

# Town of South Windsor

## Town Manager's Report September 2020

Michael Maniscalco  
Town Manager



### Wapping Community Center Flag Pole Report

The flag poles are expected to arrive mid to late this week. The tree stumps will be ground as soon as the poles arrive so that all the work can be done at once. A budget for the project is as follows:

Wapping Flag Pole Project Budget Estimate	
Materials	Cost
Stone	\$ 350
Pavers	\$ 5,000
Flagpoles and Flags	\$ 2,680
Lights	\$ 285
Shrubs	\$ 1,000
Concrete	\$ 250
Electrical Contractor—Wiring Lights	\$ 7,200
Base Material	\$ 400
<b>Total</b>	<b>\$ 17,165</b>

### Chief Custer's Retirement

I would like to start by recognizing Chief Custer for his 31 years of service to the Town of South Windsor. He will be missed by many and we all wish him a happy retirement.

At the time of this report I am conducting internal department research, as well as reviewing possible internal applicants to ensure that we identify the best candidate for the community and the Police Department.

### Phone System Update

Cabling is about halfway complete. Phones and equipment are on order. Project completion is expected in 2 months.

### FEMA Reimbursement Application

The Town applied for FEMA reimbursement associated with COVID-19 expenses. We are finding a similar experience to other communities in CT, in that FEMA has now changed guidelines and continues to waffle on what is and is not eligible for reimbursement. Staff are continuing to put in a significant amount of time working with FEMA staff to determine and defend eligible costs for dealing with the COVID-19 Pandemic.

### Youth Sports

I know that the Council has received some emails regarding the playing of youth sports, particularly soccer. I have been researching this issue. Currently, two separate State agencies have released guidance regarding youth sports. The Connecticut Interscholastic Athletic Conference (CIAC) has also released its own guidance. Early on the Town Staff made the decision to follow guidance from the Department of Public Health since this is a pandemic. That guidance is more strict than what was released by the Department of Economic and Community Development, and both are more strict than the CIAC.

### **Senior Center Picnic and Root Beer Float Drive-Thru**

I would like to take a moment to recognize the staff of the Community Center who have come together to offer both a Senior picnic and root beer float drive through. Both events were done with safety in mind and were full of creativity. They gave over 100 of our most vulnerable residents an opportunity to get out, socialize and have fun in a safe manner.

### **Directive Regarding Public Messaging on Town Facilities**

As a reminder, I have issued a directive to all Town staff that there will be no messages, murals, or paintings on or at any Town facilities.

## Police Department

Scott P. Custer  
Chief of Police

### Monthly Statistics June 2020 & the effects of Covid-19:

Each month we publish the totals of some of our more common calls for service. As has been the case since the outset of the pandemic, we continue to experience a shift in some of our activity levels; for instance, car stops are lower because there are fewer cars

on the road, but we are doing far more directed patrols and receiving more suspicious activity calls. Patrol staff continue to proactively check businesses and facilities that remain closed due to the public health crisis.

As the State of Connecticut continues to reopen in phases, the Police Chief has assisted by doing some inspections of eating establishments wishing to open for business. By and large, community members are compliant with the phases of the reopening and complaints regarding violations are minimal. We will post July's numbers on Facebook, but June's numbers are included in this report.

Total Computer Aided Dispatch Entries:	2092
9-1-1 Calls Received:	689
Routine Calls Received/Outgoing:	4412
Directed Patrol/Premise Checks:	956
Motor Vehicle Stops:	110
Medical Assists/Emot. Dist. Persons:	105
Suspicious:	100
Alarms:	75
Motor Vehicle Accidents:	32
Welfare Check:	42
Assist Outside Agency:	34
Animal Problem:	41
Citizen Assist:	24
Miscellaneous Service:	5
Collision Reports:	14
BOLO:	14
Disabled Motor Vehicle:	31
Larceny:	22
Hazardous Conditions:	18
Pistol Permits:	24
Burglary:	24
Civil Matter:	9
911 Check:	6
Fraud:	10
Domestic Dispute:	15
Narcotics Violation:	9
Violation of Town Ordinance:	5
Youth Problem:	8
Sexual Assault:	1

### Personnel and Recruiting Status:

The agency's field training staff continue to train three recent academy graduates who are approximately half way through the fourteen week training program. These officers continue to progress through their respective training schedules. Officer LaRock completed her field training successfully and has assimilated into the patrol staff and schedule rotation. Officer Pierpont continues to attend the basic recruit training at New Britain's Police Academy. The coming weeks will call for a tremendous effort by our training staff to get all of these officers field trained, but this step is necessary to realize the full staffing that we have sought for several years.

Last month's retirement of Corporal Jim Nicoletta has created a vacancy that we

## Police Department

Scott P. Custer  
Chief of Police

continue to try to fill. Currently there are approximately 500 applicants in contention for this one position. The public health climate has forced some of us to make some modifications to our hiring timeline, but Oral Board Examinations have been scheduled for mid September.

Last week was Ofc. Ed Klein's last day in patrol as his military unit has received orders to be deployed to Djibouti Africa. He will be sorely missed until his return in April 2022.

### **Local and National Protests and Social Movements:**

The South Windsor Police Department's strong stance remains condemning the killing of George Floyd in Minneapolis on May 25, 2020. During the month of July protests and demonstrations in South Windsor continued as the social climate continues to evolve.

