

LINKS AND NUMBERS TO CRITICAL RESOURCES

City of Plano COVID-19 Call Line: 972-941-5922, available M-F, 8 a.m.-5 p.m.

COVID-19 Webpage: plano.gov/COVID19

COVID-19 Full FAQs: share.plano.gov/COVID-19FAQs

COVID-19 Resources: share.plano.gov/COVID-19Resources

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COVID-19

What if I think I'm sick?

Patients diagnosed with COVID-19 have reportedly had mild to severe respiratory illness with symptoms of fever, cough, loss of taste and/or smell, and shortness of breath. Symptoms may appear in as few as 2 days or as long as 14 days after exposure. However, some patients can have more severe symptoms, complications, and/or death. Please call your provider before arriving to the provider's office or emergency department to limit the potential spread of any infection.

Can I get exposed/sick a second time?

The virus is so new, that the answer to this question has not yet been scientifically established/validated.

Why don't we hear reports of presumptive positives anymore?

The CDC will no longer provide confirmations on presumptive positive cases. Cases that test positive in local labs will now be considered confirmed upon a positive result.

Where can I find COVID-19 case numbers?

- [Collin County dashboard](#) (provides options to look at the entire County or by city)
- [Texas DSHS dashboard](#)

Are there isolation centers in Plano or Collin County like the Kay Bailey Hutchinson Center in Dallas?

We are not aware of any isolation center in Collin County. The Kay Bailey Hutchinson Center was to be used as a Field Medical Center for those patients not ill enough to require full hospital stays but not well enough to be sent home to isolate on their own. It was to be a stop gap measure should the hospitals become overwhelmed. The Kay Bailey Hutchinson Center was never actually opened and all of the personnel were reassigned to hospitals as surge staff.

GENERAL INFORMATION

What is the STAY HOME order for Plano?

We must exercise individual and collective responsibility and simply STAY HOME. Remind yourself: "Who are the loved ones I am staying home for?" You are asked to minimize non-essential gatherings and in-person contact with people who are not in your household. Your best choice is to STAY HOME. When you can't stay home, Be SMART.

Essential employees –Work Smart.

When going out for groceries and essential services - Shop Smart

At all times - Follow the Smart Health Tips

Why is the City following the Texas Governor's State at Home order and guidelines for Essential Services?

The City of Plano believes simplicity and clarity are important during crisis situations. On Wednesday, March 31, Governor Abbott provided guidance for all Texans regarding what is and is not an essential service. The City believes the Governor's list is the simplest and clearest way for our residents and businesses to know what they should or should not do.

The Governor's instructions are clear. All Texans are to STAY HOME. The only time you should leave home is when you are performing or obtaining essential services. On April 17, the Governor announced that restrictions would be slowly rolled back, guided by science and medical professionals. All Texans should expect business openings to happen in stages. Some openings will begin on April 20 with more to be announced April 27. Additional reopenings will

be announced in May when it is determined the infection rate continues to decline, hospital capacity is stable and testing is at sufficient levels.

What are essential services?

For specifics, the City of Plano is using the [Governor's list](#) to define what is and is not essential.

However, you can start to think through what is and is not essential by asking yourself a simple question: Is this a need or a want?

- A need is something that is necessary for health and life safety – food, medication or urgent medical care, home repairs, work that is essential and cannot be performed from home, and so on.
- A want is something we'd like to do, but isn't a basic necessity and can be delayed to a later date.

In addition to businesses the City of Plano has already closed, the Governor specifically listed services that are not essential:

- Cosmetology Salons
- Massage Establishments
- Tattoo Studios
- Piercing Studios

Two items the Governor included in his list of essentials are:

- Religious services (please refer to [guidelines for Houses of Worship](#)).
- Experiencing the great outdoors, alone or with people living within your household.

With anything the Governor has indicated is essential, you should practicing good hygiene, environmental cleanliness and sanitation, and implement social distancing with people who are not in the same household.

Read the [Governor's Executive Order](#).

Will the city implement a curfew?

At this time, there have not been discussions relating to a possible curfew.

What if I live in Plano, but in Denton County?

Texas Governor Abbott's executive order applies consistent Stay at Home standards across the state, defining essential services.

What if I have general questions and don't know who to talk to?

Send them to askplano@plano.gov or call our COVID-19 Call Line: 972-941-5922. Staff are available to help you Monday-Friday, 8 a.m.-5 p.m.

How do I know the information I'm receiving is accurate?

Be smart. Make sure you confirm the news you hear about COVID-19 by checking the following official websites:

- [CDC \(Centers for Disease Control\) website](#)
- [Texas DSHS \(Department of State Health Services\) website](#)
- [WHO \(World Health Organization\) website](#)
- [FEMA Coronavirus Rumor website](#)
- [Governor Greg Abbott's Executive Orders](#)

What are the CDC's current guidelines on group gatherings?

Please refer to the CDC's website for the [latest guidance](#).

Where can I find public guidance regarding COVID-19 from Collin County?

Check its website for [public guidance](#) for COVID-19.

Can I call the State of Texas to ask more questions?

Department of State Health Services COVID-19 Call Center: 1-877-570-9779 (8 a.m.-6 p.m., M-F; 8 a.m. – 5 p.m. Saturday and Sunday)

Department of State Health Services COVID-19 email is coronavirus@dshs.texas.gov

2-1-1 Texas, option 6: Access frequently asked questions about COVID-19.

HEALTH AND SAFETY

How does someone self-quarantine handled if they live in an apartment? Are the other community residents notified someone living in the building is COVID-19 positive?

Self-quarantines in apartments are no different than if people are self-quarantined in a house. HIPAA restricts health departments from releasing certain information about people who test positive for COVID-19. Currently, the only information disseminated is gender, age, city of residence, whether the patient has underlying conditions and place of quarantine (home or hospital).

Can mosquitoes spread the COVID-19 virus?

To date there has been no information nor evidence to suggest that the new coronavirus could be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water. Also, avoid close contact with anyone who is coughing and sneezing. As we move into mosquito season, the City will be conducting its normal mosquito surveillance and vector control. Learn what the City does to control the mosquito population here: plano.gov/2581/What-the-City-Does

Should I get a face mask?

Follow CDC guidance. Recent studies show a significant portion of individuals with coronavirus lack symptoms and that even those who eventually develop symptoms can transmit the virus to others before showing symptoms. In light of this new evidence, CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission. Current CDC recommendations can be found here:

[cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html)

I'd like more information positive cases, including where they live or work.

The County (Collin and Denton) Health departments identify and contact individuals who may have been exposed. Any individuals identified as having been exposed will be contacted directly by the County. No further personal information will be released to protect patient confidentiality. The County will monitor and investigate COVID-19.

For more information:

- Collin County: collincountytx.gov/healthcare_services/Pages/news.aspx
- Denton County: dentoncounty.gov/COVID19

Where can I see COVID-19 case information in Collin County?

experience.arcgis.com/experience/c00baf45f12a4899aae1c812e29d6cde

Is a vaccine available?

Not at this time.

Is there a medicine/holistic treatment for this disease?

While there is no specific treatment available for COVID-19, physicians treat symptoms. Supportive care can be provided for severe cases.

What should I use to clean surfaces?

Find a [list of suggested effective cleaners](#) from the Center for Biocide Chemistries.

What is community spread?

Community spread refers to people who have been infected with the virus in a specific geographic area, including some who are not sure how or where they became infected.

Can COVID-19 be spread through food?

Currently, there is no evidence it can be spread through food or on food packaging.

What mental health resources are available?

[North Texas Behavioral Health Authority](#)

It is normal to feel stress, anxiety, grief, and worry during times of public crisis. This dedicated line will provide relief to our traditional crisis line while providing the necessary support within our community as we work through this specific crisis. The North Texas Behavioral Health

Authority (NTBHA) COVID-19 Mental Health Support line can be reached at 833-251-7544. Individuals who contact the COVID-19 support line needing a higher level of care will be transferred directly to the traditional 24/7 NTBHA crisis line at, 866-260-8000.

LifePath Systems

LifePath Systems, which serves as the Mental Health Authority in Collin County, is now offering a safe and secure web and mobile tool designed to keep us mentally strong. To learn more go to lifepathsystems.org and click on myStrength at the top of the page. You can also call (972) 562-0190 for more information. For those who feel they need a higher level of care for a non-life threatening emergency, they are urged to call the Crisis Hotline at 1.877.422.5939, which is available 24 hours a day, 7 days a week, 365 days a year. Trained behavioral health professionals are standing by to help. The hotline is available for all adults and children living in Collin County, regardless of insurance or income status.

