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MAYOR

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Dear Community Partners, Residents, and Businesses,

We are in an unprecedented time of challenge for Toledo and Lucas County. Governor DeWine has issued a “stay at home” order that requires all Ohioans to stay at home, and limit trips outside the home to essential work and errands. It is important that we take this order seriously to stop community spread of COVID-19. We are at a critical point in our fight to stop the spread of this virus, and we must follow the governor’s order.

I am reaching out to you and to all community partners who play a significant role in ensuring critical information is disseminated. Please share the details below while adhering to the state’s “stay at home” order and social distancing guidelines.

### COVID-19 Questions and Help

- For information on COVID-19, please visit [www.LucasCountyHealth.com](http://www.LucasCountyHealth.com).
- The 24/7 Lucas County Community COVID-19 Call Lines Numbers are: **419 251-4000** (English only) and **419-291-5355** (multilingual).
- The Ohio Department of Health website is [www.Coronavirus.Ohio.Gov](http://www.Coronavirus.Ohio.Gov) and the Ohio Department of Health hotline is **1-833-4-ASK-ODH**. (1-833-427-5634)
- **TELEHEALTH:** Every health system in Lucas County is expanding access to TELEHEALTH programs. Please check with your insurance provider about ways you can see your doctor for non COVID-19 related items while not having to leave your house.
- **United Way 2-1-1** is a free, 24/7 health and human service referral resource available to all residents across Lucas, Wood, and Ottawa County. This non-medical, non-emergency system can connect

community members to thousands of resources pertaining to food assistance, housing / shelter, employment, clothing, utilities, etc. You can connect with 2-1-1 by dialing two, one, one; text your zip code to 898-211; instant message by visiting [www.211nwo.org](http://www.211nwo.org).

- **Senior Citizens:** Contact the Area Office on Aging of Northwestern Ohio at **419-382-0624** or by email at [adrn@areaofficeonaging.com](mailto:adrn@areaofficeonaging.com), or visit [www.AreaOfficeOnAging.com](http://www.AreaOfficeOnAging.com) for information, if you know of someone who is in need of assistance, or for details about service availability.
- **Toledo Public Schools** is offering free meals for students between 11 a.m. - 1 p.m., Monday through Friday at Jones Leadership Academy, Bowsher High School, McKinley/DeVilbiss, Rogers High School, Scott High School, Start High School, Waite High School, and Woodward High School. It is a drive through service and parents must call 211 to reserve. More information at <https://www.tps.org/discover-tps/news/2087-tps-to-continue-to-serve-meals.html>

### **Business Resources**

- Information about the SBA Economic Injury Disaster Loan Program is available at [SBA.gov/Disaster](http://SBA.gov/Disaster). We also encourage businesses impacted by COVID-19 to contact [BusinessHelp@Development.Ohio.Gov](mailto:BusinessHelp@Development.Ohio.Gov) for assistance.
- More information for businesses at <https://www.toledochamber.com/>

### **Public Assistance Programs**

- The Ohio Department of Job and Family Services received approval for waivers from the federal programs administered in Lucas County.
- SNAP recertifications have been suspended for the months of March, April, and May and benefits set to be redetermined during that period will be extended for six months.
- ABAWD requirements have been waived until one month after the end of the state of emergency.
- Additional SNAP dollars will become available for those receiving benefits. More details to come.
- Information for unemployment benefits, which allows for online 24 hours a day, seven days a week, is at [unemployment.ohio.gov](http://unemployment.ohio.gov). It is also

possible to file by phone at 877-644-6562 or TTY at 888- 642-8203, Monday through Friday 8 a.m. to 5 p.m. Employers with questions should email [UCTech@jfs.ohio.gov](mailto:UCTech@jfs.ohio.gov).

**All City of Toledo points of access for customer service are closed. Here is a list of city and other services affected by COVID-19:**

**Water**

- The city of Toledo will not shut off water service for nonpayment while we are working to prevent the spread of COVID-19. We will reconnect water service to any occupied residence in the Toledo service area that has been disconnected previously for non-payment. If you need your water service turned back on, please call Engage Toledo at 419-936-2020.
- Toledo Public Utilities customers are encouraged to pay water bills online at this link: <https://toledo.oh.gov/services/public-utilities/utilities-administration/online-billing/>. Toledo Public Utilities can be reached from Monday through Friday, 7 a.m. to 3 p.m. at 419-245-1800 or by email at [DPUCustomerservice@toledo.oh.gov](mailto:DPUCustomerservice@toledo.oh.gov).
- All late fees for water bills have been suspended.

