



City of Charles City

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Press Release

March 19, 2020

Covid-19 Impacts across the state and city

On March 17, 2020, Governor Kim Reynolds issued a [State of Public Health Disaster Emergency](#). This issuance activates the public health response on a state level and allows for greater flexibility for public safety officials. Among the significant steps included in this issuance are the requirement for social distancing and the subsequent closing of restaurants/bars (carry out/delivery still allowed), fitness centers, theaters, casinos and any places of mass gathering effective Noon on March 17th through March 31st. The City is following and enforcing these directives in the community. The state is also working to address the impact of these closures and other impacts through [Iowa Economic Development Authority \(IEDA\)](#), and [Iowa Workforce Development \(IWD\)](#). IEDA is working to develop a plan to assist businesses impacted. IWD is working to develop assistance plans for workers impacted. Please follow the above links to the respective websites for more information as it develops.

The City itself is seeing changes in regular operation due to the threat of the Covid-19 Virus as well. We are encouraging all those needing assistance for City services to contact the department needed remotely as all city facilities are not allowing public access until further notice. You can find contact information for all departments at: www.cityofcharlescity.org

• **City Hall**

- City Hall is currently closed to public access until further notice. Staff is available by phone or email. Please contact City Hall at 641-257-6300 for assistance.
- City Council workshops and meetings starting with the March 23rd Workshop will be held remotely until further notice. We plan to allow public participation via the [Zoom](#) meeting application and are working to coordinate. We anticipate that the posted agenda for meeting both electronic and physical will have the Zoom meeting log in information for remote access. A limited number of in person attendance will be allowed at meetings, subject to social distancing requirements. Agendas are available as normal on the city website. www.cityofcharlescity.org/agendacenter
- Utility Billing – City is encouraging the payment of bills online via the city website www.cityofcharlescity.org. City is currently waiving the processing fee for using the online payment format. If you do prefer to pay your bill in person, an additional drop box has been located in the entryway of City Hall in addition to the existing drive up drop box. Please use a sealed envelope with your payment stub included and exact change if possible. If paying by cash, any leftover change due back to the customer will be applied to future billing.
- Code Enforcement – City is currently suspending rental inspections until further notice. HUD inspections and special circumstances may still apply so please contact Code Enforcement at 641-257-6300

• **Police Department**

- Police are active in the community but are limiting their exposure as they can.
- Public will not be allowed access beyond the front entrance to the station
- Police are suspending finger printing and dog registrations currently.

- **Fire Department/AMR Ambulance**
 - Fire Station is closed to all non-essential visitors
 - AMR Ambulance has a dedicated ambulance for respiratory call response and will be limiting exposure on calls to limit exposure
- **Water Department** – will not be doing water meter change outs and will be postponing non-emergency watermain work that might cause disruptions in service
- **WasteWater Department** – with the temporary toilet paper shortage the department reminds citizens to not put flushable wipes, paper towels or similar items down the sewer system. This does not only impact the City sewer system but private sewer mains as well.
- **Streets - Spring Clean Up** – Originally scheduled for mid-April is now postponed and will be rescheduled at a date TBD
- **Park & Recreation** –
 - Public restrooms will be delayed in opening
 - Wildwood Golf Course
 - Set to open March 30th with restrictions that will be implemented to comply with social distancing requirements. Please visit the [Park & Rec Website](#) page for more information
 - Use of the reception hall may be impacted but again those dates are not until May so this will also TBD
- **Library** – Closed access to the library and Zastrow room until May. Library is advising that anyone having an event scheduled in May to consider postponing or finding an alternate venue. 641-257-6319
- **Housing Department** – Closed to public access. Applications can be made on-line at <http://www.waitlistcheck.com/IA60> and staff can be reached by phone at 641-228-6661 during normal business hours.

Foster Grandparent Program (FGP) – Grandparent volunteers are off for four weeks and perhaps longer. Office hours for the FGP program are limited by one hour to 8-4 M-F. Access to the office is prohibited and those who need to speak with someone should call during those office hours. 641-257-6327

- **Transit** – City transit operation is continuing for pickups scheduled a day in advance only; riders will be scheduled so that number of passengers on the bus can maintain six-foot social distancing. Routes, times and availability may be reduced.
- **Solid Waste/Garbage/Recycling** – Jendro Sanitation will be collecting as normal but further developments could change collection of recycling.

For further updates on public health and other preparations associated with the Covid-19 Virus please visit [Floyd County Public Health](#) and the [Iowa Department of Public Health](#) for more information.

Please stay tuned for added updates via the [City Facebook page](#) and [City website](#). Things continue to update and evolve with preparations to control the spread of the Covid-19 virus and we are working to implement any needed changes as they arise.

Sincerely,

Mayor Andrews