



City of Hopewell

COVID19 Citizen FAQs

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COVID-19 FAQ's from the US CDC

***Please preface each conversation with this statement: “The COVID-19 situation is rapidly evolving and ever-changing. The information provided is currently the most up-to-date information relayed by the US Center for Disease Control and Prevention.”**

What is a novel coronavirus?

A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the [coronaviruses that commonly circulate among humans](#) and cause mild illness, like the common cold. A diagnosis with coronavirus 229E, NL63, OC43, or HKU1 is not the same as a COVID-19 diagnosis. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnosis.

Why is the disease being called coronavirus disease 2019, COVID-19?

On February 11, 2020 the World Health Organization [announced](#) an official name for the disease that is causing the 2019 novel coronavirus outbreak, first identified in Wuhan China. The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, ‘CO’ stands for ‘corona,’ ‘VI’ for ‘virus,’ and ‘D’ for disease. Formerly, this disease was referred to as “2019 novel coronavirus” or “2019-nCoV”. There are [many types](#) of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. The name of this disease was selected following the World Health Organization (WHO) [best practice external icon](#) for naming of new human infectious diseases.

How Does Coronavirus Spread?

What is the source of the virus?

Coronaviruses are a large family of viruses. Some cause illness in people, and others, such as canine and feline coronaviruses, only infect animals. Rarely, animal coronaviruses that infect animals have emerged to infect people and can spread between people. This is suspected to have occurred for the virus that causes COVID-19. Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) are two other examples of coronaviruses that originated from animals and then spread to people. More information about the source and spread of COVID-19 is available on the [Situation Summary: Source and Spread of the Virus](#).

How does the virus spread?

This virus was first detected in Wuhan City, Hubei Province, China. The first infections were linked to a live animal market, but the virus is now spreading from person-to-person. It's important to note that person-to-person spread can happen on a continuum. Some viruses are highly contagious (like measles), while other viruses are less so. The virus that causes COVID-19 seems to be spreading easily and sustainably in the community (“community spread”) in [some affected geographic areas](#). Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

Can someone who has had COVID-19 spread the illness to others?

The virus that causes COVID-19 is [spreading from person-to-person](#). Someone who is actively sick with COVID-19 can spread the illness to others. That is why CDC recommends that these patients be isolated either in the hospital or at home (depending on how sick they are) until they are better and no longer pose a risk of infecting others.

How long someone is actively sick can vary so the decision on when to release someone from isolation is made on a case-by-case basis in consultation with doctors, infection prevention and control experts, and public health officials and involves considering specifics of each situation including disease severity, illness signs and symptoms, and results of laboratory testing for that patient.

Current [CDC guidance for when it is OK to release someone from isolation](#) is made on a case by case basis and includes meeting all of the following requirements:

- The patient is free from fever without the use of fever-reducing medications.
- The patient is no longer showing symptoms, including cough.
- The patient has tested negative on at least two consecutive respiratory specimens collected at least 24 hours apart.

Someone who has been released from isolation is not considered to pose a risk of infection to others.

Can someone who has been quarantined for COVID-19 spread the illness to others?

Quarantine means separating a person or group of people who have been exposed to a contagious disease but have not developed illness (symptoms) from others who have not been exposed, in order to prevent the possible spread of that disease. Quarantine is usually established for the incubation period of the communicable disease, which is the span of time during which people have developed illness after exposure. For COVID-19, the period of quarantine is 14 days from the last date of exposure, because 14 days is the longest incubation period seen for similar coronaviruses. Someone who has been released from COVID-19 quarantine is not considered a risk for spreading the virus to others because they have not developed illness during the incubation period.

Can the virus that causes COVID-19 be spread through food, including refrigerated or frozen food?

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food it is important to always wash your hands with soap and water for 20 seconds for general food safety. Throughout the day wash your hands after blowing your nose, coughing or sneezing, or going to the bathroom.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.

Will warm weather stop the outbreak of COVID-19?