In the weeks that followed Floyd's death, we assisted with public safety at several community events, vigils, and protests.

On Saturday August 8, 2020 the department and community saw two simultaneous demonstrations on Sand Hill Road. A Black Lives Matter demonstration and Back the Blue (police support) demonstration were held peacefully in close proximity to police headquarters.

The recent passage of the Police Accountability Act has set the stage for some

reform measures and it is important that South Windsor's citizenry understand that many of the stipulations in this legislation have been in effect in South Windsor for several years. Additional guidance as to the implications of some of this legislation is expected from the various stakeholders involved in the months to come. Officers continue to receive both regular training and resources that are vital to them being able to carry out their oath of office in a fair and impartial manner to serve and protect all members of the community. The Chief and Deputy Chief are postured to partake in the critical conversations that need to happen in the near future to facilitate meaningful change.

### **Community Activities and Support from our Citizens:**

The public health crisis continues to impact our ability to host and be involved in various community policing events. This limitation is proving to be specifically deleterious during this time of socio-political unrest.

We appreciate the continued support from the community members as we continue to navigate these uncharted and uncertain waters. We are hopeful that the upcoming reopening of schools will lay the groundwork for the continued emergence of normalcy from beneath the COVID blanket that we have all been under for months. It is our hope that this normalcy will include our ability to participate in the community policing events

## Police Department

Scott P. Custer  
Chief of Police

that we have missed out on.

### **Traffic Safety:**

As traffic volumes creep back towards pre-COVID levels, we continue to conduct proactive enforcement in a safe and effective manner. Traffic complaints perpetually center around speed and we continued to measure the magnitude of speeding problems to validate them and deploy our resources and enforcement efforts accordingly. In addition, we continually meet with other town officials in a collaborative approach to engineering safe roadways for our residents and visitors.

With school approaching, and reopening for the first time since March, we will be conducting School Zone traffic enforcement. This effort will be a combined effort of education and enforcement as we work to keep the school zones safe and accident free.

### **Police Activity and Significant Events:**

The month of August was eventful on several levels. The most significant of which was a significant impact from Hurricane Isaias. The Town saw a significant level of power outages, and dozens of hazardous conditions caused by downed trees, power lines, and a combination thereof. During the most heavily impacted shift, Dispatchers received approximately 200 emergency calls in an eight hour period via the 9-1-1 system.

As the month winds down, we have our eyes on Hurricane Laura and, while it seems this

storm will pass well to our south, we have ensured that we have the resources on hand and protocols in place to continue service to the Town if the storm path changes or is worse than expected.

During the month of August, standing out from hundreds of calls for service, patrol officers successfully assisted a new mother with the breech delivery of her new daughter at home. Officers also were able to successfully save the life of an opioid overdose victim through the use of CPR and Narcan.

### **Unlocked Car Burglaries & Car Thefts:**

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 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.

## Police Department

Scott P. Custer  
Chief of Police

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-ct.gov/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

### **Engineering Projects Update**

#### **Local Road Paving and Miscellaneous Drainage**

Our paving contractor, Ondrick Materials has completed paving the Fire HQ, Ridgefield Drive, Summerwind, Krawski Drive, Files Way, Bayberry Trail, Horizon Circle and Mohegan Trail. They will mill and pave Pleasant Valley Road from Route 5 for 1900 feet east, Wood Pond Road (from Nevers Road to Rustic Lane), Rustic Lane, Fox Hill Road, and Linda Lane in the next month. This program is supported by the 2018 Bond funds.

#### **Sidewalk Repairs**

Hathaway Landscaping & Concrete is replacing damaged sidewalk slabs in Town from our list of trip hazards. Martin Laviero/CRC has finished raising concrete slabs to eliminate trip hazards that were on our list this year. This sidewalk work is supported by the 2018 Bond funds.

#### **Nevers Road Reconstruction**

(Southern section from Sand Hill Road to the Community Center driveway). Spazzarini Construction has installed new drainage structures and pipes, removed the old road pavement and base and installed new road base material. The new binder course of pavement is being installed today. There are still a few old utility poles with wires that have to be removed by Eversource, Frontier and other utility companies before the top course of pavement can be installed. We

plan to complete this project this fall. This project is supported by the 2018 Bond funds.

#### **Avery Street Reconstruction Phase 5**

(Northern section, from Talcott Ridge Road to Dart Hill Rd). Final designs will be completed this summer and we plan to bid this project for construction later this fall with most of the work being completed in 2021. Construction of this project will be funded through the Connecticut DOT LOTCIP program.

#### **Upcoming South Windsor Engineering Projects**

Consultants have been working on the preliminary design for reconstruction of Beelzebub Road and construction of sidewalks along sections of Pleasant Valley Road and Clark Street. A study of needed drainage improvements to Pleasant Valley Road is wrapping up. These projects are funded from the 2018 Bond Referendum.

*Jeffrey Doolittle*

*Town Engineer/Assistant Director of Public Works*



#### **Public Buildings Division**

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

#### **HVAC Upgrades Police Department and Community Center**

Work is progressing nicely on this project.

## Public Works Department

Fifteen Heat Pumps have been installed to date. All of the boilers for the Community Center are in place but final connections have not been made as yet. The Cooling Tower is on site and is being assembled. The existing tower will be removed and the new one placed over the Columbus Day Holiday as the contractor needs a few days to complete the changeover.

