of this report the Town has held two testing events. Currently, we are working on hosting a third event. Over the last week we have had conflicting information coming from the State regarding testing as well as contact tracing. My hope is to iron out some of these communication issues by the time of the Council meeting.

Economic Indicators

In October there were 646 claims for unemployment, equaling a 4.5% unemployment rate which can be compared to a Statewide unemployment rate of 5.8%. These numbers are down from September when South Windsor had an unemployment rate of 6% with 870 claims. As of the close of business on November 30, 2020 our overall collection rate is 56.89%, below is a table comparing to November 30, 2019.

	2018 Grand List	2019 Grand List
Real Estate	51.90%	52.45%
Personal Property	64.48%	61.27%
Motor Vehicle	94.89%	95.61%

Please note that due to the personal property audit, bills are continuously added as the audits are finalized. Our numbers are a bit lower compared to last year, but this should even itself out over the course of the year as we continue to use our collection tools.

At the last Council meeting, it was requested that we identify the number of businesses that have

gone out of business or downsized since the start of the pandemic. I have been working with staff to explore different ways to identify this information, to no avail. The closest I have come is that once a year we can provide personal property declarations for businesses. However, there are a couple of problems with this data: it is only collected annually, and sometimes people do not file declarations or change them for various unidentified reasons, which may or may not be related to the pandemic. I will continue to search for a way to identify data points that will provide this information.

November 30th Storm and Letter to Eversource

On November 30th, the Town experienced a fairly significant storm with gusts up to approximately 50 miles per hour. Those winds brought down trees and electrical infrastructure throughout Town in a very short period of time. The Dispatchers, Fire Department, Police Department and Public Works did a great job at managing a very stressful situation in order to keep our community safe. In total, the Town received approximately 29 emergency calls of varying degrees in 1 hour.

Many residents throughout our community experienced an electrical surge of power to their homes, causing damage to appliances. I am planning to put together a letter to Eversource and PURA expressing my concern and outlining the situation residents now face. In order to best accomplish this I would like to ask residents to email or write me by December 14th with their experience during the November 30th storm.

Correspondence can be sent to me at Michael.Maniscalco@southwindsor-ct.gov or mailed to the Town Hall to the attention of the Town Manager.

Strategic Plan Update- In an effort to try and get back to work that was occurring prior to the pandemic, I have been considering how we can get a Strategic Plan together in the pandemic world. My suggestion is that the Town staff review the previous Plan, evaluate what has and has not been accomplished, and then provide some recommendations for the next 3 years. In essence, we will be doing a mini-update to the Plan to carry us through the pandemic time, and then do a true 5-10 year update after the pandemic has subsided.



Police Department

Kristian R. Lindstrom
Chief of Police

Monthly Statistics September & October 2020:

Each month we publish the totals of some of our more common calls for service. We have seen some minor fluctuations in activity levels as school schedules change and COVID trends shift. Patrol staff continue to proactively check businesses and facilities that remain closed due to the public health crisis.

COVID 19 Update:

For several months, people have spoken about a hypothetical "Fall Surge" of the virus. Well, that

hypothetical quickly morphed into a full scale second assault of the virus. COVID numbers have risen both locally and across the State. This surge seems to have exacerbated the "pandemic fatigue" that people are feeling particularly as the Holiday Season approaches.

Inter-department cooperation remains strong as Town Officials take steps to maximize the safety of the staff and the public. The Police Department has assisted the Health Department by responding to mask and social distancing complaints. As has been the case in past months, police personnel

September Statistics

Total Computer Aided Dispatch Entries:	2378
9-1-1 Calls Received:	668
Routine Calls Received/Outgoing:	4336
Directed Patrol/Premise Checks:	963
Motor Vehicle Stops:	282
Medical Assists/Emot.Dist. Persons:	115
Suspicious:	109
Alarms:	72
Motor Vehicle Accidents:	26
Welfare Check:	54
Assist Outside Agency:	27
Animal Problem:	27
Citizen Assist:	17
Miscellaneous Service:	6
Collision Reports:	17
BOLO:	24
Disabled Motor Vehicle:	18
Larceny:	22
Hazardous Conditions:	17
Pistol Permits:	33
Burglary:	16
Civil Matter:	12
911 Check:	13
Fraud:	14
Domestic Dispute:	13
Narcotics Violation:	3
Violation of Town Ordinance:	2
Youth Problem:	8
Sexual Assault:	1

October Statistics

Total Computer Aided Dispatch Entries:	2638
9-1-1 Calls Received:	714
Routine Calls Received/Outgoing:	4573
Directed Patrol/Premise Checks:	1206
Motor Vehicle Stops:	283
Medical Assists/Emot.Dist. Persons:	109
Suspicious:	100
Alarms:	88
Motor Vehicle Accidents:	29
Welfare Check:	31
Assist Outside Agency:	23
Animal Problem:	29
Citizen Assist:	18
Miscellaneous Service:	8
Collision Reports:	16
BOLO:	25
Disabled Motor Vehicle:	24
Larceny:	34
Hazardous Conditions:	18
Pistol Permits:	40
Burglary:	15
Civil Matter:	6
911 Check:	15
Fraud:	11
Domestic Dispute:	14
Narcotics Violation:	0
Violation of Town Ordinance:	6
Youth Problem:	8
Sexual Assault:	0

Police Department

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Chief of Police

have been largely successful in obtaining voluntary compliance from the public without having to issue fines. That being said, agency personnel have been briefed on the authority of Governor Lamont's executive order and how enforcement of that order through infractions can be utilized if need be. The name of the game seems to be patience and communicating simple effective messages to stakeholders.

With the recent announcement of vaccine information that is promising, the department has already begun to plan and prepare for mass distribution of a vaccine in the next few months.

