

City of Hartford Services Resident Guide

Fall and Winter 2020





A Message from the Office of Community Engagement

Dear Residents,

Welcome to our seasonal guide for Fall and Winter 2020. We hope that you are all staying safe and healthy during these difficult times and following safety and social distancing protocols. While we have included a wide range of information related to city services, including important tips to help all of us improve the quality of life in our city, many city services have been impacted by the pandemic.

Due to the pandemic there is limited in-person public city services and we are limited in our ability to confirm winter programming without additional guidance from state and local public health officials. However, this booklet includes information regarding safety protocols, leaf collection, snow removal, housing resources as well as information from Hartford Public Schools, Hartford Public Library and much more.

If you have any questions or concerns, 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, Twitter & Instagram @hartford311
- Call us directly at 3-1-1 from a landline OR (860) 757-9311 from a cellular phone

Our team is available Monday – Friday 8:00am – 5:00pm.

Thank you and stay safe and healthy this Fall and Winter season.

Janice C. Castle

Director, Office of Community Engagement

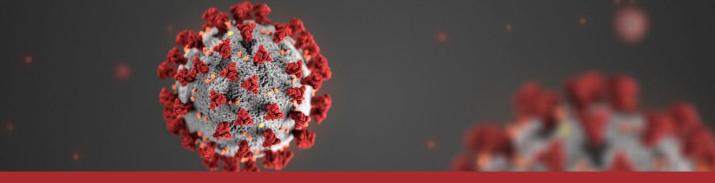
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DEPARTMENT OF HEALTH & HUMAN SERVICESCORONAVIRUS RELATED INFORMATION & RESOURCES

Protect Yourself and Your Loved Ones from COVID-19

COVID-19 has not gone away and it is up to all of us to do our part to protect ourselves and our loved ones. Luckily, protecting yourself and those you care about is simple if you follow the three Ws. They are:

Wear a mask



Wash your hands



Watch your distance



Another important step is to get tested regularly if you live in an urban area where infection rates have been higher due to a number of reasons. Testing helps identify residents in our community who may carry the coronavirus, are not showing symptoms, and may be spreading the virus without knowing it.

Make it a point to get tested at least monthly. It's free to you and our testing partners have made it easy. For the most updated testing information, please visit https://portal.ct.gov/coronavirus or see the next page for a list of testing locations.

COVID-19 UPDATES AND BASIC NEEDS RESOURCES

 State of Connecticut - Connecticut residents are urged to continue taking precautions to prevent the spread of COVID-19. For the latest information and guidance, visit https://portal.ct.gov/coronavirus.

SMALL BUSINESS RESOURCES

There are a number of resources from the State and federal governments as well as private entities to assist businesses and non-profits.

- State of Connecticut https://portal.ct.gov/Coronavirus/Information-For/Business-Resources
- The MetroHartford Alliance has a website dedicated to coronavirus recovery, including a "Plan and Prepare" section for employers. https://www.preparedhartford.com/.
- The Hartford Foundation has set up a coronavirus response fund to deploy flexible resources
 to nonprofits in Greater Hartford that support residents who are most vulnerable to the
 health-related and economic impacts caused by the pandemic. The fund will also support
 grants to stabilize nonprofit organizations experiencing lost revenue during the crisis.
 https://www.hfpg.org/covid-19-response/covid-19-response-for-nonprofits.



CORONAVIRUS TESTING FOR HARTFORD RESIDENTS

No health insurance required. No doctor's order required.

FREE rides available for confirmed testing appointments – call 860-757-9311,

Monday through Friday, 8:00 AM to 5:00 PM

<u>Please wear face covering.</u>

Visit Coronavirus. Hartford. Gov for more information

HARTFORD HEALTHCARE

Convention Center
100 Columbus Blvd.,
Hartford
Daily
8:00 am to 4:00 pm
Walk Ups Accepted
1-833-621-0600

CVS PHARMACY

479 Blue Hills Avenue,
Hartford
Visit CVS.com to make an appointment
Drive through only
Call Hartford 311 for a ride when appointment is confirmed

CHARTER OAK HEALTH CENTER

21 Grand Street, Hartford Monday through Friday 8:30 am to 5:00 pm (860) 550-7500

COMMUNITY HEALTH

SERVICES (CHS)

500 Albany Avenue, Hartford Monday through Thursday 8:30 am to 4:30 pm and Friday 9:30 am to 4:30 pm 860-249-9625 Appointment required

SAINT FRANCIS HOSPITAL

1000 Asylum Avenue, Hartford Monday through Friday from 8:00 am to 4:30pm and Saturdays from 8:00 am through 12:00 pm. The call center number is

888 786-2790

CVS PHARMACY

150 Washington Street, Hartford
Visit CVS.com to make an
appointment
Drive through only
Call Hartford 311 for a ride when
appointment is confirmed

INTERCOMMUNITY, INC.

16 Coventry Street, Hartford Monday through Friday 1:00 pm to 3:00 pm 860-569-5900 No appointment required, walk-up and drive through

CONNECTICUT

PEDIATRICS @ CHC

76 New Britain Ave, Hartford Monday through Friday 9:00 am to 1:00pm

475-241-0740
No appointment required,
walk-up and drive through

CVS - ARROYO CENTER

30 Pope Park Dr, Hartford
Monday through Saturday
8:30 am to 3:30 pm
Appointments required, call
Hartford 311 at 860-757-9311
Monday through Friday
8am to 5pm

CVS PHARMACY

690 Wethersfield Ave, Hartford
Visit CVS.com to make an
appointment
Drive through only
Call Hartford 311 for a ride when
appointment is confirmed

WHEELER CLINIC HEALTH & WELLNESS CENTER

43 Woodland Street, Hartford, Monday, Wednesday, Friday 8:30 AM - 12:30 PM, weather permitting.

860-793-3500

No appointment required

Keep yourself, and your family safe.

