Dear Residents of the Town of Andover,

It has been a stressful few days for all of us, but know that we are doing our best to provide services to the community in a safe and smart manner. Although Andover still does not have confirmed cases of COVID-19, we are working hard to prepare when we do.

Currently, we are prioritizing how to handle the needs of the most vulnerable residents, including the elderly, and those with underlying medical conditions that are most likely to have major health consequences if they contract the virus. We are still compiling a list of individuals that will need support and supplies if this takes place.

If you think you might need help, contact the Andover Senior/Social Service Department. Please call Roberta Dougherty at 860-742-4035 Extension 215. If you cannot get through to Roberta, contact the Town Clerk's office at 860-742-4035 Extension 212 and leave a message. If you are experiencing a medical emergency please dial 911.

At this time, the Town of Andover has an Emergency Alert System in place. Please visit our website at www.andoverct.org to register. Registering for this Emergency alert system will allow the town to provide you with information when necessary. You may receive it through, phone, email, text messages or all three, the choice is yours when you sign up.

It is also important to realize that in time this too shall pass, and we will get through it together.

Please get your primary information from reliable sources of information:

- World Health Organization https://www.who.int/health-topics/coronavirus
- Eastern Highlands Health District http://www.ehhd.org

General Guidelines

- Practice social distancing, regardless of age. However, be sure to do some self-care. Get out, go for a walk in one of our parks or the rail trail, get some fresh air, read a good book, and turn off the news for a while.
- Unless it is critical to your health, stay away from all medical facilities.
- Be sure to do what you can to help your own family first. If it is possible for you to shop for food for your elderly relatives, do so.
- If you are delivering food for your relatives, remember to stay at least 6 ft from them, leave the food on their front step and ask them to stay in the house until you leave.
- Most supermarkets are setting up special times for the elderly to shop. These will be early in the morning, after the stores have been cleaned and disinfected. Please only send one person per household, and continue to practice social distancing.
- If you are sick, DO NOT GO OUT. Let your family and the town staff know, we will be sure to get you needed supplies.
- If you do not have a way to get food, call Roberta at 860-742-4035 extension 215.
- If you feel really sick and or are having trouble breathing, call 911.
Food Deliveries Options (for residents who can't get out)

1. The CERT (Civilian Emergency Response Team) will be available for emergency food deliveries, please call Roberta 860-742-4035 Extension 215.
2. We may also have to use additional vehicles, one of the senior transportation vehicles will be set up to assist in the process. If you are between the ages of 21 and 55 and are willing to help deliver, please send an email to adminassistant@andoverct.org and we will contact you.
3. ALDI supermarket is still delivering during this time. They are delivering to Andover for $3.99. Please visit: https://www.aldi.us/en/shop-now/grocery-delivery/.

(In both cases, the town will take the appropriate forms of precautions to prevent the spread of COVID-19. Prior to any volunteers delivering food, we are going to provide training on how to keep the volunteers safe along with the residents who are receiving the deliveries.)

Updates on Government/Town Functions

Board of Assessment Appeals:
- The town has implemented a 30 day delay for appeals to the board of assessment appeals.
- All in person meetings are cancelled until further notice.

All Town Meetings:
- The town will conduct all meetings via Zoom video/audio conferencing. All notifications will be on the town's website and Facebook page. Anyone from the public can listen and watch the meetings on Zoom. Meetings will be recorded and posted. More info to come on that in the future.
- The town clerk's office is closed to visitors. All official announcements will be on the front entrance window to the town hall.
- The land use commissions: Planning and Zoning, Inland Wetlands and Watercourses Commission and Zoning Board of Appeals are all working out how to conduct meetings online effectively. The Planning and Zoning Commission will have a Public Hearing using Zoom online meetings on March 30th. Stay tuned for more on that.

Budget Meeting:
- The official town Budget Meeting and Referendum will be delayed by 30 days. The Board of Finance is working out how to continue the budgeting process safely.

As of March 19, 2020 the following is in effect:

Andover Elementary School Information and Cancellations:
Per the letter sent March 10th, 2020 and previous emails from Principal John Briody.
- Andover Elementary School will be closed until further notice.
- All recreational activities by the Andover Elementary school have been cancelled.
- All after school programs have been cancelled.
- Basketball is cancelled until further notice.
- Further communications regarding AES will be provided by Principal Briody.
Town Hall

- The Town Hall is open at this time and is staffed, but is NOT allowing visitors into the building. We are requesting that all business be conducted electronically or by phone (860-742-4035).
- As of today, all in person meetings of boards and commissions are cancelled or postponed.
- **Pay your taxes online:** Our bank will waive fees for ACH, Debit Cards and Credit Cards until 4/1. If you have any questions regarding your taxes, please call the Tax Collector at 860-742-4035 extension 212 or email taxcollector@andoverct.org. If you pay your taxes by check, please mail your payment to: Town of Andover Tax Collector, 17 School Road, Andover, CT 06232.

Senior Transportation

- All non-essential Senior Transportation trips are cancelled. Including doctor visits for non-essential services.*
- All Senior Luncheons are cancelled.
- All Senior fun trips are cancelled.

*Depending on the severity of the situation alternate methods of supplying these services may be implemented. Trips to necessary medical treatment only, including dialysis, cancer treatments etc. Please call Cathy Palazzi directly at 860-916-6122 to coordinate.

Other town event closures

- All organized events at town hall and on town property are cancelled until further notice.

Town Transfer Station

- The Andover Transfer Station will be open normal hours.
- CART program is cancelled until further notice. Bottle and cans can be returned to grocery stores directly or placed in the recycling compactor. We apologize for the inconvenience.

Andover Library

- The Andover Library is closed to the public until further notice.
- Be sure to check their Facebook page for online programs they are offering.

Thank you for your patience and understanding as we deal with this situation to keep all our residents safe. Please contact us if you need help.