



## **COVID-19 Hotline FAQ**

### **Where can I find current information on the COVID-19 situation?**

We encourage all citizens to follow the Centers for Disease Control & Prevention website at: [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html). For City of Copperas Cove updates see our website at: [www.copperascovetx.gov/pio/covid-19](http://www.copperascovetx.gov/pio/covid-19) or official Facebook page at: [www.facebook.com/cityofcopperascove/](http://www.facebook.com/cityofcopperascove/).

### **What is the City doing to protect our citizens?**

The City's administrative staff, emergency management team, Mayor and City Council continue to follow the guidelines and guidance as set forth at the Federal, State, County and Local levels. We continue to monitor the various webinars at all levels, and encourage you to do the same to keep up with current happenings. We cannot encourage you enough to maintain personal hygiene, social distancing requirement of 6', and refrain from social gatherings larger than 10 people.

### **What City orders are in effect?**

Mayor Diaz issued a Disaster Declaration on March 20<sup>th</sup> which was consistent with the Executive Order issued by Texas Governor Greg Abbott on March 19<sup>th</sup>. City Council met on March 26<sup>th</sup> to consider a Shelter in Place Order; which failed by a record vote of 5-2. The Disaster Declaration order was extended through April 3<sup>rd</sup> with the current requirements and recommendations:

#### **Requirements:**

- Every person in Texas shall avoid social gatherings in groups of more than 10 people.
- People shall avoid eating or drinking at bars, restaurants, and food courts, or visiting gyms or massage parlors; provided, however, that the use of drive-thru, pickup, or delivery options is allowed and highly encouraged throughout the limited duration of the Governor's executive order.
- Convenience stores, gas stations, restaurants, and similar establishments shall cease providing self-serve food items, except when food items are individually wrapped or packaged.
- People shall not visit nursing homes or retirement or long-term care facilities unless to provide critical assistance.
- Every business or service provider shall take extraordinary measures to clean and sanitize their facilities in order to protect the health and safety of their employees and clients. In-home and on-site service providers such as satellite TV installers, electricians, plumbers, and repair persons shall also take extraordinary measures to prevent exposure to and spread of COVID-19.

#### **Recommendations:**

- It is the responsibility of all of us to practice good hygiene (washing hands, covering cough), clean surfaces and maintaining social distancing to help reduce the spread of COVID-19.

- Travel and visit businesses only for essential activities.
- Avoid travel to areas with higher COVID-19 infections or have “shelter in place” orders.
- Support your family and neighbors with essential needs while maintaining social distancing.
- Respect those who may be self-quarantining regardless of positive testing for COVID-19.
- For those citizens who feel the need to stay at their residences, I certainly encourage you to do so and stay safe.

**Am I ordered to stay in my house or on my property?**

Absolutely not. In fact, while we encourage you to stay home as you are able and practice good social distancing skills, we still encourage you to get outside and get that fresh air. You are still allowed to visit area businesses for essential needs, but may also go for walks, hikes, maintain your yard, visit our City parks, etc. just please maintain your social distancing and do not gather in social groups larger than 10. If it is your desire to self-quarantine or shelter in place, you certainly have that right to do so.

**What should I do if I see someone violating the Disaster Declaration Order?**

During normal business hours you should contact Code Compliance at (254)542-8966, after hours please call the Police Department at (254)547-8222 ext. 0.

**Are City facilities still open for business?**

For the most part, yes. We have taken appropriate action to cancel many events and programs, to include those typically held at the Library, Senior Center and Parks & Recreation. Aside from the Senior Center, all other locations are open daily but do have various restrictions or guidelines posted. That being said, we highly encourage citizens to contact us by phone or email whenever possible to lessen the walk-in traffic; contact information may be found on the City’s website, as well as various links to help you conduct City business.

**Is the City still holding public meetings? If so, how can I participate?**

Yes. Texas Governor Greg Abbott recently softened the public meeting requirements to allow City’s to conduct telephonic meetings in order to advance the public health goal of limiting face-to-face meetings. All City public meetings are posted at minimum 72 hours in advance, and now include a call-in number with a meeting ID, or a link for the scheduled Zoom meeting. All meeting agendas are posted on the City’s website at: [http://www.copperascovetx.gov/city\\_secretary/council\\_packet/](http://www.copperascovetx.gov/city_secretary/council_packet/) and we encourage the public to view them for further details and instructions.

**I may need to travel into a neighboring County with a ‘Shelter in Place’ order in place, how will I know if I am breaking the law?**

We strongly encourage you to review the orders/ordinances passed by the surrounding counties and cities to educate yourself on their current restrictions. These may change often so do your part to remain abreast and current.

**I understand we have a resident who has tested positive for the Coronavirus. Why won’t you tell me who it is and/or where they have been?**

The City is not at liberty to discuss any details pertaining to the patient, other than initial information distributed by the City and/or County for privacy reasons.

**What should I do if I feel sick and/or think I have contracted the Coronavirus?**

You should follow the advice of the CDC as outlined at:  
[www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html)

**When will school go back in session?**

We would encourage you to follow the Copperas Cove ISD website or Facebook page for school related updates; however currently schools are out thru at least April 3<sup>rd</sup>.

**What is Cove Cares – Senior Meal Delivery Program?**

Cove Cares is a temporary meal delivery program for seniors in our community 60+ year of age. The program is hosted by the City, with the support of several community partners. Meals are prepared by CCISD Nutrition staff at CCHS and delivered to the front door of registered seniors Monday through Friday, between, 1130am and 1pm. To register for this great program, contact Jeri Wood at the Senior Center, [jwood@copperascovetx.gov](mailto:jwood@copperascovetx.gov) or (254)547-6049. You will need to provide your name, address, phone number, and how many meals are being requested.