Substance Abuse and Mental Health Administration's (SAMHSA)

Disaster Distress Helpline – 1-800-985-5990 (or text TalkWithUs to 66746) provides 24/7, 365 crisis counseling and support to anyone who is seeking help in coping with the mental or emotional effects caused by developments related to the coronavirus pandemic. Information: samhsa.gov/find-help/disaster-distress-helpline

HHSC Statewide COVID-19 Mental Health Support Line

Statewide mental health support line to help Texans experiencing anxiety, stress or other emotional challenges due to the COVID-19 pandemic. Available 24/7. Staffed by the Harris Center for Mental Health and IDD, offering trauma-informed support and psychological first aid to those experiencing mental health symptoms related to COVID-19. Counseling services are confidential and free of charge. 833-986-1919

SOCIAL DISTANCING

What is social distancing?

Social distancing aims to prevent sick people from coming in close contact with healthy people in order to reduce opportunities for COVID-19 transmission. Avoid mass gatherings and maintain a distance of approximately 6 feet from others.

Has the City of Plano postponed large gatherings?

All meetings and events at the Plano Event Center, Special Events, and Facility rentals will not be held through April 30, in accordance with the Governor's March 31 executive order. Organizers of impacted events will be offered refunds of deposit and/or fees for events.

TESTING

Is testing available?

First contact should *always* be made with your primary care physician. Online or phone screen through the healthcare entity listed below is required. The decision to test is made by the healthcare provider. Supplies for testing are limited.

- Baylor Scott and White Health: Baylor Scott and White Health is providing BY REFERRAL COVID-19 testing. Log into MyBSWHealth for online screening: bswhealth.com/Pages/coronavirus-information.aspx
- Texas Health Resources: Call 682-236-7601. Available 24/7. texashealth.org/Health-and-Wellness/Understanding%20Coronavirus
- Medical City Healthcare: Visit MedicalCityVirtualCare.com, medicalcityhealthcare.com/covid-19/
- Methodist Health System: methodistnow.life
- Children's Health: Children's Health Virtual App conducting free COVID-19 screening with code **COVID19**. More info can be found here: childrens.com/specialties-services/virtual-care/virtual-visit
- MD Kids Pediatrics West Plano: Requires appointment in ADVANCE. 1-888-776-5252 <https://mdmedicalgroup.us/drive-thru-testing-for-covid-19-dfw-locations/>
- Elite Care: 972-378-7878
- Catalyst Health Network: 214-964-0319 catalysthealthnetwork.com/coronavirus
- Faster Care: 972-234-3299
- Legacy ER: 972-731-5151
- Legacy ER West: 972-688-6020
- iCare: 214-407-8668
- Medco Frisco: 469-707-8447
- Medco Plano: 469-747-0164
- Metroplex Medical Centres COVID-19 Rapid Testing: (214) 580-7277. dfwdesis.life/
- Modera Clinic: 972-987-0458 moderaclinic.com
- Neighborhood Medical Center: 972-726-6464 neighborhoodmedicalcenter.com **no appointment is needed for drive thru.*
- Omni Medical Center: 972-668-6868 (two locations: 1 in Plano and 1 Richardson)
- Primacare curbside: 972-424-6581 (Alma Drive) 972-733-0095 (West Plano Parkway) nextcare.com/curbside/
- WellHealth: 469-789-2595 wellhealth.studio

Apple has released a virtual COVID-19 self-test. You do not need to download the app; the assessment questionnaire can be completed online: apple.com/covid19

Most private lab collection services such as LabCorp, Quest Diagnostic, Clinical Pathology Labs, and other private lab services offer both molecular testing and serology testing services at most lab collection sites with a valid health care provider test request.

I heard there are two different types of tests available. What is the difference?

Molecular testing (PCR) and Serology testing (antibody) are very different. In general, a doctor would not use antibody testing to diagnose an illness since it takes a bit for the antibodies to build up in the body systems. This is how we know that some people actually had COVID-19 but did not show any symptoms. The molecular testing looks for the rNA of the virus in the respiratory tract and is a much better way of knowing whether an infection is *currently* active.

The availability of the two types of tests will vary depending on the provider. It is best to call and research if the provider has the type of test that you desire.

COVID-19 and Volunteer Plasma Donors

Did you or someone you know test positive for COVID-19? Our community needs volunteer plasma donors who have recovered from COVID19 – the illness caused by infection with the novel coronavirus. People who have recovered from COVID-19 may produce beneficial antibodies in their plasma. People who are severely ill with this infection may recover when given these antibodies. Doctors can use this donated plasma to help severely ill people recover from the infection.

If you are interested in voluntary plasma donation please call Carter Bloodcare at 817-412-5830 or visit their website: carterbloodcare.org/like-become-covid-19-convalescent-plasma-donor/. Participation is completely voluntary. Carter Bloodcare will explain the screening process and collection, when you contact them.

When will we get drive-through testing sites in Collin County?

Collin County has advised there are no plans to open drive through testing centers as a County because several clinics throughout the county are doing this for their own patients. The limiting factor for mass testing is lack of supplies at laboratories.

Where can I see the number of tests administered and other COVID-19 case related information in Texas?

txdshs.maps.arcgis.com/apps/opsdashboard/index.html#/ed483ecd702b4298ab01e8b9cafc8b83

Where can I see COVID-19 case related information in Plano?

planogis.maps.arcgis.com/apps/opsdashboard/index.html#/9ca2f719dbd147ce98673a97e3c8f45b

Why aren't COVID-19 tests free?

There are many complexities to the “free testing” through the FFCRA. The FFCRA establishes that the cost of the test is free if an individual has private insurance, Medicare, Medicaid, or CHIP. However, if the visit to a health care provider does not result in a COVID-19 test, if you get tested somewhere that is not in network, or if you are treated in anyway besides just getting a test, an individual could end up getting a bill.

What does “transferred” mean in the case reports?

A “transferred” case was originally reported in Collin County, but then transferred to another county corresponding to the city of residence.

Do test numbers have any relationship to hospital locations?

The number of COVID cases in specific zip codes is based upon the home address of the individual testing positive. Proximity of hospitals or medical clinics within a specific zip code has no bearing on the number of positive cases reported.

GROCERIES AND SUPPLIES

What grocery stores and pharmacy shopping options are available for 65+ and other at-risk populations?

Our team has developed a list of local grocery and pharmacy businesses. The list includes their current hours, delivery fees and any special shopping hours set aside for senior and at risk populations: Plano.gov/groceryhours

Do you have concerns about our food supply lines and grocery store provisions?

Our grocery store partners have told us:

1. Product limits at stores are working and have been effective to stabilize product availability.
2. In the case of any government shutdown, grocery stores will be open. There is no need to stockpile.
3. There is not a water emergency, so please stop buying up bottled water so we can use our trucks to ship the items people need—grocery, meat, etc.

Where can I buy (soap, sanitizer, etc.)?

We don’t track store inventories, so we can’t provide recommendations for shopping locations. However, hand washing with soap and water is more effective than sanitizer and is actually the preferred method for keeping hands clean. Just be sure to wash your hands thoroughly (at least 20 seconds). You may consider using other household cleaners in place of wipes for surfaces.

Bars are closed and liquor stores are very busy. Are liquor stores essential?

Liquor stores have the same classification as grocery stores and will remain open.

RESTAURANTS AND FOOD OPERATIONS

Close the bars and restaurants!

City of Plano Ordinance No. 2020-3-4 says restaurants, microbrewery, or wineries are limited to providing take out, delivery or drive-in or drive-through services only. Also, bars, lounges, taverns, and private clubs must close but can provide delivery or drive up services if allowed by law. Gyms and theaters are required to close their facilities to the public. The Governor’s

executive order on March 31 restricts people from going to massage establishments, tattoo studios, piercing studios, and cosmetology salons. These restrictions are in place until the end of April.

What is the penalty for a bar or restaurant continuing to offer dine in service?

We will use progressive enforcement in these cases. The penalty can be up to \$2,000 as ordered by the court.

What kind of actions are restaurants taking to ensure the food they are delivering is safe?

Environmental Health staff conduct routine inspections of restaurants to verify compliance with the Plano Food Code. The food safety standards outlined in the Plano Food Code must be followed regardless of where the food is consumed. Once the food is provided to a consumer directly, or indirectly through a delivery service, the food establishment relinquishes possession of the food.

