MAYOR LUKE A. BRONIN

City of Hartford Services Resident Guide

Fall and Winter 2018

One Hartford

A communication from the Community Engagement Office of Mayor Luke A. Bronin

A Message from the
Office of Community Engagement

Dear Residents,

Ahead of the Fall and Winter seasons, this booklet provides all relevant information about City services in one place. This booklet includes seasonal service updates in English and Spanish regarding leaf collection schedules, the new bulky waste collection program, snow removal, and more.

If you have any questions, please don't hesitate to reach out to our office.

There are multiple ways to stay connected with us:

- **One Hartford Newsletter – weekly updates from the City**
  Sign up at: http://eepurl.com/cRa9j5
- **Follow us on Facebook**
  Visit us at www.facebook.com/hartford311
- **Download the Hartford 311 app**
- **Visit the 3-1-1 Service Center at Hartford City Hall, 550 Main St, Ground Floor**
- **Call us directly at 3-1-1 from a landline OR (860) 757-9311 from a cellular phone**

Our team is available Monday – Friday: 8:00 a.m. – 5:00 p.m.

Thank you and have a great Fall & Winter Season.

Janice C. Castle
Director, Office of Community Engagement
Phone: (860) 757-9525
Email: janice.castle@hartford.gov

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DEPARTMENT OF PUBLIC WORKS
FALL 2018 LEAF COLLECTION PROGRAM

The City of Hartford Fall Leaf Collection Program is designed to allow residents to dispose of fallen leaves prior to the first heavy snowfall. During the Program, residents are asked to identify the disposal options that work best for their household, as listed below, and follow the zone schedule for curbside collection.

The City is divided into three (3) zones for easy, fast and convenient collection.

North — North - consists of areas north of Albany Avenue, including all of the Blue Hills and North East NRZs.

Central — Central - consists of central areas that fall south of Albany Avenue, north of New Britain and Flatbush Avenues and east of Prospect Street.

South — South - consists of areas south of Flatbush Avenue and the Sheldon/Charter Oak, Maple Ave, South End and South West NRZs.

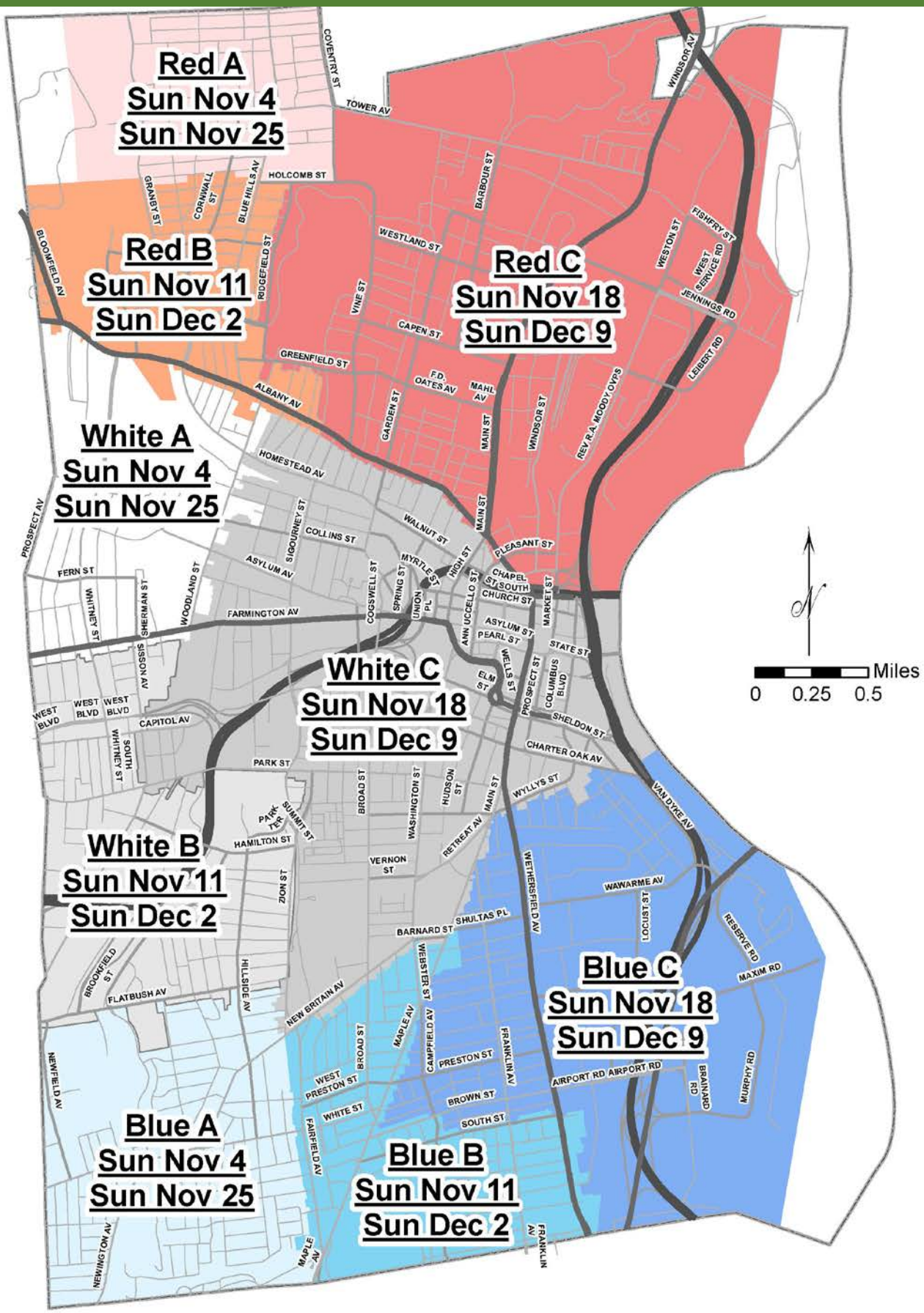
There are three (3) options for residential leaf disposal:

1. **CURBSIDE COLLECTION: Two (2) times between November 4th and December 15th**
   - Coordinated by zones, residents can rake leaves curbside for pick up
   - Residents are to rake leaves to curb, **NOT STREETS**, by Sunday prior to week of collection
   - See map on back or visit www.Hartford.gov/leaf-collection for street by street collection dates
   - Leaves **MUST NOT** be raked to curb after week of collection, they will not be collected

