

**COVID-19 PANDEMIC**  
***Frequently Asked Questions***  
**City of Eloy**  
**Updated April 7, 2020**

**General Information**

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

Mayor Belloc and the Eloy City Council have taken proactive steps to meet the challenges related to the Coronavirus Disease 2019 (COVID-19) with the declaration of a City State of Emergency on March 18, 2020. The purpose of this City State of Emergency was to accept the recommendations from the Centers for Disease Control (CDC) relating to social distancing, mitigating situations where there is a potential for disease transmission, and dealing with the symptoms of COVID-19. The Emergency declaration also allows the City to seek Federal Emergency Management Agency (FEMA) funds to combat the COVID-19 pandemic. The Eloy City Council and staff are committed to serve Eloy residents with essential city services on a daily basis, while continuing to be prepared to help meet the ever-changing challenges resulting from the COVID-19 pandemic.

**What does Governor Doug Ducey's Stay Home, Stay Healthy, and Stay Connected Executive Order 2020-18 mean for you?**

Residents should limit their time away from their homes, except to engage in essential functions and activities.

- You can leave home to go to the grocery store. We encourage you to purchase only one week's worth of food and supplies for your household.
- Residents can leave home to pick up prescriptions or seek medical, behavioral health, or emergency services.
- You can leave home to care for a family member, friend, or pet in another home.
- Residents can leave home to get outdoors for some exercise. Be sure to abide by physical distancing guidelines and stay at least 6 feet apart from others.

**What are the "essential functions" listed in the Executive Order?**

- Healthcare and Public Operations
- Human Service Operations
- Essential Infrastructure Operations
- Essential Government Functions
- Essential Businesses and Operations

## **What are the new guidelines released by Governor Ducey regarding essential services and recreational activities?**

As of 5:00 pm on April 4, 2020, the following services were closed until further notice:

- Barbers
- Cosmetology, Hairstyling, Nail Salons and Aesthetic Salons
- Tanning Salons
- Tattoo Parlors
- Spas
- Massage Parlors
- Community Pools
- Swap Meets

Daycare centers providing care for individuals with children in any essential services category will be able to continue operations.

The Executive Order can be found [HERE](#).

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

If you have flu-like symptoms (dry cough, fever, feeling extremely tired, shortness of breath) and it is not an emergency, call your medical provider first and follow the [Centers for Disease Control and Prevention \(CDC\)](#) guidelines.

Local hospitals and healthcare providers are typically requesting that people with these symptoms call ahead as they have implemented very restrictive visitation policies. Many family practitioners have adjusted scheduling processes to separate well-visits from sick visits. Please call ahead of your intent to utilize the medical facility so that you understand their updated protocol entirely before you come on their premises.

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

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

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

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

[Arizona Department of Health Services](#)

[Pinal County Public Health Department](#)

[Office of the Governor Doug Ducey](#)

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

The Coronavirus is considered "widespread" throughout Arizona since there are positive cases in all 15 counties of the State. Information on specific locations of positive COVID-19 cases is not currently available. However, it continues to be extremely vital to adhere to the recommendations of the CDC, State Health Services and Pinal County Public Health in order to reduce the risk of community spread. In addition to washing your hands and/or using hand sanitizer frequently, as well as maintaining

appropriate physical distancing, it is recommended that you wear a cloth mask where social distancing cannot be achieved. Without widespread testing and isolation of infected individuals, this is the only way to combat this pandemic.

### **Do I call 911 or the non-emergency line if I think I have the virus?**

Only utilize the 911 system in the event of severe difficulty breathing or illness. When contacting 911, advise the dispatcher if you believe you have the flu symptoms/COVID-19 or think you have been exposed. If possible, meet Eloy Police/Fire District personnel outside or in an open-air area.

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

### **Should I, or am I required to close my business?**

Governor Ducey has issued an Executive Order that now requires restaurants in every county in Arizona to provide dine-out options only. Bars, movie theaters, and gyms are closed. Restaurants will be allowed to deliver alcoholic beverages with food purchases. The Executive Order can be found [HERE](#).

