



## Coronavirus/COVID-19 Update: Impact on Services & Safety Precautions

The Town of Zebulon is working closely with emergency personnel and health officials to monitor the recommendations of the Governor's office, CDC, NCDHHS, and Wake County Health Department as it pertains to Coronavirus/COVID-19 and services offered by the Town. In response to Coronavirus/COVID-19, Town staff will adjust how we conduct business to help slow the spread of this virus. The safety of our community and staff is our top priority.

The Zebulon Municipal Complex will remain open during normal business hours (8AM-5PM). However, the Town will implement several operational changes at Town Hall and other Town facilities per federal, state and county guidelines to encourage social distancing and help prevent the spread of COVID-19. These changes are designed to model best practices for keeping staff and the public safe while the Town continues to provide essential services and keep its main facilities open.

The Town is urging residents to limit their visits to Town facilities as much as possible by taking advantage of services that can be handled over the phone or online. Residents are also encouraged to utilize the online Report a Problem form at <https://www.townofzebulon.org/report-problem> to submit non-emergency concerns about Town programs and services. Anyone who must visit a Town facility is strongly encouraged to maintain a 'social distance' of six feet from Town staff and others when possible and utilize the hand sanitizer provided for the public throughout our facilities.

Please be aware of the following changes and information from town departments below:

### **Fire & Police Department:**

Emergency service will continue for the Fire and Police Departments. Both departments are suspending all public outreach and other non-emergency activities, effective immediately. Such activities include but are not limited to: car seat installations, ride along programs and visits/tours to the Fire and Police Stations. IF YOU HAVE AN EMERGENCY, DIAL 911.

If you have non-emergency business that can be handled by telephone, we ask that you not enter their buildings. Please call the non-emergency numbers below:

- **Fire:** 919-269-6487
- **Police:** 919-823-1818 (Monday- Friday, 8AM-5PM)

If you are experiencing fever, a persistent cough, respiratory issues or Flu like symptoms, and need medical assistance please call 911.

Police reports may be taken by phone if in person services of a police officer are not required.

### **Planning Department:**

The Planning Department asks that all customers use the Wake County Permit Portal to apply for permits, process payments, and schedule inspections. We are reducing in-person meetings. Staff will work to host meetings by phone wherever possible. The Grow Zebulon Land Use & Transportation Plan Visioning Meeting scheduled for March 25<sup>th</sup> has been cancelled. Please call 919-823-1808 with development-related questions and concerns.



### **Parks and Recreation Department:**

The below services have been suspended **thru April 6<sup>th</sup>**. Staff will continue to monitor the situation and will respond with changes as necessary.

- Any town sponsored event expecting 100 or more participants are suspended. Staff will work to reschedule these events wherever possible. Effected events include:
  - Superhero Day
  - Easter Egg Hunt
- All spring youth athletic programs are suspended.
- Support of all private events (including rentals) are suspended.
- All senior programs are suspended.
- All youth, adult, and cultural programs are cancelled.
- The Parks and Recreation Advisory Board meeting scheduled for March 16<sup>th</sup> is cancelled.
- The Zebulon Community Center is closed.

We request that registrations be conducted on the online portal, [www.zebulon.recdesk.com](http://www.zebulon.recdesk.com). You may also mail in registration to 1003 N. Arendell Ave, Zebulon, NC, 27597. If you have business that can be handled by telephone, please call us Monday- Friday (8AM-5PM) at 919-823-1817. Our parks and walking trails remain open for individual use.

### **Public Works Department:**

Please refrain from visiting the Public Works facility if at all possible. For any public works related questions or concerns, please call 919-269-5285. Please be advised the Recycling Day scheduled for April 4<sup>th</sup> has been cancelled.

### **Finance Department:**

If possible, please use online payment portals. If non-payment related business can be conducted by phone, please call 919-823-1806.

### **Admin**

For administrative questions or concerns please call 919-823-1800. The Citizens Academy scheduled to begin March 19, 2020 has been cancelled.

We will continue to monitor and adhere to the recommendations of the CDC, NCDHHS, and Wake County Health Department. The situation is fluid and additional updates may follow. Zebulon residents are encouraged to visit [www.townofzebulon.org/alerts/coronaviruscovid-19-information](http://www.townofzebulon.org/alerts/coronaviruscovid-19-information) for updates and a complete listing of Town cancellations, postponements and closures.