Get tested.





DEPARTMENT OF PUBLIC WORKS FALL 2020 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 - 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 1st and December 11th

- Coordinated by zones, residents can rake leaves curbside for pick up
- Residents are to rake leaves to curb, <u>NOT STREETS</u>, by Sunday prior to week of collection
- See map on back or visit <u>www.Hartford.gov/leaf-collection</u> for street by street collection dates
- Leaves MUST NOT be raked to curb after week of collection, it will not be collected

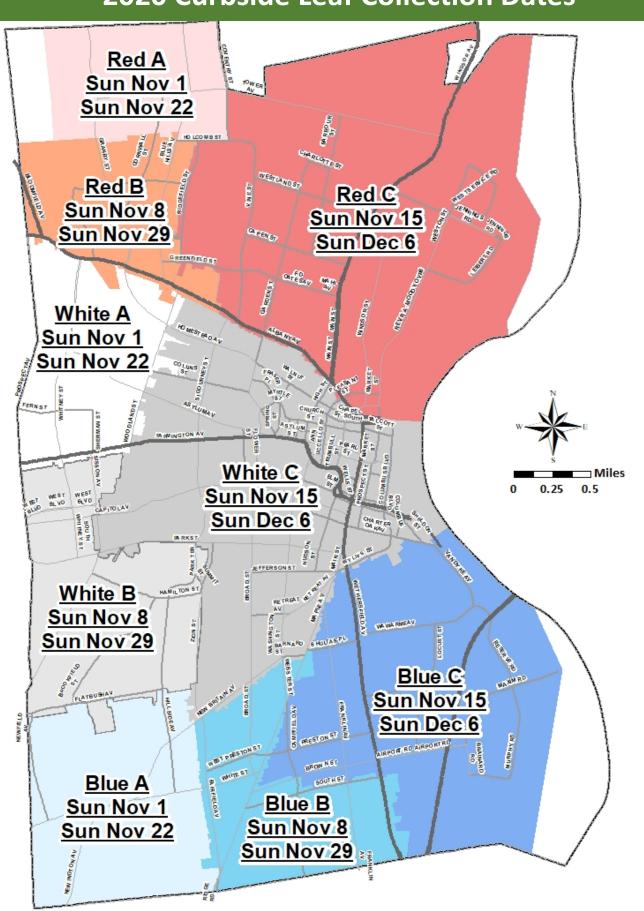
2. PAPER LEAF BAG COLLECTION: November 1st to December 11th ONLY

- 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 <u>FREE</u> 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

2020 Curbside Leaf Collection Dates





Dealing with Snow and Ice during the winter months can be a challenge for anyone. In our City, it can be a bigger challenge for our residents who commute via public transportation. Let's all do our part to create a safe path for all pedestrians especially our school children and individuals with disabilities.

IF YOU DON'T CLEAR THE SNOW, BE PREPARED TO PAY THE DOUGH



Snow/ice covered
Sidewalks & crosswalks
\$99 FINE PER DAY



Shoveling or Plowing Snow Into City Streets
\$99 FINE PER DAY



Buried Fire Hydrants \$99 FINE PER DAY

All Property Owners MUST:

- Clear all sidewalks abutting your property, including crosswalk entries and curb cuts of snow and/or ice within <u>six (6) hours after the completion</u> of a snow or ice event, or before **9:00AM** when the snow has fallen overnight.
- 2) Sand/salt sidewalks, as necessary, to provide a safe and convenient path for pedestrians.
- 3) Remove snow from roofs near street line that may slide and endanger public transit.
- 4) Clear snow/ice from fire hydrants near your home.

FAILURE TO COMPLY CAN RESULT IN A FINE OF \$99 PER DAY UNTIL THE PROBLEM IS CORRECTED.

SNOW/ICE EMERGENCY PARKING BANS

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.

- 80 Coventry St
- 2 Holcomb St
- Sigourney & Homestead
- 2434 Main St
- 45 Evergreen St
- 130 Sisson Ave

- 20 Francis Court
- 547 Park St
- 60 Chadwick Ave
- 77 Laurel St
- Learning Corridor Parking Garage –
 Brownell St



City of Hartford Citizen Alert System

Get alerted about emergencies and other important community news by signing up for our Citizen Alert Program. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more. You pick where, you pick how.

Enroll today by visiting: http://tiny.cc/dm65dz



DEPARTMENT OF PUBLIC WORKS TRASH COLLECTION INFORMATION

Trash collection is a service we all depend on for the safe and healthy upkeep of our city. For this to happen, Public Works depend on every resident to follow certain guidelines to make the process as easy as possible for all involved.

	s possible for all involved		very resident to ronow certain	n gala	emies to make the process a
Free t	rash collection in the C	ity i	s provided to:		
	Single family homes		Multifamily with 6 units or less		Condo association of 6 units or less
For tr	ash collection, please d	lo tł	e following:		
_ _	Use City of Hartford issued Allow 2 – 3 feet between t Place garbage bags in trasl into streets during collection	rash h bin	•	sh in bi	ns may result in trash falling
Reasc	ons Trash May Not Get	Pick	ed Up		
	Trash can not issued by th	e Cit	y of Hartford		
	You placed out items that hazardous waste	the g	arbage company doesn't accep	ot such	as construction materials or
	Your bin was over the weig	ght li	mit		
	Something was blocking th	ne ga	rbage truck from servicing you	r contai	iner
	Your bins were set out after	er th	e truck went by your house. DP	W ask t	that you roll your trash bins to

Why the Garbage Truck Didn't Come

☐ Holiday week — the observance of certain holidays may result in trash collection being delayed by one day.

the curb after 4 pm the night before the day of collection or before 7 am the day of collection.