### **Town Hall Elevator Engineering/Design**

Bids have been received and are being evaluated at this time.

### **Town Hall, Library, Probate Street Sign Repairs**

Work is expected to start on the sign this week. The work will consist of removal all of the lettering, repointing both sides of the sign, installing a new concrete cap and reinstalling the letters. The work is expected to take about a week or so.

### **Steel I Beam Repairs Town Garage**

Five of the I Beams have been repaired to date. The contractor had to first dig around the bottom of the beam until they reached the footing. All holes in the beam were patched and then the full repair was made by encapsulating the beam with new steel plates. The final step is to paint the beam and pour new concrete where it was removed to access the bottom of the beam.

### **Town Hall Phone System**

Wiring for the new phone system has been run through the ceiling of each floor at this point. The contractor has been on site for a couple of weeks and expects to be there a couple more weeks to install conduit, terminate connections and test all of the cabling. The phone system components have been ordered, delivery is expected to take 4-6 weeks. It will take a couple of weeks to program and configure the phone system servers once they arrive.

### **Town Garage Bay Modifications**

Lots of progress has been made on this project. Walls are up, HVAC system components are in place and currently being ducted. The mezzanine has been erected and a new overhead door has been installed. We are now waiting on the pass doors, lighting to arrive and electrical work to be completed.

### **Library Lighting**

Parts and supplies for this project are expected to arrive this week. The project consists of installing new ballasts and lamps throughout the building. Eversource offered additional incentives above and beyond the typical offering. This was due to Eversource having a surplus of funds in the Small Business Energy Advantage Program which they needed to disperse. With the additional incentives, 40% of the total project cost was covered. That makes the project payback 2.5 years, making this a very attractive and



## Public Works Department

worthwhile project.

Some notable tasks completed by the Building Maintenance staff:

- Installed plexiglass partitions at various buildings
- Painted IT Room in Town Hall
- Installed new Promethean TV in Caucus Room
- Assembled and installed mailboxes and containers for public use at Town Hall
- Rebuilt several electrical ceiling mounted cord reels at the Town Garage
- Installed control wiring for generator alarm at Town Hall
- Painted Wapping Gym Cafeteria area
- Painted Wapping Community House hand railing
- Sealed concrete sidewalks
- Completed aboveground tank inspections



New Boilers at the Community Center



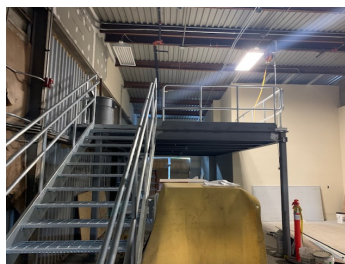
Cooling Tower Assembly at the Community Center

*Clay Major*  
*Facilities Manager*  
*Public Buildings Division*

### Project Photos:



I-Beam Repairs at the Town Garage



Town Garage Bay Modifications

## Public Works Department

### **Street Services**

Streets and Parks crews worked well into the night of August 4th clearing roads and making areas safe as a result of tropical storm Isaias. Following the storm, crews worked nearly two weeks cleaning up storm debris on Town properties, Town trees along the roadways, and staffing the debris site. Our crews, once again, came together as one cohesive team to get the job done.

Streets crews completed a large cut and patch on Main Street at Governors Highway. The road in that area developed several large humps that would make snow plowing this winter very difficult.

Our maintainers completed several drainage projects during the month following the storm including a failing headwall on Wood Pond and several catch basin repairs.

We supported the August 11 Democratic and Republican Presidential Preference Primary Election by fabricating and installing social distancing signage and 75' signs.

Maintainers spent several days line striping various Town parking lots.

Our crack seal contractor provided us a free day of mastic that was applied to large cracks on Buckland Road. This material is hot applied and contains an aggregate which seals large voids in the road surface where typical crack sealing would not be

applicable. We were able to seal all southbound lanes from Hemlock Avenue to Tamarack Avenue. We will be monitoring the performance of this application, but preliminary results show a smooth, drivable surface.

The department hosted a two-day UCONN T2 Center trenching and shoring class. Three of our maintainers attended the program and assisted with the hands-on demonstration.

The sign shop is working with the Local Traffic Authority (LTA) to install speed limit sign changes at the direction of the Office of the State Traffic Administration (OSTA). This month, the shop changed 32 speed limit signs which had the incorrect speed indication.

Residents are encouraged to use Connect South Windsor to report hazards. [www.southwindsor-ct.gov/connect](http://www.southwindsor-ct.gov/connect) or look for the app for iPhones and Androids.

*Scott Yeomans*

*Associate Manager, Street Services*

### **Water Pollution Control**

#### **Tropical Storm Isaias**

The Water Pollution Control Facility began making preparations on July 30th. Our maintenance staff inspected each pump station, exercised the generators and topped off all of the fuel levels. We also inspected

## Public Works Department

the portable Godwin pump, portable generator, chainsaw and topped off all vehicles with fuel.