Personnel and Recruiting Status:

The strength of the South Windsor Police Department always has been, and continues to be, the staff who keep things moving day in and day out. In the last two months, Officers Krzynowek, Hernando, and DeFelice successfully completed their Field Training. This capped nearly one year of entry level police officer training and they are now working independently as police officers. In addition, Officer Pierpont successfully graduated from New Britain's police academy and has begun her field training. Additionally, two new part-time Kennel Assistants (Samantha Littell and Kathryn Bischoff) were hired to assist with the maintenance and care of the animals housed at TRACS.

In the last two months, two vacancies came to be with the retirement of Records Specialist Peggy Malaney and the resignation of Emergency Telecommunicator Tracy Bowman. The department is currently in the process of filling those two vacant positions.

Local and National Protests and Social Movements:

The South Windsor Police Department remains strongly opposed to racism and biased policing. It continues to serve the public with the element of its mission to "Respect the Rights of Individuals" in mind.

During the months of October and November we saw a noticeable reduction in public demonstrations in South Windsor. Despite this reduction in events, the agency continues to monitor these events and will respond appropriately to ensure people's 1st Amendment rights can be celebrated and not infringed upon.

As an agency, and as a profession, we continue to stand ready to engage in crucial conversations to make meaningful change that enhances the world that we live in.

Community Activities and Support from our Citizens:

As has been the case in previous months, the public health crisis continues to impact our ability to host and be involved in various community policing events. Despite this impact, we have been able to modify our practices and begin to re-engage the public.

In the months of October and November, we conducted a "Drug Take Back Day" (spearheaded by Sgt. Elsie Diaz) that netted the safe destruction of almost 600lbs of unwanted narcotics and medications. In addition, we partnered with ASM, the Fire Department, and the Rotary Club to host a food drive that resulted in approximately \$12,000 worth of donations (food and money) to benefit local families in need.

Police Department

Kristian R. Lindstrom
Chief of Police

Sgt. Elsie Diaz also teamed up with Hartford Police Officer Jimmy Barrett to augment the delivery of warm winter coats to the area's homeless population as the winter weather settles in.

The Police Department received recognition from the Chamber of Commerce who, in lieu of a 1st Responder's Breakfast, delivered coffee and pastries to the department and made a donation to a charity of the Police Department's choosing. This resulted in a \$500 donation being made to the South Windsor Food and Fuel Bank in the name of the South Windsor Police Department.

In a tremendous show of support, the Hartford-Evergreen Masonic Lodge delivered a donation of \$15,000 for the purposes of bringing back a police K-9 program. This program is already being pursued and we hope to have it up and running by Summer 2021. Their ongoing support over the years has allowed for dramatic improvements to our agency.

As we continue to try to support and engage in community outreach activities, we also continue to appreciate the support of the community. In the past two months, we have received many donations of food and expressions of well wishes and support. Some of this recognition came from several private citizens as well as various businesses and organizations including, but not limited to, the Residence at South Windsor Farms, the Chamber of Commerce, and the South Windsor Republican Town Committee.

Traffic Safety:

With school off and running, we continue to monitor the traffic flow at the schools themselves

as they wrestle with an increase in parents/guardians dropping off and picking up their students in lieu of riding the bus. In October, significant railroad crossing improvements were made to the crossing on Sullivan Avenue. Traffic unit personnel continue to collaborate with the Local Road Safety Committee to maximize vehicular and pedestrian/bicycle safety on the town's roadways. Laurel Street speed complaints continue and traffic stops in the area have been numerous in an attempt to remedy the perceived problem. This topic has been ongoing and will continue to be addressed. In addition, we continually meet with other town officials in a collaborative approach to engineering safe roadways for our residents and visitors. The Buckland Corridor continues to be the focus of attention for traffic engineering concerns as development in the area continues.

Police Activity and Significant Events:

The South Windsor Police Department remains active and dedicated to the traditional law enforcement function by responding to the Public's Needs despite our staff having over 100 contacts with known COVID positive individuals.

In early October, we were able to purchase and issue new portable radios for the entire agency. This project was funded with capital improvements funds and provides our staff with state of the art, serviceable, reliable, radio communications.

The months of October and November were busy with a variety of incidents. There was an unfortunate 100 person brawl at a funeral as well as several "car meets" that required additional personnel and attention. These meets are of

Police Department

Kristian R. Lindstrom
Chief of Police

particular concern as a similar event in Manchester resulted in a murder as a result of a shooting. Our persistent and quick response to these events locally seemed to effectively displace them from the area. In October we also investigated the second shooting in as many months. This case came to a quick and peaceful end due to the efforts of our entire department and surrounding agencies.

Undercover narcotics officers built a case locally and executed a search warrant in town that resulted in an arrest and the seizure of over 8 pounds of marijuana. We successfully monitored all of the voting locations for the fourteen hour voting day with no issues or complaints to speak of. Officers assisted the Health Department and Town Manager's Office by monitoring possible noise violations in the area of Chapel and Ellington Road during the overnight hours. Personnel also provided traffic control assistance during a large scale COVID testing event at Company 1.

The South Windsor Police Honor Guard was present at a Veteran's Day wreath laying ceremony to pay tribute to all of those men and women who are serving, and who have served, in our nation's armed forces.

Three officers and one Dispatcher received an award from ECHN for their efforts in the September at-home delivery of a breech baby.

While the South Windsor Police Department has worn body cameras for years, the Capital Region Emergency Services Team began a test and evaluation program for body cameras conducive to SWAT operations.

We continue to try to professionalize our department staff with ongoing training and in the last two months have sent two officers (Sgt. Cleverdon and Lt. Eckblom) for certification as instructors in Fair and Impartial Policing. Additionally, with a large push over the last couple months, almost our entire agency is now CIT (Crisis Intervention Techniques) certified. This important program provides officers with tools and skills that aid in their dealings with people in crisis and particularly those with mental illness. For comparison sake, many area agencies aim to have at least a few officers per shift certified in this important area. As stated, we are on the brink of our entire agency being certified.