Can a 51% bar still serve food to go?

The Governor's order restricts restaurants to drive-through, carry-out or delivery only.

Can a food truck sell in my neighborhood?

Yes, but verify they have a current City of Plano health permit for food service.

How do I know if I can sell alcohol to go?

Please refer to guidance from the TABC: tabc.state.tx.us/coronavirus/files/To-GoDelivery.pdf

Where can I find a list of Plano restaurants offering food to go?

Please support our Plano restaurants through this period! Find a list of businesses offering to go services here: share.plano.gov/RestaurantsToGo

How should residents report food establishments not complying with temporary closure rules? Please contact the City of Plano Environmental Health & Sustainability Department at (972) 941-7143 and envhealth@plano.gov.

Can a restaurant establishment still serve patrons in their outdoor patio seating?

No. The Governor's order restricts restaurants to drive-through, carry-out or delivery only.

What is a "private club"?

Private clubs are defined as a business that has on premise alcohol sales that includes food service. "Assembly halls" without food service are not considered private clubs. However, per [Governor Abbott's executive order issued March 19](#), in accordance with Federal Guidelines to Mitigate Spread of COVID-19, social gatherings in groups of more than 10 people should be avoided.

BUSINESSES AND OTHER FACILITIES

Governor Abbott's Plan for the Restarting the Texas Economy

The Governor issued new Executive Orders on Friday, April 17. In addition to announcing the formation of a Task Force to focus on guiding the reopening of the Texas economy, the Governor said the state has made significant progress through the Stay Home Executive Order. However, he cautioned business openings will be guided by science and medical professionals and all Texans should expect business openings to happen in stages. Some openings were announced on April 17 with more to be announced April 27. Additional re-openings will be announced in May when it is determined the infection rate continues to decline, hospital capacity is stable and testing is at sufficient levels.

The first businesses to open will present minimal or no threat to spread COVID-19:

- Effective Monday, April 20, State Parks will reopen. However, visitors must wear face masks, can't gather in groups larger than 5, must maintain 6-foot social distance unless in same family group.
- Effective Wednesday, April 22, current restrictions on doctors and medical procedures will be loosened however all licensed health care professionals and all licensed health care facilities must continue to postpone all surgeries and procedures that are not medically necessary. The loosened restrictions now allow for:
 - Procedures that would not deplete the hospital capacity or the PPE needed to cope with COVID-19, or
 - Surgeries or procedures performed in a licensed health care facility that has certified in writing to Texas HHSC both (1) that it will reserve at least 25% of its hospital capacity for treatment of COVID-19 patients, and (2) that it will not request any PPE from any public source for the duration of the COVID-19 disaster.
- Effective Friday, April 24, all Texas retailers can operate with a "Retail-To-Go" model. Under this model, reopened establishments are required to deliver items to customer's cars, homes, or other locations to minimize contact. State guidelines to re-open retail businesses can be found here: dshs.texas.gov/coronavirus/
- Infection control policy and minimized staff movement between nursing homes and state supported living centers is required.
- School classrooms are closed to in-classroom instruction for the remainder of the 2019-2020 school year. This applied to all public and private schools, as well as higher education.

Businesses in the City of Plano that fit within the Governor's guidelines for reopening on April 22 or April 24 will be able to do so without additional requirements or fees from the City.

How does the Stay Home order and gathering guidelines apply to religious organizations?

Governor Greg Abbott's March 31 orders specifically included religious services conducted in churches, congregations, and houses of worship as essential services. Houses of worship should provide online or drive-up or drive-thru services if possible. If that is not possible, they may

follow the guidance issued by the Texas Attorney General and the Governor that takes into consideration the level of community spread. Please see the [guidelines for Houses of Worship](#) from the Texas Governor and the Texas Attorney General.

Under what specific law does a city have the right to close down entire categories of private businesses?

The Texas Government Code allows cities under disaster declarations to use “extraordinary powers” to shut down businesses for public health concerns

Is my business essential or non-essential?

Essential Services are defined as follows:

1. the list of services in the Department of Homeland Security Guidance on the Essential Critical Infrastructure Workforce, Version 2.0. The list includes a broad range of services. See the list here: tinyurl.com/u8j94wo
2. religious services conducted in churches, congregations, and houses of worship: See [guidelines for Houses of Worship](#).
3. any other services deemed essential by the Texas Department of Emergency Management. Applications may be submitted to the State to request a service be added to the list. Apply here: tdem.texas.gov/essentialservices/

Where can businesses receive guidance in preventive health, sanitizing, etc.?

[The Department of State Health Services website](#) provides guidance for businesses.

Where can businesses receive guidance in reopening?

State guidelines to re-open retail businesses can be found here: dshs.texas.gov/coronavirus/

Can the City require non-essential businesses to close?

No. However, remote work should be allowed whenever possible. Businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, and implementing social distancing.

Can the City require retailers of tobacco products, electronic cigarettes, and CBD products to close?

No, but businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, and implementing social distancing.

Do dog groomers, animal boarding facilities, animal shelters or veterinarians have to close their businesses?

No, but businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, and implementing social distancing. These businesses should only be frequented as necessary for animal welfare.

Can nail and hair salons operate as usual?

The Governor has ordered people to avoid the following businesses:

- massage establishments
- tattoo studios
- piercing studios
- cosmetology salons (includes, but not limited to, businesses for personal grooming such as nail and hair salons but does not include services for animals such as dog groomers.)

The City can't require the above businesses to close, but if customers are patronizing these businesses, the City will respond to a complaint and ask them to leave.

Can providers of personal services (massage, tattoo, piercing, cosmetology salons), perform those services in a residence?

There is no specific restriction on receiving personal services in a residence but the Governor did order all people to minimize social gatherings and minimize in-person contact with people who are not in the same household except when providing or obtaining essential services. The personal service businesses are not considered essential.

Can construction sites continue to operate?

Yes. Construction is classified as an essential service. Essential services consist of everything listed by the [U.S. Department of Homeland Security in its Guidance on the Essential Critical Infrastructure Workforce, Version 2.0](#). In providing or obtaining essential services, people and businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, implementing social distancing, and working from home if possible.

What should I do if I'm an essential worker but also required (age or risk factors) to stay at home?

The Governor's order makes an exception to the stay at home requirement for essential services. Healthcare providers are an essential service. You should discuss your concerns with your employer. In providing or obtaining essential services, people and businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, implementing social distancing, if possible.

Can Bingo halls remain open?

They are not required to close but pursuant to the Governor's executive order on March 31 every person in Texas shall, except where necessary to provide or obtain essential services, minimize social gatherings and minimize in-person contact with people who are not in the same household.

What are the hotel regulations?

Currently, there are no hotel regulations specific to COVID-19.

My daughter is getting married and the venue says they are open. Is this legal?

As of March 18, Council action closed restaurants and food courts, allowing take-out, delivery or drive-through only, and closed all bars, lounges, or taverns; theaters; gyms; and private clubs. All are closed through April 27, though this date may be revisited or repealed by the

Mayor or City Council at an earlier date. If the wedding venue does not offer food service, it is not closed. However, per [Governor Abbott's executive order issued March 19](#), in accordance with Federal Guidelines to Mitigate Spread of COVID-19, social gatherings in groups of more than 10 people should be avoided.

Does the flyer on my business from the City stating it is closed mean I am in trouble?

No. All businesses affected by the March 18th Council action received notification flyers.

What about auto dealerships and service stations?

All businesses should limit gatherings to 10 or less and take actions necessary to prevent the spread of COVID-19, and increase social distancing in the normal course of business activities. Auto dealerships were not prohibited from being open by Governor Abbott, so it is the business' decision to stay open or closed but they should be implementing social distancing practices in accordance with CDC guidance.

What is included in the definition of a gym?

The word *gym* is being interpreted broadly to protect the public health and includes Health/Fitness Center; Community Center (as to recreational, athletic, and theater activities); Private Recreation Facility or Area; Dance, Gymnastics, and/or Martial Arts Studio as those are defined in the Plano zoning ordinance (see below). Small group training is also not allowed at gyms under this Order.

Community Center

- A building or complex of buildings that house cultural, recreational, athletic, library or entertainment facilities owned and/or operated by a governmental agency or private non-profit agency.

