



Angela D. Alsobrooks
County Executive

On March 10, 2020, County Executive Alsobrooks announced the first cases of the novel coronavirus, COVID-19, in Prince George's County. The following is a synopsis of the County Government's actions and responses, as well as changes to Government operations in each County agency:

Closings:

- Effective Friday, March 20, 2020 at 5 p.m., Prince George's County Government operations have been reduced to essential functions only. To ensure that the Prince George's County community remains safe and healthy, the following essential functions will continue to operate.
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Office of Central Services

The Office of Central Services (OCS) is working with the Office of Emergency Management to determine the procedure for distributing COVID-19 supplies to all County buildings. The Supplier Development & Diversity Division and the Contracts, Administration, and Procurement Division are not hosting meetings with vendors, training, outreach or certification of any kind until further notice.

Circuit Court

Per guidance from the Health Department and the Centers for Disease Control and Prevention regarding social distancing to reduce further risks of exposure to the outbreak of the novel coronavirus (COVID-19), the Circuit Court for Prince George's County has been ordered to close its operations to the public until April 6, 2020. Employees are to report to work as normal unless otherwise approved for telework by their supervisor. There will be a 24-hour drop box for pleadings at the Commissioner's entrance of the Courthouse to accept and date stamp pleadings. Petit and Grand Jury Service in the Circuit Court for Prince George's County is also suspended until April 6, 2020, unless further extended by the Chief and Administrative Judge of the Circuit Court, the Honorable Sheila R. Tillerson Adams. If you are summoned for jury duty and experiencing any acute respiratory illness symptoms or the caretaker of a family member with such symptoms (e.g. cough, shortness of breath, headaches, flu-like symptoms, fever, cough or sneezing), **please do not report for jury service without contacting the Jury Office at (301) 952-4387** to reschedule your service to a later date. For more information, and before you report to the Circuit Courthouse, visit our Jury Duty webpage and our Alert Center webpage on our website at princegeorgescourts.org for current updates regarding Circuit Court closures as circumstances may change daily.

The Commissioner's office in both Upper Marlboro and Hyattsville are still open 24/7 and they are still accepting and issuing domestic violence petitions. In addition, although the doors of the Family Justice Center are closed to the public, the services are available, by phone, during normal business hours. Please call 301-780-8008 and an intake specialist will follow-up with you.

Office of Community Relations

The Office of Community Relations (OCR) is taking the following precautions due to the current COVID-19 global pandemic.

- The 311 Call Center remains operational and will continue to take calls to address issues. Effective Friday, March 20, 2020, bulky trash collection scheduling is suspended through April 3, 2020. Beginning, April 6, 2020 residents must call 311 to reschedule pick-ups. Bulky trash collection services are also suspended effective March 20, 2020 through March 27, 2020.
- OCR outreach and programs staff will not be attending any community, homeowner's association, or civic association meetings and/or events until further notice.
- The Prince George's County Commission on Common Ownership Communities (CCOC) has provided a temporary waiver allowing and recommending all associations to consider the use of telephone and/or video conferencing to conduct upcoming board meetings. If electronic meetings are not viable for the association, cancellation of the meeting is approved.

Department of Corrections

The Department of Corrections (DOC) has taken several precautionary measures to ensure the safety of detainees, staff and the community in light of the community-transmission of COVID-19. The measures are as follows:

- Suspension of all visitation with exception of attorney/legal visits.
- Suspension of volunteer services.
- Recession of all inmate programs within the jail.
- Closing of the Regional Processing Center in Hyattsville.
- Working with the courts to delay weekenders from serving their sentence.

Economic Development Corporation

Out of an abundance of caution, the Prince George's County Economic Development Corporation (EDC) will be taking the following steps to secure staff and the general public during the COVID-19 pandemic. Effective Monday, March 16, 2020, the Economic Development Corporation will be closed to the general public until further notice. All face-to-face meetings, events and workshops, have been canceled, opting for conference calls as appropriate through March 30, 2020. The EDC will continue to work with partners and connect businesses with resources they need. In addition, the EDC is encouraging our Innovation Station Business Incubator clients and customers to also utilize conference calls to conduct business. Businesses contacting the EDC during normal business hours should leave a voicemail message which will be monitored and routed to the appropriate staff for prompt response. All staff have been assigned to telework during this period to ensure continuity of services.

Office of Emergency Management

The Emergency Operations Center (EOC) is currently operating at a partial activation. At this level, the EOC is serving as the centralized location where public safety, health, social services and other County agencies along with our non-profits, volunteer organizations, educational and faith-based partners can work together to monitor and coordinate COVID-19 planning, support, response and recovery activities. The Joint information Center (JIC), with our County Public Information Officers, is continuing to work in collaboration to keep employees, residents, businesses, and visitors informed with accurate, consistent, and timely messages regarding COVID-19. Additionally, the Office of Emergency Management (OEM) and the County agencies working within the EOC are providing guidance and assistance to our municipal partners, businesses, residents and visitors including seniors and other vulnerable populations.

