

FOUR STEP COMMUNITY SAFETY PLAN

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COORDINATE

Ongoing coordination with local, state and federal agencies tasked with COVID-19 management.

As of Saturday, March 14, the Utah County Health Department confirms no COVID-19 cases in Utah County

- The federal and state task forces' informational websites:
 - Federal: **[coronavirus.gov](https://www.coronavirus.gov)**
 - Utah Coronavirus Task Force: **[coronavirus.utah.gov](https://www.coronavirus.utah.gov)**
 - Utah County Health Department: **[health.utahcounty.gov](https://www.health.utahcounty.gov)**
- Help Line: (801) 851-HELP. Open Monday-Friday from 8:30 am to 5 pm
- Contact the Utah County Health Department for testing questions

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COMMUNICATE

Communicate accurate, timely COVID-19 updates through all channels for maximum citizen reach.

- 311 Call Center fully staffed and able to take a minimum of 100 calls per hour
- Regular community e-blasts
 - City news email sign-up at **provo.io/provocityemail**
 - Emergency alert sign-up at **alerts.utahcounty.gov**
- Monthly newsletter delivered to all homes with Provo's Four Step Community Safety Plan inserted
- Regular social media updates
- Mayoral video updates



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MITIGATE

Proactively prepare for all possible COVID-19 scenarios with action steps we can all follow to mitigate the community spread of COVID-19.

Following the guidance of Governor Herbert and the Utah Coronavirus Task Force encouraging social distancing with the cancellation of group gatherings, the following steps are being taken to mitigate the community spread of COVID-19. All steps taken are for a minimum two-week period, starting Monday, March 16 through Monday, March 30. Ongoing evaluation will take place and regular updates provided.

SOCIAL DISTANCING

Provo City is taking a far-reaching approach to ensure we are not continuing practices that would discourage our citizens from not taking the advice received from the Task Force to stay home, whenever possible, to mitigate the spread of COVID-19.

All Provo Parks and Recreation Department facilities will be closed and all adult and youth sports and community classes suspended; outdoor parks and trails will be open for short-term family use, but no Provo Parks and Recreation group activities will be scheduled.

Provo Parks and Recreation staff will be working on membership extensions and on program rescheduling or refunds.



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FACILITY CLOSURES

Provo Recreation Center, Senior Center (including all programming, with the exception of lunch meal service and Meals on Wheels delivery), Provo Library at Academy Square, Peaks Ice Arena, Covey Center for the Arts, East Bay Golf Course and Provo Shooting Sports Park.

All private and special events at Provo facilities are suspended.

PROVO LIBRARY AT ACADEMY SQUARE

The library is closed until further notice. Some digital resources are available online at provolibrary.com. Staff will be available from 9 am to 5 pm, Monday-Friday to answer questions by phone at (801) 852-6661 and will answer questions through our online chat service at provolibrary.com. The library offers a number of digital resources available for free with your library card. If you have a library materials checked out, please keep them until after we re-open. No overdue fines will be charged for materials kept during this period

CUSTOMER SERVICE COUNTERS

All remain functional, but with added precautions, including social distancing, protective gear for employees, ongoing disinfection, added signage and encouragement of use of online services.

All non-essential city meetings will be rescheduled.



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EMPLOYEE STAFFING CONSIDERATIONS:

Our goal is to keep as many full-time employees employed as possible, with seasonal employees being evaluated based on available work. More importantly, we are taking all necessary precautions for the safety of our employees, including reviewing policies that allow for remote work. Our goal is to protect all of our employees and those with whom they interact.

- **Vulnerable Populations:** Offer opportunity to self-quarantine;
- **Sick:** All sick individuals are required to stay home and use available sick leave;
- **Exposure Risk:** Possible quarantine depending on determined level of risk, but allow special leave to be used;
- **Part-time:** Each department will decide based on evaluated circumstances. Some may be sent home without compensation and if work needs are identified, we plan to transfer employees;
- **Child care responsibilities:** Employees are counseled to use available leave, when needed, to care for children.

PUBLIC SAFETY RESPONSE

- **Emergency Services:** First responders are taking additional precautions when responding.
- **Fire Stations are closed for tours and public visits and ride-alongs are temporarily restricted.**
- **Dispatch operators:** If you call 911 or our non-emergency number (801) 852-6210, you will be asked some added preliminary questions to aid us in assessing the exposure risk for our responding personnel. This will assist in mitigating contamination which will keep our first responders available to continue to helping others in the weeks ahead. We encourage all community members to file certain police reports with our online reporting system at ***provopolice.com***.



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ENCOURAGE CALM PREPAREDNESS

*Practice calm concern for not only ourselves and those in our immediate influence, but also to to your neighbors and our community. Our adherence to the best practices and safety precautions is necessary to ensure we all remain as healthy as possible. Emergencies can bring out the best and worst in people--let's ensure the COVID-19 emergency brings out the best. **That is the Utah Way.***

