

CITY OF CALDWELL

RESOLUTION NO. 145-20

THE MAYOR AND CALDWELL CITY COUNCIL APPROVE RESOLUTION AND AUTHORIZE THE RATIFICATION OF THE REBOUND IDAHO PLAN THAT FOLLOWS GUIDELINES SET BY CDC AS WELL AS THOSE ORDERS OUTLINED BY GOVERNOR LITTLE. THIS PLAN ESTABLISHES PROTOCOLS THAT WILL ALLOW US TO SAFELY REOPEN OUR SERVICES AND PUT FORTH A PLAN TO HELP PREVENT THE SPREAD OF COVID-19 WITH AN EFFECTIVE DATE OF MAY 1, 2020.

BE IT RESOLVED that the Mayor and the Caldwell City Council hereby approve resolution and authorize the ratification of the Rebound Idaho Plan that follows guidelines set by CDC as well as those order outlined by Governor Little. This plan establishes protocols that will allow us to safely reopen our services and put forth a plan to help prevent the spread of COVID-19 with an effective date of May 1, 2020.

PASSED BY THE CITY COUNCIL of the City of Caldwell this 18th day of May 2020.

APPROVED BY THE MAYOR of the City of Caldwell this 18th day of May 2020.



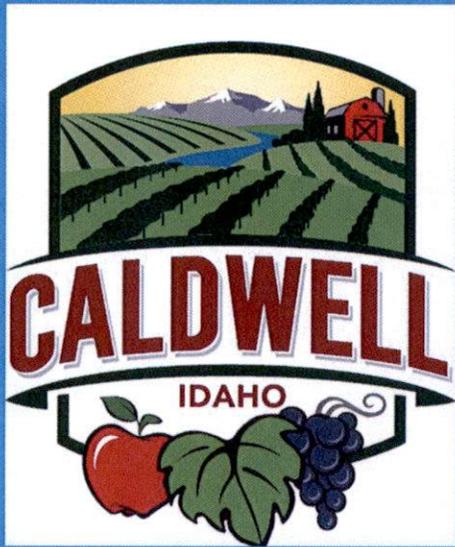
Mayor

ATTEST:



City Clerk





REBOUND IDAHO

City of Caldwell Action Plan



IDAHO REBOUNDS – CITY-WIDE GUIDELINES FOR OPENING UP IDAHO

*Note that each state is dependent upon COVID trends as set forth by CDC/Southwest District Health

STAGE 1 – MAY 1 – 15	STAGE 2 – May 16 - 29	STAGE 3 – May 30 – June 12	STAGE 4 – June 13 – 26
<ul style="list-style-type: none"> 6’ social distancing for meetings & employee areas 	<ul style="list-style-type: none"> 6’ social distancing for meetings & employee areas 	<ul style="list-style-type: none"> 6’ social distancing for meetings & employee areas 	<ul style="list-style-type: none"> 6’ social distancing for meetings & employee areas
<ul style="list-style-type: none"> Continue increased cleaning protocols 	<ul style="list-style-type: none"> Continue increased cleaning protocols 	<ul style="list-style-type: none"> Continue increased cleaning protocols 	<ul style="list-style-type: none"> Implement new standards
<ul style="list-style-type: none"> Continue telework options; return employees to work in phases 	<ul style="list-style-type: none"> Continues with return to work in areas where 6’ social distancing can be achieved 	<ul style="list-style-type: none"> Continues with return to work in areas where 6’ social distancing can be achieved 	<ul style="list-style-type: none"> Resume staffing with 6’ distancing
<ul style="list-style-type: none"> Continue limited access to public buildings, facilities, parks 	<ul style="list-style-type: none"> Continue limited access to public buildings, facilities, parks 	<ul style="list-style-type: none"> Continue limited access to public buildings, facilities, parks 	<ul style="list-style-type: none"> Open to new standards
<ul style="list-style-type: none"> Gatherings in public areas/parks of more than 10 prohibited (should be avoided) 	<ul style="list-style-type: none"> Gatherings in public areas/parks of more than 10 prohibited (should be avoided) 	<ul style="list-style-type: none"> Allow gatherings of 10-50 people, if 6’ social distancing 	<ul style="list-style-type: none"> Gathering of more than 50 with 6’ social distancing
<ul style="list-style-type: none"> No out-of-state travel unless essential 	<ul style="list-style-type: none"> No out-of-state travel unless essential 	<ul style="list-style-type: none"> Travel to locations with no ongoing transmissions per CDC guidelines 	<ul style="list-style-type: none"> Travel to locations with no ongoing transmissions per CDC guidelines
<ul style="list-style-type: none"> Large venues closed 	<ul style="list-style-type: none"> Large venues closed 	<ul style="list-style-type: none"> Large venues closed 	<ul style="list-style-type: none"> Large venues open with limited 6’ physical distancing in place