- ☐ Weather delay If the weather presents a danger to the garbage collectors, services will often be delayed
- ☐ Property Not-serviceable if you live in an apartment complex or multifamily with more than 6 units, your property is not services by the City of Hartford. Please contact management
- ☐ Human Error Sometimes we make mistakes and may miss your property unintentionally. Please call Hartford 311 by dialing 311 or (860) 757-9311 if this happens.



HOW TO RECYCLE LIKE A PRO

Connecticut now has a universal list of what belongs in your recycling bin and what doesn't. All items should be EMPTY, RINSED, CLEAN and OPEN. Do not SHRED, BOX, BAG or BUNDLE items.



Yes, please!





Beverage bottles & jars Food bottles & jars



Aluminum foil
Cans & bottles
Foil containers
Metal can and bottle lids
Food related aerosol containers



Plastic bottles
Plastic containers,
tubs & lids
Plastic one-use cups
(no lids, no straws)



No, thanks!



Gift wraps & gift bags Ice cream containers Paper cups (hot & cold) Shredded paper Take-out food containers Tissue paper



Drinking glasses



Aerosol containers (cleaners, pesticides, deodorizers)
Paint cans
Pots & pans
Small pieces of scrap metals



Loose bottle caps
Plastic bags & wraps
Plastic plates, bowls & utensils
Prescription bottles
Coffee containers
Styrofoam cups & containers
Packaging peanuts
Water filters



DEPARTMENT OF PUBLIC WORKS BULKY WASTE COLLECTION 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.



<u>PLACE</u>

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



AVOID

The fine for placing bulk items curbside <u>WITHOUT</u> a scheduled pick-up is **\$99**



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.



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. 18-51(G)(3))

- 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.
- <u>Between October 1 and October 30 of each year</u>, a heating system inspection report for multiple dwellings, hotels, and rooming houses may 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 65⁰ Fahrenheit is maintained at all times whenever the outer or street temperature falls below 50⁰ 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° 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.



HOUSING PRESERVATION LOAN FUND (HPLF)
REPLACE YOUR ROOF OR BOILER WITH FUNDS FROM THE CITY

The City of Hartford is providing funds to City homeowners for complete roof replacements or new furnace or boiler installations through its Housing Preservation Loan Fund (HPLF) Program.

The City is offering 0% deferred or 2% - 4% loans amortized over 10 years depending on your income.

- Comprehensive roof replacements will consist of new 30 year architectural shingles in your choice of color, new underlayment, and other materials as needed such as plywood, flashing, ice and water, drip edge, etc.
- All new boilers or furnaces are Energy-Star rated and installed by licensed heating contractors. The City can also convert your oil heating system to gas.

For more information contact the program representative to schedule a one-on-one information session!

Name: Beayanka Pinckney Naraine

Cell: 860-930-3143

Email: pincb001@hartford.gov

CITY OF HARTFORD

HOUSEHARTFORD HOMEBUYER ASSISTANCE PROGRAM



Participating Lenders

American Eagle Financial C.U. 860.568.2020

Embrace Home Loans

860.919.7755

Fairway Independent Mortgage

860.803.0810

First World Mortgage

860.276.5521

Liberty Bank

860.982.6601

Residential Mortgage Services, Inc.

> 860.936.3000 Ext. 24006

Education Providers

CRT

860.560.5501

Mutual Housing

860.296.1797

Urban League

860.527.0147

CHFA

860.571.4396

NHS of New Britain

860.224.2433

Preferred Attorneys

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Tony Jorgensen

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What is HouseHartford?

It is a HUD funded program that offers down payment assistance for low/moderate income families purchasing 1-4 family homes and condominiums in Hartford.

FAO

1. What is the amount of homebuyer assistance that I could receive?

Generally, up to 20% of the purchase price—as long as the purchase mortgage is affordable. The maximum is \$40,000. Some restrictions apply.

2. Do I have to use my own funds to purchase a home?

Yes, homebuyers must use their own funds ranging from a minimum of \$1,000 for households with income at ≤50% AMI and a minimum of \$2,000 for households with income >50%-80% AMI.

3. What are the maximum household income amounts that determine general eligibility?

80% AMI Income Limits

1 Person — \$54,950

2 Person — \$62,800

3 Person — \$70,650

4 Person — \$78,500

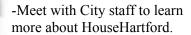
5 Person — \$84,800

4. Are funds a grant or a loan?

Funds are loaned to buyers with a 2nd mortgage lien on the property. Loans are forgiven over a 5 to 15 year period as long as the property is the primary residence of the buyer.

5. How can I apply?

-Complete an 8-hour homebuyer class.



-Meet with a participating lender to obtain preapproval for a first/purchase mortgage. Inform the lender that you

would like to apply for HouseHartford assistance.

-Locate a realtor and find your dream home!

6. Is there a cost to apply?

A \$250.00 application fee will be imposed after final funding approval is issued by the City and is due and payable at the time of the closing event.

7. Can investor landlords apply for assistance through the program?

No.

Department of Development Services
Division of Housing
260 Constitution Plaza
Hartford, CT 06103
860.757.9028
www.hartford.gov/dds-housing





DEPARTMENT OF FAMILIES, CHILDREN, YOUTH AND RECREATION FALL 2020 AQUATICS PROGRAM SCHEDULE

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.

