



COVID-19

Communications

March 31, 2020



TIMELINE

Feb. 28, 2020

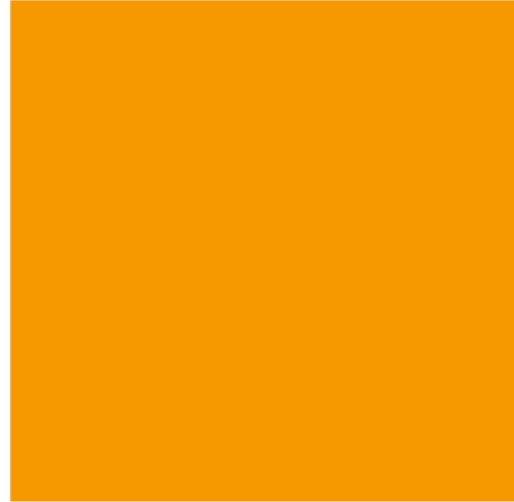
- RELEASE: [Public Health Continues to Monitor and Prepare for Novel Coronavirus](#)

March 3, 2020

- RELEASE: [Public Health Laboratory to Test for COVID-19 Locally](#)

March 10, 2020

- [City, County, and Public Health Leaders gather for Coronavirus \(COVID-19\) Press Conference](#)



TIMELINE

March 11, 2020

- Dept of Public Health gives overview of its Public Health Emergency Preparedness Program and introduces “Todos Preparados” Project to address vulnerable populations

March 12, 2020

- Dept of Public Health and City share facts about COVID- 19 to help stop the spread of rumors
- [City suspends Special Programming to protect public from evolving COVID-19](#)



TIMELINE

March 13, 2020

- **RELEASE:** City suspends Spring Break activities until further notices
- **RELEASE:** City cancels several community meetings scheduled for the coming week
- **PRESS CONFERENCE:** [Community Leaders to Provide Update on Coronavirus Preparations](#)
- **PRESS CONFERENCE:** [Community Leaders Provide Update on COVID-19 Preparations](#)
- **RELEASE:** [Community Announces First Presumptive Case of COVID-19](#)
- **ORDERS:** [Mayor Dee Margo and County Judge declare Local State of Disaster](#)



First Presumptive Positive Case of Novel Coronavirus (COVID-19) Reported in El Paso

First Presumptive Positive Case of Novel Coronavirus (COVID-19) Reported in El Paso

The City of El Paso Department of Public Health (DPH) is reporting the first presumptive positive test result for COVID-19 in the area. The male patient in his 40's who has history of recent domestic travel. He is now recovering at home.

The test was performed at the City of El Paso Department of Public Health Laboratory. DPH epidemiology staff is identifying any close contacts of the patient while...

[See More](#)

COVID
19
CORONAVIRUS
DISEASE

What is Coronavirus?

- Coronavirus is a known pathogen that we are all familiar with in the form of the flu.
- Novel Coronavirus is a new strain of coronavirus.
- What is different about this virus is that we don't have immunity to it because this is the first time it's been seen in humans.
- Because it is new there are still unanswered questions about how exactly it is transmitted and how it should be treated.



TIMELINE

March 14, 2020

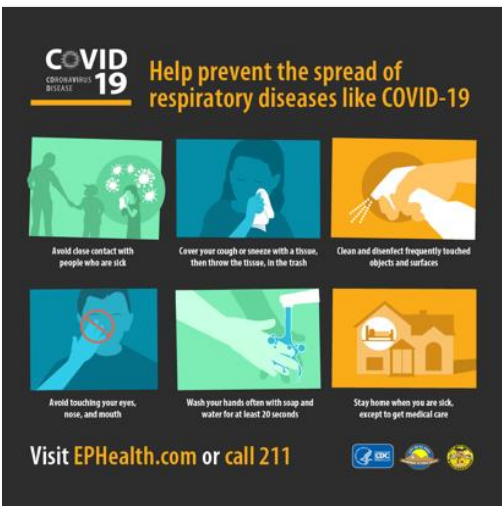
- RELEASE: [Public Health \(COVID-19\) Education Taskforce Deploys in El Paso](#)
- [The Department of Public Health recommends schools stay closed until April 6](#)
- [All public-school districts in El Paso County, El Paso Charter & private schools follow Department of Health directive and will stay closed until April 6](#)
- [All Public-school districts announce free breakfast and lunch for children during break starting March 23](#)