Practices for Operations during COVID-19

Facilities

- Appoint COVID-19 Project Coordinator (centralized control point for information)
- Establish cleaning protocol
- Install sanitizer stations
- Provide throughout the building:
 - ✓ no touch disposal containers
 - ✓ tissue and sanitizer wipes
- Install plexiglas for high customer contact areas
- Provide signage for employees and customers
- Review floor plan – provide arrangements with 6 feet between persons
- Stagger shifts to allow for social distancing

Employees

- Continue telework arrangements
- Consider daily temperature screening
- Educate on:
 - ✓ hand hygiene
 - ✓ cough and sneeze hygiene
 - ✓ use of masks
 - ✓ cleaning and disinfecting high touch surfaces
 - ✓ social distancing protocols at work
- Prohibit:
 - ✓ handshakes or touching
- Maintain social distance during meetings
- Employees should stay home while ill

Customers

- Consider appointments with customers or curb-side service when possible
- Provide signage on entry door for:
 - ✓ hand sanitizer
 - ✓ 6' social distancing
 - ✓ Wearing masks is preferred when inside public buildings
- Provide hand sanitizer station at door
- Maintain 6' social distance throughout facility
- Prohibit handshakes or touching
- Provide tissue or sanitizer wipes at customer interactive areas for employees and customers

REBOUND IDAHO – CITY OF CALDWELL

DEPARTMENT ACTION PLAN

AS OF MAY 1, 2020

Administration

The City will continue to use all the best practices and appropriate equipment recommended by the healthcare professionals to protect our City team members, as well as our customers and citizens, to prevent the spread of the virus. This includes having the 6-foot distancing for City personnel in their respective offices, continuing to have staff members telecommute in order to limit a virus exposure potentially impacting an entire department. Energy and education will continue to be put into modifying the many ways customers interact with staff and staff interacts with other staff. This includes promoting on-line electronic transactions, drop box, and on-line teleconferencing. The City will maintain the assistance of Katie Dallas as the point person for infectious control resources.

City Hall Admin Offices: Mayor's Office, Finance, Economic Development, City Clerk, Utility Billing, Information Technology, Payroll, and Human Resources

City Hall will open to the public on Monday, June 1, 2020. The following steps are in place to help prevent the spread of COVID-19:

- Plexiglas has been installed at the front counters in the lobby to shield the customer and staff from each other.
- Tape will be placed on the floor in the lobby to assist the public with maintaining a 6-foot distancing.
- Hand sanitizer will be available to the customers and will be located at the front entry of the lobby and at each customer service window.
- The City will limit the number of customers in the lobby to only six at a time.
- Face masks and gloves are available for employees.
- Employees that physically handle money will be advised to use hand sanitizer, wash hands frequently, or wear available gloves.
- Employees will have access to cleaners in order to regularly disinfect counters, work spaces, and personal spaces.
- The lobby counters and front door will be wiped down frequently – at least 5 times per workday.
- All onsite meetings are limited to no more than 10 participants and subject to the 6-foot social distancing. Meetings of more than 10 participants may be scheduled for Zoom conferencing.

