

# COVID Response 2020

Supporting our community

December 1, 2020



#### The Ides of March

- Declared emergency on March 13
- One of the first cities to implement stay-at-home order
- Implemented plan to bring staff to work safely and/or work from home
- Closed City Hall, recreation centers, libraries, parks, sports fields, Animal Care Facility to public access
- One of the first in County to mandate mask usage

















## March and April

- Installed 25+ handwashing stations and portable restrooms to provide access to hygiene and sanitation for our unhoused residents.
- Partnered with San Diego Food Bank and Southwestern College to host a large-scale drive-thru emergency food distribution event
- Established 2-1-1 call center with City staff in Civic Center library to assist Chula Vista/South County residents
- Issued eviction moratorium

















## Employee Outreach and Support

- Developed safety and training videos to inform employees of COVID-19 protocols including sanitizing, travel, leave, testing, etc.
- All employees are provided with PPE for the office or in the field including masks, gloves, eye protection and hand sanitizer
- Established teleworking protocols to provide equipment and resources to staff working from home
- City Manager distributes monthly EOC/COVID-19 update to employees

















#### Conducting City Business

- Transitioned City Council, Board and Commission meetings, and public workshops from in-person to virtual.
- More than 100 virtual City Council, Boards and Commissions and public outreach meetings held since March
- Public participation and commenting options are being promoted and used by meeting attendees

















# Conducting City Business

- Opened Finance Counter with Public Health protocols to serve residents
- Administered online written tests to 625 applicants and interviewed 1,245 candidates via virtual interviews for employment selection processes
- Recorded videos and conducting online onboarding for new employees
- Established staggered work schedules to reduce contact with others in the workplace
- Fabricated public signage for City buildings, parks, recreation centers

















## Conducting City Business

- Launched virtual webinars of popular sustainability and composting workshops
- Providing virtual business assistance and conducting online assessment for businesses to implement waste reduction and recycling measures
- Established contactless process for permits, plans and submittals

















#### Food Distribution

- Community Services Department established a food resource and delivery helpline for Chula Vista residents to request emergency food supplies
- Collaborating with South Bay Community Services for weekly food distribution events in Southwest Chula Vista
- Supporting Community Through Hope to provide food distribution events in Northwest Chula Vista

















#### Supporting our Community

- Established rental assistance program using CARES funding
- Collaborating with SBCS to promote additional rental assistance
- Partnered with SBCS to use Loma Verde Recreation Center as a storage and packing hub for food distribution
- Purchased and distributed 2,000 WiFi Hot Spots to Chula Vista Elementary School District families to ensure children have access to virtual learning

















#### Supporting our Community

- Created Virtual Community Center web portal to engage public with Recreation, Library and Community Resources
- Created Virtual Senior Roundtable videos
- Established a Cool Zone at former Sears site
- Created Away from Home School program to assist employees and local families for children grades K-9 to participate in virtual learning

















#### Supporting our Furry Friends

- Established United4Fur Pet Pantry and food delivery program for homebound individuals needing food for their pets
- Fostered hundreds of pets including dogs, cats, puppies, kittens and guinea pigs
- Adopted more than 560 animals during the pandemic
- Continued to provide spay/neuter and vaccination services

















#### **EOC** Activities

- Collaborated with County to establish three testing sites in Chula Vista
- City staff assisting with drive-thru testing site at South Library
- Partnering with Chula Vista Elementary School District and Family Health Centers of San Diego to offer free testing for students and families

















#### **EOC** Activities

- Distributing 41,000 adult and child-size cotton, reusable masks for distribution to residents – masks have City logo and website
- Chula Vista CERT volunteers activated to support food distribution events across San Diego County
- Providing space for San Diego Blood Bank and American Red Cross to conduct blood drives in Chula Vista
- Providing COVID-19 updates at City Council meetings

















#### Supporting our Businesses

- Educating businesses on Federal, State and County mandates and guidance
- Implementing Economic Recovery Plan with 25 action items
- Assisting businesses in modifying models and moving operations outdoors, including sidewalks, parking stalls, parks, etc.
- Encouraging reorganized layouts to accommodate social distancing and safety protocols

















#### **Economic Recovery**

- Conducted community survey receiving over 800 responses
- Conducted business-owner survey receiving over 500 responses to assess the economic impacts of COVID-19
- Distributed \$1.3 million in small business grants to over 270 local small businesses

















