SOUTH GATE CITY HALL
REOPENING GUIDELINES
During the COVID-19 Pandemic

WWW.CITYOFSCOUTHGATE.ORG
In an effort to provide service and assistance in a way that minimizes potential exposure to COVID-19, city services are now being offered remotely by phone, email or online. While City Hall is now open to the public, in-person services will be provided by appointment only, except for customers paying their water bill. City Hall will be open for limited hours, please visit cityofsouthgate.org to view daily hours of operation.

To make an appointment or to obtain information related to online services, please see below for appropriate City department contact information.

<table>
<thead>
<tr>
<th>CITY HALL</th>
<th>CITY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration/City Manager (323) 563-9501</td>
<td>Bulky Item Pick-up &amp; Trash Collection (800) 774-0222</td>
</tr>
<tr>
<td>Building Permits/Inspections (323) 563-9549</td>
<td>Graffiti Hotline (323) 563-5793</td>
</tr>
<tr>
<td>Business License (323) 563-9527</td>
<td>Illegal Dumping Hotline (323) 563-9575</td>
</tr>
<tr>
<td>City Clerk (323) 563-9510</td>
<td>Marriage Ceremonies (323) 563-9573</td>
</tr>
<tr>
<td>City Council (323) 563-9543</td>
<td>Parking Violations (323) 563-5436</td>
</tr>
<tr>
<td>Code Enforcement (323) 563-9558</td>
<td>Parks &amp; Recreation Dept. (323) 563-5479</td>
</tr>
<tr>
<td>Community Development (323) 563-9529</td>
<td>Passport Services (323) 563-9573</td>
</tr>
<tr>
<td>Housing Division (323) 563-9599</td>
<td>Police Dept. (Non-Emergency) (323) 563-5436</td>
</tr>
<tr>
<td>Human Resources (323) 357-5835</td>
<td>Public Records Requests (323) 563-9510</td>
</tr>
<tr>
<td>Planning Division (323) 563-9514</td>
<td>Street Lights &amp; Traffic Signals (323) 563-5773</td>
</tr>
<tr>
<td>Public Works Division (323) 357-9657</td>
<td>The GATE Shuttle/Phone-A-Ride Info (323) 563-5754</td>
</tr>
<tr>
<td>Water Billing (323) 563-9586</td>
<td>Tree/Pothole Repairs (323) 563-5785</td>
</tr>
</tbody>
</table>
For your safety and convenience, South Gate City Hall has made several changes to its operations and public safety requirements to minimize exposure to COVID-19. The following information is provided for your benefit before visiting City Hall to obtain City services. Please note that City Hall will be open for limited hours, please visit cityofsouthgate.org to view daily hours of operation.

## Things to Know

### Before Visiting City Hall

**For** your safety and convenience, South Gate City Hall has made several changes to** its operations and public safety requirements to minimize exposure to COVID-19. The following information is provided for your benefit before visiting City Hall to obtain City services. Please note that City Hall will be open for limited hours, please visit cityofsouthgate.org to view daily hours of operation.**

## Instead of Visiting

**Call or Go Online**

Most City services can now be accessed online or by phone in lieu of coming to City Hall, including paying water bills, plan check review, building permit approval and scheduling building inspections. The public is encouraged to access City Hall services and conduct business remotely.

For more information, please see the “ONLINE & TELEPHONE CITY SERVICES DIRECTORY” on the previous page to contact the appropriate department or visit our website at cityofsouthgate.org.

## Required for Entry

**Appointment**

At this time, visitors are allowed to enter City Hall on an appointment-only basis, except for customers paying their water bill. To make an appointment, please call or email the appropriate City division or department listed on the “ONLINE & TELEPHONE CITY SERVICES DIRECTORY” on the previous page. Once you have an appointment and arrive at City Hall, please check in with the City’s Safety Ambassador located at the City Hall entrance. Congregating in waiting areas is prohibited.

**Temperature Screening**

For the safety of everyone, the temperature of all visitors will be taken before entry to City Hall. Anyone with a fever or symptoms of COVID-19, such as cough, muscle pain, chills, sore throat or shortness of breath, will not be allowed to enter City Hall.

**Face Covering**

All City Hall visitors are required to wear a face covering over their mouth and nose at all times. Visitors will not be permitted to enter City Hall without a face covering and wearing a face covering will be strictly enforced. Children under the age of 2 should not wear cloth face coverings.