It is not yet known whether weather and temperature impact the spread of COVID-19. Some other viruses, like the common cold and flu, spread more during cold weather months but that does not mean it is impossible to become sick with these viruses during other months. At this time, it is not known whether the spread of COVID-19 will decrease when weather becomes warmer. There is much more to learn about the transmissibility, severity, and other features associated with COVID-19 and investigations are ongoing.

What is community spread?

Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

How to Protect Yourself

Am I at risk for COVID-19 in the United States?

Yes. There have been cases of the COVID-19 in the US related to travel and through close contact. This is a rapidly evolving situation and the risk assessment changes daily. Please check the CDC's website for current US case counts: cdc.gov/coronavirus/

How can I protect myself?

- Clean your hands often
- Avoid close contact with people who are sick
- Stay at home if you're sick
- Cover coughs and sneezes
- Wear a facemask if you are sick
- Clean and disinfect frequently touched surfaces daily

For more information on protective measures, please visit the CDC's website: www.cdc.gov/coronavirus/

What should I do if I had close contact with someone who has COVID-19?

- Stay home except to get medical care
- Separate yourself from other people and animals in your home
- Call ahead before visiting your doctor
- Wear a facemask
- Cover your coughs and sneezes
- Clean your hands often
- Avoid sharing personal household items
- Clean all "high-touch" surfaces everyday
- Monitor your symptoms
- Please visit www.cdc.gov/coronavirus/ for more information

Who is at higher risk for serious illness from COVID-19?

Older adults, and people who have serious chronic medical conditions like heart disease, diabetes, and lung disease.

What should people at higher risk of serious illness with COVID-19 do?

If you are at higher risk of getting very sick from COVID-19, you should: stock up on supplies; take everyday precautions to keep space between yourself and others; when you go out in public, keep away from others who are sick; limit close contact and wash your hands often; and avoid crowds, cruise travel, and non-essential travel. If there is an outbreak in your community, stay home as much as possible. Watch for symptoms and emergency signs. Watch for symptoms and emergency signs. If you get sick, stay home and call your doctor.

Does CDC recommend the use of facemask to prevent COVID-19?

CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory illnesses, including COVID-19. You should only wear a mask if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. The use of facemasks also is crucial for [health workers](#) and other [people who are taking care of someone infected with COVID-19 in close settings](#) (at home or in a health care facility).

Am I at risk for COVID-19 from a package or products shipping from China?

In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 in the United States associated with imported goods.

Symptoms & Testing

What are the symptoms and complications that COVID-19 can cause?

The following symptoms may appear 2-14 days after exposure: fever, cough, shortness of breath. If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include: difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or inability to arouse, bluish lips or face.

Should I be tested for COVID-19?

If you develop symptoms such as fever, cough, and/or difficulty breathing, and have been in close contact with a person known to have COVID-19 or have recently traveled from an area with [ongoing spread of COVID-19](#), stay home and call your healthcare provider. Older patients and individuals who have severe underlying medical conditions or are immunocompromised should contact their healthcare provider early, even if their illness is mild. If you have severe symptoms, such as persistent pain or pressure in the chest, new confusion or inability to arouse, or bluish lips of face, contact your healthcare provider or emergency room and seek care immediately. Your doctor will determine if you have signs and symptoms of COVID-19 and whether you should be tested.

Can a person test negative and later test positive for COVID-19?

Using the CDC-developed diagnostic test, a negative result means that the virus that causes COVID-19 was not found in the person's sample. In the early stages of infection, it is possible the virus will not be detected. For COVID-19, a negative test result for a sample collected while a person has symptoms likely means that the COVID-19 virus is not causing their current illness.

Preparing Your Home for COVID-19

How can my family and I prepare for COVID-19?

Create a household plan of action to help protect your health and the health of those you care about in the event of an outbreak of COVID-19 in your community:

- Talk with the people who need to be included in your plan, and discuss [what to do if a COVID-19 outbreak occurs in your community](#).
- Plan ways to care for those who might be at greater risk for serious complications, particularly [older adults and those with severe chronic medical](#) conditions like heart, lung or kidney disease.