Employ Prince George's

The Employ Prince George's American Job Center in Largo and all Employ Prince George's offices are closed to the public.

Department of the Environment

The Department of the Environment (DoE) will continue to provide trash, recycling and yard trim collection services on schedule.

The Brown Station Road Sanitary Landfill is open to Commercial/Business customers only. The Brown Station Road Sanitary Landfill is closed to residents.

The Hazardous Waste (HHW) Acceptance Site and Electronics Recycling Acceptance Site at the Landfill is closed. Residents are reminded to store HHW in original or labeled containers separately from other chemicals in a safe place at home away from children and pets.

Residential drop-off of bulky items at the Landfill is closed. Bulky trash pick-up has been suspended and residents are asked to store these materials at home until regular service resumes and the Landfill resumes full operations.

Residents who do not have County-contracted Residential Curbside Collection should use the Residential Convenience Drop-Off Centers for disposal of regular household bagged trash and recyclables. NOTE: All trash must be bagged.

Effective immediately, the Animals Services Facility & Adoption Center will be closed for all services, including adoptions and pet licensing through Friday, March 27. Animal Field Services will continue as well as the daily care of the animals. For emergency field animal services (sick/injured), call (301) 780-7200. The Animal Services Facility and Adoption Center remains operational but closed to the public.

Department of Family Services

Our Department of Family Services, in conjunction with our Department of Public Works and Transportation, will continue to provide meal deliveries to seniors who are already part of existing delivery programs, including the Senior Nutrition Program, whose participants began receiving their meals by delivery last week.

Prince George's County Fire/EMS Department

The PGFD/EMS Department Operations Center (DOC) has been activated. This will streamline communications and ensure that resources are available to all of our providers (firefighters, paramedics, EMT's, etc.) across all 45 stations across the County. Effective March 13, 2020, all non-essential training, ride-alongs, and other operational observation programs have been scaled down. This social distancing measure will reduce unnecessary contact with our providers to ensure we can continue to meet service demands. All Fire/EMS Personnel are now required to wear a surgical mask for ALL patient contacts. For example, if there is a call for an individual with a possible broken leg, the providers who arrive to handle the call will all be wearing surgical masks to help protect our members and the public. For all contacts with patients who are suspected of being possible carriers of COVID-19, the Department has taken a series of steps to limit provider exposure. All providers who are within three feet of that patient or are delivering patient care have been directed to wear their N-95 mask for the duration of the incident. To prevent unnecessary exposures, all personnel have been asked to only engage the amount of staff necessary to treat the patient. To help minimize contacts between patients and

providers and to maximize resources, the Department will only send one transport unit (i.e. ambulance) UNLESS the emergency requires additional units. The goal is to try and control the number of transport resources that respond to an incident so resources can be efficiently managed and respond to any increases in call volume.

FSC First

Until further notice, all contact with FSC First can be made through phone calls and/or emails. Voicemail will be checked frequently throughout the workday and responded to accordingly.

During this modified work schedule, FSC First remains committed to servicing the financing needs of our small business borrowers and prospective loan applicants. All loan documents will be shared electronically through secured emails and online payments will be accepted.

Health Department

The Health Department will continue to operate, providing essential health and wellness services as well as continuing to work on containing this pandemic.

Due to COVID-19 precautions, Prince George's County Vital Records services are suspended through March 31, 2020. Effective April 1, 2020 the Vital Records office will be on a modified schedule and will open Tuesdays and Fridays from 8 a.m. to 3 p.m. to process death requests.

Department of Housing and Community Development

In response to concerns related to the novel coronavirus, COVID-19, the Rental Assistance Division of the Housing Authority of Prince George's County (HAPGC) has considered the guidance provided from County officials to reduce exposure and limit public contact. Effective Monday, March 16, 2020, the HAPGC has taken the following precautions:

- The HAPGC front office will be closed until further notice. Any activity that we normally facilitate from that office, such as receiving mail can be done via the normal postal system functions.
- All scheduled annual recertification appointments scheduled for the week of March 23, 2020 have been cancelled. The majority of clients have already been notified by phone. HAPGC will send out notices instructing clients to mail their documents instead and will extend courtesies for any delays so subsidies will continue uninterrupted.
- The Landlord Briefing scheduled for March 18, 2020 is cancelled. As time permits, HAPGC intends to construct a webinar for new landlords with the intent to link to our

website for interested parties. Until the webinar design is complete and the briefings resume, HAPGC anticipates additional phone calls from new landlords seeking guidance. Staff has been directed to exhaust every effort to educate new landlords, by phone, in a comparable manner.

