

**COVID-19 PANDEMIC**  
***Frequently Asked Questions***  
**City of Eloy**  
**March 26, 2020**

**General Information**

**What is Eloy doing in response to the Coronavirus (COVID-19) pandemic?**

Mayor Belloc and the Eloy City Council recently declared a City State of Emergency to meet the evolving challenges related to the Coronavirus Disease 2019 (COVID-19), and to minimize its risks and impacts to Eloy residents, businesses, visitors and others in Pinal County. The Emergency declaration allows the City to seek Federal Emergency Management Agency (FEMA) funds to combat the COVID-19 pandemic, and it provides opportunities for loans from the Small Business Administration (SBA). Staff is also in the process of contacting businesses located in Eloy to share information on available resources, including support from the Eloy Police Department. The City has prepared a contingency plan by designating essential employees and providing certain employees with laptops so they may work from home.

**What do I do if I feel sick?**

If you have flu-like symptoms, and it is not an emergency, call your medical provider first and follow the [Centers for Disease Control and Prevention \(CDC\)](#) guidelines.

Most local hospitals and healthcare providers are asking people to call ahead as they have implemented restricted visitation policies. Many family practitioners have adjusted scheduling processes to separate well-visits from sick visits. Please call ahead of your intent to utilize the medical facility so that you understand their updated protocol entirely.

**How can I stay up-to-date on COVID-19 recommendations?**

Here are reliable sources of information from the CDC, Pinal County, and the State of Arizona:

[Centers for Disease Control and Prevention \(CDC\) Coronavirus Page](#)

[Centers for Disease Control and Prevention \(CDC\) FAQ Page](#)

[Arizona Department of Health Services](#)

[Pinal County Public Health Department](#)

[Office of the Governor Doug Ducey](#)

**Has anyone in Eloy tested positive for the virus?**

There are currently no confirmed cases of COVID-19 in Eloy. However, it is vital to continue to practice all of the CDC, State, and County recommendations and to monitor these portals for any changes to minimize the risk to all those who live and work in our community.

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

While no one in Eloy is known to be under mandatory quarantine, it is recommended that residents take the following precautions to diminish the spread of the coronavirus substantially:

- 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 often used items and surfaces, as much as possible
- Work or engage in schooling from home whenever possible
- If you work in the critical infrastructure industry (as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply), you have a documented directive to maintain your regular work schedule. You and your employees should follow all CDC guidance to protect your health at work
- Avoid social gatherings in groups of more than 10 people
- Do not visit nursing homes, retirement or long-term care facilities unless critical assistance is requested
- Avoid eating and drinking in bars, restaurants, and food courts. Use drive-thru, pick up or delivery options
- Avoid discretionary travel, shopping trips, and social visits

## **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/COVID-19 or think you have been exposed. If possible, meet first responders outside or in an open-air area.

## **Bars, Restaurants and Entertainment Venues**

### **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, which includes Pinal County, to provide dine-out options only. Bars, movie theaters, and gyms are closed. Restaurants will be allowed to deliver alcoholic beverages with food purchases. The Executive Order can be found [HERE](#).

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

Small Business Administration (SBA) approved an Economic Injury Disaster Loan declaration for Arizona that will help small businesses in the State impacted by COVID-19. The highlights of this program are:

- **Maximum loan amount** (per application): \$2 million
- **Term:** Up to 30 Years
- **Rate:** 2.75% for non-profits; 3.75% for profit
- **Payment:** Deferred for first 12 months

- **Eligibility Based On:** location, business activity, size, and independently owned and operated
- **Credit Requirement:** credit history, ability to repay the loan
- **Ineligibility Businesses** (partial list): gaming, charitable organizations, religious institutions, real estate development
- **Assistance With Applications:** local Small Business Development Centers (SBDC) and Society Counselors Of Retired Executives (SCORE) formerly Society Corps Of Retired Executives

Additional information located [HERE](#).