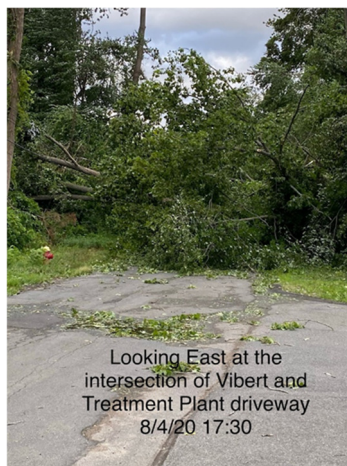
The height of the storm for the WPC hit August 4, 2020 at 4:30 pm. By this time we had lost power at the treatment plant and 7 pump stations (Clark Street, Rye Street, Scantic Meadow 1, Scantic Meadow 2, Pleasant Valley, Barrington Estates and Benedict Drive). Several trees had blown over across Vibert Road isolating 4 employees and all the equipment within the plant grounds along with taking out the power lines. This created a challenging situation considering we only had 2 employees outside the treatment plant inspecting the pump stations at the time and were experiencing pump issues at Clark Street due to commercial power energizing intermittently. Fortunately a secondary access route was found through an agricultural field and a neighboring property on Main Street.

The treatment plant roadway was cleared by August 5th at 1:00 pm. By 5:30 pm power restored at the treatment plant. By the end of the day on August 7th all the power was restored to the pump stations as well.

### Ellington Road Sewer Extension

Sunset Valley Construction has been awarded the project to extend the sanitary sewer force main on Ellington Road 1500' which will serve the properties located between 360 and 240 Ellington Road. The project will be paid for through the Department of Economic Community Development's STEAP grant. The project was awarded to Sunset Valley for their bid of \$180,453 and is planned to reach substantial completion by September 30th.

*Tony Manfre*  
*Superintendent of Pollution Control*



Looking East at the  
intersection of Vibert and  
Treatment Plant driveway  
8/4/20 17:30



Intersection of Main St and Vibert  
8/5/20 06:30



## Finance Department

Mary Huda  
Assessor

Patricia Perry  
Director of Finance

Jennifer Hilinski-Shirley  
Collector of Revenue

### Assessor

Personal Property key points to make:

- Personal Property Declaration Forms will go out to all South Windsor businesses on or before September 16 and are due back to the Assessor's office no later than November 2nd this year (as November 1st falls on a Sunday) with all assets owned as of October 1, 2020.
- There is on-line filing capability for most business owners or their accountants, please [contact personalproperty@southwindsor-ct.gov](mailto:personalproperty@southwindsor-ct.gov) for your online code, this provides a virtual and contactless option. If you have little change in assets year over year, you can file this annual form in about 10-15 minutes. Please be aware that the codes do change annually for security purposes.
- For small business owners there is a tutorial that will walk you through the form step by step. Assistance is available during regular business hours from the Assessor's staff. Please e-mail [personalproperty@southwindsor-ct.gov](mailto:personalproperty@southwindsor-ct.gov) to set up an appointment.
- Please visit the Assessor's department page [www.southwindsor-ct.gov/assessor/pages/personal-property-declaration-information](http://www.southwindsor-ct.gov/assessor/pages/personal-property-declaration-information) for additional answers to FAQ's or for additional forms.
- If you have recently moved or permanently closed your business (after 10-1-2019) and

disposed of the assets please fill out an affidavit of business close or sale, which can also be found on the Assessors webpage, and send it to us via e-mail to close out the personal property account and stop the billing for these assets.

### Collector of Revenue

The Collector of Revenue would like to share that we have processed all payments due 7/1/2020 leading us to a collection rate of 52.90%. The office mailed delinquent notices on September 1 as well as notified the DMV of such delinquencies.

As a reminder, tax payers that applied and were approved for the COVID-19 Deferment must remit payment in full by October 1, 2020, interest is retroactive to the original due date of July 1, 2020.

Residential sewer use bills will be mailed the last week of September and are due October 1, 2020. ACH Fees will be waived for those paying on-line prior to November 2, 2020.

Our office encourages social distancing through 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. Please call the office at 860-644-2511 extension 321 if there are any questions.

## Human Services Department

Andrea Cofrancesco  
Director of Human Services

### Adult & Senior Services

#### **One Example of the Impact of Donations from the Community**

Thanks to the generosity of so many, we were able to purchase a new refrigerator for a resident with low income. Her thank you note:

*With so much devastation going on in the world, I truly feel blessed to live in South Windsor. We have the best Social Services Department I have ever seen. I have had the pleasure of working with Lindsey and she goes above and beyond every day to meet the needs of the community. When I had no one to turn to for help, she was there with kindness and compassion. You have restored my faith in humanity. Thank you from the bottom of my heart for making a difference in my life. - Louise*

#### **Gorgeous Grandma**

To celebrate Gorgeous Grandma Day in July, Victoria Hellberg, one of our program coordinators, reached out to several grandchildren that we had contact information for and created a video with everyone's responses. Check out this YouTube link, it is moving and so needed during these times when grandparents were not able to see their grandchildren due to Covid.

<https://www.youtube.com/watch?v=dZItiqhT9h4&feature=youtu.be>

Response from one grandma whose

grandchildren were featured:

*Wow you made my day. The video made me cry. With this lockdown it's been months since I have hugged my grandchildren. Thanks again for reaching out and making this such a beautiful grandma's day. Love to all, June*

#### **Renters Rebate Ends October 1**

Caseworkers are continuing to meet with people outside, to complete applications for Renter's Rebate. People eligible are those who rented an apartment in 2019, are 65 or older or are on Social Security Disability, and their income does not exceed \$37,000 for an individual, \$45,100 for a couple.

