



TOWN OF CHAPEL HILL RESPONSE TO COVID-19

**Council Special Meeting
March 25, 2020**



- Public Health Guidance
- Timeline of Town Response
- Adverse Event Conditions
- Update on Town Functions
- Communication & Coordination

COVID 19 Health

Nationally

North Carolina

UNC Health Care

Prevention

Testing

Resources

TOWN RESPONSE TIMELINE

Jan/Feb	Local Emergency Management coordination
Early March	Messages about COVID-19 prevention
March 12	Emergency Operations Center activated
March 13	Library, Parks & Rec facilities close to public
March 19	Transit moves to reduced service
March 23	All Town facilities close to public, Town moves to Variable Operations

ADVERSE EVENT CONDITIONS

Condition 1 - Reduced Operations

CONDITION 1.5 VARIABLE OPERATIONS

Condition 2 - Closed Operations



EMERGENCY OPERATIONS CENTER (EOC)

- Overall incident management
- Coordinate Town operations & services
- Resource & information management
- Coordinate with county & state partners



TOWN HALL

- Minimal staff presence
- Revenue payments can be made via phone, online, drop box
- Permits can be emailed anytime or dropped off Tues & Thurs, 8 am- 12 noon at Town Hall
- Call 919-968-2743 for Town Hall information



PUBLIC SAFETY

- Law enforcement respond by phone when possible
- Fire crews continue to report and respond
- Virtual educational programs & firehouse tours



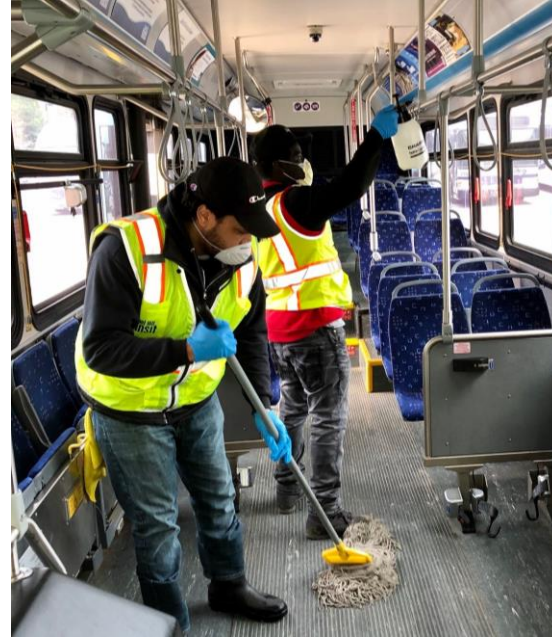
CRISIS UNIT

- **Communicating w/ people in need**
- **Connecting those in need w/resources**
- **Supporting community members & Town staff**



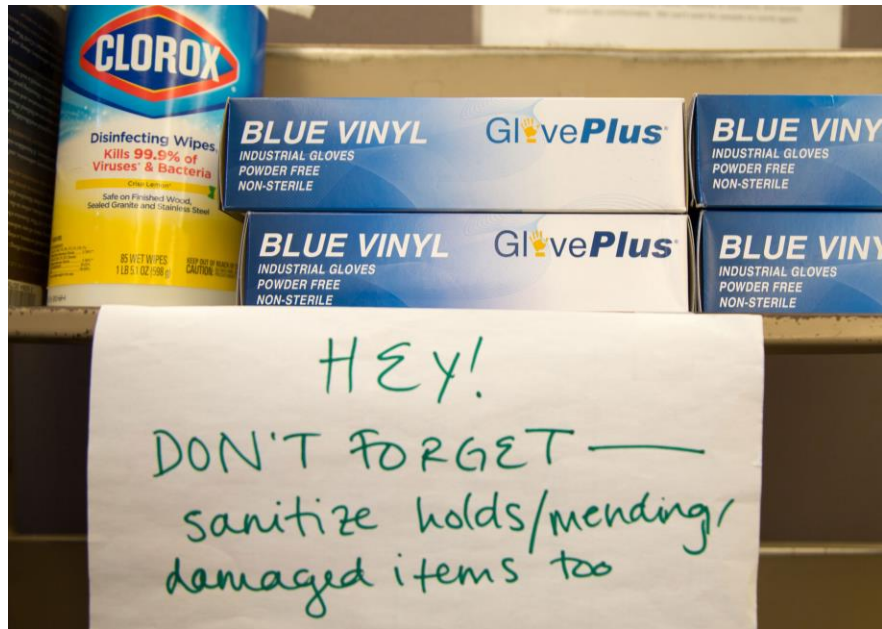
PUBLIC WORKS

- Solid waste collection continues for residential & commercial
- Street resurfacing is underway
- Risk Management coordinating necessary supplies for Town depts