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

The latest federal stimulus package called Coronavirus Aid, Relief, and Economic Security (CARES) Act increases authorized loan commitments of up to \$349 billion dollars from the Small Business Administration (SBA). Under this program, approved lenders -- existing SBA lenders are automatically approved -- can provide 100% federally-backed loans of up to \$10 million dollars to eligible businesses.

Although there are more than two programs covered in the CARES ACT, two of them are getting the most attention:

### **The Paycheck Protection Program (PPP)**

The Paycheck Protection Program (PPP) provides cash-flow assistance through 100 percent federally guaranteed loans to employers who maintain their payroll during this emergency. If employers maintain their payroll, the loans would be forgiven for up to 8 weeks of payroll. Small businesses and other eligible entities will be able to apply if COVID-19 harmed them between February 15, 2020, and June 30, 2020, provided the business was in operation on February 15, 2020.

Costs that may be covered under PPP include employee compensation, payment for vacation time or sick leave, payment required for group healthcare benefits, payment of retirement benefits and payment of State or local tax assessed on the compensation of employees. Employer/owner compensation over \$100,000, compensation of employees whose principal residence is outside of the US and qualified sick/family leave for which a credit is allowed under the Families First Coronavirus Response Act are not eligible costs to be covered under the PPP.

Recipients of other SBA financial assistance (e.g., Emergency Economic Injury Grant, Economic Injury Disaster Loan and Small Business Debt Relief Program) may apply for a PPP loan so long as the funds are not used for the same purpose. An entity is limited to one PPP loan.

All current SBA 7(a) lenders are eligible lenders for PPP.

**The Economic Injury Disaster Loan (EIDL).** Eligibility includes Businesses that have been in operation since January 31, 2020, with 500 or fewer employees, and most nonprofits of any size, are eligible to apply including:

- Sole proprietorships, with or without employees
- Independent contractors
- Cooperatives and employee-owned businesses
- Tribal small businesses

The loans may be used to pay fixed debts, payroll, accounts payable, and other bills that cannot be paid because of COVID-19's impact.

- Businesses approved will be offered loan terms up to 30 years with a 3.75 percent fixed interest rate. The interest rate for nonprofits is 2.75 percent.
- SBA offers loans with long-term repayments to keep payments affordable, up to a maximum of 30 years. Terms are determined on a case-by-case basis, based upon each borrower's ability to repay.
- Loans that exceed \$25,000 must be secured to the extent possible. SBA will not decline a loan if you don't have enough collateral but will ask for whatever collateral is available, which may include real estate owned by a business' principals or in the form of a lien.

The CARES Act extends the SBA's Disaster Loan Program through the end of the calendar year. It also waives rules related to personal guarantees on advances and loans of less than \$200,000, lowers the one-year-in-business rule, and waives the requirement that an applicant must be unable to find credit elsewhere.

Additional information located [HERE](#).

### **Can small businesses and nonprofits get evicted for not being able to pay rent?**

On April 6, Governor Ducey issued an Executive Order halting evictions in the State for small businesses and nonprofits that are unable to pay rent due to financial hardship caused by the COVID-19 pandemic.

This Executive Order does the following:

- Encourages commercial landlords to defer rent payments for small business tenants facing economic hardship due to COVID-19
- Consider waiving all fees and interest associated with late payments
- Under the order, evictions will be halted until May 31, 2020

Read the complete Executive Order [HERE](#).

## **What are the latest actions that could affect small business?**

- Governor Ducey provided additional guidance on essential services. Full Release [HERE](#). Spanish [HERE](#).
- On Saturday, April 4, President Trump approved Arizona's request for Presidential Major Disaster Declaration for Arizona. Full Release [HERE](#).

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

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

#### **The following facilities are closed:**

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

Public access to the Community Services Department and City Hall is closed until further notice. City utility payments can continue to be placed in the small black box (not the US Postal Service box) on the east side of the landscape island on the east side of City Hall; citizens can set up online payments at <https://www.xpressbillpay.com/#/>; or, staff will accept a credit card payment over the phone. Residents should call 520-464-3401 for all payments or any questions on utility billing.