#### **Transportation Survey**

We recently sent a transportation survey out to 125 people who use our bus. 80 were returned with the following results:

1. Do you find it easy to schedule transportation appointments?  
Excellent-66, Very Good-12, Good-1, Average-1, Poor-0
2. Do you find the individual taking appointments to be pleasant and helpful?  
Excellent-72, Very Good-6, Good-2, Average-0, Poor-0
3. Does the mini-bus arrive on time for your pick up?  
Excellent-59, Very Good-15, Good-4, Average-1, Poor-0

## Human Services Department

Andrea Cofrancesco  
Director of Human Services

4. Is the driver polite and courteous?

Excellent-71, Very Good-6, Good-1,  
Average-0, Poor-0

5. Is the driver helpful in assisting you off and on the mini-bus?

Excellent-59, Very Good-12, Good-1,  
Average-1, Poor-0

6. Is the mini-bus clean and in good working condition?

Excellent-58, Very Good-14, Good-5,  
Average-2, Poor-0

7. Overall are you satisfied with the transportation service?

Excellent-70, Very Good-6, Good-2,  
Average-1, Poor-0

Kudos to our Transportation Coordinator, Cindy Malone, and Clerical Assistant Liz O'Brien and all of our drivers (Diana Roy, Fran Lerz, Mike Hayes, Don Padegimas, Ed Morin) for their caring and compassion in getting residents to much needed appointments and other services on a regular basis.

### Trainings and Webinars

Staff has taken advantage of training opportunities during this pandemic in a variety of topics, including:

- Offering Evidence-Based Programs During the COVID-19 Pandemic for Older Adults
- Healthy Aging Certification
- Social Isolation Impact Summit Better Breathers Club Facilitator Certification

- The Astonishing Effects of Exercise on the Brain with Wendy Suzuk
- Coronavirus Contact Tracing
- Diversity and Resiliency
- Elder Abuse and Consumer Scams
- Older adults and the COVID 19
- Obstacles & Opportunities: Health & Wellness for the LGBTQ Community
- Financial Exploitation of the Elderly, CT Senior Law
- POA, Executors and Trustees

### Drive Thru Volunteer Recognition:

Our annual volunteer recognition was held in a "drive-thru" style this year with 135 people (out of 270) driving up! Even through this global pandemic, volunteers have reached out to do good deeds for the community. We are blessed! Thank you to Brookdale of South Windsor for donating our "breakfast in a bag!"





## Human Services Department

Andrea Cofrancesco  
Director of Human Services

### Social Distancing Senior Picnic

Our annual senior picnic was held in the parking lot this year and it was so much fun! Lunch bags filled with individual servings of salads and chips were delivered along with beverages and a hot dog. Our rolling carts were dispatched to the parking lots with games and prizes for all to enjoy. It was a huge hit with 120 people attending and it was great to see everyone!



### Drive thru Events

In September we will be offering two drive up events a week. "It's something to look forward to" and "it gets us out of the house" are two comments that we have heard over and over again throughout our August events. With more than 100 at each, it has proven that the Senior Center is still the place to be, even during a global pandemic!

- 9/2 Vecchittos
- 9/4 Cheese Pizza
- 9/9 I love Food Day
- 9/11 Cherries and Blueberry dessert
- 9/16 PB and J Day with chips
- 9/18 Pie day
- 9/23 Ice cream cone day
- 9/25 Apple Crisp
- 9/30 Coffee and muffins/bagel

### Senior Center's Ice Cream Truck!

In July we delivered 540 ice creams to seniors over an 8 day period including senior housing, private homes and 55+ communities. People LOVED it, staff included! Being able to connect with people in a small way provided big results!



### Zoom Programs Going Strong

Sue Hill has taught various beginner ukulele classes before Covid19 and she never missed

## Human Services Department

Andrea Cofrancesco  
Director of Human Services

a beat when the virus came. Her "Ukulele Jam Sessions" offered on zoom became a huge HIT! Sue hosted a concert in June, also via Zoom with South Windsor residents and other neighboring towns with over 50 people joining in. We will once again offer ukulele classes via Zoom starting this month.



### Youth and Family Services

We are excited to share the news that our part time Youth Counselor, Robin Lagasse is now in a full time role with us as Clinical Coordinator. Referrals for counseling services have increased significantly over the last several years. After assessing our process we learned that we needed to expand what we are doing when we get a referral. Robin will now accept our counseling referral, conduct an intake and assessment before assigning to one of our counselors or referring out to a community provider. Robin will continue to maintain her own caseload, provide clinical supervision to the youth counselors and any interns we take on.

We are still having our Back to School Big Chill, but this year it will be a drive up/drive through event! We will be scooping Italian ice and handing out bags on information about Human Services, Drug and Alcohol prevention materials and fun giveaways!

Youth and Family Services offered a modified version of summer camp to SW residents this year. We adjusted to Covid-19 protocol and created a new program called "Lucky Stars". The camp, for middle and high school students, was held for one week sessions during the month of July. We knew that the kids needed safe social opportunities so that they could connect with other youth, get outside and get a break from technology. We focused on leadership, confidence, communication and connection. It was a great opportunity for kids to get out of their houses and have some fun!



