COVID-19
Frequently Asked Questions

What is COVID-19?

• Coronavirus Disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. There are many types of human coronaviruses, including some that commonly cause mild upper respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough, and difficulty breathing. The best way to prevent illness is to avoid being exposed to the virus.

• CDC recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:
  ✓ Wash your hands thoroughly and frequently.
  ✓ Avoid close contact with people who are sick.
  ✓ Avoid touching your eyes, nose, and mouth.
  ✓ Stay home when you are sick.
  ✓ Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  ✓ Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

More information about COVID-19 can be found here.

How do I know if I should be tested for COVID-19, and where do I go to be tested?

• Anyone experiencing symptoms is strongly urged to contact their medical provider to seek treatment.

• If an individual has a fever (greater than or equal to 100.0°F) and a cough, or shortness of breath, please call your primary care provider for information regarding local testing locations. You will need an order from your primary care physician to be tested for COVID-19. If you do not have a primary care provider, and you have the symptoms of COVID-19 (a fever greater than or equal to 100.0°F, and a cough or shortness of breath) please go to an urgent care center or to a federally qualified health center to get a doctor’s order to be tested. Please do not go to any medical facility unannounced for the safety of all patients and medical professionals. Please note that only individuals who present with symptoms consistent with COVID-19, a fever greater than or equal to 100.0°F, and a cough, or shortness of breath, will be tested at this time.

What is Social Distancing?

• To stop the spread of coronavirus, health officials have instructed the public to practice social distancing -- staying home, avoiding crowds and refraining from touching one another.
**Is Town Hall open?**
- Town facilities are CLOSED to the public, except for the Town Clerk’s Office (please call 860-675-2380 in advance). Town Staff will continue to work on site or remotely during normal operating hours. Residents are advised to interact with the Town online, via email, over the phone, or though US Mail. A secure drop box has been placed in the Town Hall lobby for the public to leave documents for Town Departments. For a listing of Town Departments please [click here](#).

**Will my Trash & Recycling be picked up as regularly scheduled?**
- **YES**- There is no disruption in service. More information about trash and recycling can be found [here](#).

**Will Simply Recycling be picked up on my recycling day?**
- **NO**- at this time Simply Recycling has been suspended by the vendor. Please fill up your Simple Recycling bags and hold onto them until we resume operations.
**Can I use the Town parks, athletic fields, playgrounds, and trails system during this crisis?**

- At this point we are not closing parks or trails but would encourage all people to follow the social distancing guidelines outlined by the [CDC](https://www.cdc.gov). We strongly suggest that activity at Town parks be limited to passive activities that do not require large or small groupings of people.
  - All athletic fields are closed to organized activities.
  - Westwoods Golf Course is open and following the established guidelines by the Connecticut Department of Economic and Community Development.
  - All basketball courts are closed.
  - All playgrounds, playscapes, swing sets, and other children’s activity equipment are closed at all town parks, pocket parks, and at school facilities.
  - Tennis Courts remain open currently, but please practice social distancing when playing.

**How can I pay my taxes?**

- You can pay your taxes online, through the mail, and by with the drop box in Town Hall. For more information on payment options click [here](https://www.farmington-ct.org). To Pay online follow this [link](https://farmington-ct.org). For more information [here](https://farmington-ct.org).

**What is happening with Board and Commission meetings?**

- The Governor has issued an Executive Order that eliminates the in-person meeting requirement, allows meetings by phone/video if noticed on the town’s website, requires recordation/transcription & posting to a town’s website if you opt to meet by phone/video, and requires agenda/application materials 24 hours in advance posted to web. Please check the [meeting schedule](https://farmington-ct.org) on the Town website for updates regarding the status of meetings. Residents are encouraged to submit public comment for meetings via email to [publiccomment@farmington-ct.org](mailto:publiccomment@farmington-ct.org). Please indicate the name of the Board/Commission you are submitting public comment for in the subject line.

**I need help with unemployment and financial programs during this public health crisis. Who can I speak to for help?**

- The Town of Farmington Community & Recreational Services department can assist residents in need. Please call 860-675-2390 to speak to someone or visit the social services [webpage](https://farmington-ct.org) for more information.

**I am on food stamps or state assistance and need food?**

- Call Farmington Community Services at 860-675-2390 to get signed up for food pantry – we are offering curb side pick-up as well as delivery if needed.

**I am elderly or considered at risk for covid-19 and need food?**

- Call Farmington Community Services at 860-675-2390 to discuss delivery options and/or receive a pre-packed food box.

**My business has been affected by COVID-19. Is there a business resource information site to assist businesses affected by COVID-19?**

- [Click here](https://farmington-ct.org) for a list of business resources compiled for State of Connecticut businesses. This is a clearinghouse of resources, not an official site. Please refer to the state resources below for official and legal guidance.
I have been laid off from my job, how can I apply for unemployment benefits?

- It is important to file as soon as you become unemployed to avoid being denied benefits. Do not delay filing your claim for unemployment benefits even if your employer has not issued you any paperwork. To file your claim, please go to www.filectui.com For faster processing of your claim, please have your employer’s registration number and a return to work date readily available when you file your claim online. If you have any questions, please visit the CT Department of Labor Online Assistance Center www.filectui.com. You may also submit your general question to dol.webhelp@ct.gov. A response can be expected in 3 to 5 business days, depending on volume. The Department of Labor can be reached by clicking here.

During social isolation are there community activities my family and I can safely participate in?

- Click here for several blogs highlighting activities and ways to help your community.

Is there is a list of local businesses that are still operating during this challenging time?

- The Economic Development Department has compiled a list and updates the list daily. Click here to view the full list. A map of local businesses offering deliveries and COVID-19 resources can be found here.

Is there a community website that offers resources, business listings and updated community information?

- The Explore Farmington website is a community website brought to you by the Economic Development Department to connect residents and businesses.

A full listing of town service offerings during this crisis and how to contact Town departments can be found on our webpage. For more information related to COVID-19 please click here. For general questions about COVID-19 call 2-1-1 or text “CTCOVID” to 898211. The 2-1-1 hotline is available 24 hours a day.

Please continue to check the Town of Farmington webpage for update. www.farmington-ct.org