



# Town of Camp Verde

Return to Service Plan  
May 18, 2020



*Amaon Photography 2020*



# Guidelines Under the Opening of America Announcement

# National Guidelines

## 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

# National Guidelines

- 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

## Phased One

For states and regions that satisfy the gating criteria

# National Guidelines

- 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

## Phased Two

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

# National Guidelines

- 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

## Phased Three

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

## Phase Three

- 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.

## Phase Three

- 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 will be open for regular business Mon-Thu 7:00a-4:30p, Fri 7:00a-10:30a
- Lobby is limited to no more than two (2) people at a time and masks must be worn when entering any Court facility
- Conduct the majority of hearings telephonically or via video conference
- Payments can be made by money order, cashier's check, online, and by 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
- Continue to limit the number of people allowed in the lobby to no more than two at a time
- Conduct health screening checks 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)

## Phase Three

- 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

- Restrict office access to deliveries, appointments, and the public requiring access to complete work
- Telework, limiting in-office staff to meet necessary operational needs
- Use PPE in the office and when unable to maintain proper distancing
- Clean work areas, surfaces, equipment, and Town vehicles according to CDC guidelines
- Plan for Special Events with modifications based on anticipated restrictions
- Permit indoor facility rental for groups of less than 10
- Consider using outdoor facilities on a case-by-case basis for up to 50 people, based on current State recommendations
- Begin working with community groups to use the Community Center Gym for supervised activities during office hours when staff is available
- Open Heritage Pool under CDC and State guidelines
- Open Summer Day Camp under CDC and State guidelines
- Work with partner organizations on planning for operations such as Little league according to State guidelines
- Continue to monitor \*National, State and County directives and advice regarding facilities, events, programming, and aquatics

***\*Note:** National, State and County directives and advice refers to applicable guidance from Federal agencies such as the White House and CDC, the Arizona State Governor's Office and Yavapai Community Health as well as professional organizations such as American Camp Association, Association of Aquatics Professionals, National Association of Youth Sports Administrators, Arizona Parks & Recreation Association and other applicable groups.*



# Parks and Recreation, (cont.)

## Phase Two

- Restrict office access to deliveries and the public requiring access to complete work
- Continue some teleworking, with at least one P&R staff in the office during daily office hours
- Use PPE when unable to maintain proper distancing
- Clean work areas, surfaces, equipment, and Town vehicles according to CDC guidelines
- Allow indoor facility rental for groups under 50 with a viable plan for social distancing
- Continue to plan for Special Events with modifications based on anticipated restrictions
- Continue to work with partner organizations to resume operations such as Little league according to State guidelines
- Continue to monitor \*National, State and County directives and advice regarding facilities, events, programming, and aquatics

***\*Note:** National, State and County directives and advice refers to applicable guidance from Federal agencies such as the White House and CDC, the Arizona State Governor's Office and Yavapai Community Health as well as professional organizations such as American Camp Association, Association of Aquatics Professionals, National Association of Youth Sports Administrators, Arizona Parks & Recreation Association and other applicable groups.*



# Parks and Recreation, (cont.)

## Phase Three

- Follow National & State Guidelines for Phase 3 distancing & Social Settings
- Allow public office access following applicable social distancing and PPE
- Continue some limited teleworking with additional staff in the office daily
- Use PPE when unable to maintain proper distancing in office areas
- Clean work areas, surfaces, equipment, and Town vehicles according to CDC guidelines
- Continue to allow facility rental for groups under 50 and plan for full facility rental operations to resume according to guidelines
- Continue to work with partner organizations to resume regular operations such as Little league according to State guidelines
- Work towards a return to regular programming such as Heritage Pool, Summer Camp, Friday Trips, Pickleball, and others as allowed and modified by State guidelines
- Continue to plan for Special Events with modifications based on anticipated restrictions
- Continue to monitor \*National, State and County directives and advice regarding facilities, events, programming, and aquatics

**\*Note:** National, State and County directives and advice refers to applicable guidance from Federal agencies such as the White House and CDC, the Arizona State Governor's Office and Yavapai Community Health as well as professional organizations such as American Camp Association, Association of Aquatics Professionals, National Association of Youth Sports Administrators, Arizona Parks & Recreation Association and other applicable groups.



# 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

## Phase Three

- 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

## Phase Three

- 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

## Phase Three

- 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 *Adjusted 08.01.2020*

- 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
  - With Plexiglas shields in place, all PCs available for use in the PC area
  - 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 available for limited use by the public:
  - Library and community programming may resume in small groups of 4-10
  - Quiet/Study Rooms may be used 2 hours/day and 1-2 people on a first-come, first-served basis
  - Book Nook closed

## Phase Two

- Library open Mon – Sat 9:00 am – 5:00 pm; staff returns, volunteers may return if comfortable
- Practice physical distancing:
  - Limit the number of people in each area of the library
  - With Plexiglas shields in place, all PCs available for use in the PC area
  - 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)

## Phase Three

- 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 first-come, 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

## Phase Three

- 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

## Phase Three

- 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

## Phase Three

- 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

## Phase Three

- 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





  
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