EP TX Travel Restrictions Expanded to Include UK and Ireland
CITY OF EL PASO

Travel Restrictions Expanded to Include UK and Ireland

In an effort to combat the coronavirus pandemic, Vice President Mike Pence announced this afternoon that travel from the United Kingdom (UK) and Ireland would be suspended for most travelers as of midnight on Monday. The same exclusions that are part of the already existing European travel restrictions, which went into effect on Friday, March 13, 2020, will also apply to the UK and Ireland.


As a r...
[See More](#)



TIMELINE

March 15, 2020

- [Universities and Colleges resume classes online starting March 30th](#)
- [UTEP Spring commencement postponed until Fall](#)
- PRESS CONFERENCE: [Second Preemptive Positive COVID-19 Identified](#)
- SOCIAL MEDIA: Help Prevent the Spread
- SOCIAL MEDIA: [Mayor delivers COVID-19 video message to El Paso](#)



Second Presumptive Positive Case of Novel Coronavirus (COVID-19) Reported in El Paso

Second Presumptive Positive Case of Novel Coronavirus (COVID-19) Reported in El Paso

This afternoon the City of El Paso Department of Public Health (DPH) is reporting the second presumptive positive test result for COVID-19 in El Paso County.

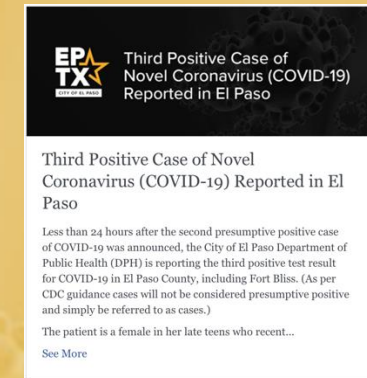
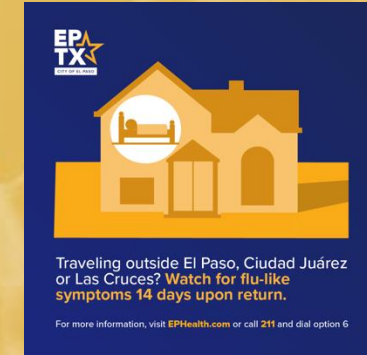
The male patient in his 40s who is hospitalized. With the epidemiological investigation still in its early phase, it is not known at this time if the man has a history of travel outside our region. Results of that investigation will be used to...

[See More](#)

TIMELINE

March 16, 2020

- RELEASE: [City Daycare & Pre-School Closures Due to COVID-19 Safety Measures](#)
- VIDEO SITUATION REPORT: [Third Positive COVID-19 Case Identified](#)
- RELEASE: [Third Positive COVID-19 Case Identified](#)
- SOCIAL MEDIA: City of El Paso warns residents of COVID-19 in-home testing scam



TIMELINE

March 17, 2020

- RELEASE/ORDERS: [Health Authority Orders: Assisted Living Facilities/Senior Centers](#)
- RELEASE/ORDERS: [Health Authority Orders: Workplaces](#)
- RELEASE/ORDERS: [Health Authority Order: Daycare Centers](#)
- RELEASE/ORDERS: [Health Authority Order: Assisted Living & Senior Centers](#)
- RELEASE/ORDERS: [Health Authority Order: Restaurant and Bars](#)

TIMELINE

March 17, 2020

- RELEASE: [El Paso Municipal Court Cancellations, Action to slow the spread of COVID-19](#)
- [El Paso Electric and El Paso Water announce they will suspend service disconnections for nonpayment until further notice](#)
- City Council extends state of emergency declaration issued by Mayor Margo by an additional 30 days
- RELEASE: [City Council Ordinances, Health Authority Orders Aim to Reduce Spread of COVID-19](#)



COVID 19
CORONAVIRUS DISEASE

Do you have flu-like symptoms?

