



City of Mountain Lake  
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### **City of Mountain Lake COVID-19 Virus Continuity of Operations Plan**

- 1.** The City needs to protect its available workforce in order to maintain government services while doing its part to contain the outbreak and reduce its impact on public health. Depending upon the severity of the outbreak, these measures will be implemented and amended as necessary.
- 2.** As information and recommendations become available from The Centers for Disease Control and Prevention, Minnesota Department of Health, and the state and federal government, operation plans and actions may be amended as recommended or mandated. This plan will be adjusted as needed.
- 3. City Hall** will be open to the public at its normal hours (9AM - 4PM Monday - Friday) starting on Wednesday, June 3<sup>rd</sup>. Those who visit city hall will be asked to use hand sanitizer and keep at least 6 feet distance between them and others in the lobby area. Safety glass has been installed at the front counter. Those who enter are asked to follow posted instructions when entering the lobby. The city encourages those who can utilize the drop box, communicate through email or phone, or avoid entering city hall to please do so. The city asks those who are sick or have been exposed to COVID-19 to not enter city hall. City staff will implement social distancing as allowed, clean and sanitize work areas, practice hygiene guidelines, stay home when ill, and take other pre-cautions as they become available. Staff can still be contacted by the public via telephone or email during normal working hours.
  - Utility Billing – Utility billing will be sent at its normal mailing dates. Utility bills will still be due on its normal due dates. Bills can be paid online on our website via credit or debit card. Processing fees will arise when customers pay but the Utility will take the fee paid and apply it as a credit to the customer's next bill **only if the customer processes the payment. If paid by credit card or debit card and processed by staff at city hall, a processing fee will be added.** The drop box outside city hall is available to drop off payments. Late fees will still be applied unless the customer contacts staff prior to the due date to arrange a payment agreement. More information will be posted on the city's website. **It is highly encouraged to continue to pay your bill electronically, by mail, or through the utility drop box outside city hall.**

- All Other Inquires – Permits, forms, and other requests will still be available on our website and can be processed via phone or email if possible if residents do not want to visit city hall.

- 4. Mountain Lake Public Library** will be open to the public with limited services starting on June 17. Hours will be 10:00 a.m. – 5:30 p.m. Monday – Friday. Curbside pick-ups are still available and will continue until further notice. Building capacity is limited to a maximum of 10 patrons at any given time. Visitors are asked to limit library visits to 20 minutes or less. Family “Browse & Go” sessions are available by appointment. Please call the library to reserve a time to bring your children to the library to pick out library materials. Social distancing is required in the library. 6 feet apart and 1 person per book aisle. Public computers are available to adults only for essential/emergency use only (filing taxes, unemployment, etc.). One 20 minute session allowed per person per day. No gaming, social media, videos, etc. will be allowed at this time. If you are sick or are in a household with someone that is sick, please refrain from using the library to help keep others healthy. Please follow posted rules and guidelines when entering the library. For any questions regarding library hours and procedures, please call 507-427-2506.
- 5. Mountain Lake Community Center** is open for limited reservations starting on Wednesday, June 17. Based on square footage and use of the large room, no more than 88 people at a time are allowed. When making a reservation, the type of event must be known and the occupancy may change depending on the type of event. Hand sanitizer dispensers are installed at the east and south entrances. Proper social distancing must occur. When making a reservation, please use the community center at your own risk. Cleaning and sanitizing will occur at its normal routine schedule. Senior Dining does not plan to return to in-house meals at this time. Pool players may utilize their pool room and the Bone Builder group may use the large room as long as social distancing occurs and areas used are sanitized after use.
- 6. City Parks & Public Spaces** – City park equipment and public restrooms will be open effective May 20, 2020. Playground equipment will not be sanitized. The public is asked to play on playground equipment at their own risk. Public restrooms will be cleaned as normally scheduled. The public is asked to use public restrooms at their own risk. The public is asked to not play on the equipment or use the restrooms if you are sick, to practice social distancing, and to wash/sanitize hands before and after use. User discretion and warning signs will be posted at each park and restroom.
- 7. City-Wide Cleanup** A rescheduled city-wide cleanup date has tentatively been set for Saturday, July 18<sup>th</sup>. The city and Hometown Sanitation will determine later this month if circumstances allow to hold the clean-up on July 18<sup>th</sup>. The date may be postponed again. If the traditional city-wide cleanup is not possible this season, an alternative method of

having multiple drop-off locations with a Hometown Sanitation attendant at each location for a time period on a specific day will be held.

- 8. City Campground** – The city campground will open for all recreational campers with posted guidelines in place effective June 2, 2020. Guidelines include proper social distancing, not using the bathroom / shower house if sick, and respecting space and areas of other campers. The bathroom/shower house will be open. The bathroom/shower house will be cleaned daily. Campers are asked to use at their own risk. User discretion and warning signs will be posted. Same listed rates apply.
- 9. Outside Employees** – Residents are asked to keep distance of at least 6 feet from public employees working on public infrastructure outside.
- 10. Utilities** – Normal operations for electric, water, and wastewater will continue to ensure reliable service for all customers. Projects or items involving face-to-face interactions will be avoided as much as possible or require social distancing of at least 6 feet. In drastic emergencies, neighboring communities (such as members in Central Municipal Power Agency/Services) will be contacted to help assist carrying out critical functions.
- 11. Streets/Storm Sewers** –Streets and storm sewers will be maintained as normal to ensure reliable street access and proper drainage of storm water. Projects or items involving face-to-face interactions will be avoided as much as possible or require social distancing of at least 6 feet. In drastic emergencies, neighboring communities (such as members in Central Municipal Power Agency/Services) will be contacted to help assist carrying out critical functions.
- 12. Emergency Services (Ambulance, Fire, Police)** Emergency services will continue operations to keep the public safe during this pandemic. Responders may ask the caller if they have been diagnosed with COVID-19 or have symptoms of COVID-19 to properly prepare and address the situation. For police calls, non-life threatening matters may be reviewed on a case-by-case basis on whether face-to-face interaction or social distancing is needed to address the situation or if phone or email interactions can be utilized to protect police officer health.
- 13. Public Meetings** may be conducted via conference call or other electronic means (MN Statute 13D.021) or be held in person at the council chambers. The chair / director of each public board or commission may decide how each meeting is held. The City Council will meet in person starting on June 15<sup>th</sup> and also have a call-in number for those who may not want to attend in person. Proper notices and procedures will still apply as stated in Minnesota Statutes.

14. **Temporary COVID-19 Employee Sick Leave Policy (separate document)** will be implemented as a supplement to normal personnel policies until further notice. Changes and amendments as more information becomes available can be implemented as needed.
15. **Local Declaration of Emergency** may occur if determined necessary by the mayor to be able to provide services and continue operations as allowed in Minnesota Statutes.
16. **Items Not Addressed** – Items not directly addressed in this plan will be reviewed and determined by the city administrator, mayor, or department head on the best course of action or require an emergency or special city council meeting to determine solutions if needed.

**Approved by the City Council of Mountain Lake on March 26, 2020.**

**Updated April 20, 2020**

**Updated May 4, 2020**

**Updated May 18, 2020**

**Updated June 1, 2020**

**Update June 15, 2020**