



## Frequently Asked Questions

NOTE: The following FAQs are based on the best information the City has available from Federal, State and County levels. Response to COVID-19 is fluid and consistently evolving daily. The information is subject to change. Please check back often for the latest updates.

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### ADDITIONAL RESOURCES:

#### Center for Disease Control (CDC):

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

#### Arizona Department of Health Services (AZDHS):

<https://www.azdhs.gov/>

#### Pinal County Public Health:

<https://www.pinalcountyz.gov/publichealth/Pages/NovelCoronavirus.aspx>

#### City COVID-19 Updates:

<https://casagrandeaz.gov/covid19/>

#### City Business Resources:

<https://casagrandeaz.gov/financial-aid-for-small-businesses-impacted-by-coronavirus/>

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### What is being done to help the homeless in the City?

CGHelps is actively assisting with that response. CG Helps is located at 350 E. 6th Street or can be reached at 520-483-0010.

### How do I find out what area businesses have closed?

The response to COVID-19 is very fluid and changes daily. For the most accurate information on what measures area businesses are taking, please contact them directly.

### **If I need diapers or milk for my baby, where can I get help?**

CGHelps is actively assisting area residents with their needs and other resources that may be available. CG Helps is located at 350 E. 6th Street or can be reached at 520-483-0010.

### **Can my family still have a funeral or wedding?**

This is a **highly** contagious virus and social distancing is the **only** weapon we currently have to flatten the curve of infection. Therefore, we are strongly urging you to follow the current guidelines of the CDC in not gathering in numbers above 10 and maintaining a distance of at least 6 feet between those individuals. Currently the decision is yours, but we ask that you consider the ramifications of your decision not only your family, but to the unknown number of other individuals who could become infected by someone at your gathering.

### **I am a snowbird from Canada, can I go home?**

Non-essential travel will be restricted including tourism and recreation. Canadian citizens and permanent residents will still be able to get home, although the government says travelers presenting symptoms won't be able to board flights. Learn more [here](#).

### **What is being done to help the immune compromised who are recommended to stay at home and are unable to shop for essentials?**

Several grocery stores are offering special shopping hours for seniors and immune compromised. Call your local grocery store for days and times.

### **What is being done for the seniors who don't have family to ensure they have enough food and supplies?**

Dorothy Powell Senior Center is providing to-go lunch for Seniors over 50 Monday-Friday, 11:30 am – 12:30 pm. Registration over the phone required, call 520-421-8760

### **What are considered “essential services”?**

On March 23, 2020 Governor Doug Ducey issued an executive order clarifying businesses and operations deemed “essential” by the state and providing certainty to business owners, employees and families. The order is a proactive and administrative measure to ensure consistent guidance across the state. The executive order outlines “essential services” to include:

- Health care and public health operations, including hospitals, public health entities, distributors of personal protective equipment and biotechnology companies;
- Human services operations, including those that provide services for the elderly, those with developmental disabilities, foster and adoption children and the homeless;
- Infrastructure operations, including food production, utility operators, construction and internet providers;
- Government functions, including first responders, emergency management personnel, 911 operators, child protection staff, welfare providers and more;
- Business operations, including grocery and medicine providers, outdoor recreation;

- Organizations that provide charitable and social services, including religious and secular non-profit organizations and food banks;
- Media organizations, including newspaper, television, radio and other media services;
- Gas stations and other transportation-related businesses;
- Financial institutions, including banks and credit unions;
- Hardware and supply stores;
- Critical trades, including plumbers, electricians, cleaning, sanitation, HVAC and security staff;
- Mail, post, shipping and logistics;
- Education institutions, including public and private K-12 schools, universities and research entities;
- Laundry services;
- Restaurants for consumption off-premises;
- Supplies distributors that enable telework and work from home and those that supply essential businesses;

Read the executive order [here](#).

### **What will happen if grocery stores shut down?**

Grocery stores are considered an essential service and remain operational. Governor Ducey is activating the National Guard to assist grocery stores and food banks with re-stocking shelves in the face of heightened demand.

### **Is Pinal County under a state of emergency and what happens if we do?**

The Pinal County Board of Supervisors held a special meeting Friday, 3/20 to consider a declaration of emergency to give the county more authority and funding flexibility to contain COVID-19.

### **The business that I work for just closed their doors, what do I do about paying my bills?**

President Trump has signed the first economic policy in response to COVID-19, the Families First Coronavirus Act to provide important relief to many Arizona families who work for private employers with less than 500 employees or the government. Learn more [here](#).

### **What does a State of Emergency mean to the City of Casa Grande? And How long is it in effect?**

The emergency declaration allows the city to apply for federal grants and reimbursement for funds used to fight the virus. It also allows local businesses and individuals to apply for federal emergency funding or special small business loan programs.

### **What are the Mayor's powers now that a State of Emergency has been declared in Casa Grande?**

The Mayor has the ability to impose all necessary regulations to preserve the public peace, health, safety and general welfare of the City.

