Guidelines Under the Opening of America Announcement
## National Guidelines

### Proposed Gating Criteria

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Cases</th>
<th>Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period AND Downward trajectory of covid-like syndromic cases reported within a 14-day period</td>
<td>Downward trajectory of documented cases within a 14-day period OR Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)</td>
<td>Treat all patients without crisis care AND Robust testing program in place for at-risk healthcare workers, including emerging antibody testing</td>
</tr>
</tbody>
</table>

**Phased Approach**
Implementable on statewide or county-by-county basis at Governor’s discretion
National Guidelines

- Maximize physical distance from others when in public
- Social settings of more than 10 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain closed
- Visits to senior living facilities prohibited
- Large venues can operate under strict physical distancing protocols
- Gyms can open if they adhere to strict physical distancing and sanitation protocols

Phase One
for states and regions that satisfy the gating criteria
National Guidelines

- Maximize physical distance from others when in public
- Social settings of more than 50 people should be avoided where appropriate distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities can reopen
- Visits to senior living facilities prohibited
- Large venues can operate under moderate physical distancing protocols
- Gyms can remain open if they adhere to strict physical distancing and sanitation protocols

Phase Two

for states and regions with no evidence of a rebound and continue to satisfy gating criteria
National Guidelines

- Low-risk populations should consider minimizing time spent in crowded environments
- Vulnerable individuals can resume public interactions but should practice social distancing and minimize exposure to social settings where distancing may not be practical unless precautionary measures are observed
- Schools and organized youth activities remain open
- Visits to senior living facilities can resume
- Large venues can operate under limited physical distancing protocols
- Gyms can remain open if they adhere to standard sanitation protocols

Phase Three
for states and regions with no evidence of a rebound and continue to satisfy gating criteria
Chandler's Proposed Return to Service Plan
Chandler Fire

Community Outreach and Inspections

Phase One
- No Change

Phase Two
- Prevention Bureau
  - Resume business inspections and follow-up inspections

Phase Three
- Prevention Bureau
  - Review resuming inspections for healthcare facilities
Chandler Police

Community Programs

Phase One
- No Change

Phase Two
- No Change

Phase Three
- Resume community outreach programs but practice social distancing
- Resume outside training partnerships
Management Services

Utility Services and Tax/License

Walk-in Service

Phase One
- Continue to keep counter closed to walk-in services
- Implement safety measures: ie. plexiglass partitions, floor markings, proper PPE and cleaning products
- Identify and develop appointment scheduling software

Phase Two
- Provide ability to make appointments for customer consultations
- Continue to promote conducting business online, by email & phone

Phase Three
- Open counters for walk-in services with safety measures
- Continue to offer by appointment consultations
- Continue to promote conducting business online, by email & phone
Public Works

Household Hazardous Waste Collection

Phase One
• No change

Phase Two
• Open Household Hazardous Waste Collection, pending adequate supplies of PPE and equipment

Phase Three
• Resume street maintenance, paving, concrete and ADA work in residential areas
• Resume residential water conservation audits
Development Services

Customer Service: Plan Reviews
Walk-in Consultations

Phase One

- Continue to keep counter closed to walk-in services
- Implement safety measures: ie. plexiglass partitions, floor markings, proper PPE and cleaning products
- Identify and develop appointment scheduling software
- Re-establish pick-up and drop-off service in the lobby area
Development Services

Customer Service: Plan Reviews
Walk-in Consultations

Phase Two
- Make appointments for customer consultations
- Continue to promote conducting business on-line and by email and phone

Phase Three
- Open counters for walk-in services with safety measures implemented
- Continue to offer by-appointment consultations
- Encourage conducting business on-line and by email and phone
City Clerk

Passport Services

Phase One
- Identify and develop appointment scheduling software
- Explore and install permanent sneeze guard shield/security glass for passport services windows

Phase Two
- Roll out communication plan and social media advertising regarding services reopening
- Re-open Passport Application Acceptance Services for a limited number of daily appointments in order to enforce strict social distancing guidelines

Phase Three
- Open Passport Application Acceptance Services full time by appointment
Neighborhood Resources

Code Enforcement

Phase One
- Enforcement will begin with health & safety cases from complaints that were received from the point staff ceased issuing notices
- Informational letters will be mailed

Phase Two
- Code enforcement will return to all normal activities for residential areas with the exception of issuing notices through door hangers
  - All notices will be mailed

Phase Three
- Commercial code inspections will resume code compliance for all items with the exception of temporary signage as determined by Council action
Neighborhood Resources

Diversity Office

Phase One
- The Diversity Office will move forward with plans for Veterans event to be a virtual event

Phase Two
- For Our City will hold a virtual kick-off of Operation Back to School to plan for a new process for distribution that meets social distancing guidelines

Phase Three
- Planning for formulation of the For Our City Day Committee will begin and staff will tour the target areas
Neighborhood Resources

Homeless Navigation

Phase One
- No Change

Phase Two
- No Change

Phase Three
- The Community Navigator may resume transporting clients in compliance with CDC recommendations and a regular disinfection process.
Neighborhood Resources

Public Housing Services and Facilities

Phase One

- Install drop box in garage for resident paperwork drop off
- Develop process to move to online appointment scheduling in place of Walk-in Wednesdays
- Recreation rooms at each family housing site will have a deep cleaning and playgrounds will be power washed
- The Housing Youth Recreation Program will finalize plans for the Summer Program to begin in Phase Two
Neighborhood Resources

