



*** PRESS RELEASE ***

Customer Service Changes Related to Coronavirus Disease 2019 (COVID-19)

In an effort to keep Rawlins staff and citizens as healthy as possible, avoid overburdening our health care system, and to provide the vital services our community deserves, the City of Rawlins will be making the following changes to customer service operations effective 8:00 A.M., Tuesday, March 17, 2020, based upon Centers for Disease Control and Prevention (CDC). City offices plan to re-open on Monday, March 30, 2020. City staff will continue to monitor the situation, and any changes to the plan will be communicated as necessary.

All City of Rawlins public facilities will be closed to walk-up customer traffic with visible signage posted at all entrances to instruct customers as to options for accessing City services remotely (telephone, internet, email, drop-box, etc.). All municipal services will be operating as normal, just behind the scenes.

Emergency "911" services will continue as customary.

We would like to remind everyone of the convenient payment methods available for paying Municipal Services Bills or Municipal Court Fines, including the drop-box behind City Hall. Please visit www.rawlins-wyoming.com for the department directory with contact information. The City of Rawlins will postpone disconnecting municipal services for non-payment at this time, late fees will still apply. Upon the return to normal services we will re-institute the normal shut off process.

For critical business that must be conducted in person, meetings will be available at the discretion of the Department Head by appointment only.

By law, Rawlins City Council meetings are required to be open to the public, and we respectfully request that if you are sick in any way, do not attend in person. Council meetings may be viewed through device applications or can be followed on BoardDocs at the time of the meeting.

- **Take steps to protect yourself:**
 - ✓ Clean your hands often, staying clear of touching your eyes, nose & mouth.
 - ✓ Avoid close contact with people who may be sick
 - ✓ Put distance between yourself and others, especially for people who are at higher risk of getting sick.
 - ✓ Clean & disinfect regularly; including tables, doorknobs, light switches, countertops, handles, desk, phones, keyboards, toilets, faucets, and sinks.
- **Know the signs & symptoms:**
 - ✓ Stay home if you are sick.
 - ✓ Avoid public areas and public transportation.
 - ✓ Separate yourself from other people and animals in your home.
 - ✓ Call ahead before visiting your primary care physician.
 - ✓ Limit movement of the Community.
 - ✓ Call 911 if you have a medical emergency, notifying dispatch personnel that you have, or are being evaluated for COVID-19.

Rawlins City Council and staff appreciate everyone's patience and understanding while we work through this together.