

SAN RAFAEL CITY FACILITIES REOPENING SAFELY

During the COVID-19 Pandemic



WWW.CITYOFSANRAFAEL.ORG

CITY SERVICES DIRECTORY

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 and under limited drop-in hours.

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

CITY CONTACTS

www.cityofsanrafael.org/departments

Administration/City
Manager (415) 485-3070

Building
Permits/Inspections
(415) 485-3367

Business License
(415) 458-5040

City Clerk
(415) 485-3066

City Council
(415) 485-3074

Code Enforcement
(415) 458-5357

Community Development
(415) 485-3085

Economic Development
(415) 485-3134

Finance
(415) 485-3062

Fire Department
(415) 485-3304

Housing
(415) 485-3055

Human Resources
(415) 485-3063

Library &
Recreation
(415) 485-3333

Parking Services
(415) 485-5333

Planning Division
(415) 485-3085

Police Department
(415) 485-3000

Public Works
(415) 485-3355

Sanitation District
(415) 485-3132

Sustainability
(415) 485-3407

[Watch/participate in
City Council meetings on
YouTube at 7:00 p.m.](#)

CITY SERVICES

[Cannabis Program](#) (Economic Development)

[Emergency Preparedness & Management](#)

[Job Opportunities](#) (CalOpps.org)

[Illegal Dumping](#) (Public Works)
Use our [online form](#) or call (415) 485-3355

[Library & Arts](#)

[Parking Citations](#)

[Police](#) – to file a report (lost property, theft, vandalism/graffiti, vehicle burglary, etc.)

[Public Records Requests](#) (City Clerk)

[Recreation & Childcare](#)
recreation@cityofsanrafael.org
[Childcare](#) (415) 485-3386

[Sidewalk Repair Program](#) (Public Works)

[Street Lights & Traffic Signals](#) (Public Works)

[Street Sweeping](#) (Public Works)

[Vegetation Management](#) (Fire)
(415) 485-3308

Other Resources:

[Affordable Housing](#)

[Marin Household Hazardous Waste](#)

[Trash & Utilities](#)

Marin Sanitary Service: (415) 456-2601

THINGS TO KNOW

BEFORE VISITING CITY FACILITIES

For your safety and convenience, we have made several changes to our operations and public safety requirements to minimize exposure to COVID-19. The following information is provided for your benefit before visiting City facilities to obtain City services. As we begin to reopen more in-person services to the public, please visit www.cityofsanrafael.org/hours to view daily hours of operation for each department.

INSTEAD OF VISITING



CALL OR GO ONLINE TO MAKE AN APPOINTMENT

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

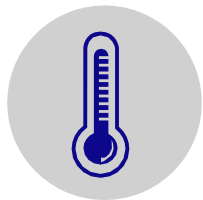
For more information, please see the “ONLINE & TELEPHONE CITY SERVICES DIRECTORY” on the previous page to contact the appropriate department or visit our website at www.cityofsanrafael.org.

REQUIRED FOR ENTRY



APPOINTMENT

At this time, visitors are allowed to City facilities during walk-in hours or during appointment-only hours. To make an appointment, please contact the appropriate City division or department listed on the “ONLINE & TELEPHONE CITY SERVICES DIRECTORY”. When arriving for your appointment, please report directly to the department you are scheduled to visit. Congregating in waiting areas or lobbies is prohibited.



SYMPTOM SCREENING

For the safety of everyone, all visitors must complete a COVID symptom self-screening questionnaire before entering any City facility. Anyone with a fever or symptoms of COVID-19 is not allowed to enter any City facility. www.cityofsanrafael.org/screening.



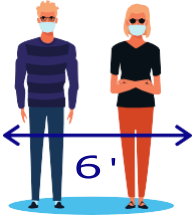
FACE COVERING

Visitors are not permitted to enter City facilities without a face covering and are required to wear one at all times throughout their appointment. Children under the age of 2 should not wear face coverings.

THINGS TO KNOW

BEFORE VISITING CITY FACILITIES

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 any San Rafael employee 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 facilities.



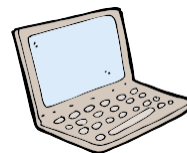
KEEP SANITIZED

Public restrooms will remain open for visitors. Hand sanitizer stations are located at the entrance of each City facility and at all major City service counters. see the "ONLINE & TELEPHONE CITY SERVICES DIRECTORY"

FOR ASSISTANCE



Visit the "[CONTACT US](#)" page on our website.



GO ONLINE

Visit the City's website at www.cityofsanrafael.org

KEEPING OUR FACILITIES SAFE

In an effort to reopen City facilities to the public and to safely continue City business during the COVID-19 pandemic, here are some of the safety measures being implemented for your protection.

THE CITY HAS:



- Required every visitor to wear a cloth face covering before entering and while conducting business in City facilities. Employees must wear a face covering while in common areas, including restrooms, hallways, public areas, public service counters and when interacting with others in an office or meeting space.



- Required all employees and visitors to complete a self-screening questionnaire before entering any City facility. Anyone with a fever or symptoms of COVID-19 is not allowed to enter the facility.

- Provided hand sanitizer at the entrance to all facilities, all public counters and in all work areas for regular use.



- Posted visible signage reminding individuals to maintain physical distancing, wear a face covering at all times and follow other habits to slow the spread.

- Scheduled regular cleaning and disinfection of all common areas, restrooms, public counters, door handles and other high touch points.

- Prohibited employees from sharing personal equipment, including desks, chairs, telephones, pens, computer keyboards and other office equipment and supplies.



- 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.

- Encouraged phone and virtual meetings to maintain physical distancing and implemented by appointment service to conduct business with City staff.

- Installed plexiglass barriers at all public service counters and as needed at employee workstations.

- Implemented alternative service delivery methods such as online service-request forms, application submittals, contactless payment options and more in order to facilitate providing services to the public.



- Designed a queuing system with clearly designated floor markings to ensure that individuals maintain at least six (6) feet of separation. Congregating in waiting areas is prohibited.



ADDITIONAL RESOURCES

CITY OF SAN RAFAEL COVID RESOURCES

cityofsanrafael.org/departments/coronavirus

MARIN COUNTY COVID-19 Information

coronavirus.marinhhs.org or call COVID-19 Information Line at (415) 473-7191

CALIFORNIA'S COVID RESPONSE -

covid19.ca.gov or call the COVID-19 hotline at 1-833-422-4255

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

cdph.ca.gov/covid19 or call (833) 422-4255

CENTERS FOR DISEASE CONTROL AND PREVENTION

cdc.gov/coronavirus or call (800) 232-4636

To report a business violation in San Rafael please email SIPviolations@cityofsanrafael.org and include business name, address and as much detail as possible regarding the perceived health order violation.

<h1>KEEP OUR CITY FACILITIES SAFE</h1>			
<h3>Practice good hygiene</h3> <ul style="list-style-type: none">• Stop hand shakes and use non-contact greeting methods• Wash your hands regularly• Disinfect surfaces like doorknobs, tables, and desks regularly• Avoid touching your face and use your elbow to cover your coughs and sneezes  	<h3>Keep your distance</h3> <ul style="list-style-type: none">• Keep 6 feet from others• Use video conferencing instead of face-to-face meetings• When video calls are not possible, hold your meetings in well-ventilated rooms and spaces 	<h3>Face coverings are mandatory</h3>  <p>Cover your face in:</p> <ul style="list-style-type: none">• public areas• when unable to maintain a 6 ft distance	
<h3>Don't come in if you have symptoms:</h3> <ul style="list-style-type: none">• Cough• Shortness of breath• Fever or chills• Runny nose			