



## Q & A from March 26, 2020 City of Northglenn Telephone Town Hall

Below are questions residents asked during the call with answers and resources.

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*Meeting hosts: Mayor Meredith Leighty, City Manager Heather Geyer, Economic Development Director Debbie Tuttle, Communications Director Diana Wilson, and TCHD Assistant Director Jennifer Ludwig.*

### **Subject: Health Related**

**Q: My husband has an appointment to have blood drawn. Is it safe to go to the appointment?**

*A: Health care providers have instituted COVID-19 protocols. If your health care provider feels this blood draw is important to your husband's health, we recommend you go to the appointment.*

**Q: What are the numbers of cases in Northglenn? How many cases in Thornton and Northglenn?**

*A: For up to date information on cases in Northglenn and Adams County, please visit the Tri-County Health Department website at: <https://www.tchd.org/823/Case-Updates> .*

*For up to date information on the number of cases in the State, please visit the Colorado Department of Public Health and Environment at: <https://covid19.colorado.gov/case-data>*

**Q: What's the difference between flu as opposed to the coronavirus?**

*A: Tri-County Health has a handy [fact sheet](#). World Health Organization information:*

*<https://www.who.int/news-room/q-a-detail/q-a-similarities-and-differences-covid-19-and-influenza>*

**Q: My son has dry coughing and fever for two weeks. There is no place to get a test. How can I get the test?**

**Q: What if someone does not have a health care provider.**

*A: Please contact your health provider first if you are experiencing any symptoms. The health care provider will determine whether or not you qualify for a test.*

*In addition, Advanced Urgent Care and Occupational Medicine can be contacted at (303) 558-0509 to speak to a virtual provider.*

*If you do not have a health provider, go to <https://covid19.colorado.gov/state-recovery-assistance> and see the resources listed under Health Care Policy and Finances.*

**Q: Would it be more helpful if we have info on the people that died like how old and what they did?**

*A: Due to HIPPA, Tri-County Health Department and the Colorado Department of Public Health and Environment are only allowed to release certain information. Information that is allowed to be released on cases is available here: <https://www.tchd.org/823/Case-Updates> and <https://covid19.colorado.gov/case-data> .*

**Q: Who is allowed to have a test before it's opened to the general public?**

*A: Please see information from the Colorado Department of Public Health and Environment:*

*<https://covid19.colorado.gov/testing>*

### **Subject: Grocery Stores**

**Q: When you checkout of grocery stores, who is cleaning the checkout lines? Like the credit card machine?**

*A: Our Economic Development staff is frequently in contact with the businesses in our community to help them understand the public health orders that have been issued. If you suspect a violation, please contact the Tri-County Health Department at 303-389-1687 or 877-462-2911 for help in multiple languages. You can also email [COHELP@RMPDC.org](mailto:COHELP@RMPDC.org) for answers in English.*

**Q: We feel grocery pick up or delivery is best however King Soopers doesn't have availability. Can anything be done to make this available?**

*A: Our Economic Development staff will reach out to Northglenn grocery stores and stress the need for delivery and pick up options. Please note King Soopers is not in Northglenn city limits.*

**Q: I have a special needs daughter I am having trouble getting grocery delivered. Are there any other options?**

**Q: I am high risk. We need to order our groceries for delivery. We cannot get TP. What can I do or go?**  
*Please call 303-451-8326 or email [communications@northglenn.org](mailto:communications@northglenn.org) if you are a Northglenn resident and need assistance of this kind. You may have to leave a message since employees are working remotely, but we will do our best to find help for you.*

## **Subject: City Services**

**Q: Would it be acceptable to up the number of times a week that trash services come around since everyone will be at home? Can we schedule large item pickups on normal trash days?**

*A. We evaluated the option of increasing the trash service frequency, and adding a second trash pickup throughout the city is not feasible at this time. However, sanitation will do special pickups by appointment. To schedule a pickup, please call 303-450-4004.*