During the month of October, our brothers and sisters at Manchester Police Department lost one of their own when Sgt. Steve Bresciano passed away after battling pancreatic cancer. In the days following his death, our staff were busy assisting MPD with this event and their collective grieving process. We deployed several of our Peer Support Team members to their agency and we also offered personnel to work patrol in Manchester on the day of the funeral so that the Manchester personnel could attend the services and pay their respects.

It was a busy couple of months and we will continue to deliver the highest quality public safety product to the Town of South Windsor.

Unlocked Car Burglaries & Car Thefts (cont. from last month):

This has become a constant reminder over the past couple years, everyone needs to lock their cars. Despite what you may read on social media, these are not "break-ins" or "hotwired" cars. Every

Police Department

Kristian R. Lindstrom
Chief of Police

car was left unlocked with a key or key fob in it. Often people forget that new cars come with a spare key/keyfob and leave it in the glove compartment. Most of Connecticut continues to experience car burglaries and car thefts. The towns of Vernon, Tolland and Stafford have been the latest target for these groups of car burglars. This is not a new problem; however with the increase in “push button start” cars, people have a tendency to leave the fob in the car. This makes it very easy for the youths to find a car to take. Locking the car is the answer; none of the stolen cars had windows smashed or were jimmied open.

The crimes are generally being committed by groups of juveniles who arrive in a neighborhood in a stolen car overnight, try door handles and enter unlocked cars. If an unlocked car is found they look for keys or key fobs to take the car, or steal valuables located inside the vehicle. The stolen cars are generally used to “joyride” and are frequently recovered in Hartford or nearby once they run out of gas. The activity seems to be increasing due to several recent factors: All schools are out due to COVID-19, eliminating some structure for the youthful suspects, i.e., staying out all night searching unlocked cars is not a problem since they don't have to physically be at school in the morning. In addition, recent legislative changes aimed at not stigmatizing juveniles for crimes they have committed mean virtually no consequences if they are caught. Moreover, the law was changed prohibiting police from chasing cars except in extremely serious, physical injury crimes. These factors taken together embolden the would-be car thieves and they have very little, if any, concern about the consequences of being caught.

We can eliminate the issue locally by “hardening the target”; if we all lock up our vehicles, they will move to other areas to find easy targets. As always, we urge citizens to report suspicious activity immediately.

Never Too Early to Prepare for an Emergency:

The message below has been a frequent post on Facebook and in this monthly report. As we look to recover from COVID-19 as a community and prepare for the “second wave” in the fall, I hope that our citizens will think about all-hazard preparations.

The Ready.gov webpage has great information pages on preparation for natural disasters, severe weather, and active shooters. Please share with friends and family that may rely on you in a severe weather event, or have questions about how to react to an active shooter event.

We have had our share of severe weather in Connecticut and now is a good time to review your plan to protect yourself and your family.

<https://www.ready.gov/>

Follow us on Social Media:

We continue to have a strong presence on Social Media and update our citizens on all kinds of activity. Our Facebook page and Twitter feed are also displayed on our webpage <https://www.southwindsor.org/police>. We encourage everyone to follow us and share information with friends and family.

Facebook: South Windsor Police Department

Twitter: @SWPD_PIO

Public Works Department



Public Buildings Division

"Providing Quality, Value Minded Services to the South Windsor Community"

HVAC Upgrades Police Department and Community Center

Ninety-five percent of the work for both locations is now complete. We are currently working on a small punch list and expect to have the remaining work completed in about a month. The underground heating oil storage tank was removed last month, the soil sampling taken from around and under the tank came back clean, the tank closure report was submitted to DEEP as required.

Town Hall Elevator Replacement and Accessible Ramp Installation

After months of Planning, Engineering and Design the construction work has finally begun. Construction work officially kicked off about a month ago and we are now seeing some real progress. Excavation work for the new ramp is just about complete. Forms and rebar for the concrete footings are being set up now. Weather permitting, the ramp should be complete in about a month. The ramp will start just past the entry steps and will switch back at the end of the knee wall ending at the point where the ramp meets the existing concrete patio.

Dismantling the elevator started earlier in the week, we're expecting that this work will take several months to complete. In the meantime, we've made several accommodations including installing a temporary accessible ramp and new accessible parking spaces in the upper lot in order to get everyone safely into and out of the main entrance during ramp construction.

Town Hall, Library, Probate Street Sign Repairs

The work done to rejuvenate the sign has been completed. The masons did a great job, the sign looks like new again.

Town Hall Phone System

AT&T has been on site several times over the past several weeks preparing, configuring and testing network connections on their end. They are currently waiting for the arrival of their system network routers to arrive be programmed and tested before the next phase of the integration can begin.

Town Garage Bay Modifications

Contractors are currently working on punch list items now. I expect this work to be completed within the next 30 days or so.

Library Lighting

This work on this project was completed just before the Thanksgiving Holiday. In addition to saving thousands of dollars in energy costs every year, the LED upgrades have made a huge difference in the visual appearance of how the books and magazines look on their racks and shelves. With the right combination of color temperature and wattage of the lamps, seating areas and overall ambient lighting in offices and general public areas has also improved greatly.

Clay Major

Facilities Manager, Public Buildings Division

Street Services

Staff Changes

The department celebrated the retirements of two of our most senior maintainers. Frank W. "Bill"

Public Works Department

Dzen retired in October after 43 years of dedicated service to the town. Michael Hurlburt also retired in November after 25 years of devoted service. We all wish them well in their retirement. As a result of these retirements, the Streets Department promoted Jacob Burnham, Parks Maintainer II, and Jeffrey Parent, Streets Maintainer II, to the position of Maintainer III. We all wish them the best in their new assignments. Good luck men and congratulations!!! The Streets Department also welcomed our newest Maintainer I, David Veilleux, to the organization. We look forward to working with him and wish him much success.

