



# **Town of Willington, CT**

## **Response to the COVID-19 Health Crisis**

### **Operations Guide**

**Update May 19, 2021**



# Introduction

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

## Contact Information & Index

Department/Section	Phone #/Extension	Email Address	Page #
State Reopening Info			3
Town Reopening Info			4
Animal Control	860-428-4422	<a href="mailto:Animalcontrol@willingtonct.org">Animalcontrol@willingtonct.org</a>	5
Assessors	860-487-3122	<a href="mailto:wtopliff@willingtonct.org">wtopliff@willingtonct.org</a>	6
Building Inspector	860-487-3123	<a href="mailto:jrupert@willingtonct.org">jrupert@willingtonct.org</a>	10
Finance	860-487-3134	<a href="mailto:dlatincsics@willingtonct.org">dlatincsics@willingtonct.org</a>	7
Fire Marshal	860-429-7757	<a href="mailto:dpalmer@willingtonct.org">dpalmer@willingtonct.org</a>	10
Health Department	860-429-3325	<a href="mailto:ehhd@ehhd.org">ehhd@ehhd.org</a>	8
Human Services	860-487-3118	<a href="mailto:humanservices@willingtonct.org">humanservices@willingtonct.org</a>	9
Land Use	860-487-3123	<a href="mailto:zoningagent@willingtonct.org">zoningagent@willingtonct.org</a>	10
Library	860-429-3854		11
Parks & Recreation	860-487-3108	<a href="mailto:bcologna@willingtonct.org">bcologna@willingtonct.org</a>	12
Public Works	860-684-9313	<a href="mailto:Public.works@willingtonct.org">Public.works@willingtonct.org</a>	13
Registrars of Voters	860-487-3120	<a href="mailto:registrar@willingtonct.org">registrar@willingtonct.org</a>	18
Selectmen’s Office	860-487-3100	<a href="mailto:hsharpley@willingtonct.org">hsharpley@willingtonct.org</a>	14
Senior Center	860-429-8321	<a href="mailto:senior.center@willingtonct.org">senior.center@willingtonct.org</a>	15
Tax Collector	860-487-3111	<a href="mailto:collector@willingtonct.org">collector@willingtonct.org</a>	16
Town Clerk	860-487-3121	<a href="mailto:rcampbell@willingtonct.org">rcampbell@willingtonct.org</a>	17
Treasurer	860-487-3133	<a href="mailto:lsemprebon@willingtonct.org">lsemprebon@willingtonct.org</a>	7
FAQ			19-20
Emergency	911		

*Some staff members continue to work from home in an effort to reduce total in-office exposure. If you don’t reach the party you’re looking for, please leave a message and staff will get back to you within 24 hours. If you have urgent business with the town that cannot wait, please call 860-487-3100.*

### Non-Town Agency Contact Information

#### Connect with Us:

Facebook: <https://www.facebook.com/TownOfWillingtonCT/>

Visit our website, [Willingtonct.org](http://Willingtonct.org), to sign-up for our notification system.



# Governor Lamont Announces Plans to Ease Some COVID-19 Restrictions in Connecticut

*Please note that the Town of Willington urges all residents to remain as cautious as possible as we proceed with further reopening plans.* Community transmission is still occurring in communities around the state, and we do not want any residents to mistake the current reopening as an occasion to reduce their social distancing measures. We recommend that all residents stay home, stay safe, and stay strong to the greatest extent physically and mentally possible. Please note that the information listed below is up-to-date as of May 19, 2021, and that the [State's COVID-19 latest guidance webpage](#) should be referenced for further updates.

## **Current General Guidelines as of May 19, 2021:**

**Masks and Face Coverings:** From May 19, 2021 the following safety protocols regarding the use of face masks are in effect:

**Outdoors:** Masks are not required to be worn by anyone.

**Indoors:** Vaccinated individuals are not required to wear masks. Unvaccinated individuals must continue to wear masks.

Some businesses, state and local government offices, and certain events, may still require universal masking.

Masks will still be required in healthcare facilities, facilities serving vulnerable populations, public and private transit, correctional facilities, schools, and childcare.

On May 19 the Connecticut Department of Public Health will issue new guidance for masks in businesses, large gatherings and events, and more details on environments where masks will still be required.

