



# COVID-19 Pandemic: Queen Creek's Response

April 15, 2020



# Significant Dates

- March 16<sup>th</sup> the Joint Information Center was activated as part of the Emergency Operations Center – meets daily
- March 18<sup>th</sup> the Mayor and Town Council approved Proclamation declaring a local emergency
- March 19<sup>th</sup> lobby to the Municipal Services Building closed to the public
- April 4<sup>th</sup> park amenities that made it difficult to socially distance were closed





# Major Events Summarized

- Emergency Operations Plan/Emergency Operations Center Plan and Activation
- Town Staff Involvement and Preparedness Functions
- Continuity of Business Operations
- Business Outreach and Assistance Efforts
- Communications

# Emergency Operations Plan

- Town adopted an EOP in September 2007
- Provides direction and guidance in mitigating large-scale events or events that can have a significant financial or social disruption
- Plan identifies 12 events (including pandemics) that can have significant impact to Queen Creek and defines how the Emergency Operations Center is embedded within the Plan





# Emergency Operations Center

- Activated by direction of the Town Manager
- Emergency Management Coordinator assists with activation
- EOC can be as small or large as it needs to be in order to manage the event (expandable)
- March 16<sup>th</sup> a Joint Information Center (JIC) was activated and has been managing COVID-19 ever since
- Since pandemics are best managed through information and communication channels a JIC can be very effective
- All “Tasks” as part of the Pandemic Annex are completed
- 11 Town staff members make up the JIC



# JIC Activity

## Town:

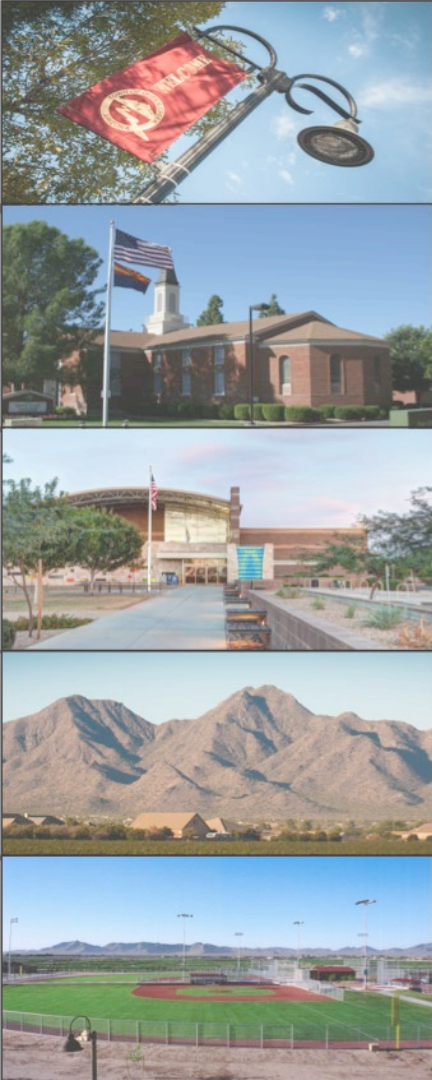
- JIC meeting (Daily 7 days a week)
- Dept. Head Briefing (Monday-Thursday)
- Chamber of Commerce

## Regional:

- Maricopa County JIC (Daily/weekdays)
- Pinal County COVID-19 Briefing (Daily/weekdays)
- Maricopa County Jurisdiction/Fire Dist. COVID-19 (Fridays)
- Maricopa County Elected Officials (As Called)
- Multi-Agency Coordinating Group Fire Agency (Twice a week)

## State:

- State PIO Meeting (Daily/weekdays)
- Governor's Office Call (Twice a week)



# JIC Activity (Cont.)

## Federal:

- White House Intergov Briefing (As Called)
- Congressman Biggs Updates (As Scheduled)
- Senator McSally Updates (As Scheduled)
- Senator Sinema Updates (Weekly)

## Other COVID-19 Related Meetings/Groups:

- RBC Capital Markets
- S&P Webinar
- PFM Webinar
- Wedbush Update
- International Economic Development Council Teleconference
- US Congress of Mayors All-Mayors COVID-19 Update
- National League of Cities



# Continuity of Business Operations

- All departments have provided plans to Town Manager
- Examples of field and office staff adjusting work efforts to protect customers and staff
  - Front Counter Operations
  - Parks and Recreation





# Business Outreach & Assistance Efforts

Economic Development developed an action plan to stay connected to business community and provide necessary resources and worked collaboratively with the Chamber of Commerce

Objective 1: Provide timely information on resources available for local businesses and workforce

Objective 2: Prepare the QC Economic Development Dept. to counsel businesses with respect to technical programs and assistance available through federal, state and local resources

-CARES Act, Paycheck Protection Program, Economic Injury Disaster Loans, Small Business Debt Relief Program, Tax Deferments and Credit



# Business Outreach & Assistance Efforts (Cont.)

Objective 3: Develop a new business retention survey to understand the current needs of the business community

Objective 4: Promote the relaxed standards of business signage

Objective 5: Utilize resources from local and professional organizations

Objective 6: Actively promote businesses and any specials, new products and new services

Objective 7: Economic Recovery Plan. Possible adoption of an Open For Business Proclamation for Small Business Week and Economic Development Week as dates are announced.



