



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 remain closed to the public **tentatively until the first week of June once safety glass and other protection measures are installed. An official re-opening date will be publicized once known.** Office staff will continue to work to carry out critical city operations. 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 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. 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.
 - Energy Rebate Forms – Energy rebate forms are available on our website to print and fill out. Forms can be dropped off in the city drop box, mailed to city hall, or scanned and emailed to city staff. Forms can be mailed to requester if desired.
 - Employment Opportunities – Employment opportunities are posted on our website. City applications are available on our website or can be mailed if requested.

Applications can be dropped off in the city drop box, emailed to staff, or mailed to city hall.

- Building Permits – Building permits will be made available online for residents to print and fill out. Building permits will be sent via mail or email to residents if requested. Residents can contact city staff on proper procedures to fulfill permit requirements and will be handled in a timely manner by staff.
- Cemetery – Sale of cemetery plots and opening/closing of graves will continue and be processed as much as reasonably possible over the phone or email but will be handled on a case-by-case basis with scheduled appointments at city hall.
- Dog Licenses – Dog license forms can be mailed or emailed to residents. Residents can call city staff on how to properly obtain a dog license.
- Golf Cart Permits – A golf cart permit is available on our website to print and fill out. Forms can be dropped off in the city drop box, mailed to city hall, or scanned and emailed to city staff. Forms can be mailed to requester if desired. Proof of insurance is required with the application.
- Data Requests – Members of the public can contact city staff via phone or email on data requests.
- Other Permits & Licenses – Residents can contact city staff on other permits and licenses.
- Other Requests – Residents can contact city staff on all other requests.

4. Mountain Lake Public Library will be closed to the public until further notice. Online resources (e-books, audio books, etc.) will still be made available. Books can be dropped off in the drop-box at the library at any time. **Curbside pick-ups will resume on Wednesday, May 20. Mountain Lake residents can call the library to place an order and arrange a curbside pick-up time. Curbside pickup hours will vary or be amended by staff.** A Mountain Lake Library Facebook page will be established to post virtual and e-learning items for residents to do from their homes.

5. Mountain Lake Community Center is closed to the public until further notice and no reservations or events will be allowed through **June 1st**. All scheduled reservations through **June 1st** will be refunded. The food shelf will have the option to remain open or closed during this time. No in-house meals for Senior Dining will be allowed but the kitchen can be utilized to deliver meals on wheels. Reservations past **June 1st** will be reviewed **at the next Council meeting. Reservations that include less than 10 people and practice social distancing protocols may be allowed if deemed suitable by city staff. Pool**

players may utilize their pool room as long as the group number is less than 10 people, 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** Dates are being determined for a city-wide cleanup on a Saturday in July or August with the understanding that it may be postponed to a later date. No rescheduled date has been set officially.
8. **City Campground** – The city campground will remain closed for recreational campers until Governor Walz lifts the restrictions on recreational camping. If restrictions are lifted or modified from the governor, the city campground will follow what is allowed. Campers who rely on their campsite as a primary residence that are seasonal renters (at least one month or more) or by campers who require shelter for the purposes of critical work (such as construction workers) are allowed to stay at the city campground starting May 6, 2020. The bathroom/shower house will be open on May 20th. 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** will be conducted via conference call or other electronic means (MN Statute 13D.021) **through June 1st and will be reviewed at the next Council meeting.** Proper notices and procedures will still apply as stated in Minnesota Statutes. Non-critical meetings will be reviewed on a case-by-case basis to be postponed to a later date.
- 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