2. **PAPER LEAF BAG COLLECTION: November 4th to December 15th ONLY**
   - Place paper leaf bags curbside during week of collection.
   - Leaves placed in plastic garbage bags will not be collected. Plastic Bags are not biodegradable

3. **LEAF BAG DROPOFF: Year-round (GREEN PERMIT REQUIRED)**
   - Obtain **FREE** Green permit: Visit 50 Jennings Road, Monday - Friday, 8:30 am – 5:00 pm
   - Bring paper leaf bags to Waste & Recycling Center: 180 Leibert Road, Tuesday - Saturday, 9:00 am – 2:00 pm

2018 Curbside Leaf Collection Dates



CITY OF HARTFORD DEPARTMENT OF PUBLIC WORKS
SNOW/ICE INFORMATION SHEET

The City of Hartford's Department of Public Works would like to remind property owners, both businesses and residential, of their responsibilities in response to a snow or ice event as mandated by City ordinances ***Hartford Municipal Codes Sec. 31-143–151.***

Property Owner's Responsibilities:

All property owners must do the following within ***six (6) hours after the completion*** of a snow or ice event, or within ***three (3) hours of sunrise*** when the snow has fallen overnight.

- Clear all sidewalks of snow and/or ice including curb cuts if located on a corner lot. ***Throwing of snow or ice onto City streets is PROHIBITED.***
- Sand/salt sidewalks, as necessary, to provide a safe and convenient path for pedestrians.
- Clear fire hydrant(s) of any snow and/or ice.
- Remove snow from roofs near street line that may slide and endanger public transit.

Violation of the above Municipal Codes can result in a $99 per day fine until corrected.

Snow Emergency Parking Bans:

- When heavy snowfall of 4 inches or more is predicted, the Mayor may declare a snow emergency parking ban.
- During a snow emergency parking ban, all on-street parking is prohibited throughout the City of Hartford, and cars left parked on City streets will be ticketed and towed. ***$100 fine plus $93.59 tow fee*** – additional storage fees applied after three (3) days.

Available Parking:

The City of Hartford has authorized the following Blue Light Lots for residential parking before the start of a parking ban. City Parks are also available during a parking ban.

- 130 Sisson Ave
- 2434 Main St
- 135 Main St
- 50 Curcombe St
- 20 Francis Court
- 547 Park St
- 60 Chadwick Ave
- 45 Evergreen St
- 77 Laurel St
- Sigourney & Homestead
- Learning Corridor Parking Garage – Brownell St

NOTICE

BULKY ITEMS PICK UP PROCESS

STEP 1

CALL

Public Works to Schedule Pick Up for all bulky items at

(860) 757-4955 or (860) 757-9983

All 1 – 6 unit non-commercial properties receive TWO (2) FREE pick ups per unit of FIVE (5) OR FEWER items per year. Additional pick-ups are $75 each.

STEP 2

PLACE

Bulky items should be placed curbside ***THE NIGHT BEFORE*** scheduled pick-up.

STEP 3

AVOID

The fine for placing bulk items curbside ***WITHOUT*** a scheduled pick-up is ***$99***

STEP 4

REPORT

All illegally dumped items should be reported to ***Hartford 311*** by calling **311 (landline) or (860) 757-9311 (cell phone)**

BULKY items are large solid waste such as appliances, electronics, tree limbs, tires, furniture, mattresses and other items too large to fit reasonably in standard-issued collection containers. Bulky waste does not include any hazardous or toxic materials.

For further information, please call 311 or dial (860) 757-9311 from a cellular phone. Staff Available Monday – Friday: 8:00am – 5:00pm.

THE CITY OF HARTFORD

DEPARTMENT OF PUBLIC WORKS

NEEDS YOUR HELP TO MAKE OUR CITY CLEANER, GREENER AND HEALTHIER FOR US ALL.

Learn how you can help!

#CleanHartford

Make it Happen.

"My team and I work hard to keep our City clean, please allow us to do our job with dignity and respect."

***Virgil Griffin**, Public Works*
Hartford Resident

FROM THE DOORKNOB TO THE CURBLINE -
HERE'S HOW YOU CAN HELP

Residents (renters and owners)

Identify at least one day a week to pick up litter and trash on your property, from your doorknob to the curb line.

Neighborhood Groups/Youth Groups

Identify at least one day a month for a community clean up day. Bags, brooms, gloves, litter picks, rakes, and more are available from KNOX as part of their Hartford Cleans Up Program. ***For more information visit: www.knoxhartford.org/programs/hartford-cleans-up/ or call (860) 951-7694.***

Business Owners

Keep the areas in front of your business including public walkways clear of litter, weeds and/or vegetation. Remove all Graffiti from storefront.

For further information, please call 311 or dial (860) 757-9311 from a cellular phone. Staff Available Monday – Friday: 8:00am – 5:00pm.

HARTFORD 311 CALL 311 TO GET IT DONE

#CleanHartford
Make it Happen.

HARTFORD POLICE DEPARTMENT
Community Service Officers

The City of Hartford Police Department is committed to keeping residents safe, reducing crime and forging strong relationships between officers of all ranks and the community they serve.

