



Town of Camp Verde

Return to Service Plan

May 18, 2020

Revised September 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

Phase 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

Phase 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

Phase 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

Revised 09/2020



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

- Limit lobby traffic to no more than two visitors at one time

Phase Three

- Relax restrictions on lobby traffic to resume normal practices
- Relax face mask requirements for officers



Human Resources

Phase One

- Continue the using the [Town of Camp Verde's career page](#)
- Interviews:
 - Accommodate the candidates choice for Zoom or in-person interview
 - In-person interviews will follow CDC guidelines for social distancing and interview panel/candidate will have PPE available as requested.

Phase Two

- Continue the using the [Town of Camp Verde's career page](#)
- Interviews:
 - Accommodate the candidates choice for either Zoom or in-person interview
 - 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 using 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 for an ADA exceptions that require a Zoom interview accommodation



Municipal Court

Phase One

- Limit in-person scheduled hearings and maintain social distancing inside the courtroom
- Lobby is open for regular business Mon-Thu 7:00am-4:30pm, Fri 7:00am-10:30am
 - 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 follow 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



Municipal Court, cont.

Phase Two, cont.

- Provide hand sanitizer and tissues inside the courtroom
- Sanitize the courtroom podium and chairs between each hearing, while utilizing appropriate PPE

Phase Three

- Open front lobby for walk-in services with safety measures implemented
- Continue 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 & Recreation

Phase One

- Restrict office access to deliveries, appointments, and the public having work to do
- Telework, limiting in-office staff to meet operational needs
- Use PPE when unable to maintain physical distancing
- Follow CDC guidelines to disinfect work areas, surfaces, equipment, and vehicles
- 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 & Recreation, cont.

Phase Two

- Restrict office access to deliveries and the public requiring access to complete work
- Continue some teleworking, with at least one Parks & Recreation staff in the office during daily open hours
- Use PPE when unable to maintain physical distancing
- Follow CDC guidelines to disinfect work areas, surfaces, equipment, and vehicles
- 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 & 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 physical distancing in office areas
- Follow CDC guidelines to disinfect work areas, surfaces, equipment, and vehicles
- Continue to allow facility rental for groups under 50 and plan for full facility rental operations to resume when guidelines allow it
- 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, Pickle ball, 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 closed for walk-in services; meet with general public by appointment only

Phase Two

- Adapt public front entrance with Plexiglas partitions, and continue to meet with customers by appointment
- Continue to promote conduction business online, by email 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 email 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



Community Library

Phase One

- Library open Mon-Fri 9:00am to 5:00pm; 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 the 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 unavailable
 - Book Nook closed

Phase Two

- Library opens Mon-Sat 9:00am to 5:00pm; staff returns, volunteers may return if desired
- 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
 - No public access to staff offices and work spaces

Community Library, cont.

Phase Two, continued

- Meeting Rooms available to the public for limited use:
- Library and community programming resume in groups appropriate to maintain physical distancing per room size
- Quiet/Study Rooms limited use to 2 hours/day, reservations available as outlined on the [Library website](#)
- Book Nook may open for reduced hours when volunteers are ready to return

Phase Three

- Resume normal operating hours: Mon-Thu 9:00am to 8:00pm, Fri-Sat 9:00am – 5:00pm
- Library programs resume - live in library spaces
- Community use of meeting rooms resumes by appointment and on a first-come, first-served 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
- All staff wear face masks when in contact with customers, and masks are required by customers entering the office
- All staff work 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

- Office opens Mon-Thu 8:00am to 3:00pm, Fri 7:00am to 11:00am
- Appointments only Mon-Thu 7:00am-8:00am and after 3:00pm
- No more than two customers allowed in the lobby at one time
- The building inspector continues conducting remote inspections
- All staff wear face masks when in contact with customers, and masks continue to be required by customers
- Continue to encourage online submittals and remote/virtual meetings

Phase Three

- The office returns to regular open hours
- Face masks are no longer required for staff or 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

- 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

Phase Three

- No change



Camp Verde Visitor Center

Phase One

- Visitor Center Closed

Phase Two

- Resume normal operating hours, Mon-Sat 10:00am to 4:00pm, with safety measures implemented:
 - Provide PPE for staff and make disposable masks available to guests
 - Provide hand sanitizer and disinfectant wipes for staff and visitors
- Limit the number of visitors allowed in the Visitors Center to no more than 10 at one time
- Continue promoting all departmental business interaction by email, phone or online

Phase Three

- No change

Town Clerk's Office

Phase One

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

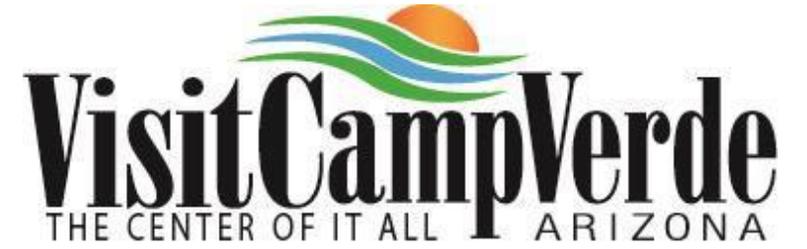
Phase Two

- Town Council meetings open up for in-person attendance
 - Attendees encouraged to wear face masks
 - hand sanitizer available in Council Chambers
 - spacing and seating limited to encourage social distancing
- Council members and citizens may use 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
- Consider moving 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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