We currently have two very important positions open right now: Teen Center Program Coordinator as well as a Youth Counselor position. We are actively hiring for both and hopeful to get two great people in these positions ASAP.

## Human Services Department

Andrea Cofrancesco  
Director of Human Services

### **S.W.A.N. Parent Education and Support** South Windsor & Neighbors

We are offering FREE parenting webinar classes through Peace At Home Parenting for all of 2020! Topics range from toilet training toddlers to talking to your teens!

Coming up for September & October we have:

- \*School Success: Inspire Motivation
- \* Navigating Challenges in Co-Parenting
- \* Learning from Home
- \* Pandemic Pods

There is a COVID-19 Parent Tool Box- filled with classes on supporting parents during this time. From helping your child feel safe to how to work from home and support your children.

<http://www.peaceathomeparenting.com/south-windsor-login/>

Kathy used her skills and creativity to create the below postcard that was mailed to families in town. We used grant funds from DHMAS to get out this important message.

### **Counseling & Support**

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

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*

**South Windsor Youth & Family Services CARES about YOU and your FAMILY!**

*We know that your lives have changed a lot these last few months and we are here to support you. Here are some ways to keep alcohol & drug prevention a part of your family conversation, and tips on how to decrease stress and stay healthy.*


**Start the Conversation**

Now is a great time to **talk with your kids, your family & friends about preventing drug and alcohol addiction.**


- ♥ When having a conversation, remember to **keep an open mind** & ask open-ended questions.
- ♥ Kids say that when it comes to drugs and alcohol, their **families are the most important influence.** So keep talking... and listening! Be clear and honest about your expectations. If you have a family history, talk to them about it.
- ♥ The human brain does not fully develop until about age 25. **Experimenting with drugs or alcohol during this time is risky to developing brains.** Studies show that people who start drinking before the age of 15 are 50% more likely to become alcohol dependent as adults.
- ♥ Be clear that they are **not allowed to use alcohol and drugs** and then explain WHY... because you love them, because these substances can be dangerous and addictive and because it is illegal.
- ♥ For resources and talking points: Go to [www.drugfree.org](http://www.drugfree.org), [portal.ct.gov/dmhas](http://portal.ct.gov/dmhas), or [www.kidshealth.org](http://www.kidshealth.org)

**Some simple things that you can do to help your family & friends.**

- ♥ **Get unnecessary medication out of your house.** A medication drop off box is in the lobby of the S.W. Police Department, 150 Nevers Road. Drop off with no questions asked.
- ♥ **Reach out for services.** Getting a family member connected to counseling can help tremendously.
- ♥ In CT, it is against the law to knowingly permit any minor to possess alcohol. **It is not safe to let your teen and their friends drink in your house,** so make very clear rules. Communicate with your teen about the dangers and the consequences



South Windsor  
Human Services







SOUTH WINDSOR  
Parks & Recreation

## Parks & Recreation Department

Raymond Favreau  
Director of Parks & Recreation

### “Discover the Benefits!”

John Caldwell, Jr.  
Parks Superintendent

**MONTHLY REPORT - September 9, 2020**

Keri Montague  
Asst. Director of Parks &  
Recreation

#### **Park & Recreation Commission (PARC)**

As a precautionary measure due to the continuing COVID-19 situation PARC meetings normally scheduled for the second Wednesday each month have been cancelled until further notice. We will have to start meeting virtually as soon as possible to complete the master plan revision.

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

As a precautionary measure due to the continuing COVID-19 situation SWW&WW meetings normally scheduled for the first Wednesday each month have been cancelled until further notice. We will have to start meeting virtually as soon as possible to re-start work on the cross-town trail project and work on revision of the SWW&WW Master Plan. They have proven it safe to conduct some limited activities over the summer and will continue to do so this Fall by continuing to offer some evening hikes at Nevers Park and community bike rides. Their semi-annual adopt-a-road commitment on Chapel Road will be held on Sat., Sept. 26th.

#### **Recreation Division**

*“Feel great—recreate!”*

#### **Summer 2020:**

- I would be remiss if I didn't thank our staff, both full time and part time/seasonal, for perhaps our most successful summer ever! You're probably asking yourself, did I just say our most successful summer ever? And yes, I did!
- Our success wasn't measured in the number of programs we ran, or volume of participants we accommodate, or the revenue generated – all so dramatically reduced from the norm due to the health crisis and resulting protocol. It was measured in our staff's ability to persevere and turn a bad situation into a grand slam. It was unheard of challenges met with attitude - and when I say that I mean the right attitude! It was happy campers and silly smiles. It was satisfied parents who trusted us with their children in uncertain times. It was grateful patrons escaping record heat and cooling off at VMP despite the restrictions. It was historic use of our trail system and open spaces when little else was open. It was meeting a need to engage our residents physically,

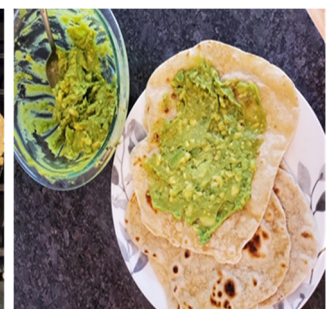
mentally and socially to rebound from the lingering isolation. They could have thrown their arms up and given up – but they didn't – we didn't – and we beat COVID! They faced adversity and they delivered! They should all be proud of the way they have handled this unprecedented situation – I know I am so proud of all of them.