## **City Facilities, Special Events, Parks, Youth, and Senior Programs**

### **Which City facilities are closed to the public?**

- Toltec Senior Center
- Troy Thomas Center
- Eloy/Santa Cruz Library
- Public Works Office
- Community Services Office
- City Hall

Public access to the Community Services Department and City Hall is closed until further notice. City utility payments can be placed in the black box on the east side of the landscape island on the east side of City Hall; citizens can set up online payments at <https://www.xpressbillpay.com/#/>; or, staff can take a credit card payment over the phone. Residents should call 520-464-3401 for all payments or any questions on utility billing.

Citizens should contact 520-466-9201 to make appointments for the following services: cemetery arrangements, notary public, or general questions. If you need information on acquiring a building permit and building inspection, please contact 520-466-2578. Candidates wishing to file for a city office (Mayor or City Council) should call 520-466-9201 to make an appointment with the City Clerk.

### **Are youth recreational and senior programs still available?**

No. All city youth recreational and senior citizen programming has been canceled until further notice.

### **Can my family still have a burial at the cemetery?**

Yes, citizens should contact 520-466-9201 to make appointments for cemetery services.

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

While outdoor courts are open at Trell and Jones Park, public restrooms are closed until further notice. We encourage all users to follow these recommendations:

- Refrain from using parks or outdoor courts if you are exhibiting symptoms
- Follow CDC's guidance on personal hygiene prior to, and the during use of parks or courts
- Follow CDC's guidance on the recommended size of social gatherings including outdoor picnicking, pickup 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 alternative location or depart that space

**The library is closed. What do I do with my books, and will I be charged late fees?**

The library is extending due dates on all materials currently checked out until further notice.

**Fees:** No additional fees will be added to late items during the library's closure.

**Expired cards:** Expired library cards can be renewed by contacting the Eloy/Santa Cruz Library at 520-466-3814.

**Digital checkout limit:** Items from the cloud library online collection have been increased to three checkouts. This will return to one item when the library reopens.

**Returning books:** You can return your items to the outside book drop at any time.

**Items on hold:** Any held items will remain on the hold shelf waiting for you when the library reopens. You will not lose your place in line. Placing new holds for items has been postponed until the library reopens.

**How long will the closures and cancellations last?**

It is unknown at this time. The situation changes daily as new information is announced by the Governor's Office. The City is following State and Federal guidelines while also weighing what is best for the community at the local level.

**Can I still contact the City even if the facilities are closed?**

Yes. City staff is available to answer calls and respond to questions, and City facilities are currently being manned. Staff members who are able to work from home are doing so and are available by email or cell phone to answer questions. For all general City questions, call 520-466-9201.

**City Services**

**Will the Police still be operating?**

Yes, the Eloy Police Department is maintaining a regular business schedule. Police officers are taking appropriate measures to protect themselves and the public from exposure to COVID-19. Our Police personnel is prepared to provide their day-to-day and emergency services to the community. The Police Department will continue to protect and serve the citizens of Eloy on a 24 hour/7 day basis. The non-emergency phone number for the Police is 520-466-7324.

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

Yes, however there are service changes to solid waste collection. Effective April 1, 2020, curbside residential recycling materials will be picked up in the same truck until further notice, and drivers will not pick up additional bags or trash outside carts. Also, bulk trash collection will be suspended until further notice. If you have questions on bulk trash pickup, solid waste or recycling services, or landfill operations, please contact Public Works at 520-466-3082.

### **Is the tap water safe to drink in Eloy?**

Eloy water is safe to drink. The Environmental Protection Agency (EPA) has established regulations with treatment requirements for public water systems that prevent waterborne pathogens such as viruses from contaminating drinking water, and Eloy meets all Federal water quality standards. Additional information located [HERE](#).