**NOTE:** If you decline to wear a mask or face covering as described above due to a medical condition, you are not required to produce medical documentation verifying the stated condition.

**Governor Ned Lamont has shared a new guidance document with Connecticut businesses and the public to give a better understanding of the state's recently modified face mask policies that went into effect on May 19, 2021. [You can read the guidance document here.](#)**

**Travel Advisory:** A travel advisory is no longer in effect for anyone entering Connecticut from states with high community spread of COVID-19. [Click here for detailed information on the travel advisory.](#)



# Willington’s “Reopen Plan”

## Town Hall

The Town of Willington has executed its plan for reopening the Town Hall on Monday June 7, 2021, which includes the following actions being taken:

- Members of the public will be allowed within the Town Hall however we still encourage residents to make an appointment so you can receive dedicated service. Town staff will work with all residents to try and accommodate their needs either in person by appointment, email or by phone.
- Masks will still be required inside the Town Office Building until further notice.
- Each Department located within the Town Hall is staffing their offices in-person during normal business hours.
- Any announcements about changes to this plan will be announced on the Town’s website and social media pages, and an updated version of this guide will be published with new information as it becomes available.
- Each department located within Town Hall is staffed on the following schedule:
  - Monday: 12:30 PM to 7:30 PM
  - Tuesday: 9:00 AM to 2:00 PM
  - Wednesday: 9:00 AM to 2:00 PM
  - Thursday: 9:00 AM to 2:00 PM
  - Friday: 9:00 AM to 2:00 PM



# Animal Control

To: Residents of Willington  
From: Tina Binheimer; Animal Control Officer  
Date: 5/19/2021  
RE: COVID-19 update

Dear Residents,

The Willington Animal Control facility will be reopening by appointment as usual. Officers will continue attempting to mitigate as many complaints via telephone as possible, however calls requiring a physical response, will be conducted.

When calling for a physical response, please let the Animal Control Officer know if you or a member of your family has recently been ill so that extra precautions can be taken.

I can be reached at 860-428-4422 if you have questions. If you have an extreme emergency, please call 911.

Thank you!

Tina M. Binheimer, Animal Control Officer Town of Willington

Contact information:

Animal Control Officer – Tina Binheimer

Phone: 860-428-4422

E-mail [Animalcontrol@willingtonct.org](mailto:Animalcontrol@willingtonct.org)



# Assessor's Office

Property cards are available online at <http://gis.vgsi.com/WillingtonCT>

If you no longer own a vehicle, you can mail, scan and email or place in our mail slot at the Town Hall, your cancellation of plates and the bill of sale to:

Willington Tax Assessor  
40 Old Farms Rd.  
Willington, CT 06279

**STATE OF CONNECTICUT BY HIS EXCELLENCY NED LAMONT EXECUTIVE ORDER NO.75  
PROTECTION OF PUBLIC HEALTH AND SAFETY DURING COVID-19 PANDEMIC AND  
RESPONSE - SAFE STORES, RELIEF FOR POLICYHOLDERS, TAXPAYERS, AND TENANTS**

8. Suspension of Reapplication Filing Requirement for the Homeowners' Elderly/Disabled Circuit Breaker Tax Relief Program and for the Homeowners' Elderly/Disabled Freeze Tax Relief Program. The biennial filing requirements under Sections 12-170aa (e) and (f) and Sections 12-129b and 12-129c of the Connecticut General Statutes for any taxpayers who were granted the benefit for the Grand List year 2017 and who is required to recertify for the Grand List year 2019, are suspended and such taxpayers shall automatically maintain their benefits for the next biennial cycle ending in Grand List year 2021.

**Inquiries can be made by phone or email.**

Phone: (860) 487-3122

Assistant Assessors Email: [Joros@willingtonct.org](mailto:Joros@willingtonct.org)



# Financial Office

**Hours Monday through Friday 9:00 AM to 5:00 PM**

**Appointments are recommended to ensure social distancing and dedicated expedited service.**

**Contacts:**

Business Manager	Donna Latincsics	<a href="mailto:dlatincsics@willingtonct.org">dlatincsics@willingtonct.org</a>	860-487-3134
Account Analyst	Tish Ignatowicz	<a href="mailto:tignatowicz@willingtonct.org">tignatowicz@willingtonct.org</a>	860-487-3137
Payroll Coordinator	Amanda Palotti	<a href="mailto:apalotti@willingtonct.org">apalotti@willingtonct.org</a>	860-487-3135
Treasurer	Laurie Semprebon	<a href="mailto:lsemprebon@willingtonct.org">lsemprebon@willingtonct.org</a>	860-487-3133