Blue Hills
Tyrell Jenkins
860-757-4023
JENKT003@hartford.gov

Upper Albany
Brian Ufferflge
860-757-4374
UFFEB001@hartford.gov

West End/WECA
Joseph Sherbo
860-757-4483
SHERJ003@hartford.gov

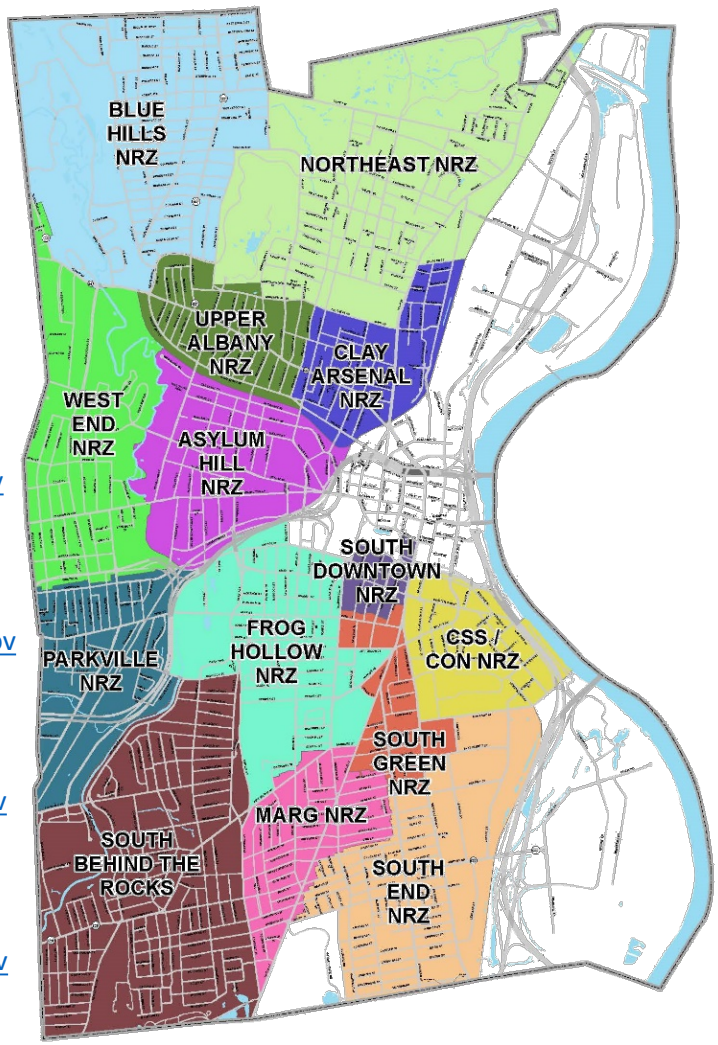
Asylum Hill
Cesidio Palmiero
860-757-4233
PALMC002@hartford.gov

Frog Hollow
Miguel Maldonado
860-757-4368
MALDM004@hartford.gov

Parkville
Michael Verrengia
860-757-4542
VERRM001@hartford.gov

Behind The Rocks
Anthony Gaudino
860-757-4310
GAUDA001@hartford.gov

Southwest
Hiram Otero
oterh001@hartford.gov
860-757-4402



Northeast
Mirella Gentry
860-757-4217
GENTM001@hartford.gov

Clay Arsenal
Carlos Montanez
860-757-4313
MONTC003@hartford.gov

South Downtown
Adam Demaine
860-757-4458
DEMAA001@hartford.gov

Sheldon/Charter Oak
Gamaliel Perez
860-757-4415
PEREG001@hartford.gov

South Green
Gamaliel Perez
860-757-4415
PEREG001@hartford.gov

Maple Avenue/MARG
Theodore Sposito
860-757-4490
SPOST001@hartford.gov

South End
Carlo Faienza
860-757-4493
FAIEC001@hartford.gov

LOUD & UNNECESSARY NOISE ENFORCEMENT

The Hartford Police Department would like to remind all residents and visitors of the City of Hartford's rules and regulations around noise and the impact it can have on quality of life. The department receives numerous calls and inquiries pertaining to noise disturbances from homes or vehicles with loud music, car mufflers, or other unnecessary sounds creating a discomfort or nuisance.

Noise is described as any emitted sound that is plainly audible at a distance of one hundred (100) feet from its source.

Property Owners

It is unlawful for any person in a residential, commercial or industrial zone to emit or cause to be emitted any noise beyond the boundaries of his/her premises in excess of the noise levels established under City Ordinance (C.O.23-3)

Motor & Recreational Vehicle Owners

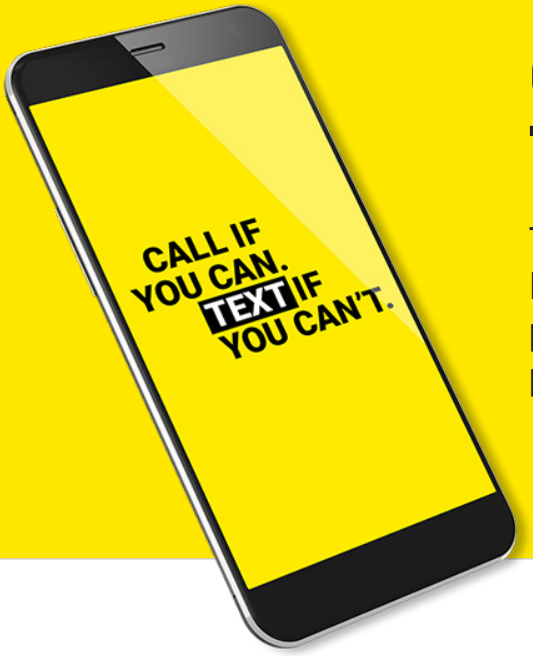
It is unlawful for any person to at any time sound any horn or other audible signal device of a motor vehicle, unless it is necessary as a warning to prevent or avoid a traffic accident. (C.O. 23-4)

No motor or recreational vehicles shall emit noise from a loud amplification device or similar equipment plainly audible at a distance of one hundred (100) feet from such vehicles. (C.O. 23-5)

Penalties for Violations

If convicted of violating this ordinance, a person or persons involved can be subject to community service, a fine up to ninety dollars ($90.00) or up to twenty-five (25) days in jail. (C.O. 23-8)

911 CT



NEED 9-1-1?
CALL IF YOU CAN. TEXT IF YOU CAN'T.

Text-to-911 is now available in Connecticut. If you need help, but can't safely speak on the phone or are unable to speak, use your mobile phone to send a text message to 9-1-1.

When to use it

Calling is the best and fastest way to reach 9-1-1. But you should text if:

You're deaf, hard of hearing, or have a speech disability.

You're in a situation where it's not safe to call 9-1-1 for help.

You're having a medical emergency and cannot speak on the phone.

How it works

1. Enter the numbers 911 in the "To" field
2. Text the exact location of the emergency
3. Briefly describe what kind of help you need
4. Push the "Send" button
5. Respond to any questions
6. Follow instructions
7. If you're driving, pull over when it's safe. Do not text and drive!

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Answers to Frequently Asked Questions about Text-to-911

Q: Can I include photos or video in my message?
A: No. Photos and videos cannot be sent to 9-1-1 at this time.

Q: Can I send 9-1-1 a text message in Spanish?
A: No. At this time, 9-1-1 can only receive text messages in English.

Q: Can I send a group text to 9-1-1 and another person?
A: No. Messages sent to 9-1-1 cannot include other people.
If you include 9-1-1 on a group text, it may not be received.

Q: What should I do if I don't receive a response?
A: If Text-to-911 is temporarily unavailable, you should receive a message indicating this, plus instructions on how to contact 9-1-1 by other means.
If you do not receive any replies from 9-1-1, try to contact 9-1-1 another way.