- The upcoming Housing Choice Voucher Briefing scheduled for March 19, 2020 is cancelled. We are contacting the new applicants by telephone to advise them accordingly, with a formal letter to follow.
- Housing Inspectors will continue to inspect vacant units for those clients needing to move immediately; however, we intend to suspend re-inspections of currently occupied units until safety masks are available. The Housing Authority will not accept walk-in rental payment and we ask that payments to be mailed Housing Authority Board of Commissioners monthly meetings will be held via teleconference until further notice.

Prince George's County Human Relations Commission

The Human Relations Commission (HRC) has suspended all outreach events and public hearings before the adjudicating body of the Commission indefinitely. Intake appointments for complaints of discrimination will be conducted remotely. Residents wishing to schedule appointments should call 240-695-7220. The March 2020 Commission meeting is canceled. HRC will assess the need to hold future meetings telephonically.

Office of Human Resources Management

Our Office of Human Resources Management (OHRM) will be encouraging telework when appropriate, to reduce the number of staff in the workplace. Business travel for government employees is suspended through March 31, 2020. The decision will be reevaluated at that time.

Prince George's County Memorial Library System

Library programs, outreach events, meeting room activities, and passport services will be suspended indefinitely, effective Friday, March 13, 2020. **Beginning on Monday, March 16, 2020, the Library will be closed until further notice.** Fines incurred during the closure will be waived. Book drops will be closed. All online resources will be available throughout the closure (visit pgcmls.info).

Office of Information Technology

The Office of Information (OIT) continues to operate under normal operations. OIT has reconfigured our VPN servers to allow more County employees to work remotely. All OIT staff have been outfitted with appropriate protective gear. OIT continues to monitor and send Phishing Email Security Alerts.

Department of Parks and Recreation

The Maryland-National Capital Park and Planning Commission, Department of Parks and Recreation is closing all facilities with limited park maintenance operations and is cancelling all programs and events effective Monday, March 16, 2020. All parks, trails and playgrounds will remain open. All cancellation fees are being waived and suspending existing programs and memberships.

Department of Permitting, Inspections, and Enforcement

The Department of Permitting, Inspections and Enforcement will continue providing essential review of licenses and permits as well as essential inspection functions.

Prince George's County Police Department

In light of the Coronavirus (COVID-19) pandemic, and in an effort to allow for increased social distancing between officers and civilians, the Prince George's County Police Department will soon begin taking specific reports over the phone rather than in person, effective Monday, March 23, 2020. This new effort will only impact calls for non-violent crimes.

When we move into this new phase on Monday, those wishing to report a crime should still call 911 as usual. The call taker will ask for information, to include the caller's phone number. In those cases where a report needs to be written, a member of the Prince George's County Police Department will call back and take the report over the phone. This applies primarily to property crimes where a suspect is no longer on the scene. Again, this does not apply to violent crimes. The telephone reporting initiative will run 24 hours a day, 7 days a week until further notice. Detectives will still investigate reported crimes as usual.

Prince George's County Public Schools

Prince George's County Public Schools (PGCPS) will be CLOSED from Monday, March 16, 2020 through Friday, March 27, 2020. During that closure, PGCPS will provide grab-and-go meals for students that include breakfast, lunch and a snack. A list of meal sites can be found online at pgcps.org.

Department of Public Works & Transportation

The Department of Public Works and Transportation (DPW&T) continues to operate essential para-transit services, including medical appointments, trips for dialysis patients, and senior trips for grocery shopping. They will also maintain critical repairs of County roads, bridges and traffic signals.

Our County's bus system, TheBus, Prince George's County will begin to implement phase 2 of service reductions on TheBus, effective Monday, March 23, 2020. TheBus will suspend transit service on Routes 11, 12, 14, 15x, 23, 27 and 34, in addition to the bus lines already suspended (routes 21x, 22, 25, 35s, 51 and 53). There will be no fare charged on TheBus routes in service until further notice. Also, to promote social distancing, TheBus will allow riders to enter and exit using the rear doors only, to limit close contact between passengers and the driver. Exceptions will be made for those with disabilities and mothers with strollers.

****If YOU ARE NOT FEELING WELL, DO NOT TAKE PUBLIC TRANSPORTATION.** This is for your personal safety and the safety of our public transportation drivers. Call your healthcare provider immediately and ask for guidance and assistance.

The Revenue Authority

The Revenue Authority (RA) is closed to all in-person visits until further notice. All programs are operational and agency personnel can be reached by email and/or telephone. Residential parking public hearings will continue as scheduled, though public hearings will now be conducted by teleconference, effective March 19, 2020.

Department of Social Services

The Department of Social Services (DSS) buildings will remain open with limited access by the community. The Family Investment Division, the division responsible for processing benefits, is encouraging customers, especially senior customers to apply for services and conduct other business online whenever possible.