

From Mayor Craig Stough:

The City of Sylvania is in close and ongoing contact with the Toledo-Lucas County Health Department. As COVID-19 continues to spread, the City is taking precautions to help minimize the amount of people affected and help slow the spread of the virus.

As I'm sure you're aware, Ohio Governor DeWine has ordered communities to cancel public gatherings, events, concerts, etc. in excess of 100 participants and has now closed schools, restaurants, and bars in a further effort to reduce the potential spread of the virus. In response, the City of Sylvania is requesting that our citizens use wise judgement in helping us limit in-person interactions between City employees and the general public. We all need to be conscientious in our response and share responsibility in helping to stop the spread of the virus.

It is our goal to keep the City operating as normally as possible. While we are requesting that only necessary visits be made, the City will still serve the needs of the public and answer questions using technology. The City's goal is to be service minded but also do Sylvania's part to stop the spread of the virus. If we all work together, we can improve our chances of keeping our services in place and not be forced to eliminate them due to virus spread.

As of today Sunday, March 15, 2020:

1. In an effort to limit face-to-face interactions between employees and the public, please use alternate sources of communication such as telephone and/or email to have any questions answered. A list of department phone numbers and emails can be found at [www.cityofsylvania.com/government/department-directory/](http://www.cityofsylvania.com/government/department-directory/) or call 419-885-TREE (8733).
2. Please drop off any payments, permit applications, tax forms, etc. in the utility dropbox on the left side of the City Hall entrance.
3. Please be reminded that residents may pay their utility bill in the following ways:
  - a. Drop off payment in the dropbox mentioned above (If customers must utilize cash payments, no change will be returned. Overpayment will be credited to the customer's account. Please include the account number in payment envelope).
  - b. Mail in payment
  - c. Sign up for electronic account withdrawal on our website
  - d. Make online payments

We do ask that everyone remain calm and follow these recommendations for helping to prevent the spread of the virus:

- Practice safe hygiene:
  - Wash your hands regularly with soap and water for a minimum of twenty seconds. Use an alcohol-based sanitizer if soap and water are not available. (Be extra vigilant in public places, before preparing food, after using the restroom, or if you are around an ill person)
  - Don't share personal items such as water bottles.
  - Don't share office supplies (pens, pencils, computers, etc.)
  - Avoid touching other people's personal belongings such as cell phones, computers, tablets, etc.
  - Avoid touching your face (mouth, nose, eyes).
  - Cover coughs/sneezes with your arm or tissue.
  - Avoid exposure to others who are sick and stay home if you are ill.
  - Get adequate sleep and rest.
  - Eat well-balanced meals and remain hydrated

- Disinfect often:
  - Keep disinfectants and cleaning sprays or wipes readily available.
  - Clean “high-touch” surfaces daily. These include countertops, door knobs, light switches, phones, keyboards, remote controls, keys, tablets, bedside tables, toilets, sinks, and bathroom fixtures.
- Practice Social Distancing:
  - Provide a distance of at least six feet from colleagues if possible.
  - Consider rescheduling or postponing attendance at public events, gatherings, etc.
  - Reconsider travel plans, especially to countries or states with high rates of the virus.
- Further recommendations:
  - Ensure you have adequate supplies on hand at home – food, pet food, medications, and toiletries.
  - Identify family members, friends, or neighbors who may be able to assist you or who you could assist if the situation worsens.

Please know that the City is taking these precautions to help minimize the spread of the virus in our area and help keep our employees and families safe and well. We will be providing ongoing communications as new information becomes available.

For additional information, please consult the following:

Toledo-Lucas County Health Department: [www.lucascountyhealth.com](http://www.lucascountyhealth.com)

Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>