- Make sure they have access to several weeks of medications and supplies in case you need to stay home for prolonged periods of time.
- Get to know your neighbors and find out if your neighborhood has a website or social media page to stay connected.
- Create a list of local organizations that you and your household can contact in the event you need access to information, healthcare services, support, and resources.
- Create an emergency contact list of family, friends, neighbors, carpool drivers, health care providers, teachers, employers, the local public health department, and other community resources.

For more information, please visit www.cdc.gov/coronavirus.

What steps can my family take to reduce our risk of getting COVID-19?

Practice everyday preventive actions to help reduce your risk of getting sick and remind everyone in your home to do the same. These actions are especially important for older adults and people who have severe chronic medical conditions:

- Avoid close contact with people who are sick.
- Stay home when you are sick, except to get medical care.
- Cover your coughs and sneezes with a tissue and throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Clean and disinfect frequently touched surfaces and objects (e.g., tables, countertops, light switches, doorknobs, and cabinet handles).

What should I do if someone in my house gets sick with COVID-19?

Most people who get COVID-19 will be able to recover at home. [CDC has directions](#) for people who are recovering at home and their caregivers, including:

- Stay home when you are sick, except to get medical care.
- If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs*:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face
 - *This list is not all inclusive. Please consult your medical provider for any other symptom that is severe or concerning.
- Use a separate room and bathroom for sick household members (if possible).
- Clean hands regularly by handwashing with soap and water or using an alcohol-based hand sanitizer with at least 60% alcohol.
- Provide your sick household member with clean disposable facemasks to wear at home, if available, to help prevent spreading COVID-19 to others.
- [Clean the sick room and bathroom](#), as needed, to avoid unnecessary contact with the sick person.
- Avoid sharing personal items like utensils, food, and drinks.

How can I prepare for a COVID-19 at work?

Plan for potential changes at your workplace. Talk to your employer about their emergency operations plan, including sick-leave policies and telework options.

Should I use soap and water or a hand sanitizer to protect against COVID-19?

Handwashing is one of the best ways to protect yourself and your family from getting sick. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.

What cleaning products should I use to protect against COVID-19?

Clean and disinfect frequently touched surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them using detergent or soap and water prior to disinfection. To disinfect, most common EPA-registered household disinfectants will work.

What to do in the event of a COVID-19 Outbreak in your community:

What should I do if there is an outbreak in my community?

During an outbreak, stay calm and put your preparedness plan to work. Follow the steps below:

Protect yourself and others.

- Stay home if you are sick. Keep away from people who are sick. Limit close contact with others as much as possible (about 6 feet).

Put your household plan into action.

- **Stay informed about the local COVID-19 situation.** Be aware of temporary school dismissals in your area, as this may affect your household's daily routine.
- **Continue practicing everyday preventive actions.** Cover coughs and sneezes with a tissue and wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains 60% alcohol. Clean frequently touched surfaces and objects daily using a regular household detergent and water.
- **Notify your workplace as soon as possible if your regular work schedule changes.** Ask to work from home or take leave if you or someone in your household gets sick with [COVID-19 symptoms](#), or if your child's school is dismissed temporarily. [Learn how businesses and employers can plan for and respond to COVID-19.](#)
- **Stay in touch with others by phone or email.** If you have a chronic medical condition and live alone, ask family, friends, and health care providers to check on you during an outbreak. Stay in touch with family and friends, especially those at increased risk of developing severe illness, such as older adults and people with severe chronic medical conditions.

How do I prepare my children in case of a COVID-19 outbreak in our community?

Talk with your children about the outbreak, try to stay calm, and reassure them that they are safe. If appropriate, explain to them that most illness from COVID-19 seems to be mild.

What steps should parents take to protect children during a community outbreak?

This is a new virus and we are still learning about it, but so far, there does not seem to be a lot of illness in children. Most illness, including serious illness, is happening in adults of working age and older adults. If there are cases of COVID-19 that impact your child's school, the school may dismiss students. Keep track of school dismissals in your community. Read or watch local media sources that report school dismissals. If schools are dismissed temporarily, use alternative childcare arrangements, if needed.