# Health Department

## (Eastern Highlands Health District)

### Covid-19 Vaccine Information

- The EHHD is hosting weekly clinics for eligible groups
- Find eligibility and phase enrollment information [HERE](#)
  - To schedule an appointment online or by phone, click [HERE](#).
  - If you are already enrolled in the VAMS system, log onto your account to schedule your appointment. To search for an EHHD clinic, use the zip code: 06268 (not your home zip).
  - To enroll in VAMS, use [THIS LINK](#)  
*\*\*You will need a UNIQUE email address for each person to complete the enrollment process.*
- **Second Dose:** the VAMS system will show opportunities for appointments; information about scheduling a second dose is also provided at your first dose appointment at an EHHD clinic. If you received your first dose with us, and you are having difficulty finding an available appointment online, [email us](#).

### Health Department Forms

- Forms are available on the Eastern Highlands Health District website, [ehhd.org](#).
- Forms will also be sent electronically if requested.

### General COVID-19 Information (info from CT Department of Public Health)

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

### General COVID-19 Prevention Recommendations

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





# Human Services

## Department Services

- Appointments are recommended for many of the services that the department offers, however we will do our best to assist any walk-ins as needed.
- Monetary donations: Checks made to Willington Food Pantry or Fuel Bank can be delivered in person to Jennie Arpin, Human Services Department, 40 Old Farms Rd, Willington, and CT 06279.
- Food donations made easy: We now have a big blue donation bin outside in the back of the building for donations of non-expired canned or dry goods-food only. Drop your canned and dry goods in the box for the Willington Food pantry.
- Mobile Food share dates: every other Wednesday at the Town Office Building, 40 Old Farms Rd. 11am to 11:30 am. Please stay in your vehicle, as our Drive through Model will remain in place.
- Drive through food distribution for residents- FOURTH FRIDAY OF EVERY MONTH 10am until noon. Please bring ID or proof of residency. These will remain in place until further notice.
- FREE CLOTH MASKS AVAILABLE- Children and adult sizes! PLEASE CONTACT US FOR INFORMATION.

## Food Pantry Operations

- The Willington Food Pantry will be opening for residents on Monday June 7<sup>th</sup>. The hours will be Mondays from 4pm until 6pm, and Fridays from 10am until noon. Appointments will no longer be necessary, however prepackaged bags will be distributed to residents in need based on family size. Closed holidays.

## COVID-19 Vaccine Information

- For Covid-19 Vaccine Information please see the Health Department section on page 8 of this guide.

## Contact Info

Phone: 860-487-3118

Email: [humanservices@willingtonct.org](mailto:humanservices@willingtonct.org)



# Land Use Department, Building Official & Fire Marshal's Office

## Changes to Daily Operations

- Face-to-face meetings will now be conducted by appointment.
- Customers will have to communicate with the Department and review items online when possible.
- In-office staff presence will be limited.

## Permitting & Inspection Information

- Permits:
  - Information regarding the permit application process may be obtained from the town's website at [willingtonct.org](http://willingtonct.org) or by contacting the Building Department directly.
  - In the event that members of the public cannot access the applications online for any reason, paper copies may be obtained from the Building Dept. via email, or may be picked up in-person. Completed applications may be dropped off to Town Hall using the mail slot.
- Inspections:
  - Onsite inspections will take place for permitted work in vacant/unoccupied structures, or for work performed in an area of an occupied structure wherein a separate entrance/exit is available. Inspections of work within an occupied structure will take place in person however video inspections via Facetime or Google Duo may be requested at the discretion of the Building Official.
  - For certain inspections, photographs may be accepted. For any instance in which photographs are accepted, the applicant will be required to upload photos to their permit application online.
  - Any in-home inspections will only be done after the customer has been asked if they are feeling ill and/or have been exposed to anyone who has been sick or recently traveled.

## Records Research

- Information regarding property files may be obtained by visiting the Town of Willington's online GIS system and searching for the property in question. Property file documents may be downloaded directly from the GIS free of charge
- Hard copies, if requested, can be picked up at the Town Office Building.