All programs are available at: Parker Memorial Community Center 2621 Main St. Hartford

Program	Schedule
Water Aerobics	Tuesdays & Thursdays 11:15-12pm
Lap Swim	Monday — Friday 12:30 — 1:15pm
Recreational Swim Stroke Development	Monday – Friday 1:45 – 2:30pm
Recreational Swim	Monday – Friday 3:00 – 3:45pm
Recreational Swim	Monday – Friday 4:15 – 5:00pm
Swim Lessons Water Safety	Monday – Friday 5:30 – 6:15pm
Family Swim	Monday - Friday 6:45- 7:30pm

AQUATIC REGISTRATION GUIDELINES

- Must pre-register for all programs online at hartfordct.myrec.com
- In person and phone registrations will NOT be accepted
- Register for each program separately
- Call Parker Memorial Community Center to confirm and/or cancel SAME DAY program registration(s) (860)757-0820



DEPARTMENT OF FAMILIES, CHILDREN, YOUTH AND RECREATION HARTFORD YOUTH ADVISORY BOARD

The City of Hartford Department of Families, Children, Youth and Recreation (DFCYR) ensures the well-being and success of all Hartford families. The department works toward that goal by promoting and providing high-quality early childhood education, youth development, workforce development, recreation, and other related programs. The **Hartford Youth Advisory Board** (HYAB) provides an opportunity for Hartford youth to advise the DFCYR in its efforts and strategies related to this mission. The HYAB provides vital youth voice on issues pertaining to City policies, programs, and projects that aim to support Hartford's young people.

Goals:

- Under the oversight of DFCYR in its role as the Youth Services Bureau for the City of Hartford, the HYAB shall make a continuous review of youth and young adult issues in the City, with a focus on workforce development, college and career readiness, and youth justice.
- The HYAB will develop and present recommendations to the Mayor on issues affecting young people in the city of Hartford

Membership:

- The HYAB shall have a minimum of eleven (11) members
- DFCYR shall provide primary oversight of the operations of the HYAB

Eligibility:

- All members shall be residents of the City of Hartford
- Members shall be between 13 and 18 years old
- Members may be either in-school or out of school
- Immediate family members of City Staff and Municipal Elected Officials are ineligible

Nomination and Selection Process:

- 1. Board members must be nominated by an organization, school, program, or peer, or a youth may self-nominate
- 2. A selection committee will review all applications
- 3. Eligible nominees will be required to attend an interview with the selection committee members
- 4. Selections will be made based upon, but not limited to:
 - a. Nominator's statement;
 - b. Nominee's interview;
 - c. Youth Advisory Board requirements

Submission Process:

- Nominations must be received by 11:59pm on November 20, 2020
- Nominations can be accessed at: https://www.hartfordct.gov/Government/Departments/DFCYR

Please contact Kristina Baldwin, Assistant Director, Division for Youth Services with questions or concerns at **Email**: kristina.baldwin@hartford.gov or **Phone**: 860.757.9595.

Department of Families, Children, Youth and Recreation

Improving the quality of early childhood programs, increasing teacher credentials, and strengthening the use of effective instructional practices.



City of Hartford 550 Main Street, Rm 305 Hartford, CT 06103

860.757.9595 www.hartford.gov/dfcyr





City of Hartford Early Learning Centers

Metzner ELC

Hyland ELC

Asylum ELC

680 Franklin Avenue

355 New Britain Avenue

814 Asylum Avenue

- Open five days a week, all year round, from 7:00 a.m.-5:00p.m.
- Children will receive breakfast, lunch, and a snack.
- A safe, clean, nurturing environment.
- Licensed, and Accredited.
- Team of qualified Staff members to develop educational plans to ensure individual needs of the children are met.

Accepting Children 2 years and 9 months to 5 years of age.

Required Documentation:

- Child's Birth Certificate.
- Verification of Income.
- Verification of Address.
- Medical/Insurance Card.
- Update Physical.

Call (860) 757-9536 to schedule your appointment today!
Scan QR Code to submit your pre-application



Lost your job due to the COVID-19 Pandemic? Collecting Unemployment?

You can Start a New Career in your choice of six Industry Sectors

Receive training and be placed in employment in less than 3 months













Contact us today at 860.899.3448 Monday - Friday, 9:00AM - 4:00PM EST

Benefits of this program:

\$200 stipend for each week of training, Chromebook if needed, funds for training gear, funds for basic needs (childcare, transportation, housing).

Provider:

Bristol Adult Ed, Capital Community College, DCI Resources, Goodwin University, Hartford-New Britain Building Trades Council, Jobs Funnel Program, Manchester Community College, The Teamsters, Tunxis Community College, Year Up

Program:

Multiple; Varies by Provider

Mode of Delivery:

Hybrid, In Person, Online

Dates:

Varies by Provider











The City of Hartford Fire Department joins NFPA annually during their Fire Prevention Month campaign to ensure our residents are doing everything they can to keep their families safe. This year's FPW campaign is, "Serve Up Fire Safety in the Kitchen!" This campaign works to educate everyone about simple but important actions they can take to keep themselves and those around them safe. Cooking fires are the number on cause of fires here in the City of Hartford and in the United States.

According to NFPA, cooking is the leading cause of home fires and home fire injuries in the United States. Almost half (44%) of reported home fires started in the kitchen. Two-thirds (66%) of home cooking fires start with the ignition of food or other cooking materials. "Staying in the kitchen, using a timer, and avoiding distractions such as electronics or TV are steps everyone can take to keep families safe in their homes."

The Hartford Fire Department encourages all residents to embrace the 2020 Fire Prevention Week theme. "The most important step you should take before making a meal is to "Serve Up Fire Safety in the Kitchen!" said Hartford Fire Chief Reginald D. Freeman. "A cooking fire can grow quickly. I have seen many homes damaged and people injured by fires that could easily have been prevented."

The Hartford Fire Department wants to share safety tips to keep you from having a cooking fire.