- No scheduled work-related travel out of state until permission is granted by the Governor and approved by the Mayor.
- Notary Public services will remain available by appointment until June 1 when walk-in services continue.

City Council Meetings, Urban Renewal Agency Meetings, and Other Public Meetings

- All regular and special meetings for City council and the Urban Renewal Agency will be conducted via Zoom until June 1.
- Beginning June 1: Public Hearings will resume within the Community Room at the Police Station.
- Safety protocols and attendance for meetings will be limited to 10 – 50 people with 6-foot distancing in place.
- Live streaming will continue for the public’s view of City Council and Urban Renewal Agency meetings.

City Clerk’s Office

Appointments are available with City Clerk staff by contacting 208-455-4656 or #208-455-4773 for the purpose of submitting documents for notary services, permits, licenses, or Tort Claims. Walk-ins will be managed on a one-by-one basis at the City Hall customer service counter after June 1. The timeline for permits in association with Idaho Rebounds – Citywide Guidelines:

- Alcohol Beverage Renewed Licenses: Effective June 1, 2020
- Peddler Permits: Effective May 16, 2020
- Door-to-Door Permits: Effective June 1, 2020
- Special Event and Alcohol Beverage Catering Permits: Effective June 13, 2020
- Firework Temporary Stands: Effective June 22, 2020
- Tree contractor License/Patrol Service License/Parking Permits: Effective date pursuant to the Caldwell City Code.

Building

May 1st – 15th Stage One:

The Department of Building Safety will continue to operate with the protocols which are currently in place. We anticipate this virus may be around a while, so our procedures are designed to work long term. Our method of operation may change depending on the severity of the number of COVID-19 cases. To date, current operations are working very well.

- We will continue to be closed to the public.
- Contractors, designers, and developers will continue to provide information via email or electronic applications for application and issuance of permits.
- Permit applications will continue to be submitted electronically.

- Counter surfaces, signature pads, and computers will continue to be cleaned on a daily basis.
- Permit Technicians will continue to work remotely on a rotating schedule.
- Meetings will be conducted with reduced numbers, via Zoom, or conference call.
- Building inspectors will continue to work remotely.
- Inspections will continue with the existing procedures set in place. Where the inspectors must enter an occupied home, they will be wearing PPE and taking every possible precaution. They will not enter homes where the occupants are or have been sick.

May 16th – 29th Stage Two:

Same as Stage One, with added conditions:

Appointments limited to two people at a time may be granted. Face masks will be encouraged for both employee and customer.

- Only one person at a time will be allowed at the counter with one waiting in the lobby.
- Plexiglas will be installed at the counter.
- Hand sanitizer will be made available for the customers.
- No more than two customers will be allowed in the lower conference room at the same time in order to meet the recommended 6-foot social distancing.
- Building inspectors will continue to work remotely.
- No more than one building inspector per cubicle area will be allowed in the office at one time if and when needed for various things.

May 30th – June 12th Stage Three:

Same as Stage Two, with added conditions:

- One inspector per cubicle area is permitted to work from the office if they desire. Inspectors and staff will still be allowed to work remotely as long as this procedure continues to work well for the City and the customers.

June 13th – 26th Stage Four:

Teleworking options may be discontinued at this stage, but only if the 6-foot social distancing can be maintained to prevent the spread of COVID-19.

- The number of customers allowed public access to the workplace will be monitored.
- No more than four customers will be allowed in the lobby, with one customer at the counter at a given time.
- Limit of two customers in the lower conference room at one time will remain in effect.

- Due to counter space, limit of one person at a time at the front counter will remain in effect.

