



# City of Waynesville

Preserving the Past - Planning for the Future

100 Tremont Center Waynesville, MO. 65583

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March 19, 2020

## CITY OF WAYNESVILLE – COMMUNITY ANNOUNCEMENT

### Preparing for the Coronavirus (COVID-19)

The City has in place, plans and practices for various types of emergencies, including those related to the health of our citizens and staff. We are always monitoring conditions to ensure that we are prepared to institute these plans when appropriate criteria has been met. We are working with our local, state and federal partners to ensure that we are prepared for the spread of this disease. In the meantime, citizens and staff are encouraged to take all steps possible to keep themselves healthy, including regular handwashing and cleaning of surfaces that come into contact with your hands (especially cellphones), coughing/sneezing into your elbow and limiting interactions with others when you are sick.

The Missouri Department of Health and Senior Services (DHSS) activated a statewide public hotline for citizens needing guidance regarding the novel coronavirus, or COVID – 19. The hotline can be reached at (877) 435-8411. The hotline is being operated by medical professionals and is available 24 hours a day, 7 days a week.

As most of you are aware, Governor Parsons has issued an executive order limiting the number of people gathering for events and has urged citizens to avoid contact with larger crowds. In order to accommodate those citizens who wish to follow Governor Parsons' recommendations, the City of Waynesville is encouraging the following forms of communications with staff in the event of utility issues, bill payments and general questions you may have:

**City Council Meetings:** We encourage citizen interaction at our City Council and Committee Meetings. However, in keeping with the Governor's guidelines, we are asking our citizens to attend our City Council meetings virtually thru Facebook and by watching the meeting on Channel 12. The Council will respond to any concerns or questions from the public regarding future Council meetings that are received either through social media or email by noon the day of the meeting. We are also looking at streaming our Committee meetings on Facebook as well and questions can be asked of Committees in the same manner as Council meetings. Be sure to check each meetings agenda for information regarding virtual attendance at these meetings. Agendas can be found online on the City's Facebook site.

**Bill Payments:** Payments for Utility bills may be made at the drop-off box in front of City Hall, online at [https://waynesvillemo.org/utility\\_billing.htm](https://waynesvillemo.org/utility_billing.htm), by ACH automatic withdrawal or in extreme cases by phone by calling (573) 774-6171.

If you are having problems reaching City staff by phone, please use these alternative communication methods to reach out:

Email	
<b>Utilities</b> – Concerns, questions, bill inquires, Utility work orders, etc.	<a href="mailto:uclerk@waynesvillemo.org">uclerk@waynesvillemo.org</a> <a href="mailto:uclerk2@waynesvillemo.org">uclerk2@waynesvillemo.org</a> <a href="mailto:uclerk3@waynesvillemo.org">uclerk3@waynesvillemo.org</a>
<b>Front Reception</b> – Business Licensing, RV Park reservations, special event forms, City dog tags, general questions	<a href="mailto:information@waynesvillemo.org">information@waynesvillemo.org</a> <a href="mailto:apclerk@waynesvillemo.org">apclerk@waynesvillemo.org</a>
<b>Youth Sports</b>	<a href="mailto:youthsports@waynesvillemo.org">youthsports@waynesvillemo.org</a> <a href="mailto:youthsports2@waynesvillemo.org">youthsports2@waynesvillemo.org</a>
<b>Building Department</b> – Building Permits, Inspections, Zoning & Re-zoning inquiries, etc.	<a href="mailto:building2@waynesvillemo.org">building2@waynesvillemo.org</a> <a href="mailto:building@waynesvillemo.org">building@waynesvillemo.org</a>
<b>Municipal Court</b>	<a href="mailto:mclerk1@waynesvillemo.org">mclerk1@waynesvillemo.org</a>
<b>City Council</b> – Ordinances, Committees, Records Requests, etc.	<a href="mailto:mbrown@waynesvillemo.org">mbrown@waynesvillemo.org</a>

If your question or concern cannot be answered by the person who receives it, it will be forwarded to the appropriate Department that can. An email advising you of where your correspondence is being forwarded will be sent out to include the contact information of the person you will be talking with.

### **Social Media**

For updates concerning City Closures or cancellations, be sure to check the City's Facebook page at <https://www.facebook.com/cityofwaynesvillemo/>

Also, citizens may contact City staff through Facebook Messenger. **Please be sure to note which department you are requesting on your message.** For example: Utilities, Building, City Clerk, Parks, etc.

Please be advised that City Hall staff may only be reached during the hours of Monday thru Friday 8:00am – 5:00pm through Facebook Messenger. **Municipal Court may only be reached through phone or email.** Also, we ask that you please be patient as Messenger is not constantly monitored due to regular daily duties even though we have more staff monitoring our Facebook page during this time. We will respond to you as soon as possible.

If you are experiencing an emergency, please dial 911 instead of trying to contact City Hall.

### **Cancellations & Closures**

Currently the following have been cancelled or closed:

- Youth Sports**            The Spring season of Waynesville/St. Robert Youth Sports has been cancelled. The program will commence on May 1, 2020.
  
- Municipal Court**        As of this time, all court dates for March 19, 2020 have been rescheduled for Thursday April 23, 2020.
  
- Animal Shelter**        Has restricted access at this time. No one is allowed in the kennels with the dogs. No volunteers are being accepted at this time. Adoptions are being allowed at this time but an appointment must be made in advance to see the dogs. No owner surrenders will be accepted until this crisis has passed.