- Day Camp operated reduced capacity programs at two sites – Wapping and the old Orchard Hill School for eight weeks from June 29 through August 21. A total of 594 registrations across the eight one-week sessions were accepted representing 109 local families. 343 of these attended at Wapping and 251 at the old Orchard Hill School. The day after storm Isaias we experienced 100% camper attendance at Wapping and 88% attendance at the second site at the old Orchard Hill school as we were fortunate to retain power and could continue to operate allowing parents to get to work. We hired and trained 40 staff members, a reduction of 22 from the previous normal year. A couple satisfied customers provide motivational testimonials:

*I just wanted to compliment you and your Camp Evolution staff on conducting a wonderful camp this summer! The daily temp checks, keeping kids in the same groups and staff in masks was a great plan. My daughter Teresa is enjoying her time in Camp Evolution. Thanks again for running a great camp during these tough times. - Matt Gudauskas*

*Thanks for all your hard work. My son Grayson absolutely loved camp. Being out of school has been hard on him, and since camp we've found him to be less frustrated, probably because you guys kept him so busy! All the staff has been outstanding and seem to be able to handle him really well. Thanks again. - Jerry and Julie Monette*

- Specialty Camps:
  - ◇ Skyhawks Camps: Flag Football was a huge hit this summer, just one of six successful camps they held for us despite the limited capacities imposed upon us by the health protocols through O.E.C.
  - ◇ Food Explorers was one of our programs successfully run virtually and just look at the delicious samples that participants made right from their very own kitchens! See photos below.



Tasty treats prepared by our very own young "Food Explorers", virtually !



Dept. of Public Health finally allowed us to open VMP much to the delight of many in the record heat!

- Veterans Memorial Park

All private swim lessons filled for the summer including the family style lessons for ages 4-8 where a parent/guardian was required to be in the water alongside them! Lessons for ages 9+ did not need a parent in the water. A satisfied customer offered the following:

*I just wanted to let you know that myself and my two young daughters visited the pool at VMP today and we had a great time. We have been pass holders in previous years,( in fact they were on the cover of the summer parks and rec program last summer) and we have always enjoyed our time at the pool. Thank you all for working so hard to get the pool up and running this summer. It is greatly appreciated and we look forward to spending more time at the pool this summer. Thank you, Thomas Dwyer*

- Tennis Lessons quickly filled after the first session. Temperatures were checked every day as well as mandatory questions assuring health and safety. Instructor Todd Custer did a great job implementing and monitoring social distancing among kids. We used all six

### July 6th—August 30th Attendance Overview

Resident Adult	2140
Resident Child	2537
Resident Senior/Vet	803
<b>Resident Total:</b>	<b>5480</b>
Non-Resident Adult	2134
Non-Resident Child	1988
Non-Resident Senior/Vet	439
<b>Non-Resident Total:</b>	<b>4561</b>

courts in order to properly social distance. All kids were required to bring their own equipment.

- To date Summer Concert videos on YouTube and our Facebook page have been viewed by 41,600 people! The partnership with TELEFUNKEN, USA was an amazing experience for our residents, the performers and us! COVID conquered again! Please see the testimonial below from one of our performers, the "Nightshift" band.

*On behalf of all of us in Nightshift, I would like to personally thank everyone who took the time out of their busy evening last night to watch our live streamed concert for the South Windsor Parks and Recreation. So far there were 348 comments, 33 shares and over 4.2K views! And that's just on South Windsor Rec's Facebook post, not including the many comments on our personal Facebook pages! WOW!!! You guys are the BEST and we can't thank you enough! Special thanks to the South Windsor Parks and Recreation Department for allowing*



*us to come into everyone's living rooms and especially to Telefunken Soundstage (Scott Medeiros and his entire crew of the BEST professionals!) The sound was PERFECT! We didn't know what to expect and it was very strange to play for such a large audience that we couldn't actually see, touch, hug or smile at in person, but we did see all of your real-time comments as you were posting them and those comments gave us the inspiration to play even better knowing you were all there to support us! Thank you all from the bottom of our hearts! As I always say, "Nightshift is NOTHING without all of you! We have the BEST friends and fans!" Sincerely, Kenny Hicks, band leader*



"Kick" wrapped up our virtual summer concert series streamed live from the local TELEFUNKEN Sound Stage on Pleasant Valley Road.

- Free Friday Flicks took on a whole new feel as we delivered it on schedule Drive-In style utilizing the high school student parking lot and Wapping "back yard". Nearly 100 people enjoyed each of the three movies. We received great positive feedback from them and as a result we hope to run them this fall or at least one in October for Halloween. Many thanks to Tom Delnicki for co-sponsoring this new program by

providing and setting up the radio transmitter for in-vehicle audio!



Our first ever drive-in movies  
– all socially distanced – great visibility!

### **Fall 2020:**

- With drastically reduced availability of indoor space we have once again shifted course for programming to navigate the ever-changing tides of COVID-19. At least for September, and understandably in line with the BOE Hybrid School Reopening Plan, the only access we have to school facilities is at the four elementary school to operate the 4th R Before & After School program deemed essential for parents who are unable to work from home. We will continue conversations with the BOE for potential increased facility access as Fall progresses and gradually expand programming as safely permitted. In the meantime we will develop, promote and deliver safe alternative activities and programs that can be held outdoors following current health protocol and favorable weather or provided them virtually.
- Due to the plethora of COVID-19 challenges we were unable to realistically plan and produce our typical Fall/Winter program catalog, Parks & Rec. Magazine, usually distributed in August to virtually every mailbox and post office box in town.