Projects

- Crews prepared trucks and equipment for the upcoming leaf program. Our maintainers spent the last week of October testing the leaf machines, making adjustments and getting a head start on leaf collection in some of the more heavily treed areas in town. Maintainers also prepped the leaf sites to facilitate leaf drop off.
- Several cut and patch road repairs were accomplished during October in addition to several days of routine pothole patching repairs.
- Street maintainers finished up line painting at several Town facilities. This included stop bars, parking lines, crosswalks, accessible parking spaces and symbols.
- There were several drainage projects completed in October prior to the start of the leaf harvest and the end of the construction season.
- Streets crews finished up roadside mowing and more intensive roadside trimming to keep our roadways safe and presentable.
- Two maintainers assisted UCONN's Technology Transfer Center by presenting a salt spreader calibration demo at two locations where the Public Works Academy was being held. This annual demo teaches students the importance of spreader calibrations to ensure that spreaders are putting down the correct amount of material in an effort to avoid the overuse (and underuse) of salt during winter storms. Proper calibration saves money and helps protect the environment.
- The department oversaw the repaving of the Rotary Pavilion driveway and assisted with restoration of the roadside following the completion of paving.
- The annual leaf harvest began on November 2nd. Like all things COVID, the leaf harvest is no exception. We were unable to utilize temporary labor requiring us to only use the Streets and Parks crews. Although taxing manpower wise, our staff stepped up and made it work. The leaf harvest has stayed on target through the month, thanks to good weather and a dedicated workforce.
- The sign shop assisted the registrars with several new signs for the November election. This included social distancing signage, signs for election day registration and directional signs at the polling sites. The shop continues to work with the Police Department making sign changes as a result of reviews conducted by the PD and the state traffic authority.

Residents are encouraged to use Connect South Windsor to report hazards.

Visit www.southwindsor-ct.gov/connect or look

Public Works Department

for the app for iPhone and Android devices.

Scott Yeomans

Associate Manager, Street Services

Water Pollution Control

Sewer Infrastructure Improvements – Chapel Road

A large majority of the Town's sanitary sewer pipes were installed in the mid to late 1970's. As part of the Water Pollution Control Facility's asset management program we inspect and score the condition of pipes within our system. This proactive approach provides a safe and reliable conveyance of wastewater, and helps us manage our aging system and stabilize sewer user fees.

One of the most effective ways to rehabilitate sewer pipe is with cured-in-place pipe (CIPP) which is a trenchless technology that costs a fraction of the price of the conventional method of digging and replacing pipe segments. Insituform Technologies is one of the industry leaders of CIPP installations and has been contracted to reline 4,000 feet of sewer pipe primarily in Chapel Road at a cost of \$747,000. In 2017 Insituform relined 3,700 feet of deteriorated pipe in Chapel Road; by completing the second phase of this project by the end of the calendar year, this critical truck line will be structurally sound for another 50-75 years.

Miscellaneous Industrial User General Permits

In January of 2019 the Connecticut DEEP had planned on updating their Miscellaneous Industrial User General Permit (MIU GP) and shifting the responsibility of administering this permit from their department to the Publicly

Owned Treatment Works of municipalities all across the state. As this represented a significant workload increase to Wastewater Treatment Plant managers, a petition to go to public hearing on this issue was circulated. Municipalities across the state took notice and meetings were held regarding this shift in responsibility and what it would mean to those in our field.

After a number of meetings with a large group of municipal wastewater managers, it was determined that a small group of utilities should enter into negotiations with DEEP on the terms of this permit if any significant progress were to be made. Jeff Lemay, our Plant Supervisor, volunteered to have a direct hand in what this would look like for South Windsor and municipalities as a whole moving forward.

This process began in July of 2019 and has recently been completed. It was an arduous process but the final permit is one that gives us a better view of the industrial users in our town and allows us to manage their discharges more efficiently. It also gives us the flexibility to not have to spend a lot of time dealing with small scale dischargers that have a minimal impact on our treatment capabilities.

Enel X Demand Response Program

The Enel X Demand Response Program gives high-power demand facilities such as our wastewater treatment plant the ability to shed commercial electrical power during non-emergency events when there is a high demand on the grid, and instead run on generator power for a period of time. The benefit to Eversource is continuous uninterrupted power for the vast

Public Works Department

majority of its customers. The benefit to our Water Pollution Control Facility is \$20,000 per year for the next three years. The maximum number of hours Eversource can request that we shed power is 25 hours per year. Even when considering the cost of labor and diesel fuel to make this happen we determined that the money gained will far outweigh our costs. The other advantage to our facility is that we will get advanced notice if a brown out is anticipated, giving us the opportunity to move over to generator power during regular working hours. This has the potential to save us a good deal of money on expensive call outs. With Air Quality Permitting finally complete with Connecticut DEEP we are ready to move forward with this program in 2021.

Tony Manfre
Superintendent of Pollution Control

Health Department

Heather Oatis
Environmental Health Officer

COVID-19 Response

The South Windsor Health Department (SWHD) continues to be very busy with the COVID-19 response. SWHD has been regularly participating in Department of Public Health (DPH), Region 3 ESF 8, Mass Dispensing Area (MDA) 31, and State Department of Education (SDE) conference calls. The calls have all been very informative as COVID-19 guidance changes, Department of Economic and Community Development (DECD) sector rules are updated, and the plans are being developed for mass vaccination in the coming months.