Fire

Rebound Stages 1 – 3

- Our facilities will remain closed to the public which includes: use of conference rooms, station tours, outside trainings and non-city employees.
- Temperature checks will continue to be done every four hours for on-duty personnel.
- Public education will remain closed. We are exploring the opportunity of providing some forms of public education through social media while public gatherings are closed.
- Admin staff will remain on modified schedules and continue recommended social distancing while at the workplace. We will continue utilizing web-based meetings through the first (4) stages.
- Crews and admin staff will continue daily “decon” & disinfectant standards of all apparatus, equipment, stations & other facilities.
- We will continue to emphasize the need to stay home if you are sick with similar consideration if family members are also sick.
- The Fire Chief will monitor the number of requests for services per day. As the number of request for service increase, so may staffing, as approved by the Mayor.

Library

As previously communicated, the Library’s management team created a phased reopening document that was approved by the Caldwell Public Library Board of Trustees.

May 1st – 15th Stage One:

- Virtual & phone assistance provided Monday – Thursday from 10:00 a.m. – 8:00 p.m. and Friday – Saturday from 10:00 a.m. – 5:00 p.m.
- No library building access for patrons
- Dearborn book drop open / drive-up remains closed
- Curbside service with CPL items only
- Limited staff in the building – no more than 10
- Virtual programming only
- Due dates are extended to 6/17/2020
- Ordering resumes
- No volunteers in the building
- Donations will not be accepted
- No meeting room reservations
- Continue to quarantine returns for 72 hours

May 18th – 31st Stage Two:

- Virtual & phone assistance provided Monday – Thursday from 10:00 a.m. – 8:00 p.m. and Friday – Saturday from 10:00 a.m. – 5:00 p.m.
- No library building access for patrons
- Mobile makerspace onsite for laptop check-out & computer assistance (reservation only)
- Dearborn book drop open / drive-up remains closed
- Curbside service with CPL items only
- Limited staff in the building – no more than 10
- Virtual programming only
- No meeting room reservations
- Notifications start up 6/1/2020
- Due dates return to normal
- No volunteers in the building
- Donations will not be accepted
- Continue to quarantine returns and transits for 72 hours

June 1st – 14th Stage Three:

- Open reading rooms in the library
- Seats removed from reading areas to maintain 6-foot distancing
- Patron access to the building could be metered based on CDC guidelines
- Remove communal toys, kits, and VR
- Resume regular hours of business
- Public services desks are centralized in circulation area
- Plexiglas is installed for all public services points
- Signs posted encouraging patrons to wash hands frequently
- Implement cleaning new plan for staff and janitors
- All staff back in the building
- Modified LYNX courier routes resume
- No volunteers
- Small and registration only programs may begin with 6-foot social distancing. Kids do not social distance, so kids' programming remains virtual through August 2020.
- Public computer stations become accessible from inside the library by reservation only – maintaining 6-foot distancing.
- Computer stations relocated to the community room
- No meeting room reservations until September 2020. All meeting rooms will be used to quarantine returned items and computer workstations to accommodate 6-foot social distancing.
- Continue to quarantine returns and transits for 72 hours

June 15th – 30th Stage Four:

- Continue 6-foot social distancing
- Begin accepting donations
- Continue to quarantine returns and transits for 72 hours
- Adult programs can continue if 6-foot distancing can be maintained
- Public computer stations become accessible from inside the library by reservations only – maintaining 6-foot distancing
- Cannot fully open library “back to normal” due to 6-foot distancing requirement
- Potential restricted hours for vulnerable patrons

Staff safety considerations for all stages:

- Gloves and masks are available to staff
- Thermal thermometer available to staff
- Disinfecting wipes and hand sanitizer are available to staff and patrons

Public Golf Courses & Clubhouses

The golf staff will frequently disinfect and clean active touching points in the traffic areas of the clubhouse. Plexiglas has been installed at the Pro shop counter and at the snack bar counter. Everyone is expected to maintain the recommended 6-foot social distancing. High risk employees and customers should wear masks and gloves during interactions. Snack bar employees will use gloves, replace gloves, and wash or sanitize hands after each customer interaction. The snack bar will not allow any self-serve options. Golf staff will accept and swipe the customer’s credit cards at the terminal. There is limited access to the clubhouse and no gatherings will be allowed until the 4 stages have been met. Carts will be limited to one player unless guests live in the same household (this is effective until recommended social distancing has been discontinued). Any employee feeling ill and showing symptoms will be required to stay home. Employees will continue to receive training regarding CDC guidelines to prevent the spread of COVID-19.