City Hall has only one designated public entrance, located on Seaborg Way. All other entrances are closed to the public.
WHILE INSIDE

MAINTAIN PHYSICAL DISTANCING
All visitors must maintain a minimum of six (6) feet of physical distance at all times.

FOLLOW INSTRUCTIONS
Visitors must follow instructions given by the South Gate Safety Ambassador or any South Gate employees, and do business in a timely manner. Visitors are also required to stay behind partitions and wait on the appropriate floor decal for assistance.

KEEP CHILDREN SAFE
Children must be accompanied by an adult at all times. For their safety, children are not allowed to roam freely throughout City Hall.

KEEP SANITIZED
Public restrooms will remain open for City Hall visitors only. Hand sanitizers are available to the public at the entrance to City Hall and at all major City service counters.

FOR ASSISTANCE

SEE THE SAFETY AMBASSADOR
A City employee will be at the entrance of City Hall to assist you.

GO ONLINE
Visit the City’s website at cityofsouthgate.org
In an effort to reopen South Gate City Hall to the public and to safely continue City business during the COVID-19 pandemic, the City has implemented the following safety measures for your protection.

**THE CITY HAS:**

- Posted signs at the main entrance of City Hall stating that anyone with a fever or symptoms of COVID-19, such as a cough, chills, muscle pain, sore throat or shortness of breath, will not be allowed to enter City Hall. The temperature of all visitors will be taken before entry to City Hall.

- Required employees to enter City Hall via employee-only entrances, whereas visitors are required to enter City Hall via the South entrance, off Seaborg Way.

- Provided a cloth face covering for each employee. Disposable gloves are also available for employees.

- Required every employee and every visitor to wear a cloth face covering before entering City Hall. City employees must wear a face covering while in common areas within City facilities, including restrooms, hallways, public areas, public service counters and when more than one person is in an office or meeting space.

- Scheduled custodial employees to conduct cleaning and disinfection of all common areas, restrooms, public counters, door handles and other high touch points regularly during business hours. Custodial employees also complete an additional round of disinfection at the end of each work day.

- Provided hand sanitizer at all public counters and in all work areas for regular use.

- Recommended that all employees regularly disinfect (at least once prior to the start of their shift) their personal work areas, including keyboards, computer mouse, telephones and desktops with the City-provided disinfectant.

- Prohibited employees from sharing personal equipment, including desks, chairs, telephones, pens, computer keyboards, the computer mouse and other office equipment.
THE CITY HAS:

- Implemented contactless payment options via credit card for services and fees.
- Implemented online/phone systems for application submittal, permit approval and building inspection scheduling.
- Encouraged phone and online meetings to maintain physical distancing, and implemented a telephone appointment system for scheduling meetings with City staff.
- Implemented alternative service delivery methods such as online service-request forms and applications and payment methods in order to facilitate online services for the public.
- Installed plexiglass barriers at all public service counters.
- Implemented physical distancing at all public service counters and at City employee workstations.
- Designed a queuing system with clearly designated floor decals to ensure that individuals maintain at least six (6) feet of separation. Congregating in waiting areas is prohibited.
- Provided visible signage reminding individuals to maintain physical distancing and to wear a face covering at all times.
- Published a COVID-19 Recovery Resource Guide online and mailed to all residents.
- Created a COVID-19 Hotline to answer questions and connect residents to available resources such as food pantries, mental health services and more.
ADDITIONAL RESOURCES

CITY OF SOUTH GATE
cityofsouthgate.org/coronavirus or call COVID-19 hotline at (323) 563-9525

LOS ANGELES COUNTY
 covid19.lacounty.gov or call 2-1-1

CENTERS FOR DISEASE CONTROL AND PREVENTION
cdc.gov/coronavirus or call (800) 232-4636

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH
cdph.ca.gov/covid19 or call (833) 422-4255

LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH
publichealth.lacounty.gov or call (213) 240-8144

COVID-19 ROAD TO RECOVERY

FOLLOW INFECTION CONTROL PRACTICES AT ALL TIMES

WEAR
cloth face coverings when in public

MAINTAIN
physical distancing of 6 feet

WASH
your hands frequently & for 20 seconds

STOP THE SPREAD - CITYOF SOUTHGATE.ORG/ CORONAVIRUS