



Town of Camp Verde

Return to Service Plan May 18, 2020







Guidelines Under the Opening of America Announcement

Proposed Gating Criteria

Symptoms

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of covid-like syndromic cases reported within a 14-day period

Cases

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

Hospitals

Treat all patients without crisis care

AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

Phased Approach

Implementable on statewide or county-by-county basis at Governor's discretion

- Maximize physical distance from others when in public
- Social settings of more than 10 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain closed
- Visits to senior living facilities prohibited
- Large venues can operate under strict physical distancing protocols
- Gyms can open if they adhere to strict physical distancing and sanitation protocols

Phase One

For states and regions that satisfy the gating criteria

- Maximize physical distance from others when in public
- Social settings of more than 50 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities can reopen
- Visits to senior living facilities prohibited
- Large venues can operate under moderate physical distancing protocols
- Gyms can remain open if they adhere to strict physical distancing and sanitation protocols

Phase Two

For states and regions with no evidence of a rebound and continue to satisfy gating criteria

- Low-risk populations should consider minimizing time spent in crowded environments
- Vulnerable individuals can resume public interactions but should practice social distancing and minimize exposure to settings where distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain open
- Visits to senior living facilities can resume
- Large venues can operate under limited physical distancing protocols
- Gyms can remain open if they adhere to standard sanitation protocols

Phase Three

For states and regions with no evidence of a rebound and continue to satisfy gating criteria



Camp Verde's Proposed Return to Service Plan



Camp Verde Marshal's Office

Phase One

- Lobby closed to walk-in traffic; meet with the public by appointment only
- Require officers to wear face masks on traffic stops and when responding to calls for service, where possible

Phase Two

No change

- Limit lobby traffic to two people
- Relax face mask requirements for officers



Human Resources

Phase One

- Continue the utilization of the Town of Camp Verde's career page: https://www.governmentjobs.com/careers/campverde
- Interviews:
 - Accommodate the candidates choice for either Zoom or in-person interviews
 - In-person interviews will follow CDC guidelines for social distancing and interview panel/candidate will have PPE available as requested.

Phase Two

- Continue the utilization of the Town of Camp Verde's career page
- Interviews:
 - Accommodate the candidates choice for either Zoom or in-person interviews
 - In-person interviews will follow CDC guidelines for social distances and face masks will be at the discretion of the candidate.

- Continue the utilization of the Town of Camp Verde's career page
- · Interviews:
 - Return to the regular interview process of in-person interviews
 - Zoom interviews will be allowed for candidates out of the local area or if there is an ADA exception that requires a Zoom interview accommodation



Municipal Court

Phase One

- Limit in-person scheduled hearings while maintaining social distancing inside the courtroom
- · Lobby remains closed to walk-in services
- Conduct the majority of hearings telephonically or via video conference
- Limit payments to online, money orders, or cashier's checks (no cash)

Phase Two

- Continue to limit in-person hearings and adhering to social distancing mandates
 - Require the use of facemasks while inside the courtroom
 - Place floor markings and signage around the Courthouse
- Stagger scheduled hearings to avoid large gatherings
- Continue to encourage telephonic hearings, when available
- Limit the number of people allowed in the lobby to no more than two at a time
- Conduct temperature screenings of all individuals entering the courtroom
- Provide hand sanitizer and tissues inside the courtroom
- Sanitize the courtroom podium and chairs between each hearing, while utilizing appropriate PPE



Municipal Court (continued)

- Open front lobby for walk-in services with safety measures implemented
- Begin taking cash payments while maintaining safety/personal hygiene measures and the use of proper PPE
- Encourage online payments and/or mail-in payments by way of money order or cashier's checks
- Continue communication with customers regarding the use of face masks and courtroom entry protocol