May 1, 2020:

- Access will continue to be through the north entrance only to limit touching points.
- All current tee time (10 minutes), cart procedures and check-in procedures will continue.
- Pro shop will reopen for retail sales.
- Snack bar will reopen with limited menu options and only for to-go orders.
- No seating or gathering will be allowed within or around the clubhouse.
- Guests must maintain the recommended 6-foot social distancing.
- All tournaments are cancelled or postponed until all four stages are complete.
- Carts will be limited to one player per cart unless riding guest lives in the same household.
- Carts will be sanitized after each use.

May 16, 2020:

- Access will continue to be through the north entrance only to limit touching points.
- All current tee time (10 minutes), cart procedures and check-in procedures will continue.
- Guests must continue to maintain the recommended 6-foot social distancing.
- Limit to no more 10 people gathering within or around clubhouse.
- Snack bar will continue to offer limited menu options for to-go orders only.
- Carts will be limited to two players per cart.
- Carts will continue to be sanitized after each use.

May 30, 2020:

- Snack bar will begin to allow seating inside and outside of clubhouse with cleaning and sanitizing procedures in place.
- All current tee time (10 minutes).
- Guests must continue to maintain the recommended 6-foot social distancing.
- No more than 50 people are allowed to gather within or around clubhouse.
- Clubhouse access will open at all normal access points.
- Sanitizing of carts will continue after each use.

June 13, 2020:

- All current tee time (10 minutes).
- Guests must continue to maintain the recommended 6-foot social distancing.
- Sanitizing of carts will continue after each use.

June 26, 2020:

- All current tee time (10 minutes).
- Tournaments will be allowed as long as all conditions of 4 stages have been met.
- Sanitizing of carts will continue after each use.

The Golf Maintenance Department will implement the following practices at Fairview and Purple Sage Golf Course:

- Put foam on the bottom of each flagstick to keep the ball from going down inside the cup.
- Remove all putting green cups and replace them with target sticks at each putting green.
- Remove all ball washers from the courses.
- Remove all bunker rakes from the courses.
- Clean and sanitize the public restrooms, equipment, and table and restroom in the maintenance shop daily.
- Maintain safe practices such as frequent handwashing, using cloth face coverings, and staying home if sick and having symptoms.

Parks & Recreation

This sign verbiage will be posted as we open each park amenities and a variation of this in our lobby by taking out the parks reference. “Please follow State of Idaho COVID-19 Guidelines <https://coronavirus.idaho.gov/>. Following these guidelines and safe use of the park is your responsibility.”

- Office will open to the public on June 1. The public can call or email staff with questions or to make reservations at 208-455-3060 or caldwellrec@cityofcaldwell.org.
- Restrooms are open and are cleaned and disinfected as needed as a part of the standard cleaning process.
- Playgrounds and parks are currently open. We are following CDC guidelines for a disinfectant solution of bleach for restrooms that we wipe down reapply and is left on the surfaces to dry. Playgrounds are to be used at your own risk. Please follow CDC guidelines for your personal safety.
- Park shelters are open, but reservations for these facilities are not available during the month of May. Patrons may contact us to make June reservations – which can be made up to one year in advance.
- The Archery Range, Dog Park and Rotary Pond are open at Whittenberger Park.
- Ball fields will be available to use for athletic events beginning in Stage 4, which is currently projected to begin June 13.
- The Roberts Recreation Center opens June 1.
- Youth camps and activities will begin June 1.
- Planning on the opening of the Caldwell Municipal Pool on June 13, which is Stage 4. Swim lesson registration for Session 1 (June 15 – 26), begins at 9:00 a.m. on June 1 at the Parks & Recreation Office located at 618 Irving Street in Caldwell.
- The Caldwell Parks & Recreation Summer Activity Guide will be available on May 13 in the Press Tribune, on the Caldwell Parks & Recreation website, and copies will be available outside the Parks & Recreation Office.
- There is a limit of three customers allowed in the office at one time in order to maintain the recommended 6-foot distancing.
- For our customers, we will have marks on the floor for proper distancing. We have installed Plexiglas to shield staff and the customer and the customer counters have hand sanitizer available. Staff will wipe down the office area and the public spaces throughout the day.
- We will post the Governors guidelines in our lobby and at the parks and recreation facilities, which is referenced in our flyer. This way, if people have not seen the guidelines it is available for them to read.
- The outlying shops will continue to have staggered start times to keep our number of employees below 10. These locations will be wiped down by the area personnel several times a day.