Health/Fitness Center

- A public or private facility operated to promote physical health and fitness. Activities may include exercise, physical therapy, training, and education pertaining to health and fitness. Uses or combinations of uses or facilities would typically include, but are not limited to, game courts, weight lifting and exercise equipment, aerobics, swimming pools and spas, and running or jogging tracks. (ZC 96-29; Ord. No. 96-11-29)

Private Recreation Facility or Area

- A facility or area that is owned and/or operated by a nonprofit organization and that provides for sports, leisure, and recreation activities operated for the exclusive use of its members and their guests and not the general public. (ZC 2011-28; Ordinance No. 2011-10-10)

Studio (Dance, Gymnastics, and/or Martial Arts)

- A building or portion of a building used as a place of work for a gymnast, dancer and/or martial artist or for instructional classes in gymnastics, dance and/or martial arts.

What about daycares?

Daycares are classified as an essential service. Essential services consist of everything listed by the [U.S. Department of Homeland Security in its Guidance on the Essential Critical Infrastructure Workforce, Version 2.0](#). In providing or obtaining essential services, people and businesses should follow the Guidelines from the President and the CDC by practicing good hygiene, environmental cleanliness, and sanitation, implementing social distancing, and working from home if possible. Here is the link to the [CDC guidance for businesses and employers](#). We encourage everyone to decide in the best interest of your own health and safety, taking into consideration the specifics of each individual family member.

What does this mean for dental offices?

Effective Wednesday, April 22, current restrictions on doctors and medical procedures will be loosened however all licensed health care professionals and all licensed health care facilities must continue to postpone all surgeries and procedures that are not medically necessary. The loosened restrictions now allow for:

- Procedures that would not deplete the hospital capacity or the PPE needed to cope with COVID-19, or
- Surgeries or procedures performed in a licensed health care facility that has certified in writing to Texas HHSC both (1) that it will reserve at least 25% of its hospital capacity for treatment of COVID-19 patients, and (2) that it will not request any PPE from any public source for the duration of the COVID-19 disaster.

How will you enforce Plano's order mandating closures and gatherings?

We are seeking voluntary compliance first, as we do with our normally for our operations. We will practice progressive enforcement.

COMMUNITY RESOURCES

Does Plano offer any financial assistance during the COVID-19 pandemic?

- There is a homelessness prevention program that the City provides through the Assistance Center of Collin County. Assistance is through appointment only at this time. The program offers limited rent and utility assistance to households at or below 60% of the Dallas HUD Metro Area Median Income (AMI) limits. Further information on the program is available at plano.gov/3508/Homeless-Services
- If you have financial challenges due to the COVID-19 pandemic paying your water bill, please call Customer and Utility Services at 972-941-7105.
- Work options are available for service workers through [Get Shift Done](#).

Can I be evicted if I can't make my rent right now?

Collin County evictions have been placed on hold until May 8, 2020. The City of Plano has a Homelessness Prevention Program that assist individuals with paying for rent. It is administered by the Assistance Center of Collin County (ACCC). ACCC is currently taking applications for the

City of Plano program. If this individual will please call ACCC at 972-422-1125, press # 2 and leave a message stating that you are calling for the City of Plano Homelessness Prevention Program. The ACC will call the individual back and schedule an appointment. If they have any further questions, they can call us at 972-208-8235.

Does the eviction freeze apply to extended stay hotels?

No, it does not. At this time the residential eviction delay only applies to conventional rental properties.

When are WIC benefits distributed?

Being a good neighbor means trying not to grocery shop until after the 3rd of the month. Our neighbors who rely on Special Supplemental Nutrition Program for Women, Infants and Children (WIC) and other food assistance programs get their monthly allotment on the 1st. Our heavily-shopped stores already present a challenge for these friends who by the nature of the programs [can only purchase specific food-related items from an approved list](#). If you must shop, avoid purchasing items labeled as WIC-approved on grocery store shelves. Having the kids home has likely already added pressure to a budget that’s always tight. If you can afford to put off shopping, please do.

SNAP Benefits

SNAP recipients will get the maximum amount for their household size (if they don't already) for April and May. The April amount was added Wednesday, April 15. Because of COVID-19, interviews are currently not required for applications or renewals. SNAP, Medicaid and Healthy Texas Women benefit renewals that are due during the pandemic will be renewed automatically. You will be notified by mail when it is time to renew again. You do not need to call. More about the program, maximum monthly SNAP amounts based on family size and available retailers: YourTexasBenefits.com

PMAP Assistance Program

Recognizing some Plano residents need help right now, the Plano Citizens Police Academy Alumni Association (PCPAAA) has deployed a volunteer assistance program for Plano residents. The PMAP (PCPAAA Members Assisting Plano) is:

- Available to residents of the City of Plano only
- Intended primarily for the COVID-19 high risk group, at-risk, or temporarily incapacitated
- Designed to minimize any contact between volunteers and recipient of support or assistance
- Does not expose credit/payment information between individuals

It’s simple – after making contact with the PMAP program, you order from a local retailer (Walmart, PetSmart, Kroger, etc) and, where possible, set your pickup time at a time agreed to with the volunteer who will help you. Pay for your items when you place your order – volunteers will not place your order, pay for your items or transport you to/from the store. Deliveries are made to your door by PMAP volunteers. There is no fee for the service.

Here's how it works:

- Send an email requesting assistance to either: pcpaaa-request@associationwebsworks.com or PMAP@VisionFX.com
- In the email, include ALL of the following: Requestor's name, address, phone number (important!), location of pick-up (store name and address)
- Await confirmation of the request
- A PMAP volunteer will contact you when your request is accepted to coordinate pickup time, order number, contact information, etc.
- When ordering, you must specify on your order the name of the PMAP volunteer who will pick up your order to avoid confusion at the pick-up location.
- You must provide your phone number in case issues arise at pick-up
- Once you receive your delivery, let the service know the request is complete and provide feedback at that time.
- Remember: The PMAP program does not accept responsibility for improperly filled orders, missing or damaged items, orders lost by the retailer at time of pick-up.

What resources are available for the unemployed?

Employees whose work has been impacted by COVID-19, whether by a reduction in hours or a loss of their job, are encouraged apply for unemployment benefits online:

twc.texas.gov/jobseekers/applying-unemployment-benefits

Employers can also utilize online filing for mass claims they file on behalf of employee groups laid off due to COVID-19. Texas Workforce Commission's unemployment benefits phone line may have periods of high call volume. You can file your claim online at ui.texasworkforce.org and check the box for COVID-19 if your unemployment was caused by the pandemic. TWC offers a tutorial on its website for filing online: twc.texas.gov/files/jobseekers/tutorial-apply-for-benefits-online-twc.pdf.

Jobs in Texas

If you are looking for work, please visit the statewide site: workintexas.com. This site is a comprehensive online job search resource and matching system developed and maintained by the Texas Workforce Commission. It provides recruiting assistance to Texas employers of all types and sizes, and job search assistance to any individual seeking work in Texas. The site connects employers directly to employees. There is no cost and you can search by zip code or by city.

What resources are available to businesses?

We understand that many small businesses may be struggling at this time. To help ease the burden for small businesses, the U.S. Small Business Administration is offering low-interest federal disaster loans for working capital to small businesses suffering substantial economic injury as a result of the Coronavirus. To learn more about these loans, visit

[SBA Disaster Assistance in Response to the Coronavirus](#). The loan application portal is temporarily closed. When it reopens, it will be [here](#).

Are there any volunteer opportunities being organized by the city?

The City is currently evaluating volunteer options that will not put our residents' health and safety at risk. When those are identified, we will share out with the community.

Tax Deadline Extension

The IRS has moved Tax Day from April 15, 2020 to July 15, 2020. While individuals, families, and businesses have an additional 90 days to file and make payments without interest or penalties, those who may receive tax refunds should file now to get your money.

Guaranteed Sick Leave and Paid Family Medical and Leave Reforms

If your ability to work has been impacted by COVID-19, your employer may be required to temporarily provide for fully paid sick leave and extend Family and Medical Leave Act (FMLA) benefits to employees who must stay home to care for a child whose school or care provider is unavailable due to COVID-19.

Unemployment Insurance

In an effort to provide financial relief for those who have been laid off due to COVID-19, Congress has provided \$1 billion in emergency administrative grants to increase state capacity to process unemployment applications, make payments, and provide a federally funded extra week of benefits.

Mortgages and Rent

All evictions and foreclosures on HUD-backed properties have been suspended and Fannie Mae and Freddie Mac have been directed to suspend all foreclosures and evictions for at least 60 days for homeowners with mortgages backed by the government-sponsored enterprises.