## Marketing and Outreach Campaign

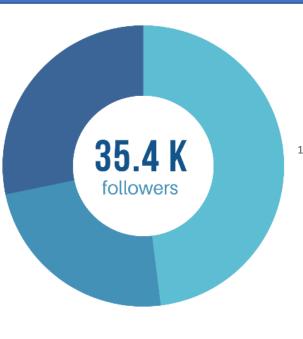
- Leading a business support marketing campaign to assist in economic stabilization and recovery
- Developing a digital advertising and social media campaign for holiday implementation
- Campaign includes new graphics, a video and dedicated website (www.explorechulavista.com)

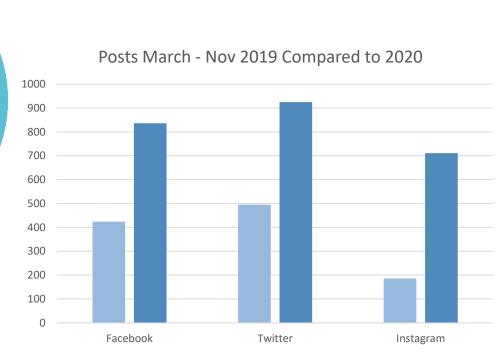




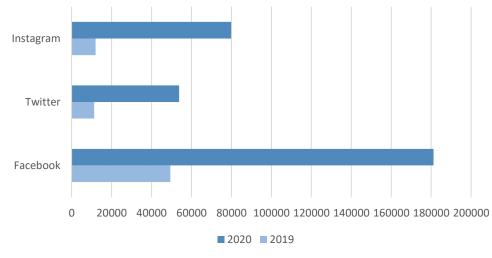


#### **News and Information**

























# Story Telling











# News Media Coverage

9

million impressions

#### The San Diego Union-Tribune

THES. A VISTA

#### Chula Vista gets a new COVID-19 testing site and this one is free

The testing site will be open Sunday through Thursday from 12:30 p.m. to 8 p.m. at the South Chula Vista Public Library

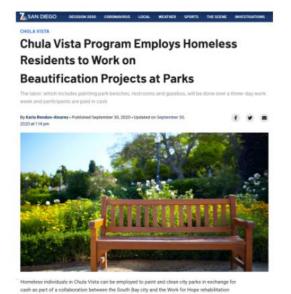
By GUSTAVO SOLIS OCT. 6, 2020 | 8:59 PM

There is a new and free COVID-19 testing site in Chula Vista.

Mayor Mary Casillas Salas and county Supervisor Greg Cox opened the drive-up site at the South Chula Vista Library Monday.

The testing site will be open Sunday through Thursday from 12:30 to 8 p.m. and has enough capacity to conduct 200 tests each day.

Salas and Cox said this new service is part of an ongoing effort to expand testing options to address the continuing high number of cases in the South Bay.









#### CHULA VISTA

SAN DIEGO

#### 'Everybody Is Aware': Chula Vista Moving Away From 'Education First' COVID-19 Enforcement

The city is issuing violation notices in lieu of warning letters, and cease-and desist orders could be more frequent

By Audra Stafford and Rafael Avitabile • Published November 20, 2020 • Updated on November 20, 2020 at 9:59 pm







# Spanish Language Outreach

5.2 million impressions











Aquí está el mensaje de la alcaldesa Mary Casillas Salas sobre la próxima temporada de Fiestas. Cualquiera que sea su plan en #ChulaVista, por favor recuerde incluir el uso de cubrebocas, la distancia social y evitar grandes reuniones. ¡Nosotros podemos hacer esto!

See Translation



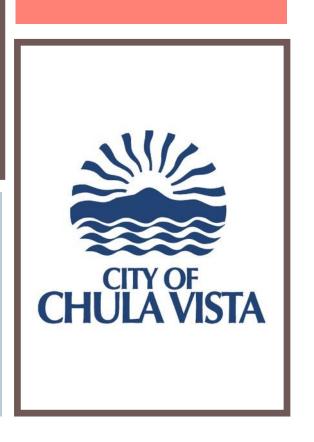
Mayor Mary Casillas Salas November 23 at 12:31 PM - @



Al Día Con Paola Hernández is 1 sharing a COVID-19 Update at La Poderosa 860.







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