- Never leave cooking food unattended. Stay in the kitchen while you are frying, grilling or broiling. If you have to leave, even for a short time, turn off the stove.
- If you are simmering, baking, roasting, or boiling food, check it regularly, remain in the home while food is cooking, and use a timer to remind you that you're cooking.
- You have to be alert when cooking. You won't be alert if you are sleepy, have taken medicine or drugs, or consumed alcohol that makes you drowsy.
- Always keep an oven mitt and pan lid nearby when you're cooking. If a small grease fire starts, slide
 the lid over the pan to smother the flame. Turn off the burner, and leave the pan covered until it is
 completely cool.
- Have a "kid-free zone" of at least 3 feet around the stove and areas where hot food or drink is prepared or carried.

The Hartford Fire Department is posting safety messages on social media, has banners on every fire station and is also providing various Hartford Schools and community organizations education in support of this year's Fire Prevention Week campaign, "Serve Up Fire Safety in the Kitchen!"

To find out more about Fire Prevention programs and activities in Hartford please contact our Special Services Unit at 860-757-4520. For more general information about Fire Prevention Week and cooking fire prevention, visit www.fpw.org.



GET OUT SAFELY

More than 3,500 Americans die each year in fires, and approximately 18,300 are injured. Deaths resulting from failed emergency escapes are particularly avoidable.

The Hartford Fire Department and the United States Fire Administration (USFA) believe that having a sound escape plan will greatly reduce fire deaths and protect you and your family if a fire occurs.

HAVE A SOUND FIRE ESCAPE PLAN

In the event of a fire, remember - time is the biggest enemy and every second counts! Escape plans help you get out of your home quickly. In less than 30 seconds a small flame can get completely out of control and become a major fire. It only takes minutes for a home to fill with thick black smoke and become engulfed in flames.

SPECIAL CONSIDERATIONS

- Clear the area around trash, flammables and decorative materials. NEVER BLOCK YOUR EXITS!
- Practice Escaping From Every Room in the Home
- Practice escape plans every month.
- The best plans have two ways to get out of each room
- Immediately Leave the Home
- When a fire occurs, do not waste any time saving property.
- Take the safest exit route, but if you must escape through smoke, remember to crawl low, under the smoke and keep your mouth covered. (The smoke contains toxic gases which can disorient you or, at worst, overcome you.)
- Never Open Doors That Are Hot To the Touch
- Designate A Meeting Place Outside and Take Attendance
- Meeting place should be a location away from your home
- Designate one person to go to a neighbor's home to phone the fire department.

GET OUT & STAY OUT

Remember to escape first, and then notify the fire department by calling 911 or proper local emergency number in your area. Never go back into a burning building for any reason. Teach children not to hide from firefighters. If someone is missing, tell the firefighters. They are equipped to perform rescues safely.

Finally, having working smoke alarms installed on every level of your home dramatically increases your chances of survival. Smoke alarm batteries need to be tested every month and changed with new ones at least once a year. Also, consider replacing the entire smoke alarm every ten years, or as the manufacturer guidelines recommend.



RENTERS INSURANCE is insurance that pays you if your personal property is damaged or stolen. Renters insurance can cover fire and smoke damage, theft, vandalism, damage from windstorms and hail, damage from explosions, water damage from plumbing issues, and many other hazards.

WHO SHOULD GET RENTERS INSURANCE?

Everyone who rents and has personal property such as TV's, furniture, clothing, jewelry, electronics, etc., should consider purchasing Renters Insurance.

WHERE CAN I GET RENTERS INSURANCE/

Renters insurance is as easy to purchase up as car insurance and it may be offered by your current insurance carrier. Shop around. Ask questions. Protect your personal property.

WHY SHOULD I GET RENTERS INSURANCE?

Renters should protect their belongings in the event of a fire or other events resulting in the loss or damage of personal property. If a fire occurs in your apartment complex, even though it may not be in your rental unit, the fire, the heat, water, and/or smoke may destroy your personal property. Having insurance can be the quickest way to restore the items loss or damaged.

WHEN SHOULD I GET RENTERS INSURANCE

Renters should purchase insurance after signing a lease and make it effective on move in day and through the life of the lease.

HOW MUCH DOES RENTERS INSURANCE COST

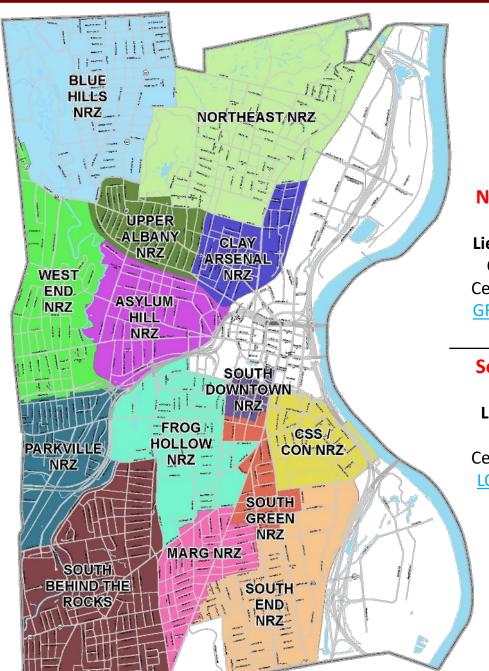
Renters insurance is relatively inexpensive. To protect your personal property, insurance could be as low as \$12 a month. Shop around to find the best fit.

For further information, please call the Hartford Fire Department, Special Services Unit at 860-757-4520.





FIRE DEPARTMENT - SPECIAL SERVICES UNIT



North District Liaison

Lieutenant Felicia Graves

Office: 860-757- 4525 Cell Phone: 860-761-4268 GRAVF001@hartford.gov

South District Liaison

Lieutenant Jesus Lopez

Office: 860-757-4523 Cell Phone: 860-989-3489 LOPEJ001@hartford.gov Like cities around the country, Hartford has experienced an increase in rodent activity due to a combination of construction, utility work and climate change. While residents should continue to submit their concerns through Hartford 311, the Department of Health and Human Services has tips to help control the rodent population on your property.