## Planning & Zoning

- All applications can be viewed and submitted completed in [Viewpoint](#).
- Planning & Zoning Commission meetings, are being held virtually via Zoom.
- Information on meeting access will be posted on the agenda and on the Town's web page.

## Inland Wetlands

- Inspections will continue as needed, with general social distancing precautions taken by Town staff.
- Inland Wetland & Watercourses Agency meetings are still being held virtually via Zoom.
- Information on meeting access will be posted on the agenda and the Town's web page.

## Fire Marshal's Office

- Inspections and fire investigations will continue as necessary. Please contact the Land Use Office if you need to reach the Fire Marshal @ 860-487-3123.



# Library

**Appointments are no longer required**

Monday & Wednesday 12:00 P.M. to 4:00 P.M.

Tuesday & Thursday, 12:00 P.M. to 7:00 P.M.

Friday & Saturday, 9:00 A.M. to 1:00 P.M.

*For safety reasons, we are asking that patrons limit their library time to browsing and checking out items.*

*Face Coverings are required.*

*Social distancing is still in practice.*

*We ask that you continue to ring the doorbell to be let in. Capacity may be limited at times and you may need to wait outside until it is your turn to enter.*

**Ring the doorbell upon arrival:** the doors will be locked.

To request items for Curbside Pick-up, call (860) 429-3854 or by e-mail [checkoutrequestswpl@gmail.com](mailto:checkoutrequestswpl@gmail.com)

**For further information about the library:** <https://www.wilmingtonpubliclibrary.org>



# Parks & Recreation Department

## **Office Hours:**

Monday 12:30 p.m. – 7:30 p.m.

Tuesday – Friday 9:00 a.m. – 2:00 p.m.

We will offer services during our normal office hours in person, by phone, by email, as well as accepting registrations via mail. If mailing in registration and payment, address the envelope to: Willington Parks & Recreation Department 40 Old Farms Rd. Willington, CT 06279. Please make checks payable to Willington Parks and Recreation Department (WPRD).

For a list of services please visit the [Town Website](#).

Programs, events, services, and updates can be found on the [Willington Parks & Recreation Department website](#), the [Willington Parks and Recreation Facebook](#) page, the [Willington Wire Community E-Newsletter](#), and through email alerts. To sign up for email alerts from the Parks & Recreation Department, [click here](#).

Thinking of visiting our parks?

Please read the [CDC's guide to visiting parks and recreational facilities](#) and refer to the Health Department (Eastern Highlands Health District) section of this guide on page 8.

## **Contact the Parks & Recreation Department:**

Mail: Willington Parks & Recreation Department 40 Old Farms Road Willington, CT 06279

Phone: 860-487-3108

Email: [bcologna@willingtonct.org](mailto:bcologna@willingtonct.org)

Director of Parks and Recreation – Bethany Cologna



# Public Works

Winter Hours 7:00 A.M. – 3:30 P.M. Monday through Friday

Summer Hours 6:00A.M. – 4:30 P.M. 1<sup>st</sup> Sunday in May 5-9-21 through the 2<sup>nd</sup> Sunday in September 9-12-21

## Willington Transfer Station Guidelines

### Transfer Station

The Transfer Station will be open from 8:30 AM to 3:45 PM on Wednesday, Saturdays & Sunday.

The Swap Shed will be open starting Saturday April 10<sup>th</sup> 2021 masks and social distancing is required.

In an effort to follow the Centers for Disease Control and Prevention (CDC) guidelines and to keep the Willington Transfer Station open, the Transfer Station Attendants will still be practicing a **Social Distancing Policy**. This means attendants will maintain a distance of 6' or greater from those who are depositing waste and will have limited interactions with residents during this time.

Only household trash and household recyclables will be allowed to be discarded.

\*Main Solid Waste (trash) will remain open

\*Single Stream Recycling will be open

\*Bulky Waste will be open; however the limited interaction with attendants could be in place.

**NOTICE:** the bottle and can receptacle (for the Boy Scouts) is still closed however we anticipate the Boy Scouts will be ready to receive soon. Please throw any cans & bottles in the recycling bin instead of the collection bin until they are ready.