- Work vehicles and equipment will be wiped down before and after every use. We prefer one person per vehicle, but, if necessary and if there is more than one person in a confined space, both individuals will wear masks while traveling together.

While parks are open for recreation, gatherings of groups of people will be limited to the appropriate number as defined by the Governor’s stages. This includes all sports, games, parties, or events in which the number of people are limited as follows:

- Stage 1 (May 1 – 15): both public and private gatherings should be avoided.
- Stage 2 (May 16 – 29): gatherings of 10 people or less allowed.
- Stage 3 (May 30 – June 12): gatherings of 10-50 people allowed where appropriate and 6-foot social distancing precautions are in place.
- Stage 4 (June 13 – 26): gatherings of 50 people or more may occur with 6-foot social distancing precautions in place.

We ask that when the public are using public park facilities that social distancing remains a priority. If criteria for reducing the spread of COVID-19 is not met, and the state is unable to move forward with the stages as planned, the City will have to re-evaluate if and when all facilities will be open.

Caldwell Municipal Pool

We are preparing to open the Caldwell Municipal Pool on June 13 at Stage 4. If criteria is not met and the State prohibits us from moving forward, the City will reevaluate if and when the pool will open for the season.

Actions we will take to prepare to open the Municipal Pool:

- Install plexiglas at the admission and concession counters to protect our staff and the customers.
- CDC preventive signs will be posted at all entrances and in highly visible locations.
- Protocol information will be posted on the City Parks & Recreation website and Facebook.
- Staff will be trained on proper techniques for disinfecting surfaces.

Patrons should:

- Should not enter the facility if either they or a household member has had onset of illness with symptoms compatible with suspected or lab-confirmed COVID-19 in the prior 14 days.
- Engage in physical distancing of 6 feet or more where practical.
- Practice good hand hygiene (i.e. wash hands frequently and use hand sanitizer).
- Cover coughs and sneezes.
- Limit cash handling, please be prepared to pay with exact cash or check.

Protocols for Municipal Pool:

- Disinfect restrooms, dressing areas and common areas at the close of the day and frequently throughout the day according to current sanitary procedures in place.
- Disinfect counters, cash registers, pens, phone, doors, handles, and other frequently touched areas throughout the day.
- Disinfect chairs and chaise lounges at end of day and frequently throughout the day.
- Masks, gloves and hand sanitizer will be provided for staff.

Caldwell Events Center

We are working in conjunction with the Caldwell Night Rodeo, Canyon County Fair and the College of Idaho to successfully implement the same safety protocols for all facilities and events to protect employees, contractors, vendors and most importantly our customers.

- Post signage requesting all employees and customers not enter the facility if they are feeling ill and have symptoms.
- Post signage for all employees, vendors and customers to maintain the recommended 6-foot distancing.
- It is recommended that employees wear face masks. Customers that are at high risk should wear masks.
- Plexiglas shields will be installed at the concession counters and ticket windows.
- Post hand-washing signs in the restrooms.
- Have extra staff during events to regularly clean and disinfect highly touched surfaces.
- Post signs to notify event attendees that they are entering the facilities as their own risk.
- Provide hand sanitizer and wipes at all entry and exit points of the facility.
- Determine a new occupant load capacity for each facility in order to comply with the recommended 6-foot social distancing.
- Lease contract agreements will emphasize the possibility of cancellation and limitations due to COVID-19 guidelines.