RECOMMENDED ACTIONS:

STORE YARD TRASH APPROPRIATELY

Do not use your yards as a place to store trash. Having unused vehicles or furniture creates a space for rodents to seek shelter. The same is true of yard waste. Schedule a bulky pick up or take yard clippings to the landfill. Maintaining a clean yard deprives rodents and other wildlife of a habitat and potential food sources.

PLACE TRASH CANS CURBSIDE THE NIGHT BEFORE COLLECTION

Trash cans sitting curbside for longer than needed can attract rodents and other wild animals to your property. Trash cans should be placed curbside no earlier than the night before your collection day.

PICK UP AFTER YOUR DOG EVERY TIME

Dog feces, serve as a meal for rodents. If you do not pick up after your dog, you are giving rodents an invitation to eat on your property.

PLACE GARBAGE IN APPROPRIATE CONTAINERS

The cleaner we keep our neighborhoods, the less rodents we will see. Encourage others to not litter and to throw trash in appropriate containers, or take it home and put it in the trash there. Let's do our part to keep our City clean.





HARTFORD POLICE DEPARTMENT COMMUNITY SERVICE OFFICERS

NORTHEAST NRZ

ARSENAL

SOUTH

DOWNTOWN

SOUTH

GREEN

NRZ

SOUTH

END:

ALBANY

NRZ

ASYLUM

HILL

NRZ

FROG

HOLLOW

NRZ

MARG NRZ

WEST

END

NRZ

PARKVILLE

Blue Hills

Riley Johnson

O: 860-757-4448 C: 860-422-0631

JOHNR003@hartford.gov

Upper Albany

Brian Ufferflge O: 860-757-4374

C: 203-464-4360

UFFEB001@hartford.gov

West End/WECA

Joseph Sherbo

O: 860-757-4483 C: 860-305-5998

SHERJ003@hartford.gov

Asylum Hill

Cesidio Palmieri

O: 860-757-4233

C: 959-282-5138

PALMC002@hartford.gov

Frog Hollow

Steven Pino

O: 860-757-4347

C: 959-282-2158

Steven.Pino@hartford.gov

Parkville

Miguel Varela

C: 959-282-2107

VERRM001@hartford.gov

Behind The Rocks

Adnan Hodzic

O: 860-757-4045

C: 959-282-2291

Hodza003@hartford.gov

Southwest

Joel Otero

O: 860-757-4909

C: 959-282-2092

SOUTH

BEHIND THE

ROCKS

Oterj002@hartford.gov

South End

Dino Ahmetovic

O: 860-757-4520

CSS/

CON NRZ

C: 959-282-

AhmeD001@hartford.gov

Northeast

Daniel Freeman

O: 860-757-4118

C: 959-282-5236

Daniel.Freeman@hartford.gov

Clay Arsenal

Carlos Montanez

O: 860-757-4313

C: 860-796-4455

MONTC003@hartford.gov

Downtown/South Downtown

Adam Demaine

O: 860-757-4458

C: 860-306-3933

DEMAA001@hartford.gov

Sheldon/Charter Oak

Anthony Gaudino

O: 860-757-4310

C: 959-282-2262

GAUDA001@hartford.gov

South Green

Jeffrey Gonzales

O: 860-757-4006

0.000 /0/ 100

C: 959-282-2579

GONZJ0122@hartford.gov

Maple Avenue/MARG

Matt Fabiaschi

O: 860-757-4577

C: 959-282-2006

Matthew.Fabiaschi@hartford.gov

Faith Based Officer

Jonathan Rowe

O: 860-757-4419

U. 600-757-4415

C: 959-282-5146

ROWEJ001@hartford.gov



OFFICE OF THE TAX COLLECTOR

IMPORTANT DATES AND PAYMENT INFORMATION

The Tax Collector's office is responsible for the collection of current and delinquent municipal taxes due on personal property, motor vehicle and real estate holdings. Motor vehicle tax bills are generated from the grand list set by the DMV on October 1st. *For example*, if your car is registered in Hartford on October 1, 2018, you will receive a July 2019 and January 2020 tax bill. However, if you registered a vehicle after October 2, 2018, a Supplemental bill will be issued and due January 2020.

TAX COLLECTOR OFFICE • 550 MAIN ST. ROOM 106 • 860.757.9630 • HartfordTax@Hartford.gov

Tax Collector	Nancy S. Raich, CCMC	
Hours of Operations:	Monday – Wednesday	8:15AM - 2:00PM
(Office hours may be impacted by	Thursday	8:15AM - 7:00PM
Covid-19 pandemic)	Friday	8:15AM - 2:30PM

The City of Hartford Tax Collector's office has a new address where semi-annual tax bills with accompanying tax payments should be sent. The new address is City of Hartford P.O. Box 412834 Boston, MA 02241-2834.