TRANSIT

- Modified schedule (Saturday service)
- Rear door boarding, ADA at front door
- Increased sanitation measures on buses
- EZ-Rider services still operating



LIBRARY

- No items due, no fines
- Sanitation protocols for returned materials
- Virtual story times and digital content
- Considering options for limited curbside pick up





PARKS & RECREATION

- Facilities & parks closed to public
- Greenways & cemeteries open
- Landscape maintenance continues
- Planning for virtual programs



PUBLIC HOUSING

- Working w/residents to address challenges, including rent
- Communicating with residents in multiple languages
- Emergency maintenance for public housing units



HOUSING & COMMUNITY

- Working w/ partners to assess needs, share info
- Increasing flexibility of Human Services funding
- Developing community resource guide
- Translating messages into primary languages

COMMUNITY EFFORTS

CHCCS PORCH Food For Students http://www.publicschoolfoundation.org/	30+ sites, 1,200 students served Breakfast, lunch, snack - weekdays
IFC http://www.ifcweb.org/	Pantry - bags of groceries Community Kitchen - takeout lunch (100) takeout dinner (50) Community House - 50 men <u>HomeStart</u> - 35 ppl (includes 10 families)
Meals on Wheels https://www.chcmow.org/	Delivery hot meal plus 5 frozen meals per week to seniors
PORCH https://porchcommunities.org/	463 x \$50 gift cards distributed to families 200 x \$50 gift cards distributed to pantries
TABLE https://tablenc.org/	16 routes, 520 students last week Healthy non-perishables

COMMUNITY EFFORTS

- Town took early steps to provide flexibility with grant funding for agencies to respond to this crisis.
- The organizations are working to incorporate social distancing and safety into their models.
- Also, relationships with food supply channels including local restaurants, grocers and national food distribution company have been established.
- Greater coordination/communication is important during this time.

COMMUNITY EFFORTS

- Over the weekend, the Mayor's office helped moderate a joint call to talk about the new landscape and growing demand.
- A letter with consolidated information will be going out to our faith communities this week.
- We are working ways to capture and communicate people's needs more efficiently.
- All organizations will need continued donations and volunteer support

COMMUNICATION

- COVID-19 page on Town website
- Call Center (M-F, 8:30 - 5)
- Town Social Media & Enews
- Departmental Social Media & Enews

Helpful Information

Health Issues	>
Town Services and Facilities	>
Utility Assistance	>
Food Assistance	>
Helping Others in our Community	>
Employment Concerns	>
Chapel Hill Transit	>
Supporting Local Businesses	>
Multilingual Resources	>

How to Prepare for COVID-19



Create a home emergency kit



Non-Perishable Food



Bottled Water



Medications



Flashlight + Extra Batteries



First Aid Kit



Warm Clothing



Baby Supplies



Pet Supplies

Know the symptoms of COVID-19



Fever



Cough



Shortness of Breath

SPREADS
THROUGH
CLOSE
CONTACT

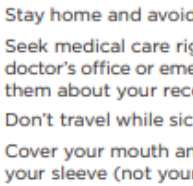
Take Everyday Precautions



Wash Your Hands



Don't Touch Face



Avoid Sick People

- ### If You Feel Sick
- Stay home and avoid contact with others.
 - Seek medical care right away. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.
 - Don't travel while sick.
 - Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing. Throw tissue in the trash.