Citizens should contact 520-466-9201 to make appointments for the following services: cemetery arrangements, notary public, or general questions. If you need information on acquiring a building permit and building inspection, please contact 520-466-2578.

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

No. All city youth recreational and senior citizen programming is still canceled until further notice.

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

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

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

Effective on April 1, 2020, and until further notice, all city parks are closed. Being outdoors is vital for health and wellness. The City encourages residents to get fresh air, go for a walk in their neighborhood, and practice responsible physical distancing while outdoors.

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

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

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

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

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

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

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

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

It is unknown at this time. The situation changes daily as new information is announced by the Governor's Office. The City is following County, State, and Federal guidelines while also considering what is the best course of action for the Eloy community.

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

Yes. City staff is available to answer calls and respond to questions, and City facilities are currently being staffed from 8:00 am to 5:00 pm each weekday (Public Works is staffed 7:30 am to 4:30 pm daily). Staff members who are able to work from home are doing so and are available by email or cell phone to answer questions. For all general City questions, call 520-466-9201.

## **City Services**

### **Will the Police still be operating?**

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

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

Yes, however, there are recent changes to solid waste collection. As of April 1, 2020, curbside residential recycling materials will now be collected by the same truck as conventional solid waste until further

notice. Drivers will not pick up additional bags or trash outside carts. Also, bulk trash collection will be suspended until further notice. If you have questions on bulk trash pickup, solid waste or recycling services, or landfill operations, please contact Public Works at 520-466-3082.

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

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

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

The City will not be discontinuing/disconnecting utility services to our residents as the community responds to the COVID-19 virus outbreak during the duration of the Governors Executive Order (April 30, 2020). However, residents are still obligated to pay their utility bills. If you have recently lost your job or been furloughed as a result of the virus outbreak, there are several options recently passed by the Federal government that are intended to assist the financial needs of individuals and families. The City is currently evaluating its options to address the ongoing service and financial implications of our utility systems. Once this information is available, we will provide more detail. For updates on the official City response, please visit [eloyaz.gov/](http://eloyaz.gov/).

### **Will the City Council meetings maintain their existing schedule?**

At this time, yes. We encourage residents to view the meetings via Facebook Live to help protect citizens and keep up to date on City issues. To submit brief statements (limited to 3 minutes) for the Call to the Public agenda item and/or questions regarding specific items on the agenda, please email [mmyers@eloyaz.gov](mailto:mmyers@eloyaz.gov).

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

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

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

No, it is still vitally important that you complete and submit your form for your household to the 2020 Census. For the first time, you can respond to the census online. However, responding by phone (1-844-330-2020 English) or (1-844-468-2020 Spanish) is now an option and in the near future, by mail, if these other options are not amenable. Get more information at [2020census.gov/](http://2020census.gov/).

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

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

- Not open attachments or click links within emails from senders you don't recognize
- Not provide your username, password, date of birth, social security number, financial data, or other personal information in response to an email or robocall
- Always verify the web address of legitimate websites and manually type them into your browser
- Carefully check for misspellings or wrong domains within a link (for example, an address that should end in a ".gov" ends in ".com" instead)

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

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

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

On March 30, 2020, Governor Ducey and Superintendent Hoffman announced an extension of school closures through the end of the school year. Visit the school district websites for up-to-date information.

[Eloy Elementary School District](#)

[Toltec School District](#)

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

Additional information can be found [HERE](#).

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

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

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

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

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

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

Yes. Pharmacies, healthcare supply stores, and healthcare facilities will continue to stay open to the public, but may limit patrons or be on reduced hours. Please contact them directly to determine their status.

## **Grocery and Retail Stores**

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

Food Town IGA: Monday – Saturday 7 am-8 pm and Sundays 9 am-6 pm

Family Dollar: 8 am - 8 pm

Dollar General: 8 am - 10 pm

Circle K: Open 24 hours

Lucky Star Market: 8:30 am – 9 pm

Multi-Mart: 7 am-8 pm

Safeway: 6 am – 9 pm, Senior hours are every Tuesday and Thursday from 6 am – 9 am

Fry's: 7 am – 9 pm, Senior hours are Monday – Thursday from 6 am – 7 am

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