### **Is the tap water safe to drink in Casa Grande?**

The drinking water Arizona Water Company supplies is safe and can be used as normal. The Centers for Disease Control and Prevention, the Arizona Department of Health Services, Environmental Protection Agency, and the World Health Organization have determined that there is no evidence that the COVID-19 can be transmitted through drinking water, and the safeguards we already use to protect water

quality are effective to protect against viruses. Those who live in our service area do not need to stockpile bottled water in the midst of growing fears about the spread of COVID-19. The drinking water we provide is safe to drink. Learn more [here](#).

### **Will childcare close as well along with the schools?**

Daycare Centers remain open. Sick children should not be in daycare, especially those with fevers.

### **Is there a curfew in place?**

While there is no city mandated curfew in place, residents must still comply with city ordinance. The basic provisions of the ordinance are:

- Minors ages 16 and 17 may be out until midnight any night of the week.
- Minors ages 15 and under may be out until 10:00 p.m. any night of the week.

### **When will the schools be re-opening?**

Both the Elementary School and High School District will be closed until April 10. Visit their websites for up-to-date information:

- Casa Grande Elementary School District: <https://www.cgesd.org/>
- Casa Grande Union High School District: <http://www.cguhsd.org/>

### **Should my church continue to hold services?**

CDC is advising to cancel gatherings of more than 10 people. Read more [here](#). Churches should consider going to web-based/virtual sermons for the time being.

### **Is City Hall open?**

City Hall remains open Monday – Friday, 8:00 am – 5:00 pm. We encourage residents to first check the City's website for information: [www.casagrandeaz.gov/covid19](http://www.casagrandeaz.gov/covid19) if you have questions or call instead of making unnecessary trips in-person. We would like to encourage the Public to submit payments online or via the drop box at the Finance Building.

City Hall Phone: 520-421-8600, Finance: 520-421-8601 and then press option 1

### **Is the hospital closed and can I visit my loved in the hospital?**

As of March 20, 2020 visitors are no longer allowed in Hospitals. There are a few exceptions, learn more [here](#).

### **Do I call 911 or the non-emergency line if I think I have the virus?**

Only utilize the 911 system in the event of severe difficulty breathing or illness. When contacting 911, advise the dispatcher if you believe you have the flu/covid19 or believe you have been exposed. If possible, meet first responders outside or in an open air area.

### **Has anyone in Casa Grande tested positive for the virus? If so, how would we know?**

There are currently no known cases of COVID-19 in Casa Grande, but it's important to remain diligent and proactive to minimize the risk to all those who live and work in our community.

### **Can we still take our kids to the park?**

To ensure the health and well-being of residents, City playground equipment, Splash Pad, and ramadas will be closed until further notice. Because the playground equipment can't be cleaned frequently enough between use, coupled with the fact that children may be in close contact with one another while playing we felt this was a necessary step to help mitigate the spread of the COVID-19 virus.

Trails, open spaces and bike paths will remain open for residents to get outdoors to enjoy the fresh air. Residents are encouraged to maintain safe distances from each other while involved in these activities. The following guidelines are recommended for general use of all parks and open spaces:

- Refrain from using parks or trails if they are exhibiting symptoms.
- Follow CDC's guidance on personal hygiene prior to and during use of parks or trails.
- Prepare for limited access to public restrooms or water fountains.
- While on trails, warn other users of their presence and as they pass, and step aside to let others pass.
- Follow CDC guidance on the recommended size of social gatherings including outdoor picnicking, pick-up sports and other group hangouts, and maintain proper physical distance at all times.
- Observe CDC's minimum recommended social distancing of 6 feet from other individuals at all times. If this is not possible, users should find an alternate location or depart that space

### **Should I, or am I required to close my business?**

Governor Ducey has issued an Executive Order that requires restaurants in counties with confirmed cases of COVID-19 to provide dine-out options only, and closes bars, movie theaters and gyms. Restaurants will be allowed to deliver alcoholic beverages with food purchase. Read the Executive Order [here](#). If you see a business not complying with the order, please call Pinal County Health at 520-287-0209 or email [EnvHealth@pinalcountyz.gov](mailto:EnvHealth@pinalcountyz.gov).

### **Where can I find out the most up to date information on the virus?**

City of Casa Grande: <https://casagrandeaz.gov/covid19>

CDC: [www.cdc.gov](http://www.cdc.gov)

Pinal County Health: [www.pinalcountyz.gov](http://www.pinalcountyz.gov)

### **What aid is the government supplying to individuals and businesses?**

Small Business Administration (SBA) approved an Economic Injury Disaster Loan declaration for Arizona that will help small businesses here in the state impacted by COVID-19. Learn more [here](#).

### **Is anyone under mandatory quarantine?**

While no one is under mandatory quarantine, it is recommended that residents take the following precautions to stop the spread of the coronavirus:

- Work or engage in schooling from home whenever possible.
- If you work in a critical infrastructure industry as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employees should follow CDC guidance to protect your health at work.
- Avoid social gatherings in groups of more than 10 people.