 1st Installment 2nd Installment Due July 1st - Last Day to Pay is August 1st* Due January 1st - Last day to pay is February 1st* 	Regular Real Estate Taxes	delinquent balances

Elderly Real Estate Taxes

 1st Installment 	Due July 1 st - Last Day to Pay is August 1 ^{st*}
 2nd Installment 	Due October 1 st - Last Day to Pay is November 1 ^{st*}
3 rd Installment	Due January 1st - Last day to pay is February 1st*
 4th Installment 	Due April 1st - Last day to pay is May 1st*
Regular Motor Vehicle Taxes	Over \$100.00 billed in two installments
 1st Installment 2nd Installment 	Due July 1 st - Last Day to Pay is August 1 ^{st*} Due January 1 st - Last day to pay is February 1 ^{st*}

Supplemental Motor Vehicle Taxes – Registered after October 2nd

1 Installment	Due July 1 - Last day to pay is August 1*		
Vehicle Payment Method	DMV Clearance to Register Time (credit card fee		
 Cash, Credit Card Or Certified Funds Credit card online Check 1 business day 2 business days 10 business days wait until check clears 			
*If August 1 or February 1 falls on a Saturday or Sunday, then the last day to pay is the following Monday ₂₅			



OFFICE OF THE TAX ASSESSOR GENERAL INFORMATION & EXEMPTION PROGRAMS

550 MAIN ST. ROOM 108

860.757.9640

City Assessor

Hours of Operations: (Office hours may be impacted by Covid-19 pandemic)

Assessment

- Real Estate & Business personal Property
- Motor Vehicle

Penalties

Appeal

- Personal Property Declaration
- Income & Expense Statement Rental Real Estate

John S. Philip, CCMA II

Monday – Wednesday 8:15AM - 2:00PM 8:15AM - 7:00PM Friday 8:15AM - 2:30PM

- Friday 8:15AM 2:30PM
 The appeal must be filed, in writing, on or
- Meetings held in September

per 5 year revaluation cycle.

 Failure to file by November 1 will result in a 25% penalty

before February 20th. One successful appeal

Failure to file by June 1 will result in a 10% penalty

Available Tax Relief and Exemption Programs

Elderly Homeowner Tax Relief - 65 or older or totally disabled

(1-4 Family home, primary residence)

- Application Period Feb 1st May 15th
- Must be submitted every two (2) years to maintain credit
- Income limit: \$50,3500 for single, \$57,5700 for married couple (adjusted annually)

Disability Tax Exemption

- Permanent total disability benefits under social security, federal, State or Local government retirement or disability plans
- Adapted Motor Vehicles
- Blind

CT Resident - Member of the Armed Forces

Motor Vehicle Property Tax Exemption

- \$1,000 tax exemption off assessed value
- Assessment Exemption
- \$3,000 tax exemption off assessed value
- Must be filed annually by December 31st
- One (1) car tax exempt
- Commercial Truck, Truck Tractor, Trailer or Semitrailer (eligibility GVWR Greater than 26,000 lbs)

 Available for vehicles
 - Available for first 5 years on newly purchased vehicles

Blight Deferral Tax Program

Rehabilitation tax deferral

OFFICE OF THE TAX ASSESSOR

MOTOR VEHICLE TAX BILL ADJUSTMENT INFORMATION

REGULAR MOTOR VEHICLES TAX BILLS cover motor vehicles registered prior to October 1st. **SUPPLEMENTAL MOTOR VEHICLE TAX BILL** covers motor vehicles Registered after October 2nd.

If you no longer own the vehicle and did not transfer the plate to a replacement vehicle, you may be entitled to a tax credit. All documentation presented must be the original, clearly dated, signed (when necessary), and legible.

ecessary), and legible.				
WHAT IF MY VEH	WHAT IF MY VEHICLE WAS			
SOLD	 Copy of DMV cancellation of plate receipt and any one of the following: bill of sale with the year, make, model & VIN# and buyer's signature. No handwritten bill of sales will be accepted, or new owner's registration or the new owners title with the year, make, model & VIN# of the vehicle, or copy of your title showing transfer, or letter from your insurance agent or company stating the date the insurance was cancelled, the reason for cancellation and the year, make, model & VIN# of the vehicle 			
TOTALED	 Copy of DMV cancellation of plate receipt and any one of the following: letter from your insurance agent or company stating the date the vehicle was totaled, the date of the accident and the year, make, model & VIN# of the vehicle. Dated receipt from junk dealer to whom the vehicle was sold and the year, make, model & VIN# of the vehicle. 			
REGISTERED OUT OF STATE	Copy of DMV cancellation of plate receipt and the original out of state registration OR title showing the year, make, model & VIN# of the vehicle			
STOLEN	 Copy of DMV cancellation of plate receipt and any one of the following: Letter from your insurance agent or company stating that vehicle was stolen and not recovered, date of theft and the year, make, model & VIN# of the vehicle. copy of the police report stating that the vehicle was stolen and never recovered. 			
TAXED IN WRONG TOWN	 Proof of residency prior to October 1 in form of either Residential Deed, Lease, or Voter identification card Written correction from the Department of Motor Vehicles. 			
REPOSSESSED	 Copy of DMV cancellation of plate receipt and any one of the following: Letter from the finance company stating the date vehicle was taken and that it was not redeemed by you and the year, make, model & VIN# of the vehicle. Copy of bill of sale or auction papers that shows the year, make, model & VIN# of the vehicle and date of sale. 			



Leslie Torres-Rodriguez, Ed.D. Superintendent

John Fergus Director of Communications and Marketing

October	19.	20	20
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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

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

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 undate that information with

and work priorie numbers for our caning system. I lease take the time to apacte that information with
your child's school if needed. For more information, please review the Frequently Asked Questions
(FAQ) included in this letter.

John Fergus, Director of Communications and Marketing

Sincerely,



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



We are here to help!

Hartford Public Library | Downtown | 500 Main St. Monday-Thursday: 9am - 6pm Friday & Saturday: 9am - 5pm

You can still check out books - we provide safe, contactfree pick up at all of our branches! E-mail contactus@hplct.org to learn more

At our Downtown Library we are offering in-person computer use, printing, FAX, and access to passports, municipal IDs, The American Place and The Hartford History Center by appointment.

Check out our increased online resources at hplct.org including free books, movies, music, classes and more.