Cemetery

At this time, only direct burials are available and there are no graveside services. This will be reevaluated during Stage 4 – on or around June 13, 2020.

- Masks, gloves and hand sanitizer is provided for employees.
- Employees that handle paperwork from the public will be advised to use hand sanitizer, wash hands frequently, or wear available gloves.
- Employees will have access to cleaners in order to regularly disinfect work area.
- The front door, hand railings, chairs and desk area will be wiped down after each contact with the public.

Planning & Zoning

The Planning & Zoning Department will continue to operate with the protocols which are currently in place.

May 1st – 15th Stage One:

- We will continue to be closed to the public.
- Customers will continue to provide information via email or electronic applications for application and issuance of permits.
- Counter surfaces, signature pads and computers will continue to be cleaned on a daily basis.
- Meetings and roundtables will be conducted via Zoom or conference call.
- Some staff will continue to work remotely.
- Continue 6-foot social distancing.
- There will be no public hearings.
- Install plexiglas to shield the employee and customers to protect from virus.

May 16th – 29th Stage Two:

- Same protocols in place as Stage One.
- Office door will be modified for assisting the public.

May 30th – June 26th Stage Three and Stage Four:

- The office will be open by appointments and limited to two people at a time.
- Roundtable meetings will continue on Zoom.
- Safety protocols and attendance for meetings will be limited to 10 – 50 people with 6-foot distancing in place. Meetings include: Planning and Zoning Commission (Live); Hearing Examiner (Live); Design Review Commission (Live); Pedestrian and Bicycle Route Committee (Live/Zoom); and Historic Preservation (Live/Zoom).
- Face masks are encouraged for both employee and customer.
- Only one person at a time will be allowed at the counter with one waiting in the lobby.

Staff Safety considerations for all stages:

- Masks, gloves and hand sanitizer is available to staff.
- Disinfecting wipes are available to staff.
- Modify the entrance door to the Planning and Zoning Office.

Engineering & Mapping

- City will continue to leave the street shop in lock down and ask all vendors to contact the main office prior to entering the building.

Streets

- Staff will sanitize the public areas in the streets building.
- Staff will maintain social distancing as much as possible.
- Masks and gloves are available for employees.
- Foremen will continue to meet just with their crew. Leadership will work with foremen who will organize and deploy with their work crews each day.

Wastewater

Wastewater's strategy will be as follows:

- Stage 1: Continue to hold staff meetings in shifts and maintain the recommended social distancing during meetings.
- Stage 2: No travel for conferences, etc.; however, travel for essential City meetings would be allowed.
- Stage 3: No change from Stage 2.
- Stage 4: All personnel will be working normal shifts. The only restrictions will be on non-essential travel, which will be restricted until after Stage 4. Plant tours will be subject to a case-by-case basis, but likely limited to small groups due to the recommended 6-foot distancing.

Water

- Plexiglas has been installed at the customer service counters at City Hall. Tape has been placed on the floors to meet the recommended 6-foot distancing. City Hall will limit the number of customers to no more than six at a time. There is a drop box located outside City Hall in the front of the building.
- Service shut-offs and assessment of late fees will resume in June. Depending on the size of the list, some adaptation may be made to the shut-off format for June.
- Office personnel will continue to observe social distancing as much as possible and will continue to work in separate office spaces.
- Service Requests are being emailed or faxed, which will continue.
- Ordinary Sanitary Protocols will remain active for meter changes and installation.
- Travel and training will remain restricted until updated by the Governor and approved by the Mayor.
- Online training is currently available and being used. The operators will be able to acquire the required CEU's through this venue. Operators prepared or eligible for license testing will presumably be able to take these exams in June or July.
- The maintenance and pump crews are doing their best to observe distancing and PPE as much as practical and will continue in the interim. Masks and gloves are available for staff.