Phased Service Restoration Plan
Gaithersburg is a resilient community, made even more so because of the active involvement of residents like you and the commitment of our municipal employees. The current public health crisis is certainly testing us, but through thoughtful planning and preparation, and with a continued sense of compassion and commitment, we will persevere.

The health and safety of our employees and residents is the highest priority. We have been closely monitoring the pandemic and listening to recommendations from local, state, and federal health officials as we formulated the City's Phased Service Restoration Plan. It will be updated as the situation changes, but our primary focus will continue to be on the health and safety of our staff and residents as we gradually return to a "new normal."

City of Gaithersburg
The City of Gaithersburg is taking its reopening cues from the Maryland and Montgomery County Health Departments and the CDC.
Following guidance from the Montgomery County Health Department, the State of Maryland, and the CDC, the City plans to restore services in three phases. This document outlines what our residents can expect to see in each phase, and what will be expected of you when we once again welcome your interaction with our employees.

City of Gaithersburg
Preparation Part 1


| Facilities Deep Cleaned & Sanitized | PPE Sourced and Ordered | Work Plans Developed |
## Preparation Part 2

**Current Stage:** June 1 – 13, 2020

<table>
<thead>
<tr>
<th>Work Plans Implemented</th>
<th>PPE Deployed</th>
<th>Engineering Controls &amp; Signage Installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedures Modified</td>
<td>Employees Trained on Use</td>
<td></td>
</tr>
</tbody>
</table>
PHASE 1

Week of June 14, 2020

Limited Staffing

Restricted Access to the Public
PHASE 1
Health & Safety

- Visitors abide by self-health assessment protocols
- Face coverings when in City facilities
- 6-foot physical distancing
- Wellness windows/sneeze guards in place
- Contactless transactions to the extent feasible
- Sanitization measures in place
<table>
<thead>
<tr>
<th>PHASE 1</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Staffing limited</td>
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<tr>
<td>• Limited public occupancy in buildings</td>
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<tr>
<td>• Online or virtual services to the extent feasible</td>
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<tr>
<td>• In-person services by appointment only. Call or visit website for details.</td>
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<tr>
<td>• Virtual legislative meetings. Registration required for public comments during meeting.</td>
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<tr>
<td>• Virtual committee meetings. Listening via phone conference bridge. No public comment during meetings.</td>
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</tbody>
</table>
PHASE 2

Open to the Public

"New Normal" Operations with Safety Protocols in Place
## PHASE 2
### Health & Safety

| Visitors abide by safety protocols as indicated by building signage and staff direction |
| Visitors abide by self-health assessment protocols |
| Wellness windows/sneeze guards in place |
| 6-foot physical distancing |
| Sanitization measures in place |
### PHASE 2

**Services**

<table>
<thead>
<tr>
<th>Staffing may be limited</th>
<th>Walk-in visits permitted under health and safety requirements</th>
<th>Virtual meetings may continue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public entry at most City facilities allowed under certain conditions</td>
<td></td>
<td>All services may not be restored simultaneously at the start of the phase</td>
</tr>
</tbody>
</table>
### PHASE 3

| • Normal operations with full staff |
| • Open to the Public |
| • All services may not be restored simultaneously at the start of the phase |

| • Health and safety protocols will be determined by Health Department guidelines |

| • Sanitization measures in place |
Many services were successfully conducted online or virtually during the shutdown. Explore online services at gaithersburgmd.gov.

The following slides detail suspended service restoration by phase. Note that all services may not be restored simultaneously at the start of each phase.

City of Gaithersburg
City Hall
PHASE 1

- In-person meetings by appointment only subject to Health Department required protocols: 301-258-6310

PHASE 2

- In-person meetings by appointment only subject to Health Department required protocols
- In-person drop off and pick up of Public Information Act materials permitted

PHASE 3

- Normal operations resume subject to Health Department required protocols

City Manager’s Office and Office of the City Attorney
**PHASE 1**

- In-person meetings by appointment only: 301-258-6330
- Inspections completed on-site for non-occupied buildings and occupied buildings for life safety inspections

**PHASE 2**

- Inspections resume in locations that are occupied subject to health and safety protocols

**PHASE 3**

- Normal operations resume subject to Health Department required protocols
Planning & Code – Neighborhood Services & Animal Control

**PHASE 1**
- Proactive and complaint-based exterior property maintenance, zoning and nuisance inspections
- Animal related nuisance (non-life threatening) complaints accepted
- On-site meeting for residents by appointment only: 301-258-6340
- Tree removal inspections resume

**PHASE 2**
- Walk-in customers accepted
- In-person proactive rental housing inspections resume
- In-person home-based business inspections resume
- Neighborhood inspections resume
- In-person kennel inspections resume
- Interior property maintenance and zoning complaint-based inspections resume

