



CITY OF CLEVELAND
Mayor Frank G. Jackson



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FOR IMMEDIATE RELEASE:

Oct. 21, 2020

City of Cleveland Provides General Updates on Coronavirus & Safety - **Update #208**

CLEVELAND – The City of Cleveland continues to take numerous precautions across multiple departments and divisions amid increasing cases of coronavirus (COVID-19). Below are some important updates. Mayor Frank G. Jackson signed an order on Sept. 29 extending the City's Proclamation of Civil Emergency through Oct. 31, 2020. As a reminder, Mayor Jackson's order was amended to state that the city will not issue permits for block parties/tailgating and tailgating on city property is prohibited. [Click here to view the order.](#) Essential services such as Police, Fire, EMS, waste collection and Utilities will remain operational.

The daily COVID-19 numbers for Oct. 21 will be included in a second media update.

Mayor Jackson Announces City of Cleveland to Forgive Three Months' Rent for West Side Market Tenants

In early April 2020 - at the height of the coronavirus pandemic - the City of Cleveland deferred the April, May and June rental payments for West Side Market (WSM) tenants. In an effort to help further mitigate our tenants' financial hardship during the COVID-19 pandemic the City has determined it will forgive rental payments for April, May and June.

We value our relationships with our tenants and encourage the public to patronize these small businesses. The West Side Market is fully stocked with food essentials. The West Side Market adjusted its hours of operation to Mondays, Wednesdays and Fridays from 8 a.m. to 5 p.m., Saturdays from 7 a.m. to 5 p.m. and Sundays from 10 a.m. to 4 p.m. During WSM hours, customers can contact individual vendors to place an order and make arrangements for payment and pick up at one of the designated areas. Designated pickup areas are the loading dock behind the main building entrance and on Lorain Avenue, along the North side of the main building. Both areas are available for 15-minute pick-up and drop-off. Arrangements must be made before pickup. Customers must contact each WSM vendor directly to place an order. [Click here to view a list of participating vendors.](#) Visit www.westsidemarket.org or call the market office at 216-664-3387 for vendor information.

City of Cleveland Developing Rules & Regulations for Winter Temporary Expansion Areas

Cleveland City Council today passed legislation introduced by Mayor Jackson's administration extending Temporary Expansion Areas through June 1, 2021. The City of Cleveland is committed to ensuring that we support our business community during these difficult times and is developing

the rules and regulations for the businesses who will seek permitting as part of this extension. Our Outdoor Dining Temporary Expansion Areas program was implemented to allow restaurants to operate safely and responsibly during the pandemic, utilizing exterior spaces outside of restaurant facilities.

The specifics of a winter program will be examined over the next several weeks, to determine feasibility. The winter season presents unique operational concerns due to the unique conditions that the winter season demands. Therefore, the administration will carefully evaluate winter expansion requirements. Our goal is to ensure that our residents are safe and our businesses have the support they need to thrive.

Seasonal Leaf Pick-up Program Begins Nov. 9, 2020

The City of Cleveland will begin its seasonal leaf pick-up program on Nov. 9, 2020. The program provides leaf pick-up in high leaf-generation areas, reducing the need for residents to manually collect leaves. View a map of the designated areas [here](#).

What to Expect

- Residents in the designated high leaf-generation areas should expect leaf pick-up signs posted one week prior to service.
- To streamline the pick-up process, residents are encouraged to rake leaves from their property onto the tree lawn. Residents are also asked to park off-street, if possible, during the service period to accommodate city crews.
- Each area will be serviced a minimum of two times within the 8-week period (weather permitting).

High generation areas have the highest concentration of city-owned trees located on tree lawns and/or those areas potentially causing flooding or other hazardous conditions. The current high leaf-generation areas have been verified by the Division of Urban Forestry, the County Tree Canopy, the Office of Sustainability and the Department of Public Works. The city's six service stations will systematically deploy sweepers, leaf machines, end loaders, and leaf blowers in these areas on Monday through Friday from 7 a.m. – 9 p.m. from Nov. 9, 2020 to Dec. 31, 2020.

Residents outside of the high-generation areas can bag any leaves gathered in their yards and set it out with their trash on their designated waste collection day. These residents are allowed up to 20 bags of leaves during the fall season.

Other Important Reminders

Neighborhood Resource & Recreation Center 2020 Election Schedule

Some of the City of Cleveland's Neighborhood Resource & Recreation Centers (NRRCs) will have modified hours of operation from Nov. 2-3 due to the election. Those that will be used as voting locations will close at 5:30 p.m. on Monday, Nov. 2, 2020 for Board of Election preparations. NRRCs that will be used as voting locations will be closed on Tuesday, Nov. 3, 2020 for the election. NRRCs that are not voting locations will remain open on Tuesday, Nov. 3, 2020.

To learn more about NRRC voting locations and schedules, [click here](#).

City of Cleveland Now Accepting Requests for the Tree Canopy Revitalization Program

The City of Cleveland announces its Tree Canopy Revitalization Program. As part of this program

the City is now accepting requests from property owners for a free tree installation during the spring and fall planting seasons.