For more information, visit www.townofchapelhill.org/coronavirus

COVID-19 အတွက် ကြိုတင်ပြင်ဆင်နည်းများ



အိမ်သုံးအရေးပေါ်သေတ္တာတစ်လုံး ပြင်ဆင်ထားပါ



ပုပ်သိုးပျက်စီးရန်မလွယ်ကူသော အစားအစာများ



ရေဘူး



ဆေးဝါးများ



စာတံခါး + သတ္တုရီအပိုများ



ရှေးဦးသူနာပြုသေတ္တာ



အနွေးထည်



ကလေးအသုံးအဆောင်များ



အိမ်မွေးတိရစ္ဆာန်အသုံးအဆောင်များ

COVID-19 ၏ ရောဂါလက္ခဏာများကို သိရှိထားရမည်



အဖျားဝင်ခြင်း



ချောင်းဆိုးခြင်း



အသက်ရှူရခက်ခဲခြင်း

နီးကပ်စွာ
ထိတွေ့ဆက်ဆံခံခြင်းမှတစ်ဆင့်
ကူးစက်သည်

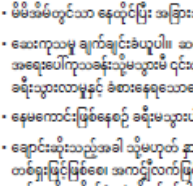
ကြိုတင်ကာကွယ်မှုများ နေ့စဉ်ပြုလုပ်ပါ



သင်၏လက်များကို ဆေးကြောပါ



မျက်နှာကို မထိပါနှင့်



နေမကောင်းဖြစ်သူများနှင့် တွေ့ဆုံခြင်းကို ရှောင်ပါ

ဖျားနာသည်ဟု ခံစားရပါက

- မိမိအိမ်တွင်သာ နေထိုင်ပြီး အခြားသူများ နှင့်ထိတွေ့ခြင်းကိုရှောင်ကြဉ်ပါ။
- ဆေးကုသမှု ချက်ချင်းခံယူပါ။ ဆရာဝန်နှင့်မတွေ့ဆုံမီ သို့မဟုတ် အရေးပေါ်ကုသခန်းသို့မသွားမီ ၎င်းသို့အား ဖုန်းဖြင့်တိုင်ဆက်၍ သင်၏ လတ်တလော ခရီးသွားလာမှုနှင့် ခံစားနေရသောရောဂါလက္ခဏာများကို အကြောင်းကို ပြောပြပါ။
- နေမကောင်းဖြစ်နေစဉ် ခရီးမသွားပါနှင့်။
- ချောင်းဆိုးသည်အခါ သို့မဟုတ် နားချသည့်အခါများတွင် သင့်ပါးစပ်နှင့် နားခေါင်းတို့ကို တစ်ရှူးဖြင့်မြှုပ်စေ၊ အကန့်အသတ်ဖြင့်မြှုပ်စေ ဖုံးအုပ်ပါ (လက်ဖြင့် ဖုံးအုပ်ခြင်းမပြုပါနှင့်)။ တစ်ရှူးကို အမှိုက်ပုံးသို့ ဖွင့်ပစ်ပါ။

သတင်းအချက်အလက်များကို ပိုမိုသိရှိနိုင်ရန် www.townofchapelhill.org/coronavirus ကို ဝင်ရောက်လေ့လာပါ



Town of Chapel Hill

Yesterday at 12:06 PM · 🌐

Town employees have been busy fielding questions in our call center. The center can provide updates & guidance to our multilingual residents on Town services & the ever-changing situation regarding #COVID19.

Give us a call. We are here for you.
919-969-5005



14

1 Comment



Chapel Hill Fire Department

Yesterday at 11:00 AM · 🌐

Don't mix your household chemicals, mixing can produce a hazardous situation in your home. Use only one when cleaning. Visit the CDC for guidance on cleaning during #COVID19

CDC

<https://www.cdc.gov/.../2.../prepare/cleaning-disinfection.html...>

DO NOT MIX THESE CLEANING PRODUCTS

BLEACH + VINEGAR

Bleach and vinegar mixture produces chlorine gas, which can cause coughing, breathing problems, burning and watery eyes.



BLEACH + AMMONIA

Bleach and ammonia produce a toxic gas called chloramine. It causes shortness of breath and chest pain.





Chapel Hill Library @chpublib · 20h

Social distancing, library style.



COORDINATION

- w/Downtown Partnership and Chamber to support businesses
- w/CHCCS to support community lunch efforts
- w/variety of county, regional, and state partners

WHO SHOULD I CALL?

- For Town services, 919-969-5005, 8:30 am - 5 pm, M-F
- For County services, 919-245-6111, 8:30 am - 5 pm M-F
- Text 888-777 to get updates from County Health Dept
- For other health-related questions, call the NC Dept of Health & Human Services (24/7) at 1-866-462-3821.

WHAT CAN I DO TO HELP?

- DO stay home!
- If you go out, DO maintain 6 feet distance
- DO wash your hands frequently
- DO check on your neighbors
- DO support local businesses
- DON'T “panic-buy” groceries
- DON'T hoard supplies



QUESTIONS?