



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

The Town of Zebulon continues to work 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 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 following emergency steps have been taken by the Town:

- On Tuesday, March 10<sup>th</sup>, the Town activated its Emergency Operation Center in order to stay informed and coordinate the town's response to COVID-19. Safety personnel and town officials continue to meet daily to properly respond.
- On Friday, March 13<sup>th</sup>, in partnership with Wake County and other county municipalities, the town entered a [State of Emergency](#) in response to COVID-19. This decision was made to ensure the county and municipalities have the flexibility they need to respond to this ever-changing situation and should not fuel panic among our residents.

[Wake County](#) is regularly updating our community and providing updates. Stay connected about COVID-19 through their [website](#) and [Facebook](#) page. Wake county has also released a [summary](#) of online resources to for residents to seek economic and social services support. Highlighted services included:

- Medicaid
- Food & Nutrition Services
- Energy Assistance
- Childcare Subsidy

### Updated Impact on Town Services:

The Town asks 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
- visits/tours to the Fire and Police Stations
- fingerprinting services
- Vehicle Unlock Services (with exception of emergency situations)
- Medicine Drop Box



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, 8 AM-5 PM)

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. Firemen and police officers will maintain the 6' social distancing when possible.

#### **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.

- Town sponsored events 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 Zebulon Community Center is closed.
- Zebulon Elementary School Park and Wakelon Elementary School Park Restrooms are closed.
- The Zebulon Community Park restroom at the ball fields are closed.

Zebulon Parks and Recreation is dedicated to offering recreation opportunities for our community even during tough times. For this reason we are excited to offer self-led recreation opportunities. Visit our [Self-Led Recreation](#) page regularly for new activities, videos, and challenges. We are looking forward to keeping our community moving, learning and creating while also providing an outlet to relieve stress. This is a new experience for us, and we look forward to navigating this opportunity and growing these services!

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 (8A M-5 PM) 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 refrain from making water bill payments in person. You may use online portals to pay your water bill (<https://ubwss.raleighnc.gov/login>) or you can pay by phone at (919) 996-3245 to make a Visa, MasterCard, American Express, Discover payment using the automated phone system. Please have your credit card and utility account number available. The automated system is available seven days a week, 24 hours a day.

Non-utility related payments to the **Town** (fire inspections, zoning/sign permits, etc) can be paid at: <https://townofzebulon.org/services/finance>.

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.

### **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 following changes have been implemented until further notice:

- The Grow Zebulon Land Use & Transportation Plan Visioning Meeting scheduled for March 25<sup>th</sup> has been cancelled.
- In-Person payments for building or development permits will not be processed daily and we encourage that you pay on-line or by mail whenever possible.
- Zoning inspections will be done twice per week subject to request.
- Development related meetings will take place by phone or video conference.

Please call 919-823-1808 with development-related questions and concerns.

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.