Q: I accidentally sent a text to 9-1-1. What should I do now?
A: Text-to-911 is for use in an emergency only. If you accidentally send a message to 9-1-1, send a reply indicating that you have made a mistake, there is no emergency and you are not in danger. Promptly answer any questions so we can determine that 9-1-1 is not actually needed. Intentional misuse of 9-1-1 is a punishable offense.

Q: Where does a text message to 9-1-1 go?
A: Similar to 9-1-1 calls, texts to 9-1-1 are routed to one of Connecticut's 100+ public safety answering points (PSAPs). All PSAPs (9-1-1 call centers) are operated on a 24-hour basis, receive 9-1-1 calls and texts and dispatch emergency response services.

Q: Do I have to provide my exact location when I send a text to 9-1-1?
A: Yes. Text-to-911 location information is not equal to current voice call location technology. In order to get help, you need to provide your exact location.

Q: Can I send a text to 9-1-1 from any mobile device?
A: No. In order to use Text-to-911, the mobile device you are texting from requires a mobile phone number with a wireless carrier that will allow the device to send and receive text messages.

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EMERGENCY SERVICES & TELECOMMUNICATIONS

HOME SECURITY/ALARM REGISTRATION

The City of Hartford Department of Emergency Services & Telecommunications would like to remind owners and operators of Alarm Systems, both residential and business, of the necessity to register all Alarm Systems, to include security and fire. Per the City of Hartford Municipal Ordinance Section 25-14, all alarm owners or operators **must** obtain, complete and return with payment, an Alarm Permit Application **prior to** the installation of an Alarm System.

To register an alarm visit www.Hartford.gov/emergency-services and click on **Alarm Registration Application**.

Completed Alarm Permit Application Forms can be mailed with a **$25.00** check or money order payable to:

City of Hartford
Department of Emergency Services & Telecommunications
Alarm Ordinance Division
253 High Street
Hartford, CT 06103

Failure to Register an Alarm will Result in a Ninety-Nine ($99.00) Dollar Fine

PENALTIES

For alarm users who have not registered their systems, a ninety-nine dollar ($99.00) fine will be imposed. In addition to the non-registration fee, any user of a non-permitted Alarm System will be subject to a citation and assessment of a one hundred dollar ($100.00) fine for each offence of a false alarm dispatch.

The total fine for an alarm user who has not registered their system and who has had a false alarm occurrence is one hundred ninety-nine dollars ($199).

Make A Plan

Make a plan today. Your family may not be together if a disaster strikes, so it is important to know which types of disasters could affect your area. Know how you'll contact one another and reconnect if separated. Establish a family meeting place that's familiar and easy to find.

Step 1: Put together a plan by discussing these 4 questions with your family, friends, or household to start your emergency plan.

1. How will I receive emergency alerts and warnings?
2. What is my shelter plan?
3. What is my evacuation route?
4. What is my family/household communication plan?

Step 2: Consider specific needs in your household.

As you prepare your plan, tailor your plans and supplies to your specific daily living needs and responsibilities. Discuss your needs and responsibilities and how people in the network can assist each other with communication, care of children, business, pets, or specific needs like the operation of durable medical equipment. Create your own personal network for specific areas where you need assistance. Keep in mind some these factors when developing your plan:

- Different ages of members within your household
- Responsibilities for assisting others
- Locations frequented
- Dietary needs
- Medical needs including prescriptions and equipment
- Disabilities or access and functional needs including devices and equipment
- Languages spoken
- Cultural and religious considerations
- Pets or service animals
- Households with school-aged children

Step 3: Fill out a Family Emergency Plan

Download and fill out a family emergency plan or use them as a guide to create your own.

- Emergency Plan for Parents (PDF) - https://www.fema.gov/media-library/assets/documents/133447

Step 4: Practice your plan with your family/household

2018 Campaign

This year's FPW campaign, "Look. Listen. Learn. Be aware. Fire can happen anywhere," works to educate people about three basic but essential steps to take to reduce the likelihood of having a fire—and how to escape safely in the event of one:

LOOK

Look for places fire could start. Take a good look around your home. Identify potential fire hazards and take care of them.

- **Cooking** is the leading cause of U.S. home fires, causing nearly half (47%) of all home fires each year, on average. Leaving cooking unattended is the leading cause of home cooking fires.
- **Heating** is the second-leading cause of U.S. home fires, accounting for 15% of all reported home fires, on average each year. Failure to clean heating equipment is the leading cause of home heating fires.
- **Electrical distribution or lighting equipment** was involved in the ignition of 34,000 U.S. home fires, on average each year. These fires involved equipment such as wiring, lighting, cords and plugs.
- **Candle** fires are reported to U.S. fire departments an average of 24 times a day. More than half of all candle fires start when things that can burn are too close to the candle.
- **Smoking materials**, including cigarettes, pipes and cigars, are major causes of U.S. home fires. In addition, fires have occurred while e-cigarettes were being used, the battery was charging, or the device was being transported; battery failures have led to small explosions.

LISTEN

Listen for the sound of the smoke alarm. You could have only minutes to escape safely once the smoke alarm sounds. Go to your outside meeting place, which should be a safe distance from the home and where everyone should know to meet.

- Smoke alarms are the first line of defense in a fire by alerting everyone in time to get out safely. In fact, having smoke alarms in your home cuts your risk of dying in a fire in half.

LEARN

Learn two ways out of every room and make sure all doors and windows leading outside open easily and are free of clutter.

In a fire, you may have only minutes to escape safely once the smoke alarm sounds. Knowing how to use that time wisely takes planning and practice.

Develop an escape plan with all members of your family. A home escape plan includes:

- two ways out of every room, usually a door and a window;
- a path from each exit to the outside; and
- an outside meeting place a safe distance in front of your home where everyone will meet.

Practice your plan with everyone in your home twice a year.

Home escape planning & practice are more important than ever.
People tend to think the risk of having a home fire is low. They also think home is the place they're safest from fire when it's actually the place they're at greatest risk. In fact, home fires can and do happen quite often: U.S. fire departments responded to a home fire every 90 seconds in 2016. Also, the majority of U.S. fire deaths (approximately 80%) occur in homes.

The good news is that the number of home fires has been steadily declining over the past few decades. This means people are getting better at preventing fires from happening. Unfortunately, the likelihood of dying in a home fire today has actually increased. NFPA's most recent data shows that the home fire death risk was 10% higher in 2016 than in 1980. This means there's still a lot of work to do in educating people how to safely escape a home fire.