### General COVID-19 requirements

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

Contact information;

Phone; 860-684-9313

E-mail; [public.works@willingtonct.org](mailto:public.works@willingtonct.org)

Public Works Director – Troy Sposato

Public Works Administrative Assistant- Michelle Cyr



# Selectmen's Office

## Department Services

- Public Meetings: All public meetings will be coordinated by the Selectmen's Office until further notice, and all such meetings shall be accessible remotely. Information on how to access each meeting will be posted on the town's website. the Town's Official You Tube page, which can be found here: [CLICK HERE](#)
- Human Resources & Hiring: All Human Resources inquiries will be managed without hindrance.
  - Any individual called for an interview with the town shall be given instructions on how to connect with the Selection Committee via phone or Zoom meeting or in-person.
- Communications: Public health and wellness notifications will continue to be shared on social media and via other means as necessary.
- Pistol & Raffle Permits: Please contact [hsharpley@willingtonct.org](mailto:hsharpley@willingtonct.org) or (860) 487-3100 for appointment in filing pistol and raffle permit applications.
- Notary Services – by appointment (860)-487-3100

## Town Hall Operations

Each department located within Town Hall is staffed on the following schedule:

Monday: 12:30 PM to 7:30 PM

Tuesday: 9:00 AM to 2:00 PM

Wednesday: 9:00 AM to 2:00 PM

Thursday: 9:00 AM to 2:00 PM

Friday: 9:00 AM to 2:00 PM

Town Hall will open to the public on June 7, 2021; appointments are still encouraged to ensure you receive dedicated service from our staff.



# Senior Center

**Senior Center:** Based on guidance received the Senior Center can open up now for small groups and individual services. The DPH/DECD recommended best practices are still in effect. [Click Here](#) for guidance related to Senior Centers.

The Senior Center's staff continues to serve the public remotely and conduct outreach calls to many of our seniors and other citizens in need. For more information about their current operations, please contact the Senior Center at 860-429-8321 or by email [senior.center@willingtonct.org](mailto:senior.center@willingtonct.org).

## Department Services

- Staff is available by phone. Please call us at (860) 429-8321 and leave a voicemail or by e-mailing [senior.center@willingtonct.org](mailto:senior.center@willingtonct.org) .
- Staff calls may originate from an unfamiliar number but we will clearly identify ourselves.

## Contact Info

- Phone: (860) 429-8321
- Email: [senior.center@willingtonct.org](mailto:senior.center@willingtonct.org)



# Tax Collector's Office

860-487-3111

[collector@Willingtonct.org](mailto:collector@Willingtonct.org)

Town of Willington Website: <https://www.willingtonct.org/tax-collector>

Link for Online Pay and 2020 Tax Payment Information:

<https://www.mytaxbill.org/inet/bill/home.do?town=willington>

The Town Office Building will reopen to the public on June 7, 2021 and the Tax Office will be fully staffed. Although open, we are still encouraging taxpayers to pay their taxes online (see link above), by mail or by using one of our drop boxes located outside the Town Office Building.

If you prefer to come to the office in person, a mask will still be required until further notice. We will also be following the social distancing guidelines.

If you need a motor vehicle clearance, please make sure your payment is made at least a week in advance as clearances are only done on Friday's. If an immediate release is needed, payment will need to be made in person by cash. As always, we recommend you pay taxes by their due date to avoid any problems.

The next round of tax bills will be sent out at the end of June. These will be due July 1, 2021 with the last day to pay without penalty being August 2, 2021.

If you have any questions, please call our office at 860 487-3111.

Many thanks,

Janice Clauson

Revenue Collector





# Town Clerk

## Services Offering

- One person is permitted in the vault at a time. Gloves (provided) must be worn while conducting business in the vault.
- Marriage Licenses are now being issued through a socially-distant procedure by appointment. Information can be found on the Town's website, <https://www.willingtonct.org/town-clerk/pages/marriage-licenses> alongside the Marriage License Worksheet.
- Vital record requests (copies) via mail, drop box or appointment.
- Dog licensing via mail, online or drop box.
- Land Recordings, Trade Names and Name Changes via Mail, or drop box or appointment.
- Online land records searches and copies available through Record Hub (COIT) remotely. If the record you are looking for is not found in RecordHub, please contact the office at 860-487-3121, [rcampbell@willingtonct.org](mailto:rcampbell@willingtonct.org) or [rpierce@willingtonct.org](mailto:rpierce@willingtonct.org)
- Notary Services, via appointment.
- Sport License via appointment.
- Voicemail will be retrieved remotely as-needed.
- Liquor permit filings are available by appointment only.