Property owners can complete an [online request form](#) to have a tree planted on their tree lawn, in front of occupied structures or sidewalk cut-outs typically found in commercial areas in front of businesses. Each location will be surveyed in person by a Field Operations Forester to ensure there are no conflicts with the surrounding infrastructure and that the site is suitable. Approved sites are then added to a list for a tree to be planted during the next available planting season. All requests are handled on a first-come, first-served basis.

The Tree Canopy Revitalization Program was created in support of Mayor Frank G. Jackson's tree planting initiative, in which he pledged up to \$1 million a year to replenish the city's tree canopy. To request a tree or to learn more, [click here](#).

Applications for the Position of Patrol Officer are Now Open. Apply Today!

Applications for the position of Patrol Officer with the Cleveland Division of Police are currently open. You must submit your application online by November 13 to be considered for the next academy. Applications can be found [here](#). If you have any questions please, contact the Public Safety Recruitment Team at (216) 623-5233.

City of Cleveland Announces Halloween Plans

The City of Cleveland strongly encourages residents not to participate in trick-or-treating this year as a result of the coronavirus pandemic. However, if residents choose to trick-or-treat or pass out candy, the permitted hours in the City of Cleveland are from 6-8 p.m. They are asked to adhere to the regulations outlined in the [Ohio Department of Health's "Celebrating Halloween" guidelines](#) which include the following:

- Always wear a face covering and stay 6 feet away from people who are not from your household, whether trick-or-treating, passing out treats or attending attractions or events.
- A costume mask is not a substitute for a cloth mask. A costume mask should not be used unless it is made of two or more layers of breathable fabric that covers the mouth and nose and doesn't leave gaps around the face.
- Do not wear a costume mask over a protective cloth mask because it can be dangerous if the costume mask makes it hard to breathe. Instead, consider using a Halloween-themed cloth mask.
- If you may have COVID-19 or may have been exposed to someone with COVID-19, you should not participate in in-person Halloween festivities and should not give out candy to trick-or-treaters.
- Carry hand sanitizer and use it often, especially after coming into contact with frequently touched surfaces and before eating candy.
- If taking your children trick-or-treating, limit the number of houses you visit and ask your children to stay as far from treat-givers as possible. For small children, consider holding the bag for them.
- Wipe off candy wrappers with sanitizing wipes when you arrive home. (NOTE: Never wipe unpackaged food with wipes.)

In an effort to provide children in Cleveland's neighborhoods with an alternative to traditional trick-or-treating, the City will be offering grab-and-go candy bags. This is in lieu of our annual Big City Boo event, which we must regretfully cancel this year. Participants seeking candy bags will be required to wear masks, maintain six feet of social distancing and follow posted guidelines and directional signage.

The candy bags will be at the 18 open City of Cleveland Neighborhood Resource and Recreation Centers (NRRCs) on October 30 from 6-7 p.m. or until all bags are given out. [All of the NRRCs](#) will supply candy bags with the exception of the following: Halloran, Stella Walsh, Sterling, Hamilton, Kovacic and Camp Forbes. Please note: candy bags will be given out on a first-come, first-serve basis.

Calls Regarding COVID-19 Complaints

With the passage by Cleveland City Council of an ordinance authorizing penalties for non-compliance with Mayor Jackson's mask mandate, enforcement is now in effect.

There are two numbers Clevelanders should call regarding non-compliance:

- **Business complaints:** CDPH hotline at (216) 857-7165
- **Individual or private residence complaints:** Cleveland Police non-emergency line at (216) 621-1234

Cleveland City Council recently approved the mandatory use of masks in public spaces as well as certain penalties for individuals and businesses that do not comply. On July 3, Mayor Jackson signed an amended order mandating the use of masks in public in the City of Cleveland to slow the spread of the highly contagious coronavirus. This includes mandatory use in bars, restaurants, shared office settings, rideshares and other shared spaces.

Citations may be issued with fines for the following:

- Any business or person violating the mask or safe-seating order (which maintains social distancing of at least six feet between patrons) is subject to civil penalties in accordance with Ordinance No. 556-2020, specifically chapters 602 and 236.
- Any business in the City of Cleveland with an employee who becomes ill with the coronavirus is required to immediately disinfect and sanitize the premises. Following a warning, they may be subject to a civil penalty of \$1,000 for the first offense and a civil penalty of \$3,000 for each subsequent violation.

Upcoming Cleveland Transformation Alliance Meetings

The Cleveland Transformation Alliance Committee (CTA) is currently hosting public meetings via Zoom or Microsoft Teams. For more information on these meetings, please visit <http://www.myCLEschool.org>. See details for upcoming meetings below:

Finance Committee: Thursday, October 22 at 8:30 a.m.

Via Microsoft Teams

[Join Microsoft Teams Meeting](#)

[+1 216-815-0098](tel:+12168150098) United States, Cleveland (Toll)

Conference ID: 826 781 659#

Cleveland Transformation Alliance Board Meeting: Monday, October 26 at 5:30 p.m.