If your child/children become sick with COVID-19, notify their childcare facility or school. Talk with teachers about classroom assignments and activities they can do from home to keep up with their schoolwork.

Discourage children and teens from gathering in other public places while school is dismissed to help slow the spread of COVID-19 in the community.

Should I go to work if there is an outbreak in my community?

Follow the advice of your local health officials. Stay home if you can. Talk to your employer to discuss working from home, taking leave if you or someone in your household gets sick with [COVID-19 symptoms](#), or if your child's school is dismissed temporarily. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual in case of a community outbreak.

Water Transmission and COVID-19

Can the COVID-19 virus spread through drinking water?

The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19.

Is the COVID-19 virus found in feces?

The virus that causes COVID-19 has been detected in the feces of some patients diagnosed with COVID-19. The amount of virus released from the body (shed) in stool, how long the virus is shed, and whether the virus in stool is infectious are not known. The risk of transmission of COVID-19 from the feces of an infected person is also unknown. However, the risk is expected to be low based on data from previous outbreaks of related coronaviruses, such as severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome (MERS). There have been no reports of fecal-oral transmission of COVID-19 to date.

Can the COVID-19 virus spread through pools and hot-tubs?

There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

Can the COVID-19 virus spread through sewage systems?

CDC is reviewing all data on COVID-19 transmission as information becomes available. At this time, the risk of transmission of the virus that causes COVID-19 through sewerage systems is thought to be low. Although transmission of COVID-19 through sewage may be possible, there is no evidence to date that this has occurred. This guidance will be updated as necessary as new evidence is assessed. SARS, a similar coronavirus, has been detected in untreated sewage for up to 2 to 14 days. In the 2003 SARS outbreak, there was documented transmission associated with sewage aerosols. Data suggest that standard municipal wastewater system chlorination practices may be sufficient to inactivate coronaviruses, as long as utilities monitor free available chlorine during treatment to ensure it has not been depleted. Wastewater and sewage workers should use standard practices, practice basic hygiene precautions, and wear personal protective equipment ([PPE](#)) as prescribed for current work tasks.

What the CDC is Doing about COVID-19

This is an emerging, rapidly evolving situation and CDC will continue to provide updated information as it becomes available. CDC works 24/7 to protect people's health. More information about [CDC's response to COVID-19](#) is available online.

COVID-19 and Animals

Should I be concerned about pets or other animals and COVID-19?

While this virus seems to have emerged from an animal source, it is now spreading from person-to-person in China. There is no reason to think that any animals including pets in the United States might be a source of infection with this new coronavirus. To date, CDC has not received any reports of pets or other animals becoming sick with COVID-19. At this time, there is no evidence that companion animals including pets can spread COVID-19. However, since animals can spread other diseases to people, it's always a good idea to wash your hands after being around animals.

Should I avoid contact with pets or other animals if I am sick with COVID-19?

You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

City Manager's Office FAQs

Is City Hall open?

City Hall is closed to the public until at least March 29th. City employees continue to report to work as usual, however telework policy is in effect.

Are any city buildings open?

All city offices, facilities and buildings are closed to the public. This includes city hall, Treasurer's Office, Commissioner of the Revenue's Office, Voter Registrar's Office, Office on Youth and Community Center. This will remain in effect at least until Sunday, March 29th. The Appomattox Regional Library System (ARLS) has closed all of their library locations until April 6, 2020.

Are city events, programs, meetings or activities still scheduled?

All city sponsored events, programs, classes and activities scheduled during this time are canceled.

Are restaurants open?

At this time, the Governor of Virginia has mandated all restaurants, fitness centers and theaters to significantly reduce their capacity to 10 patrons or close. Restaurants are encouraged to continue to carry-out and takeaway options. For a list of the City of Hopewell's restaurants offering delivery, drive-thru, togo or carryout services, please visit www.hopewellva.gov/COVID19meals.