**City Taxes**

- The city of Toledo is developing a plan to extend the deadline to pay city taxes.
- Information on how to pay city taxes online can be found at this link: <https://taxconnect.toledo.oh.gov/taxconnect/>.

**Code Enforcement**

- Continue to call Engage Toledo at 419-936-2020 to report code violations such as illegal dumping.
- The city will issue appropriate orders for high priority violations. Lower priority items will be held until after the stay-at-home order is lifted. The city will not issue violation notices unless it is a high priority. (High priority items include life safety issues, requests from Toledo Fire and Toledo Police, unsecured structures, immediate collapse or imminent danger, fire, emergency demolitions, and compromised structural integrity.)

## **Trash and Recycling Pickup**

- Trash and recycling pickup will continue as usual. Any questions on collection, please call Engage Toledo at 419-936-2020.

## **Landfill**

- The City of Toledo's Hoffman Road Landfill is closed to the general public until further notice. Alternatives for waste disposal include:
  1. [Brooklyn North Recycling](#), 4242 Creekside Ave., which will accept construction and demolition debris, 8 a.m. to 3:30 p.m., Monday through Friday. Call 419-476-0655 for pricing and details.
  2. [Republic Services](#), Vienna Junction Landfill, 6196 Hagman Rd., which will accept construction, demolition debris, and household trash from Toledo residents. Call 419-726-9465 for hours and pricing.
  3. [Waste Management - Evergreen Recycling and Disposal Facility](#), 2625 East Broadway, Northwood, Ohio 43619. Call 866-909-4458 for details, hours, and pricing.

## **Building Inspections**

- Anyone who needs to file a permit or schedule an inspection should visit [toledo.oh.gov/permits](https://toledo.oh.gov/permits) or call 419-245-1220.

## **Toledo Police**

- The Toledo Police website is [www.toledopolice.com](http://www.toledopolice.com).
- Toledo Police and Toledo Fire & Rescue Department continue to respond to 911 calls for emergency services.
- When calling 911, please advise the operator if you have a known or suspected COVID-19 exposure.
- We ask residents to utilize the Telephone Reporting Unit (TRU) and the online reporting system whenever possible. To contact TRU, dial 419-245-3340 and ask for a callback from TRU. You can fill out a police report online at <https://toledopolice.com/online-2/obtaining-reports-3.html>. Some officers will be temporarily reassigned to expand these units and shorten wait times.

## **Toledo Fire & Rescue**

- The Toledo Fire & Rescue website is [www.toledofirerescue.com](http://www.toledofirerescue.com).

- Due to the fact that Toledo Fire & Rescue is limiting public access to fire stations, those in need of a smoke alarm should contact the American Red Cross at 844-207-4509.

### **City Community Centers and Senior Centers**

- The city-owned community centers that will be closed for nonessential services include the East Toledo Family Center, the Aurora Gonzales Community and Family Resource Center, the Sofia Quintero Art and Culture Center, Friendship Park Community Center, the Frederick Douglass Community Center, and the Toledo Police Athletic League Building.
- City-owned senior centers – including the East Toledo Senior Center, the Chester J. Zablocki Senior Community Center, and the Eleanor Kahle Senior Center – are closed.

### **Parks**

- Playgrounds are closed. Maintain social distancing while at any park.

### **Public hearings impacted by the closures**

- Toledo City Council is developing a plan to stream its meetings for the public. More information on that will be posted on the city website, at [www.toledo.oh.gov/news/](http://www.toledo.oh.gov/news/), and social media, including [www.facebook.com/cityoftoledo/](https://www.facebook.com/cityoftoledo/)
- The Toledo-Lucas County Plan Commissions has postponed all hearings through the month of April.
- After consultation with the U.S. Department of Housing and Urban Development, the City of Toledo Department of Neighborhoods mandatory CDBG, ESG, and HOME funds public hearings for the 2020-21 Annual Plan and the 2020-2025 Consolidated Plan have been rescheduled. The meetings scheduled for March 23 and April are canceled. New hearing dates will be released when scheduled.

### **Courts**

- For information on all Toledo and Lucas County court schedules go to [www.toledobar.org/](http://www.toledobar.org/).

Thank you,  
Wade Kapszukiewicz  
Mayor, City of Toledo

