

CITY OF CERRITOS



# CERRITOS CITY HALL REOPENING GUIDELINES

During the COVID-19 Pandemic

Issued June 3, 2020

# TABLE OF CONTENTS

- 3 A Message from Mayor Naresh Solanki**
- 4 Online & Telephone City Services Directory**
- 5 Things to Know Before Visiting City Hall**
- 7 Guidance for Reopening City Hall**
- 9 Additional Resources**

# A MESSAGE FROM MAYOR NARESH SOLANKI

Earlier this year, the City of Cerritos, its residents and members of the local business community were thrust into a public health emergency that threatened the livelihood of the entire nation and the world. The unprecedented times that followed have been challenging and trying for all.

Throughout it all, the health and safety of Cerritos residents and community members have remained the City's top priorities. The City continues to monitor the status of COVID-19 and to follow the recommendations of county, state and federal public health officials.

As the County of Los Angeles begins lifting restrictions for retailers, manufacturers and recreational facilities as part of its five-stage recovery roadmap, the City of Cerritos is gradually making steps to move forward as well.

As the City begins the next stage of reopening, we have compiled this informative manual as a resource guide for our community. We hope that this document will be helpful as we progress through the various stages of recovery, which will eventually include the opening of businesses such as movie theaters, schools, colleges and universities, followed by conventions and spectator events and a final stage of a return to fully normal operations. Until the final Stage 5 is reached, Health Officer Orders and directives will help slow the spread of COVID-19.

The City of Cerritos is making plans to safely reopen City Hall by appointment only starting Monday, June 1, 2020. Appropriate safety protocols that conform to the guidelines provided by the Los Angeles County Department of Public Health will be followed and enforced. Physical distancing, wearing cloth face coverings and frequent hand washing will continue to be very important throughout the foreseeable future, and we encourage everyone to maintain these practices.

On behalf of my City Council colleagues and the City of Cerritos, thank you for your continued patience and understanding as we work to navigate these challenging times. I look forward to working with the entire community to ultimately emerge from this situation healthier and stronger than ever.



**Naresh Solanki**  
Cerritos Mayor

# ONLINE & TELEPHONE 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. While City Hall is now open to the public, in-person services will be provided by appointment only.

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

## **BUILDING & SAFETY**

planning@cerritos.us  
(562) 916-1209

## **PLANNING**

planning@cerritos.us  
(562) 916-1201

## **PUBLIC WORKS**

pw@cerritos.us  
(562) 916-1220

## **WATER BILLING**

(562) 916-1235

## **CODE ENFORCEMENT**

code\_enforcement@cerritos.us  
(562) 916-1203

## **COMMUNITY SAFETY**

community\_safety@cerritos.us  
(562) 916-1266

## **BUSINESS LICENSE**

business\_license@cerritos.us  
(562) 916-1236

## **CITY MANAGER**

(562) 916-1300

## **CITY COUNCIL**

(562) 916-1310

## **TRANSPORTATION**

(562) 916-1201

## **CITY CLERK**

city\_clerk@cerritos.us  
(562) 916-1248

## **SHERIFF'S STATION**

(562) 860-0044

## **LIBRARY**

library@cerritos.us  
(562) 916-1340

## **RECREATION**

recreation@cerritos.us  
(562) 916-1254

## **SENIOR CENTER**

senior\_center@cerritos.us  
(562) 916-8550

## **THEATER (CCPA)**

ticketoffice@cerritoscenter.com  
(562) 916-8510

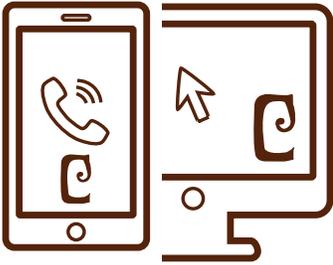


For other divisions and departments, or for general information, please call (562) 860-0311 or visit the City of Cerritos website at [cerritos.us](http://cerritos.us).

# THINGS TO KNOW BEFORE VISITING CITY HALL

For your safety and convenience, Cerritos 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 returning to City Hall for conducting business or obtaining City services.

## INSTEAD OF VISITING



### CALL OR GO ONLINE

Many City services can now be accessed online or by phone in lieu of coming to City Hall, including 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 Cerritos department or division for more information, or visit the City of Cerritos website at [cerritos.us](http://cerritos.us).

## REQUIRED FOR ENTRY



### APPOINTMENT

At this time, visitors are allowed to enter City Hall on an **appointment-only basis**. Visitors without appointments are subject to City staff availability. 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 Cerritos Safety Ambassador located at the City Hall entrance. Visitors to City Hall without appointments and who cannot be accommodated must return at another time. Congregating in waiting areas is prohibited.

### 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. Those between the ages of 2 and 8 should use them but under adult supervision. Children with breathing problems should not wear a face covering.



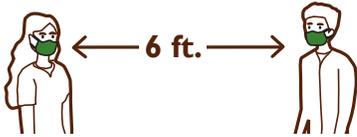
**City Hall has only one designated public entrance**, located on the north side at the main floor lobby double doors. All other entrances, including the City Clerk/Treasurer’s Office first floor entrance, are closed to the public.

Continued on page 6

# THINGS TO KNOW BEFORE VISITING CITY HALL

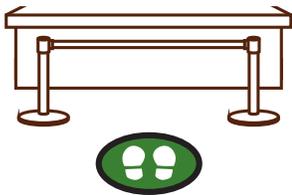
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## WHILE INSIDE



### **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 Cerritos City Hall Safety Ambassador or any Cerritos 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 vested **Cerritos City Hall Safety Ambassador** will be at the entrance of City Hall to assist you.



### **GO ONLINE**

Visit the City's website at **cerritos.us**.

# GUIDANCE FOR REOPENING CITY HALL

In an effort to reopen Cerritos 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 should not enter the building.
- Required employees to enter City Hall via an employee-only entrance, whereas visitors are required to enter City Hall via the main entrance.
- 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.

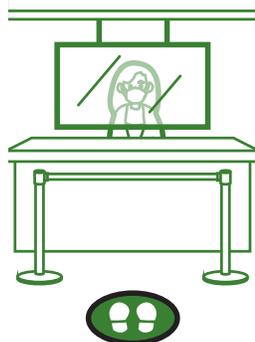


Continued on page 8

# GUIDANCE FOR REOPENING CITY HALL

Continued from page 7

## 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 employees.
- Implemented alternative service delivery methods such as online service-request forms and applications and payment methods in order to prevent unnecessary contact with the general public.
- Installed “germ screens” 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.

# ADDITIONAL RESOURCES

## **CITY OF CERRITOS**

**(562) 860-0311**

**[cerritos.us](http://cerritos.us)**

Visit the City's website for more information and to get updates on the latest closures, cancellations and reopenings. To sign up for email notifications, click the "E-News" red envelope link on the homepage.

## **COUNTY OF LOS ANGELES**

### **DEPARTMENT OF PUBLIC HEALTH**

**[publichealth.lacounty.gov](http://publichealth.lacounty.gov)**

## **CALIFORNIA DEPARTMENT OF PUBLIC HEALTH**

**[cdph.ca.gov](http://cdph.ca.gov)**

## **CENTERS FOR DISEASE CONTROL AND PREVENTION**

**[cdc.gov](http://cdc.gov)**

## **WORLD HEALTH ORGANIZATION**

**[who.int](http://who.int)**