Do **NOT** call 911
Do **NOT** run to the ER
If you feel sick, call your healthcare provider or call 211 for a doctor referral

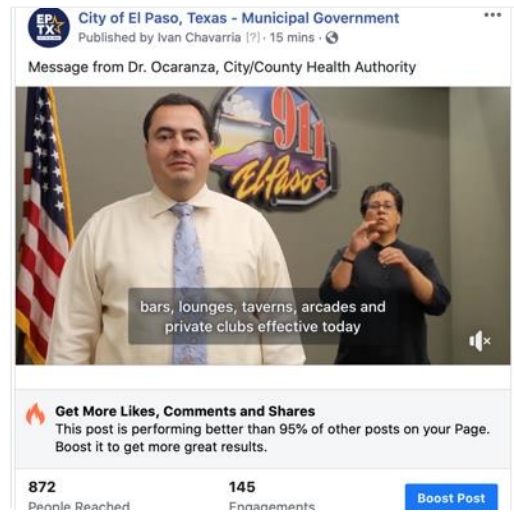
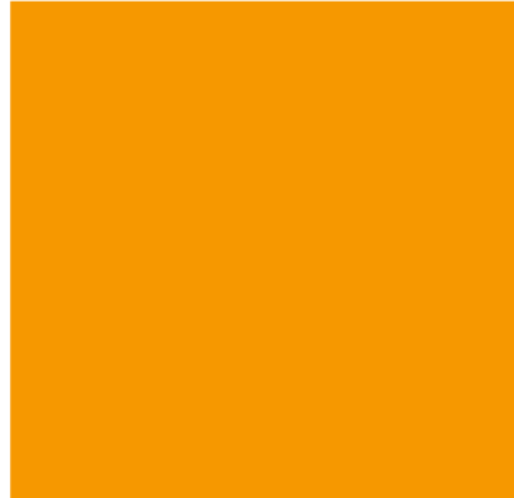
Visit EPHealth.com or call **211**, then dial option 6



TIMELINE

March 17, 2020

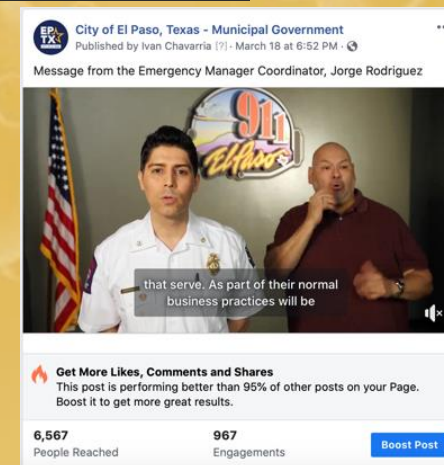
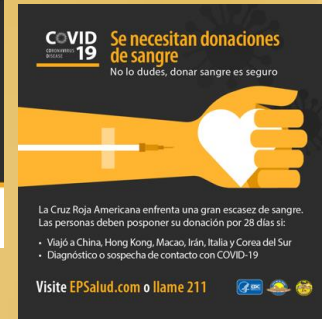
- [Texas to receive 15,000 COVID-19 kits from the Federal Emergency Management Agency](#)
- Fort Bliss provides COVID-19 Community Update and Virtual Town Hall
- VIDEO SITUATION REPORT: [City/County Health Authority Dr. Ocaranza delivers video message to El Paso regarding COVID-19](#)
- [Juarez officials confirm first coronavirus case](#)



TIMELINE

March 18, 2020

- SOCIAL MEDIA: Feel Sick? Don't Rush!
- SOCIAL MEDIA: It might not be serious for you, but it can be deadly for others
- [Simon Property Group closes all department stores due to Coronavirus](#)
- RELEASE: [City Closes Animal Services, Recreation Centers, Libraries, Museums and Zoo](#)
- VIDEO SITUATION REPORT: [Jorge Rodriguez, Emergency Manager Coordinator delivers video message to El Paso](#)



