CITY OF PROSSER
Washington

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COVID-19 Recovery

- How we plan to reopen
- Program & Service Updates
- Resources & Assistance

With the arrival of COVID-19 the City of Prosser has complied with the Governor's orders to temporarily close all facilities and cancel events and activities which would bring large groups of people together. The City anticipates a gradual return to normal operations, and to that end, has crafted a multi-phased plan for reopening closed facilities. The City will continue to adhere to the Governor's orders, and all other relevant federal, state, county, and city policies.

Benton-Franklin Health Department (BFHD), State Department of Health (DOH), and the Center for Disease Control (CDC) guidelines:

- Stay home if you are sick and/or displaying symptoms of illness.
- Wash hands often, with soap, and use hand sanitizer as you can.
- Cover coughs/sneezes (into the elbow).
- Disinfect work areas/high-touch surfaces frequently.
- Wear a mask/face covering that covers both nose and mouth, and practice social distancing (minimum six-foot distance between people).

City Staff:

- Office hours may need to be adjusted in the event staff illness (i.e., closed for the lunch hour). If a change in hours is warranted, the public will be notified immediately via email, public notices, and social media.
- Staff will continue to use appropriate personal protection equipment (PPE), and encourage use.
- As well, staff will continue to educate each other and the general public regarding any changes to the COVID-19 protection measures and guidelines, including any changes in phasing.
- Specific measures and "best practices" have been established by each department head for the management of their staff until all phases of re-opening have been lifted.
- High touch surfaces will be cleaned regularly (desktops/counters, microwaves, refrigerators, light switches).

Reopening Framework – The City of Prosser, and Benton County, are in a modified Phase 1, Phase 1.5, effective July 2, 2020.

Activities allowed include:

- Construction as permitted in Phase 2 guidance (new construction projects can occur)
- Manufacturing as permitted in Phase 2 guidance (non-essential manufacturing)
- Restaurants for outdoor seating only at 50% of existing outdoor capacity
- In-store retail at 15% indoor capacity with indoor activities limited to 30 minutes
- Personal services at 25% indoor capacity
- Dog groomers at 25% indoor capacity
- No gatherings with people outside of the household.
- For more information, including requirements for businesses reopening, call: (509) 460-4200, or go to: www.co.benton.wa.us or www.governor.wa.gov

The City's Plan for reopening:

The City of Prosser has established a four-phase plan for reopening of City buildings and services to the public. This plan is intended to align with the phasing plan for reopening established by the Governor's office. The City Administrator and Management Team will decide when to change stages (preferably forward) based on the decision by the Governor's Office and the status of the County's application to move to the next phase.

Phase 1.5: Modified Phase 1

Programs, services and field operations:

- Remote service delivery is mandatory.

- City Hall is to remain closed to the public until further notice.
    - To pay a bill:
        - Staff will continue to be available by phone and email to answer questions.
        - Pay over the phone with a debit/credit card, call (509) 786-2332, or online at: www.xpressbillpay.com.
        - Use the black drop box located outside City Hall.
        - Consult the list of available resources attached to this plan should you require assistance paying your bill.

    - Public Records Requests:
        - Requests are only received electronically or over the phone. No in-person requests will be accepted at this time. To request a record contact City Clerk Rachel Shaw either by email at: rshaw@ci.prosser.wa.us or by phone at (509) 786-8218.

    - Public Meetings:
        - Per Ordinance 20-3122 all City Council meetings will be held remotely. Any member of the public who wishes to comment on council agenda items should contact City Clerk Rachel Shaw either by email at: rshaw@ci.prosser.wa.us or by phone at (509) 786-8218, no later than 4:00 p.m. the day of the meeting.
        - To join the Council meeting from your computer, tablet, or smartphone navigate to: https://global.gotomeeting.com
        - Council Meeting agendas are posted online at: https://cityofprosser.civicweb.net/Portal/MeetingTypeList.aspx click on Meetings icon.
        - Other meetings, including the meetings of the Planning Commission, the Board of Adjustment, Recycling Committee, etc. are postponed until further notice.

    - Vendors & Contractors:
        - All requests for on-site meetings must be scheduled ahead of time, by phone or email, with a set appointment. Walk-ins are not allowed. Call (509) 786-2232 to request an appointment.

- Parks & Recreation:
  - The pool is now closed for the season.
  - Other City maintained parks *are* open to the public but only for passive recreation. Playground equipment is not sanitized – use at your own risk.
  - All recreation programs are cancelled until further notice, with the exception of online activities. For more information, please visit https://cityofprosser.com/rec
  - Activity kits are available at City Hall for pick up. For more information contact Recreation Manager, Kathya Martinez by email at: kmartinez@ci.prosser.wa.us or by phone at: (509) 786-8225.

- Land Use Planning & Construction Inspection:
  - City Hall is closed to the public. However, City Planner Steve Zetz may be reached by email at: szetz@ci.prosser.wa.us or by phone at: (509) 786-8212.
  - Planning Commission and Board of Adjustment are not meeting during this time, one-on-one meetings with Steve can be done via web-based programs.
  - Permit applications will be processed online only. For more information visit: www.cityofprosser.com
  - Construction inspection services will continue to be conducted, but not in occupied spaces. Staff will be required to wear a mask while on-site and observe the six-foot social distancing guideline. Contact Building Inspector Nick Alsbury by email at: nalsbury@ci.prosser.wa.us or by phone at: (509) 786-8210.