Via Zoom

[Join Zoom Meeting](#)

Meeting ID: 912 6590 2586

Passcode: 690222

One tap mobile

+13126266799,,91265902586#,,,,,0#,,690222# US (Chicago)

+16465588656,,91265902586#,,,,,0#,,690222# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 301 715 8592 US (Germantown)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 912 6590 2586

Passcode: 690222

Find your local number: <https://zoom.us/j/91265902586>

Department of Public Utilities Customer Reconnection Updates

While business is operating as normal, the Public Utilities Building is closed to the public. Cleveland Water and Cleveland Public Power have temporarily stopped disconnection of residential services for non-payment. Cleveland Water customers should call (216) 664-3130 and Cleveland Public Power customers should call (216) 664-4600 for service restoration.

Cleveland Water Pollution Control (WPC) Customer Service lobby remains open to the public to purchase permits and review maps. The WPC office at 12302 Kirby Ave. is open 8 a.m.-5 p.m., Monday through Friday. Report emergencies 24/7 by calling (216) 664-2513. To date:

- CPP has reconnected 136 total customers
- CWD has reconnected 2,250 total customers

Cleveland Water customers can make payments and manage their account at myclevelandwater.com or by calling (216) 664-3130. Questions can be submitted via the inquiry form at clevelandwater.com/ask-a-question. CPP customers can make payments and manage their account at cpp.org. Inquiries and questions can be submitted via www.cpp.org/Contact. Cleveland Water and CPP customers may also use the dropbox located at 1201 Lakeside Ave. Please include name and account number along with payment. Multiple accounts must be on separate checks.

City of Cleveland Utility Services Update

The City of Cleveland, Department of Public Utilities, in accordance with Mayor Frank Jackson's Declaration of Civil Emergency has continued with the policy suspending termination of service for non-payment. However, this policy is continually being monitored with great concern and awareness of the financial difficulties and other vulnerabilities many of our customers are facing due to the pandemic.

At an appropriate point in time, Cleveland Water's and Cleveland Public Power's suspension of service disconnections for non-payment will be ending and our regular process for collections and disconnection of delinquent accounts will resume.

If your account is currently past due, we want to ensure you are aware that disconnections will be resuming and offer our assistance.

Cleveland Water

We offer multiple ways to make fee-free payments:

- Online at my.clevelandwater.com
- By calling 216-446-6834 or 216-664-3130
- Using the dropbox located at 1201 Lakeside Ave.

If you have any questions about your account status, please contact CWD Customer Service at 216-664-3130, Monday through Friday, 7:30 a.m. to 5:30 p.m.

Cleveland Public Power

We offer multiple ways to make fee-free payments:

- Online at cpp.org

- By calling 216-664-4600 or 216-420-8000
- Using the dropbox located at 1201 Lakeside Ave.

If you have any questions about your account status, please contact CPP Customer Service at 216-664-4600, Monday through Friday, 7:30 a.m. to 5:30 p.m.

List: Cleveland COVID-19 Testing Sites

Testing for those with COVID-19 symptoms or who have been exposed to someone with COVID-19 is available at the local federally-qualified health centers (FQHCs) below:

Neighborhood Family Practice: W. 117 Community Health Center – 11709 Lorain Ave.

- By appointment only
- Tests are available regardless of one's ability to pay
- Call (216) 281-0872 for information or to schedule an appointment
- Results are back in one to three days

Care Alliance: Central Clinic - 2916 Central Ave.

- Drive-thru and walk-up testing, by appointment only
- Tests are free of charge to the patient
- Call the COVID-19 Nurse Line at (216) 535-9100 and press 6
- Testing done Mondays, Wednesdays, and Fridays from 11 a.m. to 4 p.m.
- Results are back in 24 to 48 hours

The Centers: East Office – 4400 Euclid Ave.

- Drive-thru and walk-up testing, by appointment only
- Tests are free of charge to the patient
- Call (216) 325-WELL (9355) to talk with an access specialist, be triaged by a nurse, and schedule your telehealth visit with one of our providers for screening for a test
- Testing takes place on Wednesdays, following a Tuesday telehealth visit (required)

Check out ODH's website for a map of testing sites:

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/testing-ch-centers/>

CodeRED

Sign up for CodeRED alerts to receive calls and emails with important info regarding the coronavirus. To sign up online, visit <https://bit.ly/CLECodeRED>, get mobile alerts by downloading the CodeRED app via the Apple or Google Play stores. Seniors who need assistance signing up are welcome to call the Department of Aging at (216) 664-4383 for periodic phone call messaging.

Previous COVID-19 Updates from the City of Cleveland

[Click here to view previous updates.](#)

For more information about COVID-19, visit the following:

- www.cdc.gov/coronavirus
- <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>
- <http://www.clevelandhealth.org/>

About the City of Cleveland

The City of Cleveland is committed to improving the quality of life for its residents by strengthening neighborhoods, delivering superior services, embracing diversity and making Cleveland a desirable, safe city

in which to live, work, play, and do business. For more information on the City of Cleveland, visit online at www.clevelandohio.gov, Twitter at @cityofcleveland or Facebook at www.facebook.com/cityofcleveland.