



CITY OF CASTLE HILLS

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March 13, 2020

Like many of you, we have spent the last several days and weeks learning about the Coronavirus (COVID-19) and how it is impacting our world. For Castle Hills that means understanding how it affects our residents, employees, and the community as a whole; then making the necessary adjustments to our work and operations.

As your Mayor, I urge you to stay informed of changing situations regarding COVID-19 human coronavirus. This morning, Bexar County identified one known case and the Mayor of San Antonio has issued a declaration of a public health emergency in an effort to minimize “mass gatherings” and consequently possible transmission of COVID-19. Yesterday, I participated in a conference call for Texas officials held by Texas Governor Greg Abbott. This call helped disseminate best practices during the pandemic. Our City’s first responders are moving forward with those protocols and are prepared to respond to emergency situations.

The City is following the Center for Disease Control and Prevention (CDC) guidelines; including “social distancing” and cleaning frequency/techniques to help keep City staff and visitors healthy. Our City Manager, Mr. Ryan Rapelye, has added an additional frequency for cleaning services and has installed hand sanitizer dispensers around City Hall.


As the situation continues to evolve, we will continue to evaluate the level of services; until then City Hall will remain open to the public. We will continue to hold public meetings related to City Council and City Board functions. We ask if you are experiencing symptoms such as fever or cough or if you have traveled to affected areas, please refrain from physically attending these meetings. Remember that all meetings are available live-stream and are archived for later viewing. Castle Hills Fiesta has been tentatively moved to November 2020, if additional events or meetings should be moved; we will provide further notice.

Castle Hills will be working with local community partners to implement systems to help prevent transmission to our seniors and those that are most vulnerable if infected. Until that system is in place, I’d ask that you do what Castle Hills does best and be a good neighbor. Please take the time to reach out and check on your neighbors. Aside from ensuring they are aware of the situation, any assistance you can offer that will help minimize their exposure to high risk areas could be a lifesaving gesture.

As Mayor, I will continue to work with the City Council, City Manager, department heads to keep our City moving forward and safe. Below are some of the best practices with key details:

- Wash your hands frequently (after using the restroom and before eating) with soap and water for at least 20 seconds.
- Use an alcohol-based (preferably at least 60% alcohol) hand sanitizer if soap is not available.
- Keep your hands away from your eyes, nose, and mouth. These are the primary entrance points for COVID-19 infection.
- Cover your cough or sneeze with a tissue or into your folded elbow to reduce the spread of respiratory droplets.
- Regularly clean surfaces/objects with a bleach cleaning solution, especially high-use surfaces like handles and switches.
- Minimize unnecessary interactions with large groups of people. Social distancing is a concept where one attempts to remain about six feet away from others. This is one way to reduce the possibility of transmission of the virus.
- If you suspect that you may have COVID-19, please call the City of San Antonio Metro Health Department at 210-207-8876 before going to your primary care physician, clinic, or emergency room.

Respectfully,



JR Trevino
Mayor