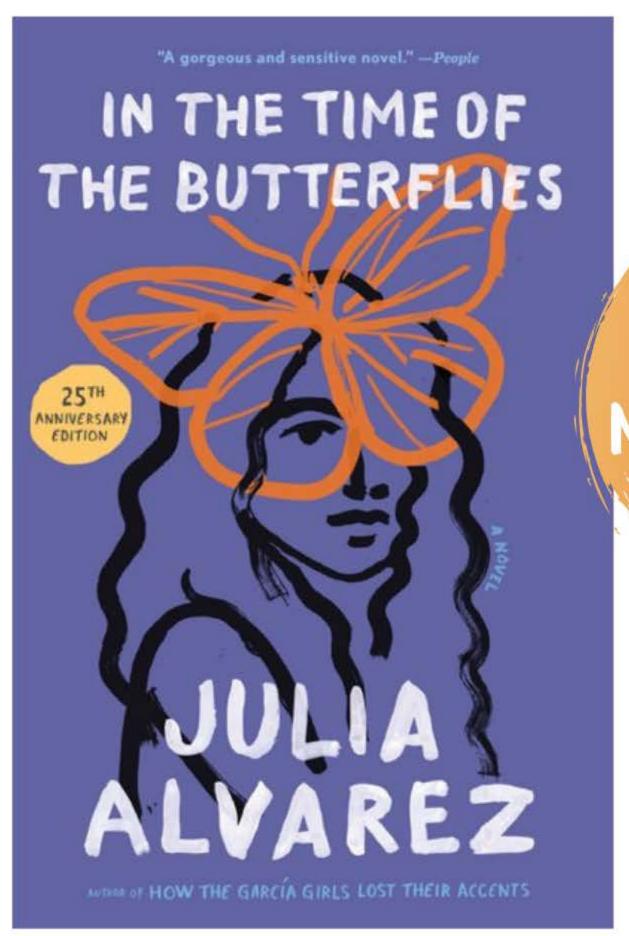
We offer daily online programs on Facebook, YouTube, and Instagram.

It's easier than ever to get a library card online!

We have free Wi-Fi outside all of our buildings.

www.hplct.org call: 860-695-6300 e-mail: contactus@hplct.org

Hartford Public Library's 2021 NEA Big Read books!











Learn More

Crossroads2Connectivity

Offers computer training ... one step at a time and adults enrolled in a high school completion program or workforce training may be eligible to borrow a WiFi hotspot and/or device to accelerate their learning path.

Occupational Training

Online with ongoing coaching provided by field experts.
ServSafe Certificate
Microsoft Certificate
Security Officer Certificate
Customer Service Certificate
Basic Spanish for the Workplace

English as a Second Language

After school online academy for high schoolers
Live remote for adults weekdays, evenings, and Saturdays

Free U.S. Citizenship Classes & Application Completion Support

To Learn More

e-mail: tap@hplct.org or call 860-695-6337

Baby Grand Jazz 2020 Rescheduled Concerts:

November 1, 2020

November 8, 2020

November 15, 2020

November 22, 2020

November 29, 2020

December 6, 2020

Streamed live at **3pm** to Hartford Public Library's Facebook Page

2021

Series



The Charles H. Kaman Charitable Foundation

Hartford Public Library's highly-popular Baby Grand Jazz Series will return for its 18th season in 2021 with a stellar line-up of some of the best jazz musicians in the region.

Baby Grand Jazz concerts are free and will be hosted virtually this year streamed live to Hartford Public Library's Facebook page, at 3pm every Sunday afternoon January, February, March and April with the exception of Easter Sunday (April 4)

If you require special accommodations please call 860-695-6320 two weeks prior to the event





Do you know your Neighborhood Revitalization Zone (NRZ)?

Participate in a local monthly meeting to help make decisions about your community. Please contact NRZ chairs directly for meeting information

Blue Hills NRZ

1st Thursday, 6 PM Chair: Donna Thompson-Daniel donnathompsondaniel@yahoo.com

Upper Albany NRZ

1st Monday, 5:30 PM Luz Holmes luzholmes7@yahoo.com Steven Dunn dunnmak@netzero.net

NORTHEAST NRZ

CSS/

GREEN

CON NRZ

North East NRZ

3rd Monday, 5:30 PM Chair: Darlene Robertson-Childs darlenechilds2003@vahoo.com

West End Civic NRZ

4th Tuesday, 6 PM Chair: Suzann Beckett president@wecahartford.org

WEST

NRZ

PARKVILLE

ASYLUM

HILL

NRZ

FROG

HOLLOW

Asylum Hill NRZ

1st Monday 6:15 PM **Executive Director:** David MacDonald exdir@asylumhill.org

Frog Hollow NRZ

3rd Tuesday, 5:30 PM Chair: Aaron Gill chair@fhnrz.com

Parkville NRZ

2nd Wednesday, 6 PM Chair: David Morin barridoncorp@aol.com

2nd Tuesday, 6 PM

South West/Behind the Rocks NRZ

Barry Square/MARG

2nd Thursday, 6 PM

Clay Arsenal NRZ

1st Tuesday, 5:30 PM President: Bea Powell Contact: Jean Holloway jhollo962@gmail.com

South Downtown NRZ (SODO)

3rd Wednesday, 6 PM Chair: Robin Zaleski sodonrz@amail.com

Sheldon Charter Oak (CSS/CON)

1st Monday, 5:30 PM Chair: Mary Ramdeen cssconnrz@gmail.com

Hartford NEXT

3rd Thursday, 5:30 PM

Chair: Marion Griffin

mdgriffa@yahoo.com

South End NRZ

1st Thursday, 6 PM (Sept. – May) Chair: Carl Williams

Chair: Kathy Evans Chair: Hyacinth Yennie Kathy.evans@opmad.org hyennie3@yahoo.com cabwill@msn.com

35

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 or (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		
(860) 757-0720	Hartford Parking Authority		

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

















cdc.gov/coronavirus