



COVID-19 BUSINESS OPERATIONS

The City of Fountain Inn has made the following modifications for business operations EFFECTIVE 1/4/2021:

City Hall (Admin/Finance)

- The main City Hall front entrance (main street side) will be closed to the public.
- Business License Applications may be obtained by visiting <https://www.fountaininn.org/budgets-and-finances.html>, calling **864-862-4421** ext. 3560, or by emailing allison.wood@fountaininn.org.
- The City Clerk can be reached by email at sandra.woods@fountaininn.org.
- Hospitality Tax payments can be made online by visiting <https://appengine.egov.com/apps/sc/fountaininn/htaxes>, or by drop box (side of the building) located at City Hall, 200 North Main Street Fountain Inn, SC 29644.
- Vendors who need to speak to someone in accounts payable can email accounts.payable@fountaininn.org
- Any additional business with the Finance Department may be taken care of by emailing naomi.reed@fountaininn.org
-

City Hall (Human Resources)

- The Human Resources Department will be closed to the public. They may be reached by email at human.resources@fountaininn.org.

City Hall (Permitting, Planning & Development)

- The shared side entrance (Public Works) will be closed until further notice. Standard office hours for service still apply.
- All building permits (applications, inspection requests, payments, occupancy clearance) must be conducted by phone (**864-409-3334**), email, or online during regular hours. Requests for permits should be made by appointment only and shall not be conducted in the office lobby.
 - When picking up a Certificate of Occupancy document, please call in advance and provide an estimated time of arrival. A staff member will confirm the CO is ready for collection.
- Printed copies of applications (building permits, waste collections) shall be replenished in-office each morning, and also placed outside the office in a designated bin for public use.
- Building, zoning, and property inquiries can be made directly by phone (**864-862-7233**) or email greg.gordos@fountaininn.org.
- Office meetings may be scheduled after the initial inquiry.
- Customers must wear a face covering in order to enter the building. Staff shall wear a face covering for all customer service interactions.
- Public hearings after 1/4/2020 shall be conducted over *Zoom Video Communications* rather than in-person. The scheduled 1/25/2020 hearing of the Board of Zoning Appeals is TBD.

Public Works City Hall & Maintenance Shop

- Public Works locations will be closed to the public.
- Solid Waste and Recycle containers may be purchased online through our website: <https://www.fountaininn.org/our-trash-collection.html>; Requests for trash receptacles should be made by appointment only and shall not be conducted in the office lobby.
- For all other questions and inquiries please contact Lori Cooper, Assistant Public Works Director **864-862-4421**, Ext 3310 or lori.cooper@fountaininn.org.



COVID-19 BUSINESS OPERATIONS

Natural Gas & Natural Gas Maintenance Shop

- Main lobby is close until further notice. All gas related business (payment, service applications, etc.) can be conducted by the drive-through window, by phone or online during our regular hours. www.fountaininngas.org.
- The Natural Gas Maintenance Shop is closed to the public.
- Phone reps are asking gas customers who require an in-person visit if they have any Covid-19 symptoms, are sick or think they may have come in contact with someone that is sick.
- Field techs have been provided with the appropriate PPE when visiting customers' homes; however, techs can refuse to enter homes or businesses if they believe conditions are unsafe or unhealthy.

Municipal Court

- Court is accessible only during scheduled court operations, with mask requirements and temperature checks in place.
- Traffic tickets may be paid online at: <https://sc.gov/court-payments>. Only Checks and Money Orders, with a mailing address, can be placed in the drop box located at 300 Wall Street, Fountain Inn, SC 29644.

Recreation

- Activities Center will be open for senior programming and sports programming only. For questions regarding activity center access please call **864-862-4675**.
- For questions regarding Sports Programming COVID-19 precautionary guidelines, please call **864-862-4675**.
- Rentals are suspended until further notice.

Fire

- Headquarters and Station II are closed to the public.
- Masks are required if someone must enter buildings for repairs, fire reports, etc.
- First Responders are provided and required to use proper PPE on ALL medical calls.
- Daily temperature checks, building and vehicle disinfecting, and other precautions as required.

Police

- Main lobby is open for walk in traffic. Dispatch will speak with the public through the intercom system located in the lobby. If it is necessary for an officer to have in person contact with the public in the lobby, all parties wear face masks.
- When dispatch receives a call for in-person police / fire services, dispatch is asking if they have any Covid-19 symptoms, if they are sick or think they may have come in contact with someone that is sick. If there is a COVID-19 warning at location, officers will wear masks during the interaction with the individuals. Our non-emergency and emergency numbers have not changed and are manned 24/7.
- If officers transport a prisoner, the prisoner is required to wear a mask during the transport.
- Once the prisoner has been released, officers will disinfect the jail cells and patrol vehicles with an alcohol mixture provided by the fire department.
- Judges wear masks during bond hearings with prisoners.
- The police department takes most of its payments through checks sent to records for police reports. If someone needs to pay for a report in person, all parties will wear masks during the interaction.
- We are not finger printing ANYONE at this time, public or prisoners.



COVID-19 BUSINESS OPERATIONS

The City of Fountain Inn is dedicated to protecting the health and safety of all people. The purpose of this document is to provide our residents, volunteers, employees, players, and their families with information they can use to assist them with maneuvering through these unprecedented times.

The information in this document is not intended or implied to be a substitute for professional medical advice, diagnosis, or treatment. All content, including text, graphics, images, and information, are provided for general informational purposes only. The knowledge and circumstances around COVID-19 are changing constantly. The City of Fountain Inn makes no representation and assumes no responsibility for the completeness of this information.