**PHASE 3**
- Normal operations resume subject to Health Department required protocols
PHASE 1

- Lobby restricted to those with appointments. Physical distancing protocols in place. You may be asked to wait outside the building until your appointment.
- In-person meetings by appointment only: 301-258-6330

PHASE 2

- Lobby waiting room open. Occupancy limited. You may be asked to wait outside the building until your appointment time. Physical distancing protocols in place.
- Planner of the Day walk-ins resume
- Passport Services by appointment only resume: 301-258-6330

PHASE 3

- Normal operations resume subject to Health Department required protocols
Community Services

PHASE 1

• External clients seeking services will be assisted by phone, e-mail or teleconference: 301-258-6395

PHASE 2

• Lobby available. Communication through wellness window. Appointments required for subsequent meetings.

PHASE 3

• Face-to-face meetings with external clients by appointment only
PHASE 1
- Residency at Wells/Robertson Transitional Housing Program limited

PHASE 2
- External clients allowed by appointment only: 301-258-6390
- Residents allowed visits by family members/support people

PHASE 3
- Wells/Robertson House returns to full capacity pending physical distancing guidelines
Police
Police & Public Safety

PHASE 1
• Police Station lobby closed
• Lobby services by appointment only: 301-258-6400

PHASE 2
• Lobby services resume with no appointment. Monday through Friday, 8 a.m. to 5 p.m. Physical distancing protocols in place. You may be asked to wait outside the building until your appointment.
• Small community events permitted subject to gathering number restrictions and physical distancing protocols
• Ride-alongs suspended

PHASE 3
• If staffing levels permit, lobby services resume seven days a week, 8 a.m. to 9 p.m. Physical distancing protocols in place. You may be asked to wait outside the building until your appointment.
• Community events resume subject to gathering number restrictions and physical distancing protocols
• Ride-alongs permitted
Public Works – Recycling & Bulk Pick Up

- Recycling has continued throughout the shutdown
- Compost drop-off at the Public Works Facility reopened May 20, 2020
- Bulk Pick up resumed the first week of June, 2020
- Curbside Leaf Collection will occur in the fall
Public Works – Deliveries, Meetings & In-person Transactions

**PHASE 1**
- Meetings by appointment only: 301-258-6370
- Deliver to Main Gate. Access by calling posted number.

**PHASE 2**
- Communication through wellness window. Appointments required for subsequent meetings.
- Plans may be dropped off at lobby. Other deliveries to Main Gate.

**PHASE 3**
- Normal operations resume subject to Health Department required protocols
Parks, Recreation & Culture
<table>
<thead>
<tr>
<th>Phase</th>
<th>Activities</th>
<th>Gathering Number Restrictions</th>
<th>Pavilion Rental Use</th>
<th>Playground Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase 1</strong></td>
<td>Allowed activities include walking, biking, running trails, tennis,</td>
<td></td>
<td>Pavilion rental use limited based on gathering</td>
<td>Playground use limited based on physical distancing and enhanced health measures</td>
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<tr>
<td></td>
<td>Pickleball, dog parks, outdoor sport courts</td>
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<td>number restrictions and physical distancing</td>
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<tr>
<td></td>
<td>Gathering number restrictions and physical distancing protocols in place</td>
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<td>protocols</td>
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<td></td>
<td>No small or large group programs</td>
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<tr>
<td><strong>Phase 2</strong></td>
<td>Individual and small group use of parks, fields and pavilions allowed</td>
<td>pending gathering number</td>
<td>Pavilion rental use limited based on gathering</td>
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<tr>
<td></td>
<td>pending gathering number restrictions and physical distancing protocols</td>
<td>restrictions and physical</td>
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<td></td>
<td>Pavilions allowed pending gathering number restrictions and physical</td>
<td>distancing protocols</td>
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<td>Pavilion rental use limited based on gathering number restrictions and</td>
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<td></td>
<td>physical distancing protocols</td>
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<tr>
<td><strong>Phase 3</strong></td>
<td>Large group use of parks, fields and pavilions, including rentals,</td>
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<td>Playground openings subject to Montgomery County Health Department guidelines</td>
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<tr>
<td></td>
<td>allowed with continued physical distancing</td>
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<td></td>
<td>Playground openings subject to Montgomery County Health Department</td>
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<td></td>
<td>guidelines</td>
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<td></td>
<td>Playground use limited based on physical distancing and enhanced health</td>
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<td>measures</td>
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Sports

Throughout Phases 1 – 3

• Group sports will be available based on access to facilities, staffing levels and registration procedures, and also based on gathering and physical distancing protocols