- Avoid eating or drinking in bars, restaurants and food courts. Use drive-thru, pickup or delivery options.
- Avoid discretionary travel, shopping trips and social visits.
- Do not visit nursing homes, retirement or long-term care facilities unless to provide critical assistance.
- Practice good hygiene:
  - Wash your hands, especially after touching any frequently used item or surface.
  - Avoid touching your face.
  - Sneeze or cough into a tissue or the inside of your elbow.
  - Disinfect frequently used items and surfaces, as much as possible.

### **Will police and fire still be operating?**

The City of Casa Grande Fire Department is operating at normal capacity and has not had or expect to have any interruptions or limitations in our ability to deliver Emergency Medical Services to the community in regards to the Covid19/Corona Virus

Casa Grande Police Department will continue to proactively police and respond to crimes in progress

### **Will my trash still be picked up on its regular schedule?**

Yes, there is no disruption to trash service at this time.

### **Are there travel limits in and out of the city of Casa Grande? Are we not able to leave the city limits?**

While there are no local travel restrictions, residents are encouraged to stay home and avoid discretionary travel, shopping trips, and social visits as much as possible.

### **Will some of the funding go to the food banks since we will be hit hard with people needing food?**

Currently, most funding assistance and guidelines are originating from the Federal Government. Here is a [link](#) for small businesses to access that have been adversely affected by COVID-19. Please continue to stay in contact with us as we learn more.

### **I want to know what can be done to get items we need in the store?**

The City is continuing to work closely with all community partners to help reduce impacts to our residents and businesses. Refer to each Store Manager for specific steps the store is taking to help reduce this unfortunate practice.

### **Are non-citizens of the United States eligible for any assistance during this emergency?**

Benefits associated with the Families First Coronavirus Response Act are not limited by citizenship, but require lawful immigration status. *Details for additional legislation that could provide direct benefits to individuals have not yet been finalized.* Learn more [here](#).

### **I can't pay my city utility bill because I am unemployed – what do I do?**

The City of Casa Grande remains committed to our customers and community during this time of concern related to COVID-19. To help reduce uncertainty, the City is temporarily suspending the assessment of late fees. You can safely and conveniently pay your bill online at <https://casagrandeaz.gov/finance/>

If you have any billing questions or concerns, please contact us at 520-421-8601. For updates regarding the City's response to COVID-19, please visit: <https://casagrandeaz.gov/covid19/>

**I have a payment plan set up with the City due to back payments owed for city utility services and trash have become unemployed – what do I do?**

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If you have any billing questions or concerns, please contact us at 520-421-8601. For updates regarding the City's response to COVID-19, please visit: <https://casagrandeaz.gov/covid19/>

**How is Arizona Water Company helping customers impacted by COVID-19?**

Arizona Water Company has suspended water service disconnections for non-payment and has implemented a low income and military bill credit. Learn more [here](#).

**How is Southwest Gas helping customers impacted by COVID-19?**

Southwest Gas continues to provide the essential service of delivering energy to customers, many of who are home-bound and rely on natural gas to cook, heat water and homes, and dry clothes, more now than ever before. Service disconnections are ceased indefinitely, until the COVID-19 situation improves, as many customers will be affected by recent closures. Learn more [here](#).

**How is APS helping customers impacted by COVID-19?**

APS is suspending all services disconnections due to non-payment and waiving late fees. For those needing assistance paying their bill, a Customer Support Fund has been set up. Customers who are past due on their APS bill can qualify for the fund if they have unexpected loss of income, higher medical or childcare expenses, or other financial hardship created by the COVID-19 virus. The fund will be available through calling (602) 371-7171 (Phoenix) or (800) 253-9405 (other areas), weekdays from 7 am to 7 pm. Learn more [here](#).

**Are the City Council meetings still going to happen as scheduled?**

At this time, yes. We are encouraging citizens to watch the meetings from a remote location. The Council meetings will be televised on Cox channel 11 and streamed live on our City website.

**How can I speak during the Public Comments portion of the meeting?**

The City is currently evaluating a number of options for taking public comment. Please do not hesitate to utilize e-mail, etc. if you have a questions.

**Is Coronavirus the same as the flu?**

Influenza (the flu) and COVID-19, the illness caused by the new coronavirus, are both infectious respiratory illnesses. Although the symptoms of COVID-19 and the flu can look similar, the two illnesses are caused by different viruses. Learn more [here](#).

**How long can the virus live on surfaces?**

A recent study found that the COVID-19 coronavirus can survive up to four hours on copper, up to 24 hours on cardboard, and up to two to three days on plastic and stainless steel. The researchers also found that this virus can hang out as droplets in the air for up to three hours before they fall. But most often they will fall more quickly. Learn more [here](#).

**Can you get Coronavirus twice? Or are you immune once you are over it?**

The immune response to COVID-19 is not yet understood. Patients with MERS-CoV infection are unlikely to be re-infected shortly after they recover, but it is not yet known whether similar immune protection will be observed for patients with COVID-19. Learn more [here](#).