\*all of the above can also be handled through the service window (in the front of the building) for those wishing to stay outside.

We ask those coming into the Town Clerk's Department to conduct business –only and to not loiter/visit as there could be others waiting to conduct business. Thank you for understanding!

## Contact Information

- Phone: Town Clerk: 860-487-3121
- E-mail: Town Clerk: [rcampbell@willingtonct.org](mailto:rcampbell@willingtonct.org)
- E-mail Assistant Town Clerk: [rpierce@willingtonct.org](mailto:rpierce@willingtonct.org)



# Registrars of Voters

## Registrars

- Register to vote at [voterregistration.ct.gov](http://voterregistration.ct.gov)
- For more information please visit our webpage at <https://www.willingtonct.org/elections-department>.

## Contact Information

- Phone: Registrar: 860-487-3120
- Email: Registrar: [willingtondem@willingtonct.org](mailto:willingtondem@willingtonct.org) or [willingtonrep@willingtonct.org](mailto:willingtonrep@willingtonct.org)
- Office hour's; Tuesday 10:00AM to 12:00PM or call for an appointment



# Frequently Asked Questions

- **How do I get the COVID-19 Vaccine?**
  - Vaccine information can be found under the Health section of this guide on page 10. Additional vaccine information can be found on the State's website at <https://portal.ct.gov/Vaccine-Portal>.
- **How do I access public meetings throughout the State of Emergency?**
  - The Town has elected to utilize Zoom, a web and phone-based conference call system, to conduct Town meetings until further notice. In order to access those meetings, please visit our website. Along with or in proximity to each meeting's agenda, we will post information about how to connect over the phone and over the web. If you require additional assistance or accommodation in order to access the meeting, please contact the Selectmen's Office or 860-487-3100 twenty-four hours before the meeting is set to begin so that we can best guarantee those needed accommodations.
- **Are Town facilities and parks open to the public?**
  - At this time, all facilities are closed to the public unless you have an appointment with a town staff member. Parks remain partially open; please visit the Parks & Recreation page within this guide (Page 12) for more information, and review the [CDC's guidelines](#) for visiting parks during the pandemic.
- **What Town operations are continuing during the State of Emergency?**
  - All members of town staff are currently working to better the town and serve you despite facilities being partially inaccessible to members of the public. Please contact staff members by phone and email for the time being to ask questions and get your needs met. For information about adjusted working hours please visit our website; <https://www.willingtonct.org>
- **What do I do if I or someone I know experiences symptoms of COVID-19?**
  - If they are mild symptoms, consult your healthcare provider at your earliest convenience and do your best to isolate the (potentially) infected individual. If the person in question is struggling to breathe or has other life-threatening symptoms, call 911 and be sure to note your concern that the individual is suffering from COVID-19. Alerting the first responders to this fact can help protect them from getting infected, too.
- **How do I care for someone who is experiencing symptoms of COVID-19?**
  - [Click here](#) to see the Eastern Highlands Health District's guidance on that subject.
- **I'm under a lot of stress because of this situation. Where do I find help?**
  - If your stress is not at emergency levels, please take the time to read through the [CDC guidelines](#) for coping with stress. If there is anything you believe the town can do to assist you, please let us know as soon as possible.
  - In the event that your stress has reached the level of an emergency, please either call 911 or [211](#) if you believe you are at imminent risk of harming yourself or others.



- **Why am I hearing about cases, hospitalizations, and the death of Willington residents before the Town is making announcements about them?**
  - The Town staff is extremely connected to residents, Department of Public Health officials, and Eastern Highlands Health District officials, but we are choosing to release information only after it has been verified. We do not wish to perpetuate inaccurate rumors, should such inaccuracies begin to circulate, and we want to make sure our statements are as truthful as possible. Please also note that federal and state law prevents us from providing some specific details about cases with the public, including the identities of infected individuals. If you have specific questions about the status of Willington residents, please contact us at [\(860\) 487-3100](tel:8604873100)