Student Loans

Interest rates for borrowers with federally held student loans are set to 0 percent for the next 60 days.

Meal Assistance for Seniors

H.R. 6201 provided \$250 million for the Senior Nutrition program. If you are in need of meal delivery, please contact Meals on Wheels Collin County online or call (972) 562-6996.

Protect yourself from Fraud and Coronavirus-related Scams:

Department of Justice: [justice.gov/coronavirus](https://www.justice.gov/coronavirus)

Federal Trade Commission: [consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing](https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing)

Salvation Army Resources

- Drive-thru food pantries at 13 locations. Find a location: [salarmy.us/ntxhours](https://www.salarmy.us/ntxhours)
- Educational programming for our shelters with children to continue their education
- Remote learning opportunities children across the region
- Financial assistance for rent/mortgage, utilities and prescription. Medication

- Food delivery for seniors and veterans
- Information available here: salarmy.us/nt

CARES Act

Provides assistance to families, workers, and businesses in need. A summary of the major provisions included in this package, along with details specifically for individuals, families, businesses, and seniors, can be found at Congressman Van Taylor's website: vantaylor.house.gov/coronavirus/

Families First Coronavirus Response Act

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. The Department of Labor's (Department) Wage and Hour Division (WHD) administers and enforces the new law's paid leave requirements. These provisions will apply from the effective date through December 31, 2020.

Information: www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave

In-home Child Care Access for Frontline Workers

Governor Abbott announced a partnership with Care.com to provide 90 days of free, premium access to their services. Frontline workers looking for child care as well as prospective caregivers can both enroll at <https://texasfrontline.care.com/>. Potential caregivers are subject to Care.com's extensive background and safety checks. While child care services are not typically free of charge, the Texas portal gives residents the ability to waive their fees and volunteer as caregivers, providing additional support to frontline workers.

Bi-Weekly Senior Care Calls

Plano city staff will call to see how you're doing, answer your questions and help connect you to community resources if you need them. To get on our call list, click this link and fill out the form: surveymonkey.com/r/SeniorCall

If you have questions, concerns, or a need for community resources should contact our call center at 972-941-5922 between 8 a.m. and 5 p.m. Monday-Friday. You don't have to wait for us to call you if you need help now. If someone calls you claiming to be with the City of Plano and asks for your personal financial information or asks to enter your home, you should hang up and call Plano Police Department non-emergency number, 972-424-5678 to report it.

Questions and Information about Child Support and Visitation

Please visit the Texas Attorney General's website: <https://www.texasattorneygeneral.gov/child-support/covid19>

Assistance for families grieving COVID-19 deaths

[Carson's Village](#) helps families navigate the difficult decisions after a sudden, unexpected death. Staff will work with families to find affordable burial options, raise money, plan a funeral and then support them through their grieving. They have partnerships in place with the Baylor Scott

& White System as well as several other hospitals. Families needing assistance should contact Carson's Village at www.carsonsvillage.org, help@carsonsvillage.org, or 877-789-0722.

Assistance for Private Non-Profit Organizations

The [COVID-19 Pandemic Private Non-Profit Organization Fact Sheet](#) provides guidance for determining eligibility of private non-profit (PNP) organization applicants and work performed under the Public Assistance (PA) program in accordance with COVID-19 emergency and major disaster declarations. Private entities, including for profit hospitals or restaurants, are not eligible for assistance from FEMA under Public Assistance. For more information on the FEMA Public Assistance Program visit: [FEMA Public Assistance Program and Policy Guide](#)

What utility bill assistance is available?

Atmos Energy (Gas)

At this time, Atmos Energy has temporarily suspended natural gas disconnections. Customers who need help paying their bill may visit atmosenergy.com/customer-service/get-help-paying-your-bill.

- “Sharing the Warmth” – This program leverages the generosity of customer donations with additional contributions by Atmos. Atmos then partners with local nonprofit agencies to reach those specific customers. atmosenergy.com/community/sharing-warmth
- Budget Billing - based on a rolling, 12-month average of the bill and adjusts monthly, providing a more predictable amount due every month. Information: 888-286-6700.

Oncor Electric (Electricity)

Oncor delivers electricity to homes and businesses, but does not sell electricity directly to customers. In Texas, residents and businesses choose their Retail Electric Provider (REP) and they send them a monthly bill. Please contact your REP for billing questions.

Some REPs serving the Plano area:

- Reliant: reliant.com/en/residential/customer-care/billing-payments/index.jsp
- TXU: txu.com/help-center/covid-19.aspx
- Direct Energy: directenergy.com/coronavirus
- 4 Change Energy: 4changeenergy.com/covid-19-information
- Constellation Energy: constellation.com/about-us/news/archive/2020/constellation-steps-up-to-support-customers--communities-with-cr.html

For additional questions on Oncor's service area: oncor.com/SitePages/Covid-19.aspx

CoServ Service Area (Electricity and Gas)

At this time, CoServ is suspending disconnections for nonpayment for electric and natural gas bills for residential Members and Customers through Monday, April 13th. CoServ will monitor the situation and adjust this date as needed. Members are encouraged to visit Coserv.com/financialassistance for help paying their bills. For additional measures CoServ currently has in place please visit coserv.com/About/COVID-19

TXU Energy

If a customer is unable to pay their bill because of economic hardship related to COVID-19. To take advantage of this assistance, TXU Energy customers should call 1-800-242-9113. Help includes:

- Waiving late fees
- Extending payment due dates with no down payment required
- Reducing down payments and deferring balances over five equal installments

Charter/Spectrum

- Charter has opened all of their hot spots for public use without limits for 60 days. In Plano that includes High Point Park, Enfield Park and Heritage Yards.
- Charter is also offering free broadband to homes for 60 days with K-12 and/or college students and waiving installation fees.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Details: corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more

EDUCATION

Where can I find information from Plano ISD about COVID-19?

Please check [here](#).

What about Montessori schools?

For questions regarding Montessori schools, please seek clarification from the Governor's office. Contact information: essentialservices@tdem.texas.gov

What did the Governor say about school closures?

School classrooms are closed to in-classroom instruction for the remainder of the 2019-2020 school year. This applied to all public and private schools, as well as higher education.

What do I do if I see people using PISD's sports fields?

Plano ISD schools and facilities are closed at this time, except for sites where PISD distributes meals Monday through Friday. PISD has been in constant communication with their staff and community regarding guidelines related to accessing their facilities during this time. PISD has communicated clearly that: all Plano ISD facilities, grounds and fields are subject to Governor Greg Abbott's Executive orders and the Collin County Stay-at-Home Order to mitigate the spread of COVID-19. As Plano ISD is reinforcing the importance of such orders through the

closure of our facilities, PISD asks that their families and community assist in keeping the community healthy. If you have additional questions, please contact askPISD@pisd.edu

TRANSPORTATION

Do you have concerns about public transportation?

Refer to the [DART safety-related protocol](#).

DART Temporarily Closing Indoor Waiting Areas

DART is temporarily closing the indoor waiting areas at all transit center locations in response to the spread of COVID-19. Beginning Friday, March 27 at 5:00 p.m., all transit center waiting areas will be closed, but DART riders can continue to use the outdoor areas for boarding buses and light rail vehicles. On DART buses with rear doors, customers will also be required to board the vehicle through the rear access. Passengers are urged to practice social distancing while waiting to board DART vehicles and while on all buses and trains. That means maintaining a six-foot distance between fellow riders and your DART operator. Learn more on how DART is responding to the coronavirus pandemic at [DART.org/health](https://www.dart.org/health).

WATER

Do you have concerns or questions about our water supply?

Find information about COVID-19 and our water supply from our water provider, the [North Texas Municipal Water District](#).

Are there water-related considerations for reopening facilities?

The following information was provided by the North Texas Municipal Water District:

The COVID-19 pandemic response has resulted in many buildings and facilities closing to occupants completely or being sparsely occupied for long periods of time. Those buildings and facilities could be holding stagnant water in their plumbing systems which can be harmful to human health in multiple ways. For example, stagnant water that has little or no disinfectant residual can harbor harmful waterborne pathogens such as legionella bacteria or stagnant water can experience higher concentrations of some metals that are present in plumbing systems such as lead or copper. Under normal occupancy and water use conditions, water flows through these plumbing systems and is kept fresh and healthy, avoiding the harmful effects of stagnant water. The fix for stagnant water in plumbing is to flush it through building pipes and replace it with fresh water from a connected public water system prior to re-opening a building or facility.