# Business Outreach & Assistance Efforts (Cont.)

Development Services established:

- Flexibility for application submittals as needed
- Temporary signs for local businesses, restaurants, model home complexes
  - Additional banners and A-frames
  - No permits or fees needed

# Town Communications

- Daily update to Town staff and Council
- Dedicated webpage with 2,400 unique views
- Eight COVID-19 related news releases, all above a 31% open rate
- Information in the April eNews & water bill



# Town Communications (Cont.)

- Ongoing social media posts across channels
  - QC Neighborly initiative to engage the community
  - Launched an employee spotlight





## Possible Other Areas for Community Connections

- Completed via volunteers or neighbor-to-neighbor
  - Mask making
  - Paper products distribution to special needs populations
  - Grocery pick-ups to special needs populations
  - Daily check-ins with Town Senior Program participants
  - Connections with Faith-based community

# Trusted Resources



**Queen Creek Town Hall**  
 Published by Constance Wilson [?] · March 31 at 6:27 AM · 🌐

Governor Ducey issues Executive Order on what to do if you are sick with COVID-19. The order requires all staff to wear appropriate personal protective equipment (PPE), implement symptom checks for staff and the facility, and offer electronic comments if visitation is restricted and more.

Some great tips from Maricopa County on what to do if you are sick with COVID-19. The order requires all staff to wear appropriate personal protective equipment (PPE), implement symptom checks for staff and the facility, and offer electronic comments if visitation is restricted and more.

Stay Home  
 Separate Yourself  
 Call Ahead... See More

**WHAT TO DO IF YOU ARE SICK WITH COVID-19**

If you are sick with COVID-19 or have symptoms, follow the steps below to care for others in your home and community.

**STAY HOME**  
 except to get medical care

Stay home. People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.

**Avoid public transportation**  
 Avoid using public transportation, ride-sharing, or taxis.

**AVOID SHARING**  
 personal household items

Do not share: Dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.

**Arizona Department of Health Services**  
 March 30 at 2:31 PM · 🌐

For more information on Stay Home, Stay Healthy, enhanced information on COVID-19 testing, and for actions you can take to reduce your risk, visit <https://1.azdhs.gov>

**Maricopa County Public Health**  
 April 7 at 12:47 PM · 🌐

**AZ Cities**  
 April 7 at 4:56 PM · 🌐

UPDATE: Today's Executive Order is for caring for their requirements to

**Queen Creek Town Hall**  
 Published by Ashley Rekitke [?] · April 8 at 4:08 PM · 🌐

**Queen Creek Town Hall**  
 Published by Ashley Rekitke [?] · April 9 at 12:02 PM · 🌐

The Governor has issued a number of Executive Orders this week that are helpful information for you.

**Town of Queen Creek** @TownofQC · 3m  
 Help #SlowTheSpeed of COVID-19.

**CDC** @CDCgov · Apr 10

Help stay healthy. Wash your hands often with soap and water for at least 20 seconds. Avoid touching your eyes, nose, and mouth. Stay home when you are sick. Cover your coughs and sneezes. Clean and disinfect frequently touched objects and surfaces using a household disinfectant.

**Town of Queen Creek** @TownofQC · Apr 8  
 #QueenCreek be aware of this hoax going around with letters in the mail claiming to be from Maricopa County Public Health. For more information on how to avoid falling victim to these scams, visit: [bit.ly/34q25FE](http://bit.ly/34q25FE)

**Maricopa County Public Health**  
 ⚠️ HOAX ALERT! In the past few weeks, we have received several letters in the mail from the Maricopa County Department of Health. The letters claim to be from the Maricopa County Department of Health and are asking you to provide information about your business. This is a scam. Do not provide any information to anyone who contacts you about this. For more information, visit [www.maricopa.gov](http://www.maricopa.gov).

**Town of Queen Creek** @TownofQC · Mar 29  
 Attention small businesses in Queen Creek. Good info that we all work through this COVID-19 crisis together.

**Arizona Chamber** @AZChamber · Mar 28  
 Attention #SmallBiz! Do you have less than 500 employees OR work in the Gig Economy OR a 1099 worker OR a 1 person business OR self-employed OR independent contractor OR a small 501(c)3

**YOU ARE ELIGIBLE FOR A PAYROLL PROTECTION LOAN**

Find out more @chamberbiznews



Questions?