SWHD applied for and received the Epidemiology and Laboratory Capacity (ELC) Enhancing Detection Cooperative Agreement funding. SWHD will be receiving a total of \$108,541 through November 2022. In this first grant year, the SWHD was able to hire and support three Contact Tracer/Compliance Monitors. The main responsibility of these new staff will be to help the SWHD with the extensive contact tracing effort required by COVID-19. Using the state-provided ContaCT database, these staff will call confirmed positive cases and inquire about their close contacts 48 hours prior to becoming symptomatic or testing for COVID-19. They will then also call their close contacts to advise a 14-day quarantine and testing.

While conditions allow, one of these staff will visit local businesses to monitor and advise on compliance with the latest DECD guidance. The guidance changes often without notice, so it is a challenge for businesses to be compliant. The goal of this position is to work with businesses to ensure the residents of South Windsor are as safe as possible while conducting business.

COVID-19 Testing

SWHD hosted two COVID-19 testing events at Fire Headquarters in partnership with InterCommunity Health, Inc. Between the two events a total of 650 tests were administered. The SWHD was assisted by the Fire Department, Fire Marshal's Office, Department of Public Works, Police Department, and CERT volunteers.

There will possibly be more testing events in the future depending on the need in the community and resources available.

Flu Clinics

For the first time the SWHD hosted two South Windsor specific flu clinics with support from the Town of Windsor through MDA 31. Residents were able to use the online permitting system View Point Cloud to register for their flu vaccine, the registration forms were automatically generated, and time slots were assigned to participants. The system worked very well; it made for legible registration forms and time management of appointments was well managed. A total of 575 registrations were completed for MDA 31 flu vaccines.

Other Activities

In addition to all the activities for COVID-19 response, the SWHD also performed the routine septic inspections required, followed up on many complaints and other requests for service, started relicensure of food service establishments for 2021, licensed food trucks for small temporary events, and has assisted with other Emergency Management tasks as needed.

Finance Department

Mary Huda
Assessor

Patricia Perry
Director of Finance

Jennifer Hilinski-Shirley
Collector of Revenue

Collector of Revenue

The Collector of Revenue would like to remind taxpayers that the second installment of real estate and personal property taxes along with supplemental motor vehicle taxes are due January 1, 2021 and the last day to pay without penalty is Monday, February 1, 2021. Supplemental motor vehicle bills will be mailed the week of December 28, 2020. To encourage social distancing ACH Fees will be waived for those paying on-line by February 1, 2021.

Our office encourages social distancing thru the use of secure drop boxes which are located in the front drive way of Town Hall and mounted to the outside of the front entrance of Town Hall. Please note that the boxes are secure, emptied twice daily by staff and monitored by video. Our office is available to answer questions or schedule an appointment at Town Hall by calling 860-644-2511 extension 321 or emailing taxcollector@southwindsor-ct.gov

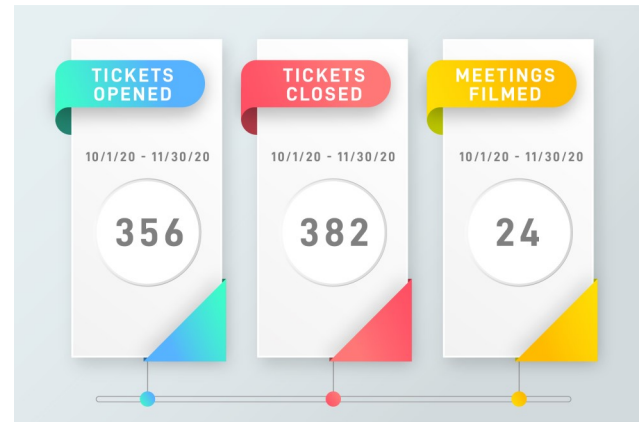
Information Technology

Scott Roberts
Assistant Town Manager/CIO/EM

In response to the increasing number of COVID-19 cases in Connecticut, it was determined that a continuity of operations plan was necessary. A strategy was developed to relocate a number of individuals to alternate work spaces throughout town. As a result, if it becomes necessary for an office to quarantine, it will not shut down an entire department. There will still be staff working from their alternate locations to carry on department activities.

The Information Technology department was highly involved in implementing the Town's COVID-19 continuity of operations strategy. For those employees needing less resources, we configured and setup entirely new workstations in their alternate locations. In other situations, we had to move employees' computers and all other necessary equipment from their permanent locations to their temporary work spaces. Overall, this went extremely well and caused little to no downtime for those employees being moved.

The IT department also worked very closely with Facilities and multiple vendors to upgrade the phone system in the Town Hall. This required rewiring the building as well as installing and configuring some additional networking equipment in the IT office. This project is still ongoing.



Human Services Department

Andrea Cofrancesco
Director of Human Services



“Emergency of Hunger” Food Drive 10th Anniversary

The South Windsor Rotary Club, Ambulance Service of Manchester, South Windsor Police Department and South Windsor Fire Department partnered together to collect over 160 turkeys, over 9000 food items and nearly \$12,000 dollars for the South Windsor Food and Fuel Bank to distribute to our town residents in need. This was the 10th anniversary of the “Emergency of Hunger” Food drive and the most monetary donations collected in a single year!

Community Support ~ Thank You!

The Jaycees, Lions Club, High School football team, Joe Pizza, Orchard Hill School, Police Department, Chamber of Commerce and countless other groups, businesses, churches, individuals and families donated to the Food and Fuel Bank over the past few months. We are so fortunate to have such a supportive and generous community that helps their neighbors in need, not just during these difficult times, but all year.

Thanksgiving Baskets

Staff in the Adult and Senior Services division of

Human Services worked tirelessly to provide Thanksgiving baskets for South Windsor families and older adults. This could only be successful due to the generosity of the community: churches, civic groups, businesses, schools and individuals donated food and gift cards and made monetary donations to help the cause. Due to COVID-19 precautions, this was offered as a drive thru option to limit contact. A total of 124 families with 375 people received Thanksgiving baskets, which includes 25 deliveries to homebound seniors.