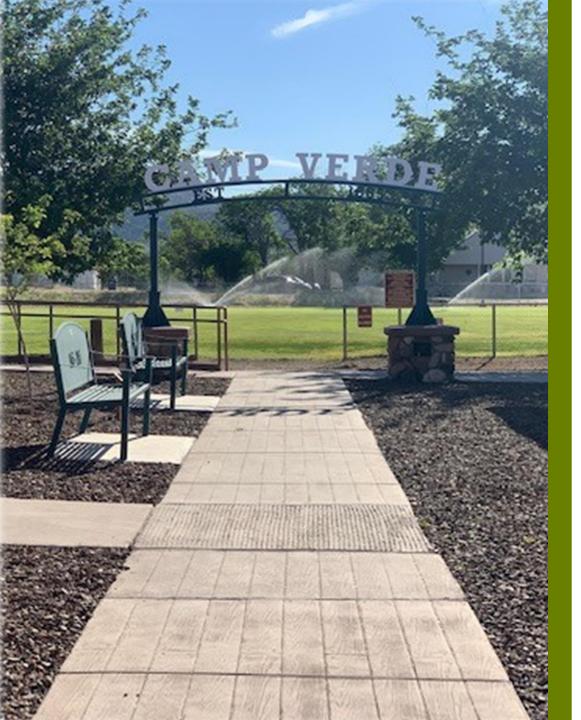
Parks and Recreation

Phase One

- Limit public office access to deliveries and appointments only
- Heritage pool remains closed and no organized sports allowed
- Allow facility rentals for groups under 10 people

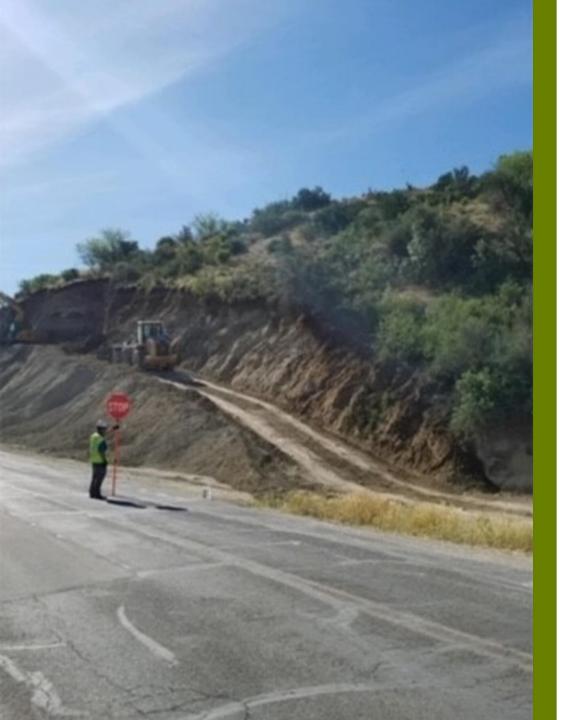
Phase Two

- Limit public office access to deliveries and public requiring access to complete work
- Allow facility rentals for groups under 50 people, if they can ensure proper social distancing
- Potential opening of Heritage Pool and Summer Camp
- Partner with organizations to prepare for potential operations such as Little League, according to state and federal guidelines
- Prepare for potential future events such as Corn Fest; talk with sponsors, vendors, and musicians
- No major events are held



Parks and Recreation (continued)

- Allow public access to the office while following applicable social distancing guidelines and utilizing appropriate PPE
- Return to regular programming such as Summer Camp, Friday Trips,
 Pickleball, and others, as allowed and modified by State guidelines
- Special events resume, in accordance with State guidelines
- Heritage Pool and Summer Camp open, operating in accordance with State and Federal guidelines



Streets Division

Phase One

- Continue street maintenance with proper social distancing
- Use PPE when unable to maintain proper distancing
- Properly clean control surfaces on equipment, vehicles, and tools after each use

Phase Two

No change

- Continue street maintenance minimizing exposure to the public and other employees
- Properly clean control surfaces on equipment, vehicles, and tools when necessary
- Conduct regular duties with regard to public health and safety



Wastewater Division

Phase One

 Counter will be closed to walk-in services; meet with the general public by appointment only

Phase Two

- Attempt public front entrance with implementation of the Plexiglass partitions, and continue to meet with customers by appointment
- Continue to promote conducting business online, by e-mail and by phone

- Open the counter for walk-in services and encourage customers to schedule appointments
- Continue to promote conducting business online, by e-mail and by phone



Maintenance Division

Phase One

- Employees to maintain proper social distancing and limit contact with the public
- Open playgrounds, public bathrooms and other social gathering locations to a minimum, in accordance with recommended State and Federal guidelines
- Properly clean and sanitize public areas
- Continue sanitizing tools, equipment, and vehicles after each use

Phase Two

No change

- All parks and social gathering locations reopened, in accordance with recommended State and Federal guidelines
- Continue to sanitize all parks and social gathering locations
- Employees continue practicing social distancing, proper hygiene and use of PPE



