

Sara-Ann Chaine
Town Clerk

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(substantive changes noted in [blue](#))

Town Clerk's Office COVID-19 Operations Plan

Objectives

1. Protect the physical and mental health of staff
2. Protect those in the high risk category and support public health
3. Provide essential services

Many of the functions our staff perform are small but integral parts of larger pictures with important economic and legal implications. We take this responsibility seriously. The following operations plan ensures we continue to provide essential services while simultaneously protecting the physical and mental health of our staff as well as protecting those in the high risk category from contact with the virus.

I greatly appreciate your support and assure you that we will make every effort to assist each customer creatively while protecting ourselves and the public.

Select Essential Services By Appointment Only

See section below regarding Public-Facing Services for more information. Contact us and make your appointment well in advance of your visit. We cannot guarantee our ability to assist you without an appointment.

Office Staffing

Town Clerk's Office staff will be in the office performing essential functions Monday – Friday from 8:15AM – 12:15PM. Phone calls will be answered as we are able during the hours we are in the office. Voice mails will be accessed and returned as soon as possible. Emails will be checked and responded to regularly whether in-office or working remotely.

Staff will stagger shifts so that only one staff member will be present at a time. Staff who are not in the office will perform related work at home or use personal time. The Town Clerk will host virtual meetings with staff to keep each other updated on office operations and discuss projects.

Public-Facing Essential Services

Urgent/emergency public-facing services will be provided by appointment, at the external door to the Town Hall, through the drop box slot, and must meet one of the following criteria:

- Funeral director/employee filing a death certificate and/or purchasing certified copies, a burial permit, or cremation certificate.
- Notarization for an emergency purpose and only if an individual does not have the technology available to complete an online notarization. See below for further information regarding remote notarizations.
- Request to obtain a marriage license for a marriage to occur in the immediate future.
- Filing of military discharge for an immediate need.

Should we determine that any other kind of public-facing service is an emergency, we will accommodate that need using the protocol outlined above.

Other Essential Services & Non-Essential Services

These functions will continue to be performed in the office by staff and the US postal system will be used in place of public-facing exchanges (**continue reading for further information about many of these services**):

- [Absentee ballot applications, ballot issuing, ballot returns \(see more below\)](#)
- Recording and processing land records
- Conveyance tax form processing
- Processing new vital records and certified copies
- Dog licenses
- Hunting and fishing licenses
- Notary certificate filing

Absentee Ballot Program

[It's not too early to apply for a November 3, 2020 Election absentee ballot! Please visit the Mansfield Town Clerk's absentee ballot page to obtain your application and get informed.](#)

Land Records Access and Recording

Land records are temporarily available online for free. If someone needs records that are not yet online, we will find a way to provide the records to them whether through the mail or at the main door to the building through the drop box slot. The vault is closed to public access at this time. See our webpage for more information about accessing the land records online for free.

www.MansfieldCT.gov/TownClerk

We continue to accept land record recordings through the mail. We will accept land record recordings in person through the drop box slot during the hours we are in the office. If a customer would like a receipt, please include an email address on a sticky note with the recording and we will email the receipt.

Marriage Licenses

Couples in need of a marriage license should carefully review our [webpage](#) and contact us to make an appointment.

Notary Services

The Governor has authorized remote notarizations. Though our office is not equipped to provide remote notarizations at this time, we can assist customers with a Google search to identify companies offering remote notary services, if needed. Additionally, the UPS Store may perform notarizations that meet certain criteria. You may contact the Storrs-Mansfield UPS Store at (860) 477-1444.

Internal Mailroom Closure

Employee access to the mailroom is closed and face-to-face interactions with staff are discontinued. Mail will be available for pick up and drop off in the hallway immediately outside the Town Clerk's Office and will continue to be processed daily at this time. During this time, we will process all outgoing mail including certified mail. If there are questions or special considerations we need to know about, please call us.

Disinfecting/Protecting

Staff will disinfect surfaces regularly and will follow public health guidelines as needed regarding distancing, face masks, gloves, washing hands, etc.