• SportsFest to be held as a virtual event. Visit gaithersburgmd.gov for details.
Throughout Phases 1 – 3:

• Virtual activities include baking demonstrations, sports tips, fitness classes and senior programs

• Visit the virtual programming page at gaithersburgmd.gov for details
Special Events, Festivals & Parades

Throughout Phases 1 – 3:

• Virtual Gaithersburg Book Festival
• Virtual Memorial Day Observance
• Virtual Jubilation Day
• Virtual 4th of July Celebration

• Future events subject to guidelines to be set by Montgomery County Health Department with respect to group gatherings and physical distancing protocols
• Visit the virtual programming page at gaithersburgmd.gov for details
PHASE 1

- Virtual ordering with pick up and delivery by farmers. Details at gaithersburgmd.gov.

PHASE 2

- Drive-through pick up of pre-ordered items under consideration

PHASE 3

- In-person markets with physical distancing protocols

Farmers Markets
Activity Center at Bohrer Park

PHASE 1

• Modified hours of operation
• Use and rentals restricted
• Fitness Zone closed
• External customers must make an appointment: 301-258-6350

PHASE 2

• Operating hours reconsidered
• Entry limited based on gathering restrictions and physical distancing protocols
• Individual and small group use, including rentals, based on gathering number restrictions and physical distancing protocols
• Limited entry for Fitness Zone. Time slot reservations under consideration.

PHASE 3

• Normal operating hours
• Large group use allowed with continued physical distancing
Casey Community Center

PHASE 1
- Use and rentals restricted
- External customers must make an appointment: 301-258-6366

PHASE 2
- Individual and small group use, including rentals, allowed based on gathering number restrictions and physical distancing protocols

PHASE 3
- Large group use allowed with continued physical distancing
PHASE 1

• Facility closed. Rentals restricted.

PHASE 2

• Lobby entrance open. Wellness windows in place.
• Art Gallery open
• Individual and small group use, including rentals and classes for adults, allowed based on gathering number restrictions and physical distancing protocols

PHASE 3

• Rentals permitted
• Theatre performances allowed based on gathering number restrictions and physical distancing protocols
• Classes for adults and children based on gathering number restrictions and physical distancing protocols
Kentlands Mansion

**PHASE 1**

- Use and rentals restricted
- External customers must make an appointment: 301-258-6425

**PHASE 2**

- Individual and small group use, including rentals, allowed based on gathering number restrictions and physical distancing protocols
- Art Gallery open by appointment only: 301-258-6425

**PHASE 3**

- Large group use allowed with continued physical distancing
PHASE 1
• Facilities closed. Rentals restricted.

PHASE 2
• Modified Summer Camp Programs permitted
• Building entry limited to staff, campers and parents

PHASE 3
• Normal use allowed based on physical distancing protocols

Olde Towne & Robertson Park Youth Centers
Benjamin Gaither Center

PHASE 1

- Facility closed. Rentals restricted.

PHASE 2

- To be determined based on health and safety protocols for older adults

PHASE 3

- To be determined based on health and safety protocols for older adults
Community Museum

PHASE 1
- Facility closed. Rentals restricted.

PHASE 2
- Limited entry based on gathering number restrictions and physical distancing protocols
- Wellness windows in place
- Outdoor programs allowed based on gathering number restrictions and physical distancing protocols
- Limited tours by appointment only: 301-258-6160

PHASE 3
- Resume normal operations with proper physical distancing
- Rentals permitted
- Group use allowed with continued physical distancing
PHASE 1

- Facility closed. Rentals and use restricted.

PHASE 2

- Entry limited based on gathering number restrictions and physical distancing protocols
- Time slot reservations under consideration
- Wellness window in place

PHASE 3

- Resume normal operations with proper physical distancing
PHASE 1
• Facility closed

PHASE 2
• Opening guidelines to be set by County Health Department
• Entry limited based on gathering number restrictions and physical distancing protocols
• Residents and members only during limited entry restrictions
• Time slot reservations under consideration
• Wellness windows in place
• Only clear bags allowed to eliminate need for bag searches

PHASE 3
• Resume normal operations with proper physical distancing

Water Park at Bohrer Park
Gaithersburg Aquatic Center (indoor)

**PHASE 1**
- Facility closed

**PHASE 2**
- Facility closed

**PHASE 3**
- Opening guidelines determined by Montgomery County Health Department
- Entry limited based on gathering number restrictions and physical distancing protocols
- Wellness windows in place
- Time slot reservations under consideration
Interactive Fountain – Olde Towne Plaza

PHASE 1

• Facility closed

PHASE 2

• Facility closed

PHASE 3

• Opening guidelines determined by Montgomery County Health Department
• Usage limited based on physical distancing and enhanced health measures