TIMELINE

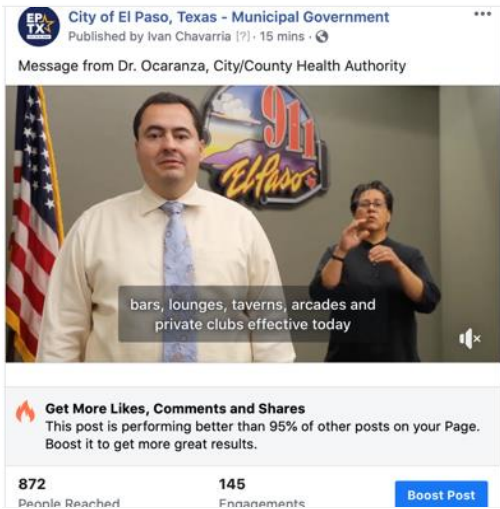
March 18, 2020

- First COVID-19 Emergency Alert sent out
- [El Paso Business website established to serve the business leaders and employees in the El Paso area during the COVID-19 crisis and beyond.](#)
- [COVID-19 Prevention Guidance Provided to Dental Providers – Residents asked to report non-compliance to Health Authority Orders](#)
- [Governor Abbott Waives Certain Regulations to Allow Delivery of Alcohol from Restaurants and to Support Hospitality Industry](#)
- [The Senate passed and the President has signed the Families First Coronavirus Response Act](#)
- [U.S and Canadian Governments announce they would pause non-essential and non-business travel between the countries](#)

TIMELINE

March 19, 2020

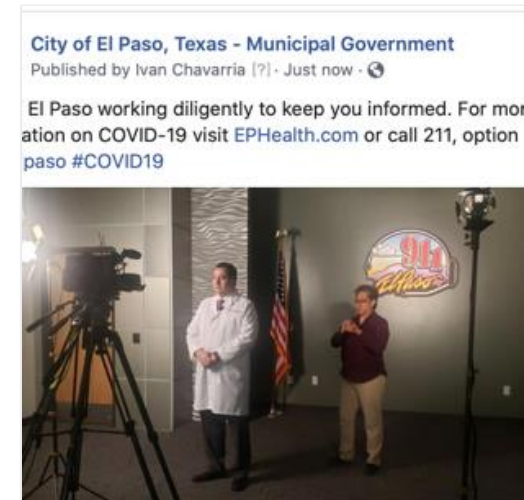
- Second and Third COVID-19 Emergency Alert sent out
- [El Paso Hispanic Chamber of Commerce issues out survey to gather information about how businesses are being affected by COVID-19](#)
- VIDEO: [Dr. Hector Ocaranza delivers message for travelers regarding COVID-19](#)
- [Texas Governor Announces Statewide Bar & Restaurant Dining Room Closure](#)



TIMELINE

March 19, 2020

- Commissioner of the Dept of State Health Services declares a state of public health disaster for the entire State of Texas
- VIDEO: [Message from Dr. Ocaranza to Prevent COVID-19 Virus](#)
- PRESS CONFERENCE: [COVID-19 Status Update](#)
- RELEASE: [Three New Cases of COVID-19 Identified in El Paso](#)



TIMELINE

March 19, 2020

- RELEASE: [COVID-19 Information: What it Takes to be Tested](#)
- El Paso Electric announces closure of payment center lobbies until further notice
- VIDEO: Message from Fire Chief, Mario D'Agostino
- VIDEO SITUATIONAL REPORT: [Situational Report by Dr. Ocaranza](#)
- RELEASE: [2nd coronavirus case confirmed in Juarez](#)

