

## CITY OF MORENO VALLEY COVID-19 CLOSURE PLAN

In order to reduce the risk of community spread of Coronavirus (COVID-19), the City of Moreno Valley is announcing temporary precautionary changes to City operations that will protect City employees and the public who use City services. Changes from previous announcements are included below so please review carefully. This Amended Closure Plan will be effective April 1, 2020.

The operational changes are as follows:

### **City Hall & Moreno Valley Utility (Annex 1)**

- City Hall and Annex 1 buildings are closed to the public indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- Essential City services will continue but in-person services at City Hall and Annex 1 are suspended indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- An online City Directory to key City departments and resources is available at [http://www.moreno-valley.ca.us/city\\_hall/who2call.shtml](http://www.moreno-valley.ca.us/city_hall/who2call.shtml).
- City Hall has transitioned to online services; residents and businesses are encouraged to use available online public services. The City has subscribed to Zoom video conferencing and highly encourages residents and businesses to use Zoom for video meetings. Zoom is a free online software application and can be found on Google Play, the Apple App store and [www.zoom.us](http://www.zoom.us).
  - To setup a video meeting, contact the City by e-mailing [ContactUs@moval.org](mailto:ContactUs@moval.org) with your request.
- In addition to online services, the City is accommodating the lack of in-person services by heavily staffing phone lines. The City's main phone line is 951-413-3000.
- Moreno Valley Utility bill payments can continue to be made through the following methods:
  - By mail: MVU Payment Processing Center 380 N. San Jacinto St. Hemet, CA 92543
  - By phone: 844-657-6473
  - Through MyMVU (<http://www.moval.org/mvu/my-mvu-app.html>)
  - Online: PAYBILL ONLINE (<https://share.dwcorp.com/WebShare/Anonymous/GuestPay.aspx?clientKey=3654&viewID=3>)
  - Via a dropbox located outside the MVU office at 14331 Frederick St.
  - To help with financial challenges due to COVID-19, MVU will temporarily suspend disconnections and late fees for customers unable to pay their bill.
- MVU Administration phone number is 951-413-3500 or website <http://www.moval.org/mvu/index.html>.
- MVU's 24-hour customer service number is 844-341-6469

### **Parks & Community Services**

- The following Parks & Community Services facilities are closed to the public indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health:
  - Conference and Recreation Center, including Grand Valley Ballroom
  - TownGate Community Center
  - March Field Park Community Center and Annex

- Cottonwood Clubhouse
  - Moreno Valley Senior Community Center
- Moreno Valley Senior Community Center: Although the Senior Community Center is closed, Family Services Association will continue to provide meal services on Wednesday from 11:00 am to 1:00 pm in a drive-thru format to promote social distancing. All FSA's recipients receive five meals per week, fruit, and milk.
- All recreation programs, classes, facility use permits and reservations are cancelled indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- As previously announced, all citywide events are cancelled through May 31, or until further notice.
- Time for Tots program at all locations is cancelled indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- All youth and adult sports activities are suspended indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- City parks, skate parks, Moreno Valley Equestrian Center and Hound Town Dog Park will close to the public indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health. This will be effective on April 1, to promote and encourage social distancing.
- Cottonwood Golf Course is closed to the public indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health. The First Tee program has been suspended indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- The Movin' Thru MoVal Mobile Recreation Center has been suspended indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- A Child's Place after school child care program is cancelled at all sites, until Moreno Valley and Val Verde Unified School Districts re-open.
- After School Education and Safety (ASES) Expanded Learning Program is cancelled in line with MVUSD and VVVUSD closures, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- Park Rangers will continue to serve the public with proper social distancing and PPE measures in place.
- For additional information contact the Parks & Community Services Department:
  - Main line at 951-413-3280
  - Division email addresses: [sports@moval.org](mailto:sports@moval.org), [parks@moval.org](mailto:parks@moval.org) or [recreation@moval.org](mailto:recreation@moval.org).

## **Libraries**

- City libraries are closed indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health.
- While the libraries are closed, Moreno Valley will be relaxing its fee policy:
  - All late fees will be suspended and due dates extended during this period.
  - Patron holds for items are suspended.
  - Patrons may continue to enjoy the items they have already borrowed.