Drug Take Back Day 10th Year Anniversary

Triad for Senior Safety volunteers assisted with the annual take back day held at the Police Department in October. A total of 131 cars came through and a total of 20 boxes with 576 pounds was collected. This marks the 10th anniversary year of when this service started! In 10 years, 8,859 pounds of unwanted medications were collected, keeping them from getting into the water system and out of children's hands!

Drive thru Events Continue!

In October and November we offered a total of 17 drive thru events with a total of 2402 people coming through for a variety of treats and meals! This, combined with August and September



Human Services Department

Andrea Cofrancesco
Director of Human Services

totalled 30 events with 3938 people! This is not about what we are giving out, it is about making a connection, giving seniors who are most at risk of complications from COVID-19 something to do and look forward to. The most popular drive thru was chocolate lovers day followed by a close second for "chef's mystery meal" with almost 200 attending each event. Brookdale South Windsor has been extremely generous in sponsoring many of these events.



Reverse Trick or Treat

Our senior bus brought staff to senior housing complexes to deliver treats for Halloween! Staff continues to try and connect to not just those who can drive, but those who can't. A thank you note was received from a resident:

Thank you to all Senior Center staff who planned and carried out the Halloween visit to South Windsor seniors. It was a special delight for me to see you in costume, at my door. I wasn't "spooked" but pleasantly surprised. Thank you again for your thought of "us seniors" at this difficult time. It was greatly appreciated. Y.C.



Painted Rocks

As mentioned in September's report, homebound seniors were given a hand painted rock from

members of the Senior Center's Community Service Group, along with a Beanie Baby holding an inspirational saying. A thank you from one grateful recipient:



Thank you to all who took the time and effort to send me the handsome bear. I call him my snow bear. He sits on top of a coffee cup and I look at him in the morning while I have my coffee. He is the softest bear!

Another surprise was the green rock painted with a yellow flower. The other morning while I was watering my houseplant I had a yellow flower blossom. This plant closes the flower at night and blossoms in the day. Thank you. A.C.



Youth & Family Services



We are happy to share that our new Teen Center Program Coordinator, Daniele Bifolck, started in her position in

October. She has jumped right in, planning meetings with the Teen Center Youth Council and programming for the teen center. You can read more about it below!

We are so thankful to have the Town Managers and Town Council's approval to make our part time (30hr) Youth Council position in to a full time position. We are in the midst of hiring and will hopefully have the right person in that position before the end of the year.

We have absolutely loved doing our monthly drive thru events this Fall. In October we had 150

Human Services Department

Andrea Cofrancesco
Director of Human Services

families register to pick up cider and a pumpkin to carve together. In November, we had 150 drive thru for a donut and a Thanksgiving craft to create together. We will continue to plan safe and fun events for families that promote the importance of conversation and bonding.



We had a great time participating in the "Drive Boo" event. We were so thankful to have SW Public Library, Teen Center Youth Council, Intercommunity and UCONN Kids participate with us at the community center! It was a full day of handing out candy and getting to see kids dressed up in their costumes.

Teen Center

During the month of October, the Teen Center welcomed its new Coordinator Danielle. Since then, the Teen Center has re-opened for middle school and high school students. The Teen Center is following the same cohort as the schools, and allowing up to six students at a time. High school students are able to attend on Monday and Thursday's from 12:30-3pm, while middle school students can attend on Tuesday and Friday's from 1:30-4pm. Although this has been a difficult time for all, our students have not been allowing this get them down. The students who have been regularly attending the Teen Center over the last few weeks have enjoyed engaging with staff while partaking in crafts, playing games, and getting some fresh air. Our staff has been diligent in making sure we continue to follow all safety guidelines, wearing masks and keeping an appropriate distance while still engaging and building those important connections with our students.

Youth Council members volunteered for Halloween with our Drive-Boo event that was a huge success! During the month of November, the Teen Center reached out to high school students who may be interested in becoming a Youth Council Volunteer. Over the last few weeks, we have gotten 10 new members who are excited and eager to participate in volunteer opportunities. Youth Council now has 31 high school volunteers total, and counting! Youth Council has collaborated with an organization called UR Community Cares, connecting you to volunteer opportunities in the community. Volunteers are able to contribute by helping seniors and disabled residents with yard work, grocery assistance, and friendly visits. Our staff is currently organizing a volunteer opportunity in the near future, and in the meantime working on new ways to volunteer virtually so we can continue to engage and make a difference.

Our staff has been able to attend online trainings to learn how to meet the changing needs in our communities, and has been a helpful resource during these uncertain times. The Teen Center has become more tech-savvy as we have made numerous social media accounts. You can follow us here:

Instagram: @southwindsorteencenter

Twitter: @teen_sw

Facebook: @SWTeencenter

S.W.A.N.  **Youth Counseling, Parent Education and Support**
South Windsor & Neighbors

Robin and Sarah have continued to maintain their caseload, They are providing crisis support to high risk youth, assessed families in need and connecting them to the caseworkers in Adult & Senior services for food, work with the schools on

Human Services Department

Andrea Cofrancesco
Director of Human Services

identifying at risk families in need of support and have created spaces in their homes to ethically continue to provide therapy.

Sarah started a NEW support group for parents called, Parenting in a Pandemic. Each week a different topic will be covered: Talking about Coronavirus, Stress versus Trauma, Self-Care, Social Media Use, Scheduling & Routine and Finding Meaning.

As the Clinical Coordinator, Robin continues to receive referrals for counseling on a consistent basis. In addition to fielding referrals, she is meeting with families to assess needs before connecting them to one of our counselors or an outside provider. She also facilitates a weekly group for high school aged girls.