Camp Verde Community Library

Phase One

- Library open Mon Fri 9:00 am 5:00 pm; staff returns, volunteer work suspended
- Practice physical distancing:
 - · Limit the number of people in each area of the library
 - Every other PC available for use in Public PC area
 - Patrons limit in-library time to 1 hour or less per day
 - First hour each day is reserved for patrons 65 years old and older
 - No public access to staff offices and work spaces
- Meeting Rooms closed to the public:
 - Library and community programming suspended
 - Quiet/Study Rooms limited use to 1 hour/day and 1-2 people by appointment only
 - Book Nook closed

Phase Two

- Library open Mon Sat 9:00 am 5:00 pm; staff returns, volunteers may return
- · Practice physical distancing:
 - Limit the number of people in each area of the library
 - Every PC available for use in Public PC area using sneeze guards
 - Patrons limit in-library time to 2 hours or less per day
 - First hour each day is reserved for patrons 65 years old and older
 - No public access to staff offices and work spaces
- Meeting Rooms closed to the public:
 - Library and community programming resume in small groups of 10 or less
 - Quiet/Study Rooms limited use to 2 hours/day
 - Book Nook opens



Camp Verde Community Library (continued)

- Resume normal operating hours: Monday-Thursday 9:00 am 8:00 pm,
 Friday Saturday 9:00 am 5:00 pm
- Library programs resume live in library spaces
- Community use of meeting rooms resumes by appointment and on a firstcome, first-serve basis
- All PC's available in Public PC area and Quiet/Study Rooms
- Delays in material handling/processing removed
- Continue with cleaning and disinfecting practices to minimize future virus spread
- Volunteers recruitment resumes



Community Development

Phase One

- Office doors locked; public access is by appointment only
- Staff wears face masks when in contact with customers, and customers required to wear them when they come into the office
- All staff works from the office with the building inspector, who will continue to conduct remote inspections
- Continue accepting electronic submittals and conducting remote/virtual meetings

Phase Two

- The office is unlocked on alternating days
- Appointments required on days the office is locked
- No more than two customers allowed in the lobby at one time
- The building inspector will continue conducting remote inspections
- All staff will wear face masks when in contact with customers, and masks will continue to be required by customers
- Continue to encourage online submittals and remote/virtual meetings

- The office will be open during regular hours
- Face masks are no longer required by staff and customers
- No more than four customers allowed in the lobby at one time
- Continue to encourage online submittals and remote/virtual meetings



Economic Development

Phase One

- Office doors locked; public access is by appointment only
- Offer one-on-one meetings by appointment, following recommended safety and social distancing guidelines
- Continue promoting all departmental business interaction by email, phone or online

Phase Two

No change

- Allow walk-in services with restricted entry and recommended safety and social distancing guidelines in place
- Continue offering one-on-one meetings by appointment, following recommended safety and social distancing guidelines
- Continue promoting all departmental business interaction by email, phone or online



Camp Verde Visitors Center

Phase One

Visitors Center Closed

Phase Two

No Change: Visitors Center Closed

- Implement safety measures:
 - Purchase PPE for staff and keep a supply of disposable masks available for guests
 - Provide hand sanitizer and disinfectant wipes for staff and visitors
- Limit the number of visitors allowed in the Visitors Center to no greater than 10 at a time
- Continue promoting all departmental business interaction by email, phone or online



Town Clerks Office

Phase One

- Office resumes services Monday through Thursday 7:00am to 5:00 pm,
 Friday 7:00am to 11:00am by appointment only
- Installation of plexiglass to ensure safety of the staff and the public by promoting safe social distancing
- Town Council meetings conducted virtually via Zoom
- Renewal of business licenses is accepted via mail: 473 S. Main Street, Suite 102, Camp Verde, AZ 86322 (certificates will be mailed to businesses)

Phase Two

- Town Council meetings opened up for in-person attendance
 - Attendees will be encouraged to wear face masks, hand sanitizer will be available in Council Chambers, and spacing and seating availability will be limited in order to encourage social distancing
 - · Council members and citizens will have the ability to Zoom, if desired
- Staff will wear gloves when handling cash for business licenses

- All regular services and in person functions resume by way of appointments
- Considerations made to move toward online appointment scheduling with the new rollout of the Town's official webpage
- Council meetings: no change from Phase Two