- Library patrons are encouraged to utilize the Library's online resources:
  - Library website: <http://www.moval.org/mv-library/index.html>
    - eBooks and eZines of many types are available
    - Access your account online from this website
    - Search the library's collection
    - Homework help is available
    - Help for job-seekers, students, and adult learners is available
- Patrons may still request assistance from Library staff by email or by leaving a phone message:
  - Main Library: 951-413-3880
  - Mall Branch: 951-413-3761
  - e-Mail: [cityLibrary@moval-library.org](mailto:cityLibrary@moval-library.org)

### Animal Services

- Moreno Valley Animal Services will be closed with limited public access **by appointment only**. Monday 9:30 a.m. – 4:30 p.m., Tuesday – Friday 9:30 a.m. – 5:30 p.m., & Saturday 10:00 am. – 3:30 p.m. for the following services:
  - Pet owners may reclaim a lost pet
  - Pet adoptions Tuesday through Saturday only
  - Pet transfers to Animal Rescue Partners
- Encourage residents to download the FindingRover app to reunite lost pets with their families.
- Dog licenses may be purchased online at [http://www.moreno-valley.ca.us/resident\\_services/animal/licenses.html](http://www.moreno-valley.ca.us/resident_services/animal/licenses.html)
- Field responses by Animal Control Officers will be limited only to public health and safety issues including dangerous animals, sick or injured animals, police/fire assistance, deceased animals, and cruelty investigations.
- Moreno Valley Veterinary Clinic will remain open by appointment only to provide medical care for community pets; call 951-413-3780.
- Animal Services Contact information is: Ph.: 951-413-3790 FAX: 951-413-3769 email: [animalshelter@moval.org](mailto:animalshelter@moval.org)

### Employment Resource Center (ERC)

- The Employment Resource Center will be open, but will practice social distancing so residents can still receive job assistance resources.
- Jobseekers may call 951.413.3920 or email [erc@moval.org](mailto:erc@moval.org) for assistance.
- All programs including workshops and trainings will be cancelled or offered via online formatting, when available.

### City Services

- All City services requiring in-person visits or public service counter assistance (including business licensing and building permits) has been suspended or made available via phone, online or through email.
- Most building inspection services will continue.

- All Public Works services will remain in place with the exception of in-person submission of documents and over-the-counter services for permitting or plan check.
- The City's Corporate Yard public counter is closed indefinitely, pending further updates to the Governor's Executive Orders or Riverside County of Public Health. Please call 951-413-3160 for service inquiries.
- Refuse collection and street sweeping will continue per the regular schedule or until otherwise modified. Street sweeping parking citations shall be postponed during the Governor issued Executive Order N-33-20 ordering that all individuals stay home or at their place of residence ("Shelter in Place").
- The City's Corporate Yard and Moreno Valley Utility (Annex 1) are open for deliveries.

#### **Financial Support for Residents and Businesses**

- To aid residents and businesses financially during this unprecedented time, the City has suspending penalties and interest for late payments for utilities, parking citations, business license fees and library fines that are incurred beginning March 18, 2020 until further notice.
- The City will also refund fees for any cancellation of Parks and Community program services at City facilities and off-site locations and Parks facility rentals due to the mandatory facility closure.

#### **City Public Meetings**

- City Council meetings will be conducted by teleconference pursuant to the Governor's Executive Order indefinitely, pending further updates to the Governor's Executive Orders. Electronic comments are encouraged by residents.
- Upcoming Commission, Committee and Board meetings will either be suspended or conducted via teleconference until further notice.
- Written comments may be submitted to the City Clerk by email at [cityclerk@moval.org](mailto:cityclerk@moval.org).

#### **Fire Station and Police Department**

- The Riverside Sheriff's Office - Moreno Valley Station at the Public Safety Building is closed to ensure the health and safety of our First Responders. However, limited services for important matters are still available in person. Please check in with the staff member at the front entrance at 22850 Calle San Juan De Los Lagos. Residents may call 951-486-6700 for non-emergency police assistance and general information.
- All Fire stations will be functional but closed to the public for routine business in order to protect our first responders. We encourage visits to our website at [mvfd@moval.org](mailto:mvfd@moval.org) or calling 951.486.6780.