Owners and managers of buildings and facilities are highly encouraged to implement best practices for maintaining water quality in plumbing systems and to take necessary steps to flush

stagnant water from plumbing systems before occupants return. It is important to note that the amount of flushing necessary for each facility will vary. There are number of resources building owners and managers can look to for guidance on re-opening facilities and links to some of those resources are included below.

- The U.S. Center for Disease Control and Prevention published [Guidance for Building Water Systems](#) to ensure water safety after a prolonged shutdown.
- The CDC published [Guidance for Building Water Systems](#) to ensure water safety after a prolonged shutdown.
- The American Water Works Association has a [number of resources](#) related to waterborne pathogens and water quality in general.
- Purdue University has [information and resources](#) available related to building water safety.
- The U.S. Department of Labor Occupational Safety and Health Administration provides [broad information](#) related to COVID-19 in the workplace.

TRAVEL

Should I cancel my trip?

Please refer to the [CDC Coronavirus Travelers information webpage](#). Be aware that information changes frequently. In countries where commercial departure options remain available, U.S. citizens who live in the United States should arrange for immediate return, unless they are prepared to remain abroad for an indefinite period. Up-to-date travel information and information for those traveling abroad can be found on the US State Department Travel website: <https://travel.state.gov/>

Do I need paperwork to travel in the area?

No, you do not.

State of Texas Travel Restrictions

Governor Abbott issued an executive order on drivers coming to Texas from Louisiana. Travelers must complete Texas DPS paperwork and self-quarantine for 14 days. This does not apply to commercial, emergency or medical.

Individuals traveling to Texas — with Texas being their final destination — through an airport from the Tri-State Area (New York, New Jersey and Connecticut), California and Washington state, as well as from New Orleans, Miami, Atlanta, Detroit and Chicago, will be subject to a mandated self-quarantine of 14 days and must complete [this form](#). Read the details on the [Mandatory Terms of Self-Quarantine](#).

ELECTIONS

What is COVID-19's impact on the upcoming May 2, 2020 election?

Governor Abbott issued a proclamation allowing political subdivisions (cities & ISD's) to postpone their May 2, 2020 election to the November 3, 2020 uniform election date. Moving the election does require action by the governing body of the subdivision conducting the election. The City of Plano and Plano ISD are not conducting May elections. Frisco ISD and Lewisville ISD are conducting elections. Voters in those jurisdictions should consult the entities for the most up to date election information.

MUNICIPAL OPERATIONS

How can I participate in City Council meetings?

Upcoming Plano City Council meetings will be by videoconference. The Council Meeting regular session begins at 7 p.m. It is preceded at 5 p.m. by the Executive Session, which is followed by the Preliminary Open Meeting.

How to Speak at the Council Meeting via Videoconference

To speak at the Council meeting, registration is required at the following URL location:

https://plano.zoom.us/webinar/register/WN_e_zalmkFQcKRA3EL5NjnRg

Comments will be received via broadcast by webinar. Please register ONLY if you wish to address the Council. Emails may also be submitted to councilcomments@plano.gov by 5 p.m. the day of the meeting. Watch the City Council meeting live on:

- [Facebook \(facebook.com/cityofplanotx/\)](https://www.facebook.com/cityofplanotx/)
- planotv.org

Comments regarding Planning & Zoning agenda items should be sent electronically by 5 p.m. to PZComments@plano.gov

View the City Council and Planning & Zoning Commission meetings live on:

- Facebook ([facebook.com/cityofplanotx/](https://www.facebook.com/cityofplanotx/))
- planotv.org

What if I need to pay my water bill in person?

We closed the front counter for payments at 5 p.m., March 18. Cash can be dropped at the drop box on the side of City Hall. No change will be given; any leftover amount will be applied as a credit on the account. They can call 972-941-7105 and let someone know they are at the window and we can give them a receipt. There may be a wait time when they call due to call volume. Other payment options are still available online and via the call center.

Will my water be shut off?

In an effort to provide support and relief during this Public Health Emergency Declaration, we have suspended water utility disconnections and late fees. We understand the difficulty in meeting due dates and the financial hardship you've encountered. However, we encourage all residents and businesses to pay whatever amount possible to avoid a high outstanding balance when business resumes as normal. Payment arrangements will be offered in the near future and will be reviewed on a case by case basis.

Is the Collin courthouse closed?

Find the latest updates on County operations, including the Courts, at the [Collin County website](#).

When is the Emergency Operation Center open?

The EOC is operating virtually 24/7.

What about my trash and recycling collection?

Regular every-other-week recycling collection and weekly trash collection continue, along with bulky waste collection. We have implemented safe distancing procedures to protect the health of our collection crews. Simple Recycling resumes curbside textile collections on Monday, April 27. If you've been cleaning out closets, here's your chance to move those clothes out of the house. Put items in the orange Simple Recycling plastic bag and place it on the front curb on your regular recycling day. Learn more: <https://plano.gov/3436/Curbside-Textile-Recycling>

Can I get an additional recycling cart?

With more people staying home because of COVID-19, we are receiving lots of requests for additional recycling carts. While we appreciate your effort in recycling, our inventory is limited and we are not able to provide additional carts during this event. Free up space in your cart by putting large pieces of flat cardboard with your yard trimmings collection. Additional messaging if needed: Limited inventory is used only for replacement of damaged carts and new home placements.

Can residents still take items to the Custer Transfer Station or the landfill in Melissa?

Yes. Both the landfill in Melissa and Custer Transfer Station remain open. All current guidelines regarding use of these facilities remains in effect. Please review before taking a load for disposal: <plano.gov/DocumentCenter/View/35983/NTMWD-Acceptable-Waste-Policy-Jan-2020-PDF?bidId=>

What about electronics recycling?

We are continuing to offer Electronic Recycling Events. However, during our current health crisis, please follow these rules when you bring items to Electronics Recycling sites.

- Stay in your vehicle.
- 1 car at a time will be unloaded, so please wait in line patiently

Program details: <plano.gov/3435/Electronics-Recycling>

Can I still purchase Texas Pure Products?

You can still purchase products at our Custer Road retail store. Our Melissa site is temporarily closed.

Are you still issuing property code violations?

During the current Public Health Emergency Declaration, the Property Standards Division is focusing our efforts on public health and life safety violations. While this is our main focus, we will continue to provide excellent customer service to our residents and businesses by monitoring our community for nuisance violations and responding to citizen complaints for property maintenance concerns. We are also monitoring businesses that are affected by the Governor's and City's orders for compliance.

It is during these trying times that members of our community must rely on each other more than ever. If you receive a notice of violation on your property, you will be advised what the concern is and receive instructions on how to remedy it, along with a timeline for compliance. Should you need assistance due to the COVID-19 virus or the Emergency Declaration, please contact the Neighborhood Services department at 972-208-8150.

PARKS AND RECREATION

Will you be closing your recreation centers?

Due to COVID-19 precautions, we have closed our Plano Parks & Recreation facilities until April 27. Decisions regarding facility closures will be made every two weeks. Please check back with us after April 27.

Since you closed the recreation centers, what will happen to my membership?

All memberships will be put on hold and will be extended the amount of days we are closed. Monthly auto renewal memberships will not be charged until we resume operations.

Can I get a refund for a class, program, trip or event that was canceled?

All recreation classes, programs, trips and events canceled due to COVID-19 will be refunded. Recreation staff will contact all participants to process their refund within the next few weeks. Classes and programs that have already started and have been canceled will be prorated.

Are upcoming room rentals and pool party reservations canceled too?

All activities and rentals within the recreation facilities, including aquatics facilities, have been canceled through April 27. Decisions regarding facility closures will be made every two weeks. Please check back with us after April 27.

Are events canceled?

All meetings and events at the Plano Event Center and our special events through April 27 have been canceled. A reassessment will be made on April 27, and decisions made regarding further closures. Organizers will be offered refunds of deposit and/or fees for events.

I don't want to attend an event after April 27. Can I get my ticket refunded?

For Plano Parks & Recreation events, we will give refunds. For events produced by outside agencies, please check the refund policy with the agency itself.

We want to cancel our event at the Plano Event Center. Can we get our deposit/ rental refunded? We will carry forward the deposit and reschedule for a future date or refund if that's not possible. I have reserved a park pavilion; may I cancel and get my money back?