Today's homes burn faster than ever
This is the result of several factors:

- Newer homes are predominantly built with unprotected lightweight wood construction, which fails faster when it's exposed to high temperatures, and weakens and collapses faster than homes built with dimensional lumber.
- Newer homes tend to be designed with lots of open spaces and high ceilings, creating an ideal environment for fire to grow and spread quickly.
- The vast majority of modern home furnishings includes synthetic materials that burn very quickly and at higher temperatures, generating black, toxic smoke and gases that make it extremely difficult to see and breathe in a matter of moments.

Out and about
When you're out and about, situational awareness is key! Remember to be aware of your surroundings and make a plan for how you would escape a building in the event of a fire or other emergency.

- When you're preparing to enter an occupancy, ask yourself if it looks safe and well-maintained.
- Check to see that doors aren't locked or blocked from the inside.
- Look for the two closest exits and identify the path you would take to reach them.
- If you hear the fire alarm system sound, take it seriously and exit the building calmly but quickly. This is particularly important in larger occupancies like malls and movie theaters, where it may be too late to escape if you wait to see evidence of fire.

CITY OF HARTFORD HOUSING CODE ENFORCEMENT

SUPPORTING SAFE AND HEALTHY HOMES

Hartford Housing Code Enforcement is a team of Housing Code inspectors assigned to help protect the public health, safety and welfare of Hartford residents living in:

- Two-family dwellings that are not occupied by the property owner
- Three-family or more dwellings
- Mixed use residential/commercial structures

WHAT CAN RESIDENTS REPORT

Residents can request a housing inspection for any of the following items as well as any additional concerns related to unsanitary and unhealthy living conditions within an apartment complex and/or residential unit:

- ✓ No Heat or Hot Water
- ✓ Non-Functioning Windows or Missing Window Screens
- ✓ Rodent or Pest Infestation
- ✓ Mold and Mildew Overgrowth
- ✓ Malfunctioning Ventilation Systems
- ✓ Malfunctioning Electrical Systems
- ✓ Security Issues like Non-Locking Doors
- ✓ Trash Accumulation
- ✓ Missing Certificates of Apartment Occupancy

HOW TO REPORT AN ISSUE OR REQUEST AN INSPECTION

To request an inspection, please contact **Hartford 311 at (860) 757-9311**. Staff is available Monday – Friday: 8:00am – 5:00pm. Requests can also be submitted via the Hartford 311 App (available at the Android & Apple store).

PLEASE NOTE: Inspectors cannot enter and inspect any unit without a submitted request from occupant. **CALL HARTFORD 311, HELP STARTS HERE!**

CITY OF HARTFORD HOUSING CODE ENFORCEMENT
ESSENTIAL SERVICES REQUIREMENTS

As the cold weather season approaches, the City of Hartford's Housing Code Enforcement, would like to remind property managers and owners of their responsibilities in response to providing essential services as mandated by City and State ordinances. **Essential services includes heat, cooking gas, electricity, hot water or water.**

Heating Facilities (*Hartford Municipal Codes Sec. 18-96)*

- Heat must be provided for every dwelling and every dwelling unit by owner.
- Heating system must be properly installed and maintained in safe and good working condition and capable of safely and adequately heating all habitable rooms, bathrooms and water closets within the dwelling.
- ***Between October 1 and October 30 of each year***, a heating system inspection report for multiple dwellings, hotels and rooming houses shall be filed with the Department of Licenses and Inspections.
    - The heating system must be inspected within six (6) months from the date of filing.
    - Inspection must be conducted by a person licensed to design, construct or repair a heating system.

Heating of Rental Residential Structures

Any rental residential structure must be provided heat so that a minimum temperature of 65^0 Fahrenheit is maintained at all times whenever the outer or street temperature falls below 50^0 Fahrenheit.

Heating and provisions of utilities for buildings (*CT State Statute Sec. 19a-109)*

- Any building occupied as a home or place of residence or as a business establishment with temperature of less than 65^0 Fahrenheit, requires the furnishing of heat, cooking gas, electricity, hot water or water to any occupant of such building.
- Interference in such amenities can result in a fine of not more than $100 or imprisonment of not more than sixty days or both.
- Service termination with respect to any such leased or rented property requires the owner or lessor to furnish a statement signed by the lessee agreeing to such termination or a notarized statement signed by the lessor to the effect that the premises are vacant.

DEPARTMENT OF FAMILIES, CHILDREN, YOUTH AND RECREATION
RECREATION CENTER SITES AND HOURS

The Department of Families, Children, Youth and Recreation offers multiple opportunities for playful learning and growing including sports, arts and culture, community, health and wellness, science and nature, and volunteering for residents of all ages and abilities. Programming is free to residents; however, we ask that adults 19 and over provide identification with proof of residency and create an account online at http://hartfordct.myrec.com. Non-residents are also welcome but fees may apply.

Sites	Times	Close Dates & Times
Parker Memorial Community Center 2621 Main Street (860) 757-0820	**Center & Indoor Pool** Mon – Fri: 12pm – 6:45pm Sat: 12pm – 3:45 pm	October 5, 2018 November 21, 2018: 3pm December 11, 2018: 4pm December 24, 2018: 3pm December 31, 2018: 3pm
Samuel V. Arroyo Center 30 Pope Park Drive (860) 722-6573	**Center & Indoor Pool** Mon – Fri: 12pm – 6:45pm Sat: 12pm – 3:45pm	November 21, 2018: 3pm December 11, 2018: 4pm December 24, 2018: 3pm December 31, 2018: 3pm
Metzner Center 680 Franklin Avenue (860) 757-0870	Mon – Fri: 4pm - 7pm	November 5, 2018 November 6, 2018 November 21, 2018 December 11, 2018 December 24, 2018 December 31, 2018
Willie Ware Center 697 Windsor Avenue (860) 722-6537	**September 17 – November 30** Mon – Fri: 4pm - 7pm	November 21, 2018 November 30, 2018 – April 8, 2019

Holidays and Seasonal Shutdown Dates

October 8, 2018: Holiday/Columbus Day

November 12, 2018: Holiday/Veterans Day

November 22, 2018: Holiday/Thanksgiving Day

December 25, 2018: Holiday/Christmas Day

January 1, 2019: Holiday/New Year's Day

January 7, 2019 – Monday, January 21, 2019: Recreation Quarterly Shutdown

Please go to hartfordct.myrec.com for the most up-to-date information, schedules subject to change.