School Outreach & Prevention

We celebrated Red Ribbon Week on Wed., October 28th. One simple way to spend quality time with your family is to remove the stress of making dinner. So, we offered a discounted family meal, consisting of a tray of pasta, salad and bread. Families were able to pick up their meals drive-thru style! The National Center on Addiction and Substance Abuse at Columbia University consistently finds that the more often children eat dinner with their families, the less likely they are to smoke, drink or use illegal drugs. Eating dinner with your family makes a difference! We also provided a reusable bag with some information about ways to talk to kids about alcohol and drugs, along with some red tulips. The tulips, planted in the fall, will bloom in the spring and serve as a reminder of Red Ribbon

Week and the importance of communicating all year round. (photo attached of the bag of giveaways)

There are currently 75 high school members of the Students Against Destructive Decisions (SADD) Club. This includes 14 students leaders who are dedicated to making the club the best that it can be during these trying times. We are meeting virtually and creating new ways to connect with each other, share prevention information and participate in community service projects. They are currently working on the annual "Sock it to the Cold" sock drive to help the homeless in our local communities. We are so proud of this group of kind and caring students!

We look forward to resuming our programs and events! Please check out our Facebook page!

<https://www.facebook.com/SWYouthFamily>
or call Liz at 860-648-6361 x331 for more information

Liz Langevin, LCSW



Parks & Recreation Department

Raymond Favreau
Director of Parks & Recreation

“Discover the Benefits!”

John Caldwell, Jr.
Parks Superintendent

MONTHLY REPORT - December, 2020

Keri Montague
Asst. Director of Parks &
Recreation

Park & Recreation Commission (PARC)

The Commission will meet next on Wed., Dec. 9th at 7:30pm virtually via WebEx to continue work on the master plan revision with hopes to complete by the end of the calendar year.

The South Windsor Walk & Wheel Ways (SWW&WW)

– We are hoping to meet virtually in December to re-start work on the cross-town trail project and work on the revision of the SWW&WW Master Plan. On Nov. 13th five submittals were received for the RFP for the design of the cross-town trail. Proposals are currently being reviewed by Parks & Recreation and Engineering staff and SWW&WW members. With tight competition, we are interviewing the top three firms on Thursday, Dec. 3rd to better assure the best decision.

RECREATION DIVISION

“Feel great – recreate!”

4th “R” - This month was all about themes and spirit at 4th “R!” From Magic Day to Superhero Day, Twin Day to Tie Dye, and Opposite Day to PJ day, we’ve been having lots of fun!

The first **Preschool programs** running since last March will complete their COVID-modified session Dec. 23. With the exception of Thanksgiving week we run one three-hour class each day, and are accommodating 55 enrollment slots (representing 31 unique participants). Classes have been very well-received and appreciated by parents and our littlest SWPRD

friends who have been having lots of fun with friends, and lucky enough to take advantage of some warmer, sunny days to enjoy our playground!

TE After School Sports – The program had to end a little earlier than planned as the school district decided to go to 100% distant learning the week of Thanksgiving. Prorated refunds are being processed for the missed sessions. All-in all the 141 participants had a great time safely staying active playing kickball, field hockey, soccer and taking fitness classes within their cohorts thanks to the passionate and determined efforts of Recreation Supervisors Ashley Casiano and Nancy Glynn!

“Parks & Rec November Happenings” COVID-friendly success stories:

- 1) Our first-ever **Turkey Trot** held on Saturday, November 21 at the SWHS track drew 49 participants across four age groupings. The 3 and 4 year old and 5 and 6 year old groups ran 100 yard dash heats and the two older groups ran one full ¼ mile lap around the track. The winner of each age group was awarded with a gift certificate to purchase their turkey, second place received custom turkey trot cookies and third a chocolate turkey. All participants received a participation certificate. There was no fee for the event and each participant was encouraged to bring a non-perishable food item to be donated to our Food and Fuel Bank, and they came through generously filling two

large bins! All COVID safety precautions were taken and gladly adhered to by participants and parents including mask wearing and social distancing.

- 2) **Pawsitively Thankful** pet contest ran from November 9th – November 20th on our Facebook giving residents a chance to show how thankful they are for their pets! We received an amazing 111 submissions for our best friend, best dressed and best smile categories making judging and selecting winners very challenging, but loads of fun! And we were thankful for the three local event sponsors Leaps & Bones, Sweet Pea Natural Pet Foods, Julies Barks & Bubbles, LLC and the on-line provider Bark Box who generously donated the prizes!! Well done Nancy Glynn, Recreation Supervisor!!
- 3) **Poker Ryed** scheduled for Nov. 7th and the Holiday Sing-Along scheduled for Nov. 29th were cancelled due to poor enrollment as a result of more restrictive COVID protocols instituted by the Governor's office. Great effort Recreation Supervisors Ashley Casiano, Cheryl Gerber and Shelby Kosa – we'll get 'em next year!!
- 4) **Letters to Santa** - 42 letters were deposited in the North Pole mailbox on opening day of our annual Letters to Santa program! Over 1,000 adorable letters have seen the inside of that mailbox and then received carefully crafted personal responses from SWPRD elves over the first four years of this much anticipated occasion! Youngsters can drop letters in the big red mailbox by the patio of the new restroom facility at Nevers Park from now until Dec. 21st.

"Parks & Rec December Happenings" – please see attached mini-brochure for details on some novel ideas to keep families active and healthy this holiday season! You can't go wrong with the likes of "Abrakadoodle Artsplash" virtual paint night, "Dec the Rec" community tree

trimming at Wapping, "Guess That Gift" FaceBook contest, "Moonlight Walk" with SW Walk & Wheel Ways at Nevers Park, "Merry & Bright Holiday Lights Contest" with a COVID twist, "Hope for the Holiday" luminaria event with SW Community Women's Club on Porter's Hill, "Christmas Story with Santa" a live reading of the classic Twas the Night Before Christmas by the jolly ole elf himself on FaceBook, and of course our now super-popular "Letters to Santa".