Yes. Please email us at parksinfo@plano.gov and we will cancel your reservation and give you a refund.

Are Open Space, parks, Playgrounds, and trails impacted by City of Plano facilities closures?

Plano parks, playgrounds, open space, and trails are currently open for use. Unfortunately, our friendly park monitors have identified three "hot spots" where park patrons repeatedly fail to make responsible choices. These locations include the basketball court at Shawnee Park and the volleyball courts at Russell Creek Park and Bob Woodruff Park. In an attempt to keep the parks and trail open, and to encourage social distancing, we are temporarily removing the basketball rims from the court at Shawnee, the nets from the volleyball courts at Russell Creek Park and the net from the volleyball court at Bob Woodruff.

The City of Plano wants our residents to continue reaping the benefits of our 85 award-winning parks and nature preserves. But it's going to take a little help and cooperation from you. Please follow social distancing guidelines and use wisdom when considering any activity outside of the home.

I know the parks are open, but does that include the disc golf courses?

Yes, they are open.

Are municipal golf courses still open in Plano?

The City owned golf courses, Pecan Hollow and Ridgeview Ranch, reopened Friday, April 17. Both courses will adhere to the current social distancing guidelines established by the Texas Attorney General, as well as provide additional measures that will reduce any health risk to the golfers. This decision is consistent with the actions of our neighboring cities. Important things to know:

- All tee times must be booked and paid for online.
- Tee times will be spaced every 15 minutes.
- Single riders only in carts
- Carts are washed/wiped down with disinfectant after each use.
- Flags will remain in place.
- Signage is placed around the course as a reminder of social distancing.
- Bunker rakes and water stations have been removed from course.
- Cups have been turned upside down to keep golf balls closer to ground level.

- The Pro Shop and club house are closed, with takeout food available from the outside window only. Only credit cards accepted.
- The Beverage Cart is not in service.
- Restrooms will be sanitized every hour.

Are public playgrounds being cleaned?

Playgrounds are not on a regular cleaning/sanitizing schedule. Although these public amenities remain open at this time, the City of Plano is strongly encouraging our residents to use wisdom and exercise caution when considering any activity outside the home. We all have a social responsibility to keep ourselves, our families and our community safe and healthy.

Are public water fountains available?

Public drinking fountains are available. Although these public amenities remain active, they are not on a regular cleaning/sanitizing schedule. The City of Plano strongly encourages our residents to use wisdom and exercise caution when considering any activity or interaction outside the home. We all have a social responsibility to keep ourselves, our families and our community safe and healthy.

How are State Parks (which are temporarily closed) different than City of Plano parks?

State or National Parks are destinations, generating high-traffic and large gatherings. Local parks like ours are used primarily for trail running/walking by individuals and households/families. Because we have cancelled all sports activity there are not opportunities for large gatherings.

The parks are really crowded!! Where can I go for a walk?

Did you know Plano scores very high on the number of residents living within a 10 minute walk to a park or trail (ParkScore, Trust for Public Land)? When the urge to get some fresh air hits, we recommend you consider visiting one of our 81 parks in a *socially responsible* way to cure Cabin Fever. This means:

1. Observe recommended social distancing (6 feet) from others while passing and during open space use
2. Do not use the parks or trails if you are exhibiting symptoms
3. Share the trail and warn other trail users of your presence
4. Be prepared for limited access to public restrooms or water fountains

Remember: We all have a role to play in keeping our community safe and healthy. Please use wisdom and exercise caution when considering any activity outside the home.

Are the dog parks affected by City of Plano facilities closures?

Yes. Dog parks are closed in an effort to promote social distancing. Plano parks, open space, and trails are currently open for use. Animal ordinances should still be followed, and we encourage residents to practice social distancing.

Is the skate park affected by City of Plano facilities closures?

Yes. The skate park is closed in an effort to promote social distancing. Plano parks, open space, and trails are currently open for use. Ordinances should still be followed, and we encourage residents to practice social distancing.

Are athletic sites affected by the City of Plano facilities closure?

All sports leagues in Plano will be suspended through April 27, 2020 for practice and play at which time the closure will be reassessed. Managed athletic fields will remain closed for drop-in usage. Athletic staff is planning field maintenance projects to take place during down time. Drop-in practice fields are still open. Although these backstops and open areas in neighborhood parks remain open to the public on a first come, first served basis, the City of Plano is encouraging our community to use wisdom and extreme caution when using these areas and not conduct team practices. Everyone has a social responsibility to keep our community safe and healthy.

Please note: effective April 1, 2020, Plano Independent School District athletic fields, courts, stadiums and other facilities are closed to the public. Use of running tracks at campuses (only) is permitted for casual, individual fitness use, as long as proper social distancing protocol is observed. Many PISD schools are located next to Plano parks, please observe PISD closings when you visit your neighborhood park. For more information about PISD closings, visit visit.pisd.edu/healthupdate.

How are you enforcing social distancing in the parks and on the trails?

In an effort to keep every park open, the City will redeploy our Parks and Recreation and Library staff members to every major park in Plano. We will also send them out to our smaller neighborhood parks on a rotational basis. These “friendly monitors” will remind park patrons about the City’s emergency declaration, which recommends social distancing. The monitors will wear City of Plano shirts and will have City identification badges.

View list of approved [soccer practice locations](#) at athletic sites.

View a [list of drop in and practice fields at neighborhood parks](#).

Parks are impacted differently during periods of rain. Be aware that fields will have varying surface quality based on seasonal weather which impact growth and maintenance of areas.

Will you close the parks? (general or specific locations)

Everyone has a social responsibility to keep our community safe and healthy. We are discussing usage trends, staff observations, and reviewing feedback like yours to assess how parks and trails are being used. We have been using the City of Plano webpage and social media platforms to educate public on how to use the Plano Park & Trail System during this time of social distancing. Understanding that not every resident monitors Plano online platforms; Parks & Recreation placed educational signage last week. The City of Plano encourages our community to use wisdom and extreme caution when considering any activity outside the home.

Is Arbor Hills Nature Preserve open?

Arbor Hills Nature Preserve remains open, use level is being monitored daily, and we need your help to keep it open for you to enjoy. If the designated parking areas are full, please go to another park. Do not park on neighboring streets. If you live in Plano, there's a good chance you're within a 10-minute walk to a park or trail. We advise you determine a secondary park option to visit prior to departing for Arbor Hills. Explore Plano's parks and trails at link below. plano.gov/405/Parks-Trails?fbclid=IwAR3NwxluHOWP6jng6dmpHAL81GKrpulAI2-6IMKNCb8WUA-B9uE-luGYdlg

Why is there a parking reduction at Arbor Hills Nature Preserve?

In an effort to foster social distancing guidelines, Plano Parks & Recreation, with assistance from the Plano Police Department, is reducing the number of available parking spaces at Arbor Hills Nature Preserve. Starting on Friday, April 3, the upper parking lot at Arbor Hills Nature Preserve will be closed until further notice. Additional parking closures began April 11. Parking on grass or in non-designated parking spaces is prohibited and will be enforced. There are 169 spaces available. Please practice social distancing when walking to and from the parking lot and trails. Be respectful of the neighboring residential communities, if the parking areas at Arbor Hills are full or if trail usage is high, please go to another park. We advise you plan a secondary park option to visit prior to departing for Arbor Hills. Plano's parks and trails at link below. plano.gov/405/Parks-Trails?fbclid=IwAR3NwxluHOWP6jng6dmpHAL81GKrpulAI2-6IMKNCb8WUA-B9uE-luGYdlg

Why is the parking lot entrance at Arbor Hills Nature Preserve blocked off?

Plano Parks & Recreation, with assistance from the Plano Police Department, will be managing parking lot entry during peak times to reduce congestion. If lots are full, be respectful of the neighboring residential communities and go to another park. Please practice social distancing when walking to and from the parking lot and trails. We advise you plan a secondary park option to visit prior to departing for Arbor Hills. Plano's parks and trails at link below. plano.gov/405/Parks-Trails?fbclid=IwAR3NwxluHOWP6jng6dmpHAL81GKrpulAI2-6IMKNCb8WUA-B9uE-luGYdlg

Are park pavilions available?

All pavilions rentals have been canceled through April 27. Decisions regarding facility closures will be made every two weeks. Please check back with us after April 27. Although pavilions and their associated amenities remain accessible to the public, these amenities receive minimal service. They are power washed on a rotating schedule (typically monthly) and are not sanitizing regularly. The City of Plano strongly encourages our residents to use wisdom and exercise caution when considering any activity or interaction outside the home. We all have a social responsibility to keep ourselves, our families and our community safe and healthy.