Public Housing Services and Facilities

Phase Two

- Limited in-person appointments with housing specialist
- Fair Housing training scheduled and advertised
- Move to online appointment scheduling
- Six-feet markers to be placed in the Housing lobby and hall area
- The Housing Youth Recreation summer program will begin with limited attendance
- Playgrounds and basketball courts will open in conjunction with similar park amenities
Neighborhood Resources

Public Housing Services and Facilities

Phase Three
- Lobbies and in-take room open to the public with social distancing protocols in place
- Housing Rehab Program to meet with applicants and schedule in-home inspections
- Housing community and tenants meetings resume
- Housing staff increase in-person appointments
- Non-emergency maintenance work orders resume
Cultural Development

Chandler Museum and Vision Gallery

Phase One

- Develop marketing strategy for facility opening date
- Identify programming goals for next 30-60 days
- Identify PPE for staff for installations/load in/load out
- Develop social distancing guidelines for public areas
- Develop Museum procedures for rentals
- Timed entry to limit number of people in the facility
Cultural Development

Chandler Museum and Vision Gallery

Phase Two
- Museum and Vision Gallery to open facility only
- Programming and special events will continue to be virtual
- Provide scheduling of all events, programs, shows and classes online

Phase Three
- Resume all normal operating practices
Cultural Development

Center for the Arts

**Phase One**
- Develop marketing strategy for facility opening date
- Identify programming goals for next 30-60 days
- Identify PPE for staff installations load in and load out

**Phase Two**
- Provide scheduling of all events, programs, shows and classes
- Establish venue-specific cleaning/safety protocols
- Reach out to vendors to confirm event-specific needs can be fulfilled or if substitutes need to be found (example: equipment rental companies, hotel providers, security staffing)
- Identify alternative locations for dressing room space/outdoor performances
- Resume small events using CDC guidelines
- Train staff and volunteers on how to answer questions and concerns related to COVID-19
Cultural Development

Center for the Arts

Phase Three

- Install protective barrier at areas of transaction
- Increase standalone hand sanitizer stations
- Encourage all patrons to bring credit/debit cards instead of cash
- Maintain a supply of disinfectant spray/wipes, masks and gloves
- When Box Office returns to serving customers at the windows, implement the use of gloves for handling tickets, receipt and money exchange
- CCA to initiate events using CDC recommendations and social distancing protocols
Cultural Development

Special Events

Phase One
- Begin reaching out to producers when special events will resume on City-owned property
- Identify any extra precautions special events should consider with events until the end of 2020 (social distancing, disinfectant, additional cleaning stations, etc.)

Phase Two
- Communication to all event producers of additional precautions that the City is requesting to assure a safe environment

Phase Three
- Resume normal operations
Community Services

Park Amenities

Phase One
• Restart contractor nightly cleaning, may need time to rehire

Phase Two
• All amenities closed through Governor's order re-opened
• Provide limited restroom availability based on City Council direction

Phase Three
• Return to normal services
• Resume reservations for park amenities and athletic fields
• All restrooms open except those at Apache, Folley and Navarrette parks
Community Services

Recreation Centers and Programs

Phase One
- Summer Recreation Program sign-ups
- Chandler residents first priority
- Provide protective gear for staff and disinfectant spray for customer service areas

Phase Two
- EEC, Community Center, Snedigar: Limited hours
- Tennis Center: Clubhouse open, ball machine rentals
- Tumbleweed Recreation Center: Fitness areas, gym, track, limited programs w/social distancing, limited hours
- Summer Recreation Program begin with small groups & social distancing protocols
- Provide additional protective gear for staff | gloves & masks
- Additional disinfecting facilities once per week
Community Services

Recreation Centers and Programs

Phase Three

- All facilities open with normal hours and social distancing protocols
- Senior Center: Limited hours
- All normal programming returns
- Provide additional protective gear for staff | gloves & masks
  Additional disinfecting facilities once per week
Community Services

Pools, Aquatic Centers and Programs

Phase One
- Provide protective gear for staff and disinfectant spray for customer service areas

Phase Two
- Resume lap swimming with restrictions, Aqua Fit classes and hire lifeguards at Nozomi, Desert Oasis and Mesquite Groves only

Phase Three
- Resume limited swimming & diving lessons, club swim times, staff training, public swimming at Arrowhead, Nozomi, Desert Oasis and Mesquite Groves only
- Work towards full reopening and programming, as staffing allows
Community Services

Chandler Public Library and Programs

Phase One
- Open all library lobbies only: Monday - Friday, 9 a.m. - 5 p.m.
  - Circulation services only | checkout, return & holds
  - Materials in quarantine for 72 hours after return
  - Staff to assist with checkout & place holds
  - Continuation of virtual programming
  - Provide protective gear for staff and disinfectant spray for books
Community Services

Chandler Public Library and Programs

Phase Two

- All branches open
- Every other computer in service
- Computer sessions limited per day; public hours reduced from normal hours
- Computer Lab closed to public
- Provide additional protective gear for staff | gloves & masks
  - Install plastic protective shields at staff help desks
  - Additional disinfecting facilities once per week
- Training of volunteers
Community Services

Chandler Public Library and Programs

Phase Three

- All branches open
- All regular library services resume including programming
- Provide additional protective gear for staff | gloves & masks
- Additional disinfecting facilities once per week