



# City Response to COVID-19

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City Council Meeting  
March 17, 2020

# Timeline of Actions Taken

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- March 9, 2020-State of Illinois issues Declaration of Emergency
- March 11, 2020-McHenry County issues Declaration of Emergency
- March 11, 2020-WHO declares a global pandemic
- March 12, 2020-City opens its Emergency Operations Center
- March 13, 2020-President Trump declares National Emergency

# City Response

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- Established a COVID-19 information page on the City's website
  - Dedicated email and voicemail options for resident inquiries
  - Reliable sources- WHO, CDC, IDPH, MCDH, NWM, Advocate Aurora
  - Pertinent updates
- Utilizing social media and Government Access Channel 17
- Update employees on actions to take to prevent spread

# City Response

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- Review and revise the City's Continuity of Operations Plan (COOP) for a pandemic
  - Review supply of personal protective equipment (PPE)
  - Non-essential service suspension as needed
  - In person meeting suspension as needed
  - Increase frequency of disinfecting frequently touched surfaces

# City Response

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- Police

- Response only to high priority/emergency call (domestic, accidents, robbery, etc.)
- Low priority calls will be handled via a phone in report
- Current staffing schedule remains in place. Adjust as necessary

# City Response

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- Fire Rescue

- Institute Department pandemic infection control policy
- Current staffing schedule remains in place. Adjust as necessary
- Suspend all public education events presented by Department
- Suspend Life Safety Inspections conducted by on duty crews
- Conduct video/phone conferencing whenever possible
- Increase frequency of disinfection of apparatus, equipment, and stations

# City Response

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- Public Works

- Customer service calls for Water Division crews that enter a home will be screened prior to making an appointment
- If anyone in the home is sick, the appointment will be re-scheduled
- If a meter reading is to close an account, the meter will be read remotely
- Current staffing schedule remains in place. Adjust as necessary
- Additional cross training has been implemented for required water testing

# City Response

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- Community Development

- Inspections that require a City inspector to enter a residence have been postponed for 2 weeks
- All other inspections are being conducted as normal
- Phone or video conferencing in place of in-person meetings have been implemented
- Current staffing schedule remains in place. Adjust as necessary



# City Response

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- Finance

- Resources purchased and City staff time spent on COVID-19 activities are being tracked for possible reimbursement through state and federal sources.
- Current staffing schedule remains in place. Adjust as necessary

- Information Technology

- Help Desk requests are being serviced remotely to avoid frequent touching of keyboards
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