Where can I find additional information regarding Plano Parks & Recreation?

[Click to view COVID-19 related Plano Parks & Recreation.](#)

Will PSA have to finally suspend their seasons?

PSA has postponed the Spring Seasons for all sports, clubs and skills training. PSA will be shutting all buildings but will have their call center answering phone calls between noon and 4 p.m. Monday through Friday. They have completed planning for summer camps but will not be setting start points until we know more.

Wellness Center Update

The Wellness Center is open! Staff see nursing clients in office one day a week.

- If you would like to make an appointment, please call 972-953-7669.
- If you have an appointment: Call the Wellness Center at 972-943-7667 when you arrive. They will escort you into the building. All individuals must have their temperature taken when entering the building.
- The Wellness Center has placed a high priority on your health and safety. They are practicing good hygiene, environmental cleanliness, and sanitation, and have implemented social distancing to prevent the spread of COVID-19

All other services, including counseling and social services, are conducted via telephone. Call 972-953-7669 to schedule an appointment for counseling or social services (benefits, resources, etc.). Durable Medical Equipment is available for lending. Individuals in need of an item should call the office to check availability. Individuals picking up or returning borrowed equipment will follow the same health protocols as those arriving for nursing appointments.

PLANO PUBLIC LIBRARY

What options are there for me to participate in library programs while the buildings are closed?

Tune in to the [Plano Public Library Facebook page](#) for live programs! The current schedule is:

- 11 a.m. Monday, Wednesday, Friday: Preschool Storytime
- 10 a.m. Tuesday and Thursday: Rhyme Time
- 2 p.m. Monday-Friday: other early learning and family learning programs

Will items I've checked out from the library be due while the library is closed?

Library items will not be due at this time. Physical items are now set to check out for 30 days. Items previously checked out will not be due until the first week of May.

Will the digital library still be available?

Yes, all online resources are still available to library card holders: [eBooks & More](#), [Databases](#)

Can we return items to the library?

Bookdrops closed on Saturday, March 21 at 6 p.m. – please keep books and materials you have checked out until we reopen. Any items you have checked out will not be due while the library is closed. Access to digital resources will be provided even if your account has overdue items:

bit.ly/eBooksAndMore

Can we pick up holds from the library?

After March 21, items already on hold will stay on our shelves and your place in line remains.

Procedures for picking up your hold are online here:

plano.gov/DocumentCenter/View/43173/Holds-Pickup-Information-at-Plano-Public-Library?fbclid=IwAR2DkCXtMOtd4HmDIAb-sd_DRNn-QFQ9835Itk2c-mUJIZwWscDF0BBF49I

ANIMAL SERVICES

Is the Animal Shelter open? Hours changed?

Staff will be available during normal business hours, but we will be limiting operations that require public contact. Owners wishing to reclaim pets, citizens dropping off a stray animal, or people wanting to adopt a pet must make an appointment. Owned pets will not be accepted for surrender unless the animal needs humane euthanasia. Owners wishing to surrender pets will be asked to either keep their pets until normal operations resume or rehome their pets on their own. Adoptable pets can be viewed on our [Petfinder page](#). If you need to register your pet, please do so online at petdata.com. Appointments may be made by calling (972) 769-4360. Telephones will be answered during normal business hours, but during high volume periods, callers may reach a voicemail system. Please leave a message, and your call will be returned as soon as possible.

What about lost pets?

Owners who lose a pet can submit a lost pet report and view tips on finding their animal [on our website](#). There is a map on this page that lists most of the stray animals we are currently holding in the shelter. If the owner lives close to the borders of another city, they also need to contact those cities to determine if their pet is there.

Are stray animals to be brought to the shelter? Or will staff in the field come pick them up?

People who find at-large pets can submit a found pet report [on our website](#). Citizens who trap animals will be told to suspend trapping activities until further notice.

Are Animal Services Officers on duty?

Animal Services Officers (ASOs) will be on duty during normal business hours for field operations, with some exceptions depending on the nature of the call. ASOs will be available 24-hours a day for emergency calls.

Is there a need for animal services to temporarily foster pets in citizens' homes? Do you need food for the animals or emergency foster homes?

Donations are always needed to ensure our pets get the highest quality of care possible. Monetary donations can be made [on our website](#). Donations of supplies can be delivered to the animal shelter at 4028 W. Plano Parkway, Plano, TX 75093. Donations can be left outside the front door, and we will bring into the building as soon as possible. For additional information, please call (972) 769-4360. Telephones will be answered during normal business hours, but

during high volume periods, callers may reach a voicemail system. Please leave a message, and your call will be returned as soon as possible. All in-shelter volunteer and community service activity is suspended.

How can I protect my pet?

The Texas Veterinarian Medical Association put out information on COVID-19 related to your pets. The best way to protect your pet is also the best way to protect humans: wash your hands! Find more information at tvma.org/.../0/Images/tvp-20-corona-fact-sheet.pdf

With food shortages can we lift the chicken restrictions in Plano?

The ownership of livestock animals is limited to properties zoned agricultural. According to the [US Food and Drug Administration](#), there are “no nationwide shortages of food” and “no widespread disruptions have been reported in the supply chain.” The low stock of certain items many stores experienced was due to the sudden increase in demand for those products and it took time for them to restock. In response, many stores have implemented policies to help ensure there is adequate access to all of the necessary supplies needed to provide for everyone’s needs. This should help address the momentary lack of availability for toilet paper, meat, eggs, and other items the stores experienced in the beginning of this pandemic.

PLANO POLICE DEPARTMENT

How do I access citizen services from the Plano Police Department?

Please file reports online at plano.gov/1529/Online-Police-Reporting and obtain crash reports at plano.gov/728/Crash-Reports. If you are not able to file your report online, you can call 972-424-5678 (our non-emergency number) and file a report over the phone. As always, if you need immediate police assistance, please call 9-1-1 and officers will respond.

Are regular patrols going through neighborhoods to ensure gatherings aren’t happening?

Yes.

CITY OF PLANO CLOSURES/POSTPONEMENTS

An up-to-date list of City Facility closures can be found at plano.gov/COVID19

Closures & Cancellations:

- All Parks & Recreation facilities are closed until April 27, at which time the closure will be reassessed.
- All Library facilities are closed until April 27, at which time the closure will be reassessed.
- The Day Labor Center is closed until April 27, at which time the closure will be reassessed.
- All meetings at the Plano Event Center, Special Events, and Facility rentals will be offered refunds of deposit and/or fees for events.
- All City Board and Commission meetings, except for Plano City Council, Planning and Zoning, and any other meeting required by law, will be postponed until their normal May meeting.
- All sports leagues utilizing City of Plano fields/facilities will be suspended through April 27 for practice and play at which time the closure will be reassessed.
- Municipal Court lobby is currently closed to the public but citations can be paid online at municipalonlinepayments.com/planotx or they can contact the Clerk's Office at 972-941-2199 for further information.
- The City of Plano Municipal Court announced all court hearings and Teen Court sessions scheduled for the remainder of March, April and May have been reset. If the court had phone numbers for the individuals, a recorded message was sent. A written notice also was sent to all individuals affected by the resets.
- The Teen Court is closed through May. If the prohibitions against gatherings is lifted in May, pending cases will be assigned to Teen Court dockets beginning June 8. New Juvenile cases must have a pre-trial hearing before being set for trial in Teen Court. All participants will be notified by mail as soon as social distancing restrictions are lifted.
- Restaurants with or without drive-in or drive through services; drive-in restaurants; drive-through restaurants; or microbreweries, micro-distilleries, or wineries may only provide take out, delivery, or drive-in or drive-through services as allowed by law effective March 18 at 5 p.m. until April 27 (may be revisited or repealed by the Mayor or City Council at an earlier date).
- All bars, lounges, or taverns; theaters; gyms; and private clubs are closed effective March 18 at 5 p.m. until April 27 (may be revisited or repealed by the Mayor or City Council at an earlier date).

Open:

- Municipal Center remains open to the public during regular business hours. To protect our citizens and employees we are limiting social contact including waiting for city service. Please return to your vehicle and call the department you need to visit from lists available in each facility. Please wait in your vehicle until you are called to receive

excellent service. The front counter is also closed to walk-in traffic. Payments can be made by phone, online, nigh drop, mail or through authorized Fidelity Express locations.