Should I cancel my upcoming party/meeting/gathering?

Governor Northam told Virginians to avoid non-essential gatherings of more than 10 people, per federal guidelines. This does not include normal operations at essential services such as manufacturers, distribution centers, airports, bus and train stations, medical facilities, grocery stores, or pharmacies.

Commissioner of the Revenue FAQs

When are ABC Business Licenses due?

Last day to pay 2020 ABC and Business License's without late payment penalty March 31, 2020. Penalty for late filing of business licenses went on as of March 1, 2020. If you need to file your business license call the Commissioner's office at 541-2238. Call Treasurer to make payment @ 541-2240.

When is the deadline for the Tax Relief for the Elderly?

Tax Relief for the elderly and disabled and Veterans is due on April 1st. If you have any questions or need help filing call the Commissioner's Office at 541-2238.

Reminder The Commissioner's Office doesn't file taxes on the VITA program.

Courthouse FAQs – From City Attorney’s Office

Federal Court/United States District Court Eastern District of Virginia

- All non-case related outside events, tours, and other gatherings in the courthouse are suspended.
- All naturalization ceremonies for the remainder of March 2020 are postponed. *Please contact the United States Customs and Immigration Services office for additional inquiries online or through their contact center at 800-375-5283.*
- All civil, criminal, misdemeanor traffic and petty offense dockets scheduled from March 16, 2020 to April 30, 2020 are continued unless the presiding judge issues an order directing that a particular proceeding be held on or before March 31, 2020. *Contact the Clerk’s Office of your respective divisions for continuance dates.*
- The time period from March 17, 2020 through March 31, 2020 is excluded from the thirty day time period for filing an indictment or information, pursuant to 18 U.S.C. §3161(b) and (h)(7) due to the unavailability of a grand jury.

Virginia State Courts/District and Circuit Courts

- Only emergency matters will be heard. All civil, traffic and criminal matters are continued. *Call your respective Clerk’s Office for continuance dates.*
- For any matter that is not continued, including emergency hearings, courtroom attendance shall be limited to the attorneys, parties, necessary parties, and members of press. Parties are encouraged to use telephonic or video technology for all necessary hearings if such is available.
- All judicial deadlines are extended, pursuant to Va. Code § 17.1-330(D) for a period of twenty-one (21) days.
- All ceremonies are continued.
- New juror orientations are suspended.

Although Court proceedings are continued through March 31, 2020, Virginia state courthouses and Clerks’ Offices remain open at this time to receive filings and handle critical or emergency matters.

Anyone experiencing illness or who has been diagnosed with COVID-19, or instructed to self-quarantine or who is caring for anyone diagnosed with COVID-19 and/or instructed to self-quarantine WILL NOT be permitted into the courthouse or its facilities.

What do I do if I cannot reach my attorney and my case is not the type that has not been continued by the court?

You should call the Circuit Court Clerk’s Office and ask the Clerk how you can bring this matter to the attention of the judge. If you cannot reach the Clerk in advance of your hearing date, you should show up at the appointed time of your hearing or trial. At that time, you can ask the judge for a continuance and time to get another attorney, if your attorney still has not been in contact with you.

The Hopewell Circuit Clerk’s telephone number is: [\(804\) 541-2239](tel:8045412239).

The General District and Juvenile Domestic Courts’ telephone number is (804) 541-2237.

How will I know what my new hearing date is?

The clerk’s office will mail out notices with a new court date to all parties. If the address on your warrant/summons is incorrect, you need to notify the clerk’s office, in writing, so that your notice will go to your correct address:

Hopewell Circuit Clerk's Office
100 E. Broadway
Room 251
Hopewell, VA 23860-2715
(804) 541-2239

Hopewell General District and
Juvenile Domestic Clerk's Office
100 E. Broadway
B
Hopewell, VA 23860-2715
(804) 541-2237

What if I have a scheduled court case against the City of Hopewell?