Winterfest HARTFORD

NOVEMBER 23, 2018 - JANUARY 2, 2019

Hours of Operations:

Daily: 11am - 8pm

Holidays: 12pm – 4pm (Christmas Eve, Christmas Day and New Years Day)

Free Skating lessons:

Saturdays at 10am-11am (December 1, 8 ,15 ,22 and 29)

Free Photos with Santa Noon - 3pm:

December 1 and 2

December 8 and 9

December 15 and 16

December 22 and 23

Designated FREE Winterfest Parking

Elm Street between Trinity St & Hudson St

Jewell Street between Trinity St & Trumbull St

Trinity Street between Elm St & Jewell St

For a complete list of events visit www.Winterfesthartford.com

Learning Happens Every Day

HARTFORD CAMPAIGN FOR GRADE-LEVEL READING

Did You Know?

Missing just 2 days of school a month means a child misses 10% of the school year.

How Many Absences are Too Many?

18

Eighteen absences in a single school year — excused or unexcused — can keep your child from succeeding in school and in life. Just 18 absenses can make your child fall behind and be knocked off track.

WARNING!

18 or more absences

10-17 absences

9 or fewer absences

6 Things You Can Do to Keep Your Child In School and On Track for Success:

1. Set a regular bed time and morning routine.
2. Lay out clothes and pack backpacks the night before.
3. Find out what day school starts and make sure your child has their vaccinations before school begins.
4. Don't let your child stay home unless he or she is truly sick. Keep in mind complaints of a stomach ache or headache can be a sign of anxiety and not a reason to stay home.
5. Develop back-up plans for getting to school if something comes up. Call on a family member, a neighbor or another parent.
6. Avoid medical appointments and extended trips when school is in session.

For immediate attendance help, call the Hartford Public Schools Welcome Center at 860-695-8400.

#SCHOOLEVERYDAY For more attendance info, visit www.HartfordSchools.org/AttendanceMatters

* The statistics and information provided on this flyer provided by Attendance Works. Visit AttendanceWorks.Org for more information.

HARTFORD PUBLIC SCHOOLS Where the future is present.

SEAL OF THE CITY OF HARTFORD CONNECTICUT

HARTFORD PARTNERSHIP for Student Success

Attendance Works Advancing Student Success By Reducing Chronic Absence

Hartford Foundation FOR PUBLIC GIVING Together for good.

Hartford Public Library A place like no other.

United Way

United Way of Central and Northeastern Connecticut

HARTFORD
PUBLIC SCHOOLS
Where the future is present.

Leslie Torres-Rodriguez, Ed.D.
Superintendent

José F. Colón -Rivas, PH.D.
Chief Operating Officer

October 22, 2018

Dear Families,

As Hartford Public Schools prepares for the winter months, we want to remind you of our inclement weather procedures.

Extremely cold morning temperatures can cause delays on morning bus routes. A severe storm watch may also cause delays. Our transportation department works to pick up students as quickly as possible during these conditions. When extreme weather conditions exist, you can help by ensuring your children are dressed as warmly as possible and remaining with your children until they are picked up.

During severe weather watches or warnings, our school system works with local authorities to monitor conditions and proceeds with arrival and dismissal based upon known conditions. Adjustments are made as needed.

If schools are delayed, closed, or released early, there are a variety of ways we notify families, including:

- Automated Phone Call, Email, & Text Message
- Snow Line - 860-695-SNOW (860-695-7669)
- Major Media Outlets (Local TV & Radio Stations)
- District Social Media & Website www.hartfordschools.org

It is important that your child's school has your current emergency contact information, including home and work phone numbers for our calling system. Please take the time to update that information with your child's school if needed. For more information, please review the Frequently Asked Questions (FAQ) included in this letter.

Thank you for helping us as we work to keep all our students safe.

Sincerely,

José Colón-Rivas

Chief Operating Officer

HARTFORD
PUBLIC SCHOOLS
Where the future is present.

Frequently Asked Questions

WHAT FACTORS ARE CONSIDERED WHEN MAKING THE DECISION TO CLOSE SCHOOL?
The safety of all Hartford area school students is our primary concern in making a decision to close schools. To determine children's safety, we consider the following factors:

- Weather reports and recommendation from local authorities
- The onset, rate, and accumulation of ice and/or snowfall
- Information on road conditions from the bus company
- Potential safety of bus company starting & completing routes
- Building conditions (e.g. whether schools have power and heat)
- Parking lot conditions

WHO DECIDES TO CLOSE SCHOOLS?
After gathering information from multiple sources and considering weather-related factors, the Superintendent will make a recommendation to close schools. After this decision is confirmed, the Communications team will distribute the information to the public.

WHEN IS THE DECISION MADE?
Generally, school closing announcements are made on the morning of the day of closing between 5:30 a.m. and 6:00 a.m. However, parents are to use their own discretion in determining whether or not to send their children to school during inclement weather when schools remain open.

HOW IS THE PUBLIC NOTIFIED?

- Automated Phone Call, Email, & Text Message
- Snow Line - 860-695-SNOW (860-695-7669)
- Major Media Outlets (Local TV & Radio Stations)
- District Social Media & Website www.hartfordschools.org

IT'S YOURS!

UP TO $20,000

PROMISE SCHOLARSHIP

LUCK HAS NOTHING TO DO WITH IT.

Hartford Promise Scholarships aren't won by luck. They're earned by working diligently on four basic steps.

TO QUALIFY A STUDENT MUST:

1. Attend a Hartford Public High School continuously from 9th grade to graduation.
2. Be a Hartford resident throughout high school.
3. Have a 93% or better *cumulative* attendance record during high school.
4. Have a 3.0 or better *cumulative* GPA or better on a 4.0 scale in high school.

Hartford Promise has raised the needed funds to provide Promise Scholarships to students through the Class of 2019. Additional funds will be required to support future classes. Hartford Promise and the Promise Champions are actively engaged in raising additional scholarship funds.

FOR MORE DETAILED SCHOLARSHIP INFORMATION VISIT:
www.hartfordpromise.org

HARTFORD PROMISE
reaching higher℠

750 Main Street, Hartford, CT 06103 | (860) 956-5310 | www.hartfordpromise.org | info@hartfordpromise.org

FREE Saturday Adult Learning Academy @ Asylum Hill

HARTFORD PUBLIC LIBRARY
Location: 927 Asylum Avenue (West Middle Community School)

Beginner SPANISH Class

Saturdays: October 6 to December 17
10:00 am – 12:00 pm

Class text: Easy Spanish Step-by-Step by Barbara Bregstein You may purchase your class textbook directly on Amazon or upon registration for a fee of $8.00.