- Public Works:
  - Services to the public will continue as usual, though staff will be practicing social distancing and wearing a mask when interacting with the public, and when sharing a vehicle. Any questions regarding Public Works can be directed to Public Works Director Marty Groom at (509) 786-8201 or by email at mgroom@ci.prosser.wa.us.

- The **Police Department** will remain open to the public for regular law enforcement services (Monday – Friday, 8:00 a.m. – 5:00 p.m.), though the lobby window for in-person contact will remain closed. Police General Business Office phone number is: (509) 786-1500. Non-Emergency Dispatch phone number is: (509) 786-2112.
  - The Police Department is not currently processing new/original Concealed Pistol Licenses or offering fingerprinting services at this time. You may still submit Renewal, Late Renewal, and Replacement CPL applications.
  - For assistance with police-related public records please contact Christy Mendoza by email at: CMendoza@ci.prosser.wa.us or by phone at (509) 786-8221.

Phase 2

Programs, services and field operations:

- Some sporting and outdoor recreation activities will be allowed, but not in groups of more than **five people**.
- All other directives and guidelines from Phase 1 and 1.5 will continue.
- Under Phase 2 city operations do not change much from Phase 1.

Phase 3

Programs, services and field operations:

- City Hall will open to the public, though customers will be encouraged to wear a mask. Staff will wear a mask when interacting with the public. Waiting customers will be asked to observe the six-foot distancing rule.
- The window in the lobby of the Police Department will re-open, and services typically provided there will resume, though customers and staff will be asked to observe the need for a mask and social distancing.
- High touch surfaces will continue to be cleaned regularly, between meetings/customer visits, and after use (desktops/counters, door handles, etc.).
- Public facing meetings behind the front counter and in staff offices may resume.
    - Social distancing, face coverings, and sanitation best practices will remain in effect.
    - Hand sanitizer will be made available to patrons before and after any interactions.
- Outdoor group recreation/sports activities (50 or fewer people).
- Recreational facilities may allow participants/customers at not more than 50% capacity (gyms, sports centers, etc.).
- Limited team sports events may resume (soccer, baseball, etc.) but without audience participation.
- Yard sales may resume, no more than **10 people** on site at any given time.

Phase 4

Programs, services and field operations:

- City Council meetings and all other public boards, committees, commissions, and public facing meetings, hearings and/or interactions can resume with physical distancing.
- All recreational activity may resume.
- Gatherings with more than 50 people will be allowed.
- Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene practices.

For more information regarding allowed activities in each phase go to: www.coronavirus.wa.gov

Important:

Any/All of this is subject to change as more information becomes available. City staff is working closely with our partners in our region, including the Benton-Franklin Health Department, and will immediately report any changes required by local, regional, state, or federal mandates and/or guidelines.

ASSISTANCE FOR PAST DUE UTILITY ACCOUNTS

We understand that in the current state of emergency many of our residents have been impacted in different ways. We also understand that this can make it challenging for our utility service customers to make their regular monthly payments. If you have a past due utility account and are worried about being able to bring it current, the City of Prosser, along with local agencies, have several options for our customers if they need assistance making their monthly payments.

If you would like to discuss your specific utility account and make payment arrangements, please contact our office at (509)786-2332. We are open Monday-Friday from 8 a.m. to 5 p.m. Currently our offices are not open to the public but we are happy to help you over the phone.

AVAILABLE RESOURCES

Benton-Franklin Community Action Committee
(http://bfcac.org/home-base/utilities)
The agency has multiple programs available, feel free to visit their website or you can contact them directly at one of their offices listed below for more detailed information regarding a specific program of interest.

Prosser Office: 424 6th Street, #2 | (509) 786-3379 | Fax (509) 786-3359
Prosser Hours: Monday-Wednesday & Friday 9 a.m. - 4 p.m. (closed for lunch 12-1 p.m.)
Pasco Office: 720 W Court Street (located upstairs) | (509) 545-4042

Mustangs for Mustangs
(https://mustangsformustangs.com)
Mustangs for Mustangs is a local community outreach program, centralized in Prosser, WA. The organization addresses primary housing, primary transportation, medical needs, utility assistance, and rental assistance along with personal safety issues for our fellow Mustangs and their families no matter where they may live. Their network includes anyone who ever attended Prosser schools and anyone who lives in Prosser along with their immediate families.

Jubilees Ministries
(https://prosserjubilee.org)
Jubilee Ministries believes it is their duty and privilege to welcome our neighbors with open arms and support them in times of need. It is their goal to provide low cost household items, clothing, food and financial help in emergency situations. Jubilee Ministries owns and operates a thrift store and a food bank. Call the Community Care Hotline number (509) 786-3066 for instructions.

Benton and Franklin County Veterans Assistance
Assistance is available on past due utility bills for Benton County veterans, their families and the families of deceased veterans who were honorably discharged from the military. To apply for assistance, contact the Benton and Franklin Counties Department of Human Services at (509) 737-3919.