Any cases involving the City of Hopewell that are scheduled for trial or hearing during the time period that the courts are continuing cases due to the COVID-19 crisis, will be postponed. The City Attorney or your attorney, if you have counsel, will reach out to you with a new date when the court resumes hearing cases.

Department of Development FAQs

How do I submit my permit or application?

There is no public access to the Municipal Building at this time. However, the City will continue to process the following permits: Building, Mechanical, Plumbing, and Electrical, Zoning Approval for Business and Home Occupations, and all Planning and Zoning Applications. A drop box will be placed in the former police office dispatch area. All applications with a check for the exact amount can be placed in the drop box. You can call the City at (804) 541-2226 or (804) 541-2220 for questions or to speak to the Development employee located in the dispatch area. This limited office will be available Monday-Friday from 10 a.m.- 1 p.m. beginning Friday, March 20, 2020 – March 29, 2020.

Is the City of Hopewell still conducting building inspections?

Building Inspections associated with an active building permit will be conducted as scheduled by the applicant. Call (804) 541-2226 to schedule an inspection.

Will building officials still be inspecting building code violations?

In efforts to protect our citizens and City Staff from the spread of COVID -19 and to practice social distancing as requested by the State government, inspectors will only enter a building to inspect a building code violation for a life/safety issue. All other complaints will be inspected after COVID-19 is no longer a threat. Non-Life/Safety violations, will be entered into the MUNIS system and follow-up at a later date.

Is the Planning Commission, Board of Zoning Appeals, Downtown Design Review Committee, Architectural Review Board or Keep Hopewell Beautiful meeting still scheduled?

All meetings of the Planning Commission, Board of Zoning Appeals, Downtown Design Review Committee, Architectural Review Board, and Keep Hopewell Beautiful for the month of March and April have been cancelled. We hope to reconvene in May 2020. If you have a case pending with either of these Boards, Development Staff will reach out to regarding next steps in an email.

How do I report an Inoperable Vehicle?

The Department of Development enforces the Inoperable Vehicle Code for vehicles on private property. During this time, the Department will not tag or tow inoperable vehicles. If an inoperable vehicle is observed the property owner will be sent a letter informing them of the rules. After the threat of COVID-19 ceases, and the inoperable vehicle is still in place, it will be tagged and the 10 day window to have the violation corrected will begin.

Are trash and recycling totter regulations still in place?

During this time, citizens should continue to follow the regulations for placing totters in front of their home 24 hours prior to pick-up and placing the totter in the side or backyard within 12 hours after pick up. Violators of the City's trash totter regulations will be mailed a letter regarding their violation. To practice social distancing, a violation notice will not be placed at the property.

Are the tall grass, trash and debris regulations still in place?

Tall Grass and Trash and Debris violations will be processed based on staff availability and priority.

Will the city still enforce zoning codes?

The City will continue to enforce the Zoning Code. If a violation is found the property owner and /or resident will be notified using U.S. Mail.

Police Department FAQs

Is the Police Office closed?

The lobby of the Hopewell Police Headquarters located at 150 W. Randolph Road will be closed from Monday, March 16, 2020 through Sunday, March 29, 2020, as a precautionary measure due to the Coronavirus (COVID-19) outbreak. The 911 and non-emergency dispatch center are still operational and the Police Department will still be answering calls for service. Police officers will continue to patrol our city and remain available for emergency and non-emergency calls.

Will the police still answer calls and come to my residence?

Yes, officers may practice social distancing practices if applicable.

If I have a warrant out for my arrest, will I still be arrested?

Yes.

If I see that a restaurant or bar is still open, do I call the Police?

No, please contact the Hopewell Health Department at 804-458-1297.

Can I still talk to a magistrate at the police headquarters near City Hall?

Yes, but since the lobby is closed, you will need to press the button and wait for an officer to assist you.

I am schedule to do a ride-along with the police department, will I still be able to do a ride along?

No, police department will resume ride-along once we are past this crisis.

I need a copy of a police report and/or copy of an accident report, can I come to the Police Department and get a copy?