Beginner COMPUTER Class

Saturdays: October 6 to December 17
10:00 am – 12:00

Beginner CITIZENSHIP Class

Saturdays: October 6 to December 17
10:00 am – 12:00 pm

Registration & Orientation first day of class.

Parking: *Street parking or use the West Middle CommunitySchool parking lot behind the building off Niles Street. Class entrance at 927 Asylum Avenue.*

Hartford Public Library
A place like no other.

The American Place @ Asylum Hill
927 Asylum Ave., Hartford, CT 06103
(860) 695-6337 • learning@hplct.org

Nutrition Workshops: UCONN SNAP-Ed

Join a nutrition expert from the University of Connecticut and learn how you can shop smarter, cook healthier and eat better.

Each class will cover a wide variety of topics, including understanding food labels; how to balance your diet among the various food groups; what role fiber should play in your diet; what food additives to watch out for; how to reduce sugar intake; and much more. There will even be a cooking demonstration with materials and food supplied by UCONN! Please call or stop by the circulation desk to register for the program.

Hartford Public Library
A place like no other.

ALBANY LIBRARY
1250 Albany Ave.
Tues. Oct. 16, 12- 1 pm

BARBOUR LIBRARY
261 Barbour St.
Mondays,
Oct. 22 & 29, Nov. 5
Classes from 6 - 7:30 pm

CAMP FIELD LIBRARY
30 Campfield Avenue
Thur., Nov. 15 &
Tue., Nov. 20, 6 - 7:30 pm

Pasos & Connections Salsa Dancing

to Relational Wellness

with Rey & Glendaly Bermudez of the New Narrative, LLC

6:00 pm - 7:30 pm

November 1, 2018
December 6, 2018
January 3, 2019
February 7, 2019
March 7, 2019
April 4, 2019

More than just a dance class,
Pasos & Connections uses Latin partner dances like Salsa, Merengue, and Cha Cha as a means of developing healthy relational connections.

All are welcome... come by yourself, as a couple, as a family...all ages welcome. No experience necessary, no registration required. Wear comfortable clothes and shoes.

DOWNTOWN LIBRARY • 500 MAIN STREET • HARTFORD

Funding made possible through the generous support of the Ensworth Charitable Foundation, Bank of America, N.A., Trustee.

Hartford Public Library
A place like no other.

For more information, please visit hplct.org. If you require special accommodations to participate, please call Programming & Events at 860.695.6320 two weeks prior to the event.

Free Piano Lessons!

Free piano lessons on the Hartford Public Library grand piano!

Taught by some of Hartford's greatest piano players. All levels are welcome.

Downtown Library 500 Main St., Hartford

Please register for a 30 minute lesson by contacting Liz Castle at lcastle@hplct.org or 860-695-6320. Registration is required.

Hartford Public Library
A place like no other.

For more information, please visit hplct.org. If you require special accommodations to participate, please call Programming & Events at 860.695.6320 two weeks prior to the event.

Taino Pacheco

Saturday, October 20, 12-4pm

Sarah Rose

Friday, October 26, 12-4pm

Orice Jenkins

Saturday, November 10, 12-4pm

Save Time! Pay Online.

COMING SOON!
New, Improved
Bill Pay Service

Visit www.hartford.gov

The City is looking forward to bring you a new, easy way to view and pay your bills!

Access and manage your City of Hartford tax bills at your convenience - anytime, anywhere 24/7.

It's safe, simple and secure!

- No registration is required to view or pay your bill.
- Get email reminders when a payment is due and confirmation after making a payment.
- Schedule a payment for a future date (before the due date).
- Set it and forget it with AutoPay - avoid late payments.
- Prefer the phone? Use our secure, automated Pay by Phone feature even when the office is closed.
- Use your mobile device to receive text notifications or Pay by Text.

REENTRY WELCOME CENTER

NOW OPEN - HARTFORD REENTRY WELCOME CENTER

The Reentry Welcome Center is operated by Community Partners in Action (CPA) and is funded by a three-year Innovation Grant from the Hartford Foundation for Public Giving where the City of Hartford is a strategic partner. It is located at Hartford City Hall on the ground floor and open Monday through Friday from 8:00 a.m. to 4:00 p.m.

The Reentry Welcome Center will focus on services for individuals who have recently been released to the community end of sentence (EOS) within the last 90 days. EOS means the individual is not on Parole and/or Probation upon her/his release. Basic information on community programs and resources will be offered to anyone accessing the Center.

The Center is a place where individuals returning home from incarceration can feel welcome and receive support. It offers information, referrals, and services such as:

- Basic needs
- Housing
- Substance abuse/mental health
- Medical
- Employment
- Identification, and so much more

Computer and telephone access is also available.

CPA has trained staff on-site to assess the immediate needs of all participants. Some may receive short-term case management to help provide additional support until appropriate community referrals can be coordinated.

The key to the Center's success are the services and support provided by more than 40 community partners. They work to ensure participants receive quality services in a timely manner.

For more information
Phone: (860) 263-8476

VITA

Volunteer Income Tax Assistance

MAKE AN APPOINTMENT

Starting n early January 2019:

Sign up at

www.211ct.org

click on **"Tax Help"**

Or dial 2-1-1
press 3 then 6

For free tax sites in New Britain, call 860-612-3983.

FREE Professional Tax Help

If your household income is up to $55,000:

- **Save an average of $200 or more in tax preparation fees**
- **Get your refund in 7-10 days**
- **Sites are located throughout Hartford:**

Appointments required – sign up online at www.211ct.org or call 2-1-1

- **Capital Community College**, Main Street
- **Community Renewal Team (CRT)**, Market Street and Wethersfield Avenue
- **Hartford Public Library**, Main Street
- **Mi Casa**, Park Street
- **Parker Memorial Community Center**, Main Street
- **Pope Park Recreation Center**, Pope Park Drive
- **The Village**, Wethersfield Avenue
- **Trinity College**, Broad Street
- **Upper Albany Neighborhood Collaborative**, Albany Avenue
- **Urban League**, Woodland Street
- **University of Hartford**, Bloomfield Avenue
- **Wilson-Grey YMCA**, Albany Avenue
- **YWCA**, Broad Street

And in Danielson, Enfield, East Hartford, Manchester, New Britain, Putnam, Stafford Springs, Vernon and Willimantic

If your household income is up to $66,000, prepare and file your taxes at: myfreetaxes.com

Online help is available.