### **I cannot pay my city utility bill because I am unemployed – what do I do?**

The City will not be discontinuing/disconnecting utility services to our residents as the community responds to the COVID-19 virus outbreak over the next 30 days. However, residents are still obligated to pay their utility bills. If you have recently lost your job as a result of the virus outbreak, there are several options recently passed by the Federal government that is intended to assist individuals and families financially. The City is currently evaluating its options to address the ongoing service and financial implications of our utility systems. Once this information is available, we will provide more detail. For updates on City response, please visit [eloyaz.gov/](http://eloyaz.gov/).

### **Will the city council meetings maintain their existing schedule?**

At this time, yes. We encourage residents to view the meetings via Facebook Live to help protect citizens and reduce the risk of contracting COVID-19. To submit questions regarding items on the agenda, email [mmyers@eloyaz.gov](mailto:mmyers@eloyaz.gov).

### **What does the State of Emergency mean to the City of Eloy? And how long will it be in effect?**

The emergency declaration allows the City to apply for federal grants and reimbursements for funds used to address COVID-19. It also allows local businesses and individuals to apply for federal emergency funding or special small business loan programs. The State of Emergency will remain in effect until further notice.

### **Has the COVID-19 pandemic affected the 2020 Census?**

No, it is vitally important that you complete and submit your form to the 2020 Census. For the first time, you can respond to the census online. However, responding by mail or phone will also be options. Get more information at: [2020census.gov/](http://2020census.gov/).

### **What should I do if I receive suspicious emails?**

If you receive an email claiming to be from the Centers for Disease Control and Prevention (CDC) or other organizations claiming to offer information on COVID-19, you should:

- Not open attachments or click links within emails from senders you don't recognize

- Not provide your username, password, date of birth, social security number, financial data, or other personal information in response to an email or robocall
- Always verify the web address of legitimate websites and manually type them into your browser
- Carefully check for misspellings or wrong domains within a link (for example, an address that should end in a “.gov” ends in “.com” instead)

If you believe you are the victim of an internet scam or cybercrime, or if you want to report suspicious activity, please visit the FBI's Internet Crime Complaint Center at [www.ic3.gov](http://www.ic3.gov).

## **Schools, Churches, and Community Groups**

### **When will schools reopen?**

Eloy Elementary School District, Toltec School District, and Santa Cruz Valley Union High School District will be closed at least until April 10. Visit their websites for up-to-date information:

[Eloy Elementary School District](#)

[Toltec School District](#)

[Santa Cruz Valley Union High School District](#)

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

The CDC is advising the public to cancel gatherings of more than 10 people. You should check with your church to confirm if they will be holding services. Churches should consider going to web-based/virtual services until further notice. Additional information [HERE](#).

### **My elderly family member has food but needs supplies – where do we go for help?**

If you, a neighbor or friend, have supplies, such as paper products, please share them with your relatives, friends, and neighbors.

Seniors who typically visit the Eloy Senior Center are still being offered “pick up and go lunches” Monday – Friday. Seniors in the program should call the Community Services Department at 520-466-3166 or email at [eloyrec@eloyaz.gov](mailto:eloyrec@eloyaz.gov).

### **Can I get my prescription drugs or other health care supplies?**

Yes. Pharmacies, healthcare supply stores, and healthcare facilities will continue to stay open to the public.

## **Grocery and Retail Stores**

Local market and convenience store times may be changing their operating hours to ensure that employees have time to restock shelves, sanitize, and clean facilities. We will keep updating this list as we receive updated hours of operation information.

Food Town IGA: Monday – Saturday 7 AM-8 PM and Sundays 9 AM-6 PM

Family Dollar: 8 AM - 8 PM

Dollar General: 8 AM - 10 PM

Circle K: Open 24 hours

Lucky Star Market: 8:30 AM – 9 PM

Multi-Mart: 7 AM-8 PM

Safeway: 6 AM – 9 PM, Senior hours are every Tuesday and Thursday from 6 AM – 9 AM

Fry's: 7 AM – 9 PM, Senior hours are Monday – Thursday from 6 AM – 7 AM

Walmart: 7 AM – 8:30 PM, Senior hours are the first hour every Tuesday from 6 AM – 7 AM