Once again, we will continue conversations with the BOE for potential increased facility access as Winter progresses and gradually expand programming as safely permitted. In the meantime we will continue to develop, promote and deliver safe alternative activities and programs that can be held outdoors following current health protocol and favorable weather, on a limited basis indoors at Wapping or provide them virtually. We will continue to keep our constituents informed via website, Facebook and mass email blasts as the situation warrants.

PARKS DIVISION

"Caring for South Windsor's Growing Needs"

November Activity Highlights:

◇ Athletic Fields & Grounds:

- Rye St. Park softball field received a complete renovation of the infield with removal of all infield turf and topsoil, adding silt/clay material and regrading which will provide a much preferred skinned infield for our adult softball league.

◇ Parks & Open Space:

- Performed annual Fall leaf harvesting and clearing.
- Prepared Nevers Park for the intended "Sing-Along" event scheduled for Nov. 29 which unfortunately didn't materialize.

◇ Projects:

- New chain link fence installation is all that

remains with the re-construction projects at the Pepin Baseball Field and Field "C" at the Little League Complex. We are hopeful, with a cooperative Mother Nature, that these much improved fields should be ready for next Spring!

- We will continue working on installation of the new flag pole "garden" by the Wapping Community House at the corner of Sullivan Ave. and Ellington Road once electricity installation is complete.
- HazMat abatement at both the Priest Farm outbuildings and the house at 1355 Ellington Road is now complete. We will look to do the demolition of the targeted buildings in-house once leaf harvesting is terminated. The 1355 property will eventually become a second public access point to Wapping Park with signage, a gravel parking lot and connector path.
- Parks Manager Dave Turkington worked with Boy Scout Dorian Bilelis to construct raised planting beds at Deming Community Gardens that will be available to those with disabilities that prevents them from successfully gardening at ground level.

◇ Other:

- This past month 75% of the Parks crew has once again teamed up with DPW Street Services Division focusing on the seasonal leaf harvesting process throughout town.



*Our annual Merry and Bright Holiday Lights Contest is back again this year! Residents can register their festively decorated houses on our website, recreation.southwindsor.org by Wednesday, December 9 to be entered to win a \$100 cash prize in each of **THREE** categories! The "Rudolph's Shiny Nose" Award (for the brightest house, the "Buddy the Elf" Award (for the house with the most holiday spirit) and new this year, the People's Choice Award – voted on by the 06074 community! Register your home today!*



Our preschoolers are absolutely amazing complying with the current face mask requirement no matter what they are doing!! There are plenty of smiles behind those face coverings – I think they feel like it's Halloween every day!! Precious, totally precious! Our veteran teachers are doing a spectacular job keeping our little friends safe, active and engaged in challenging circumstances with loads of TLC! Kudos to Mrs. Aparo, Mrs. Hathorn, Mrs. Leone, Mrs. Sivo and Mrs. Verzella!!



4th R "Slime Day"



4th R "Tie Dye Day"



4th R "Superhero Day"



4th R "PJ Movie Day"



Recreation Supervisor Ashley Casiano starts a one lap heat - On your mark, get set, go Turkey Trotters!



100 yard "trotters" are off and running!



Ah, the smell of victory at the finish line, and....



Winners of our very first "Pawsitively Thankful" pet contest as posted on FaceBook. Hard not to love all 111 entries!



... custom cookies donated by Sweet Treats RN, LLC



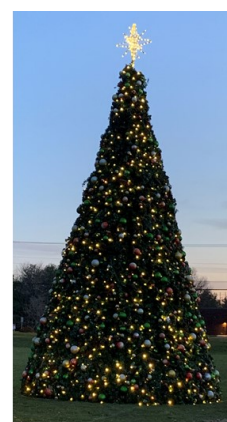
42 letters were deposited in the North Pole mailbox on opening day of our annual Letters to Santa program!



We were well-prepared for limited numbers of carolers socially distanced in "family pods" (thank you John) but the event succumbed to COVID.



We even had snappy lyric booklets (thank you Shelby) and our beautiful "Giving Tree" skillfully erected by the Parks crew (thank you Dave) ready to add holiday spirit as acoustic trio "Whiskey, Wine & Coke" was to lead the sing-along. There's always next year!





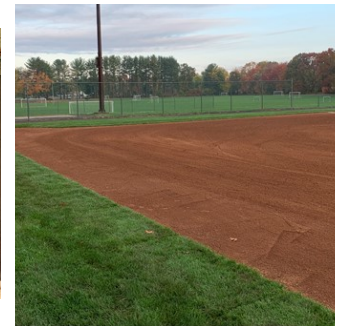
Eagle Scout Dorian Bilelis displaying his completed raised planting beds at Deming Gardens



Parks crew member Mike Hanrahan prepares the eagle patio at Veterans Memorial Park for the COVID modified Veterans Day Ceremony Nov. 11th



HazMat abatement at the house at the newly acquired property at 1355 Ellington Rd. is now complete.



Rye St. Park softball field after a complete removal of infield turf and regrading providing a much preferred skinned infield.

November & December 2020 Town Council Meetings and Events

Meetings

Monday, November 16, 2020

7:00 pm Regular Meeting

Virtual Meeting

Monday, December 7, 2020

7:00 pm Regular Meeting

Virtual Meeting

Monday, December 21, 2020

7:00 pm Regular Meeting

Virtual Meeting

Holidays

Wednesday, November 11, 2020

Town Offices will be closed in observance of Veteran's Day.

Thursday, November 26 & Friday, November 27, 2020

Town Offices will be closed in observance of Thanksgiving Day.

Friday, December 25, 2020

Town Offices will be closed in observance of Christmas Day.

Layout by Samara Haddock, Confidential Secretary