No, the police building is closed to public but you can call the police department Records unit at 804-541-2272 M-F between the hours of 8:30 AM to 5 PM. If you get no answer, please leave a message and you will be contacted within 48 hours. The report will be sent to you either electronically or by mail.

I need fingerprints for my work, can the Police Department assist.

No, we no longer offer this service

I am registered sex offender and I am required to submit fingerprints, are they still being offered?

No, please contact Virginia State Police Headquarters at 804-674-2000. This building is located at 7700 Midlothian Turnpike, North Chesterfield, VA 23235. Fingerprints are taken at this location Monday-Friday from 9am-4pm. *The current crisis may affect these hours, please call.*

Will the Police respond to my house if I am being victimized by someone?

Yes, police are still responding for calls for service for complaints related to crime and safety as they normally do.

Are police-sanctioned events still occurring as scheduled?

All community events, neighborhood watch meetings or similar functions of the Police Department have been canceled until further notice to exercise social distancing and prevent the spread of the coronavirus.

Public Works FAQs

Is the Citizen Convenience Center still open?

No. It will reopen once the COVID-19 concerns subside.

Where do I take my trash and brush while the Citizen Convenience Center is closed?

The CFS Landfill in Petersburg. You can contact CFS via phone at 804-733-8001, via email at customercarerichmondva@meridianwaste.com. The landfill is located at 390 Industrial Drive Petersburg, VA 23803.

Do I still have to pay my utility bills during this event?

Yes.

Should I still report potholes, dead animals, clogged ditches, fallen trees and litter pick-up?

Yes, please call the Public Works Department 804-541-2295

How can I get toter (trash receptacles)?

Please call the public works department at 804-541-2295.

Will my trash and recycling still be collected?

Yes, they will be collected as typically expected. Please call the Citizen Trash Collection hotline to report any missed collections at 804-425-0500.

Recreation and Parks FAQs

Is the Hopewell Community Center Open?

No. The Community Center will remain closed until further notice. All functions of the Community Center will be suspended until the building reopens.

Will my monthly or annual Community Center membership be extended for the closure?

Yes. Recreation and Parks staff will work with affected customers to ensure that no membership time is lost as a result of the closure.

Will the recycling bin at the Community Center be open?

Yes. You may still recycle appropriate materials at the bin located at the Community Center. Please practice safe hygiene when visiting the facility.

Are programs and events still happening?

No. All programs, classes, and events have been postponed. Updates and additional details will be shared on the Recreation and Parks facebook page and at www.hopewellrecandparks.com.

Will the Respite Program still take place?

No. The Respite Program has been cancelled until further notice. Registered participants will be contacted with additional information. Meals will not be delivered to program participants.

Will youth soccer, baseball, or softball still take place?

No. All youth athletic programs have been postponed until further notice. Registered participants will be notified with additional details as conditions change.

Can I still have my event at the Community Center/Park?

All Community Center rentals and picnic pavilion rentals have been cancelled until March 30, 2020. Recreation and Park staff will work with customers to reschedule. If rescheduling is not possible, a refund will be issued. Additional events may need to be cancelled beyond March 30 as conditions continue to develop.

Are parks and playgrounds still open?

No. Per recommendations from the National Recreation and Park Association, we are closing all public playgrounds across the city. This includes City Park, City Point, 3 ½ Street, Westwood, King's Court, Arlington, Woodlawn, Mathis, Crystal Lake, and Atwater. The playgrounds will remain closed until further notice.

Is the Hopewell Marina still open?

Yes. The boat ramp will remain open 24 hours a day for normal use. For marina store operations, please contact Fish Tales II by calling 541-6417. The fishing area at the marina will also remain open.

Is the Hopewell Riverwalk still open?

Yes. The Riverwalk is open but contact should be avoided with other visitors. Please use the guidelines set forth by the Centers for Disease Control and practice safe hygiene if you choose to use any park.

Can I still schedule the senior transportation van to pick me up for doctor's appointments and other personal errands?

No. All senior transportation has been suspended. Please contact your healthcare provider for additional details concerning transportation services and medical appointments.