VITA partners include:

IRS

Community Accounting Services
Accounting•Tax•Financial Coaching•Nonprofits

HRA of New Britain, Inc. — Earned Income Outreach / Volunteer Income Tax Assistance Program

The Village
Where real change happens

United Way
United Way of Central and Northeastern Connecticut

Do you know your Neighborhood Revitalization Zone (NRZ)?

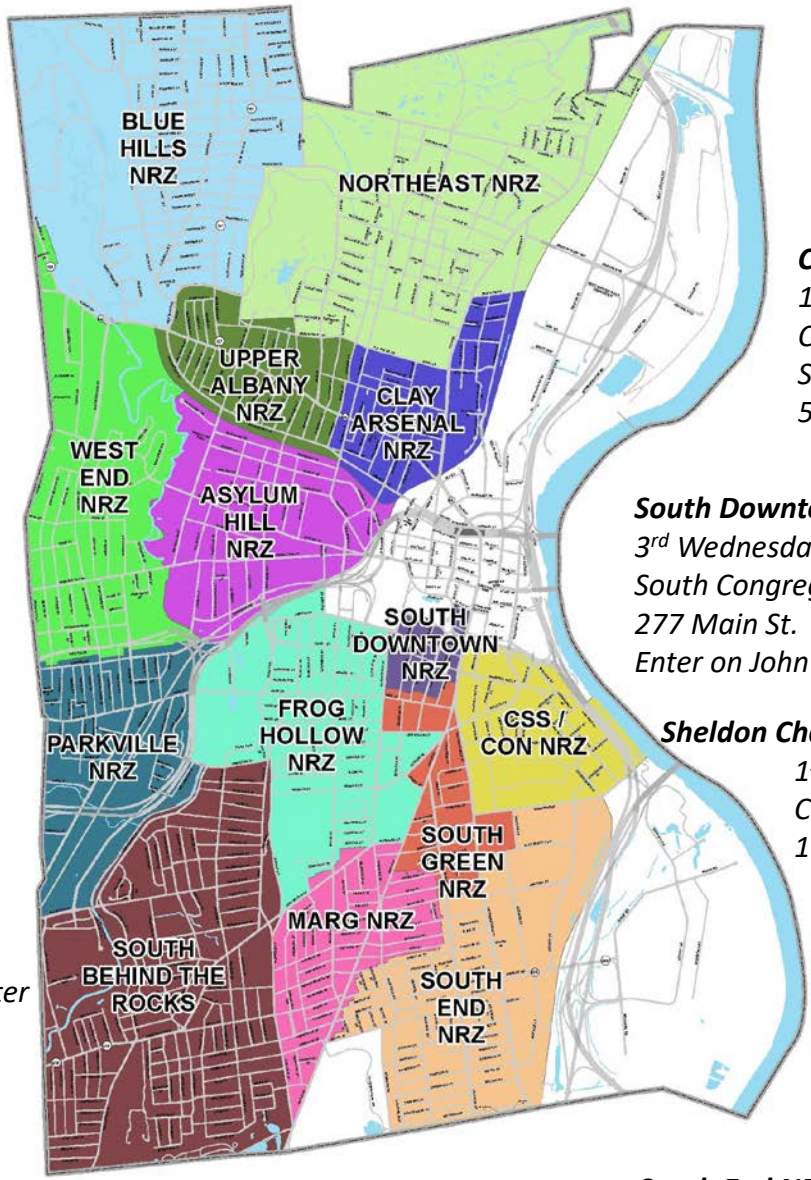
Attend a local monthly meeting to help make decisions about your community.

Blue Hills NRZ
1st Thursday, 6 PM
University of Hartford
Community Room
35 Westbourne Parkway

Upper Albany NRZ
1st Monday, 5:30 PM
Albany Branch Library
1250 Albany Ave.

North East NRZ
3rd Monday, 6:00 PM
Parker Memorial Community Center
2621 Main St.

West End Civic NRZ
4th Tuesday, 7:30 PM
United Methodist Church
571 Farmington Ave.



Clay Arsenal NRZ
1st Tuesday, 5:30 PM
Community Health Services
500 Albany Ave.

Asylum Hill NRZ
1st Monday 6:15 PM
224 Eco Space
224 Farmington Ave.

South Downtown NRZ (SODO)
3rd Wednesday, 6 PM
South Congregational Church
277 Main St.
Enter on John St.

Frog Hollow NRZ
3rd Tuesday, 5:30 PM
Odd months: Lyceum,
227 Lawrence St.
Even months: Trinity
70 Vernon St.

Sheldon Charter Oak (CSS/CON)
1st Monday, 5:30 PM
CREC
111 Charter Oak Ave.

Parkville NRZ
2nd Wednesday, 6 PM
Parkville Community Center
11 New Park Ave.

South West/Behind the Rocks NRZ
2nd Tuesday, 6 PM
Goodwin Library Building
460 New Britain Ave.

Barry Square/MARG
2nd Thursday, 6 PM
St. Augustine's Church
10 Campfield Ave.

South End NRZ
1st Thursday, 6 PM (Sept. – May)
Metzner Center
680 Franklin Ave.

Important Numbers

911	For all emergencies that require immediate assistance from the police, fire department or an ambulance.
211	For 24/7 statewide resources such as emergency housing/shelter, utility assistance, food, child care, elder care and crisis intervention.
311 **Cellular: (860) 757-9311**	Toll-free, bilingual, non-emergency call center, for information and City services.
(860) 757-4000	Non-emergency Police Dispatch
(800) 286-2000	Eversource - Power Outage
(877) 944-5325	Eversource - The Smell of Gas
(860) 278-7850	Metropolitan District Commission (MDC)
(860) 246-5325	Connecticut Natural Gas (CNG)
(800) 222-1222	CT Poison Control Center
(860) 695-8000	Hartford Public Schools
(860) 247-2732	Capitol Region Education Council (CREC)
(860) 695-6300	Hartford Public Library

City Information

HARTFORD 311

CALL 311 TO GET IT DONE

Pothole Repair

Trash Not Picked Up

Inspection Needed

Call 311 To Get It Done!

Download the Hartford 311 App for easy, convenient access and submit your requests for service today!

Download on the App Store

GET IT ON Google Play

For further information, please call 311 or dial (860) 757-9311 from a cellular phone. Staff Available Monday – Friday: 8:00am – 5:00pm.