**Q: There is a lot of homeless people by my house. Can someone check on them or is there anything to be done with them?**

*A. The police department is reaching out to our homeless community. If you have concerns, please contact the Northglenn Police Department non-emergency line at (303) 450-8897 and report the location of the persons and they will do a wellness check.*

**Q: There is not enough room for social distancing on the Highline Trail between 104<sup>th</sup> and 112<sup>th</sup>: The trail is getting used more so is there a way that we can close this trail?**

*A. We evaluated the impacts of closing the trail and decided we cannot close the trail because this is one of our widest trails and is an important and well-loved public amenity. Closing the trail will send individuals into residential areas with narrower sidewalks. We will educate and monitor trail use and make adjustments if necessary.*

## **Subject: Stay-At-Home Public Health Order**

**Q. What is the plan and timeline for lifting the shelter-in-place quarantine policy? When does the curfew kick in? Is there a commuting time we have?**

*A. The Stay-At-Home Order started on March 26, 2020, issued by Executive Order from Governor Polis. We will continue to follow direction from the state and county. More information on the Stay-At-Home Order as well as other public health orders, can be found on the Tri-County Health Department website:*

*<https://www.tchd.org/825/Public-Health-Orders>*

*The City of Northglenn will reach out to those that may be violating public health orders. We strive to gain compliance by education. Driving/commuting is allowed. There is no curfew.*

*In general, we implore residents – stay home unless it is something very important. If you must go out: stay six feet from others, cough/sneeze into your sleeve, take cleaning wipes and hand sanitizer out with you, wash/sanitize your hands after contact with things outside your home, and do not touch your face when you are out and in contact with others. The best way to end this pandemic is to stop the spread.*

## **School-Related**

**Q. Will the kids be credited for their online schooling and what happens if they don't fulfill their requirements?**

*A. Please contact your school district. Adams 12 Five Star Schools has a Remote Learning and Modified Operations resource page for families: <https://www.adams12.org/news/information-remote-learning-and-resources-families-2020-03-13>*

## Other Comments and Unanswered Questions

**From your water/wastewater crew: if at all possible, please stop flushing rags, paper towels, etc. It's clogging up our lift station pumps and treatment plant pumps. Would be very much appreciated. Thank you everyone =) stay healthy!**

**Q: What is the infection rate?**

*This question was not directly answered on the call and we could not find an accurate answer from a trusted source.*

**How are you doing? I hope you're holding up ok! Thanks for all you do.**

**Advanced urgent care has video appointments, and a drive-through test site. We got nowhere with our own PCP Just FYI (That's not a question, lol!)**

**Q: If one has the test, how long does it take to get results?**

*This was not answered on the call, since times vary on the situation. Below are some related comments from other residents.*

**FYI we are on the 5th day of waiting on test results. A friend of ours got results after 12 days.**

**Don't get crazy. Don't close the trail.**

**Do you think it is a good idea to increase staff hours for trash pickup?**

**Q: How can we be of assistance to our neighbors who may need help with groceries, medicine, etc.?**

*Please see our ["How You Can Help"](#) web story for ideas.*

**Take my call**

**Q: Do we have enough volunteers?**

*At this time the city has more offers to help than requests for help.*

**Q: Where can we go to find out if we are able to defer our mortgage due to those of us losing our jobs?**

*The best resource for workers is here: <https://www.colorado.gov/pacific/cdle/information-and-resources-coronavirus#Worker%20Resources> The state is also taking action to "provide relief from evictions, foreclosures, and utility shut-offs..." <https://www.colorado.gov/governor/news/gov-polis-announces-states-economic-response-covid-19>*

**Q: Our jobs are concerned about employees not being at work sick but what if a fellow coworker comes in sick and is sent home and gets tested how do we know if that person has been tested positive or not and if we have been exposed?**

*Health departments investigate infected persons and prompt outreach to those that may have been exposed. Employers have [access to guidance from the CDC](#) and others.*