As a result we will plan and market COVID-friendly opportunities on a monthly basis and distribute “mini-brochures” called “Parks & Rec Happenings” via email blasts to our database and posts on our website and Facebook page. Our September issue will be out by the time you read this report, where you’ll find a variety of leisure interests for youth, adults and families! (See attached sample)

- We are happy to announce that we have been able to increase the level of service to better accommodate our 4th “R” families in these difficult COVID-19 times. More options and increased hours more conveniently match the school systems’ hybrid reopening plan. We will offer 4th “R” at the schools as “normal” for the kids when they are physically in school. Meaning each family will have two days of 4th “R” at their school. We will also be doing a full day program for many of the 4th “R” kids on their distance learning days for families desiring this. This will be held at Wapping Monday-Friday from 7:00 AM – 6:00 PM. Time and space will be provided for students to participate in their virtual learning as well as



Thanks to the handiwork of Parks Maintainer Mike Hanrahan, the indoor batting cages at the Little League Complex are now formally identified – nice job Mike!

recreational activities to keep them active and engaged safely. Up to 13.5 additional hours each week, or 54 hours per month will only cost families an average of \$9.81/hour/child for well-supervised, safe, engaging care!

- In a more frugal effort to reach out to the continual influx of new incoming residents we have adjusted our “welcome approach” to attract new participants to parks & recreation offerings. Replacing the first-rate but expensive packet (which included a welcoming cover letter, our two most recent magazines, a discount coupon and a large clasp envelope) previously sent via first class mail at a cost of \$5.10 each (magazine plus postage), we will now send a 5”x7” full-color post card to every new home-owner at an incredible savings of \$4.50 each! The printed post card at \$0.095 and postage at \$0.50 each for a thrifty \$0.595 cost per mailing can easily accomplish the same goal directing them to our web site and Facebook page at a fraction of the former cost! (See attached sample)
- 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”*

### **July & August Activity Highlights:**

- **Athletic Fields & Grounds:**
  - Serviced Buckland Road islands

- As of this writing we were still waiting for the State Dept. of Public Health (DPH) to release final recommendations for reopening Fall sports. All local Fall sports organizations are allowed to conduct conditioning and skill development practices in small cohorts in the meantime. The Town of South Windsor has been utilizing the DPH as its benchmark for decisions during this health pandemic and is continuing to do so for reopening sports which has differed from the CIAC and DECD Sports Sector Rules.

- **Parks & Open Space:**

- With the approval of the State Dept. of Public Health we prepared Veterans Memorial Park for a delayed opening on July 6th which included health protocol measures like removing picnic tables to minimize congregating and painting 10'x10' "pods" 6 feet apart on the grass areas throughout the park to provide defined social distancing for families.
- Grass areas and trees throughout the park system are suffering from severe drought stress conditions.

- Replaced and repaired split rail fencing on connector path between Andreis Trail and Carriage Drive.
- Extensive tree pruning throughout town properties
- Weeding and mulching at all landscape beds throughout town properties.
- Serious tree work and debris removal kept the crew extremely busy for weeks following tropical storm Isaias on August 4th not only at town properties, but at dozens of residencies where open space trees had impacted private property.

- **Projects:**

- Began the complete in-house reconstruction of the Pepin Baseball Field at the Little League Complex which will include removal of all material, re-building and correcting substantial imperfections of the clay infield with new material, re-grading the entire field that was terribly off-center with drastic pitch issues, installing a stone dust warning track where there previously was none, adding and installing irrigation, over-seeding and replacing the perimeter



Tree work, tree work and more tree work was the mantra for much of the month of August following storm Isaias. These photos represent clean up on private properties resulting from downed trees from abutting Town-owned open space.



fencing. The goal is to complete by mid-September so the field can be ready for play next Spring/Summer.

- We will be working on creation and installation of the new flag pole “garden” by the Wapping Community House at the corner of Sullivan Ave. and Ellington Road in the coming weeks.
- **Other:**
  - Search and selection process for our new Parks Maintainer position graciously supported by the Town Manager and approved by the Town Council in the 2020-2021 budget included job posting, testing all interested applicants in multiple groups at different times to social distance, short-listing applicants that successfully passed the exam, conducting first round interviews with 13 candidates and holding finalist interviews was complete by Sept. 4th. Final decision to be made and recommended the week of Sept. 6th.



Complete re-construction of the Pepin baseball field at the Little Complex is underway! Crew members Jake Burnham and Brian Sullivan displayed precise operating skills with an assortment of equipment to get the job done!

## ***September 2020 Town Council Meetings and Events***

### ***Meetings***

**Wednesday, September 9, 2020**

**7:00 pm Special Meeting**

*Virtual Meeting*

**Monday, September 21, 2020**

**7:00 pm Regular Meeting**

*Virtual Meeting*

### ***Holidays***

**Monday, September 7, 2020**

Town Offices will be closed in observance of Labor Day.

*Layout by Samara Haddock, Confidential Secretary*