TIMELINE

March 20, 2020

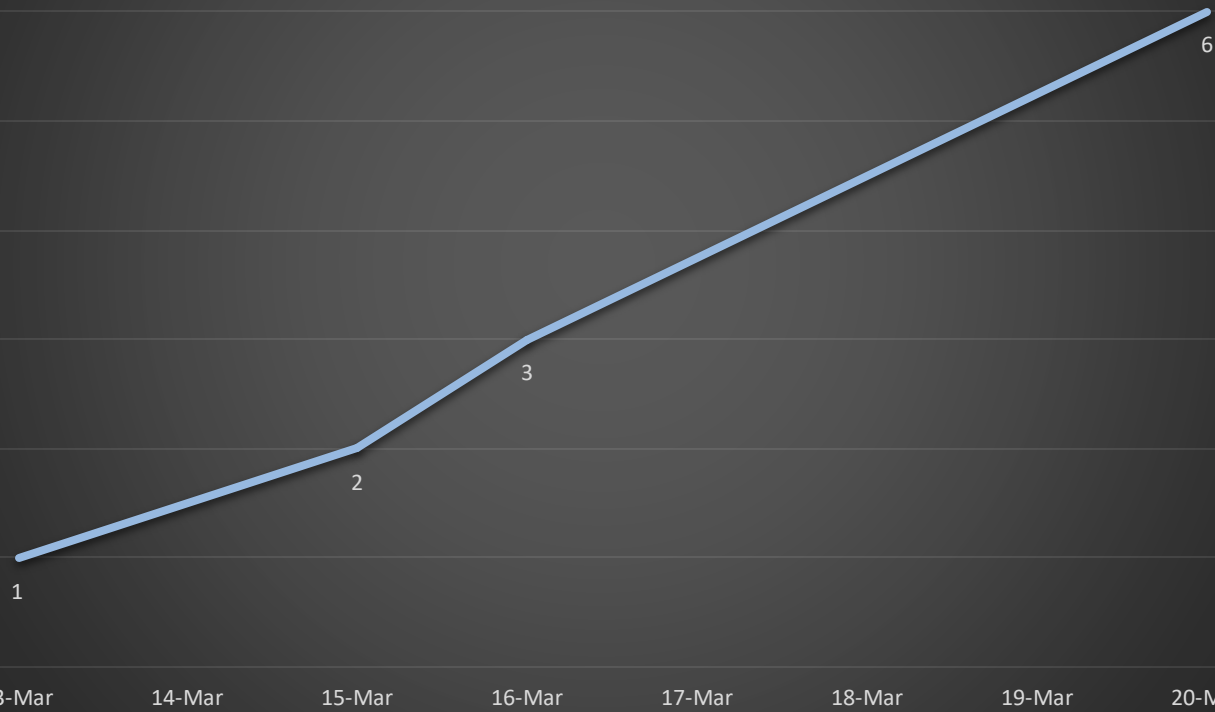
- SOCIAL MEDIA: [Fact Friday Coronavirus Update](#)
- [U.S limits non-essential travel restrictions across Mexico border](#)
- [Health Authority Order: Mass Gatherings](#)
- [Health Authority Order: Restaurants \(updated\)](#)
- [Health Authority Order: Workplaces \(updated\)](#)
- [Health Authority Order: Homeless Service Providers](#)
- Environmental Services Department suspends walk-in services at the administration office

TIMELINE

March 20, 2020

- [Beaumont screening guests for COVID-19 at main gates, restricting visitation](#)
- RELEASE: Municipal Court to Close In-Person Services
- RELEASE: [Police Implement Modifications in Response to COVID-19 Threat](#)
- Fourth and Fifth COVID-19 Emergency Alert sent out
- RELEASE: [City Issues Amended Emergency Directive to Reduce Spread of COVID -19](#)
- RELEASE: [International Ports of Entry, New Restrictions for Cross-travel at El Paso Ports of Entry](#) – Press Release
- Fort Bliss announces its first COVID-19 case

TOTAL



TIMELINE

EIGHT DAYS SINCE
FIRST PRESUMPTIVE
POSITIVE

TIMELINE

March 21, 2020

- RELEASE: [Sun Metro Notice to Customers COVID- 19 Service Changes](#)
- RELEASE: [Streetcar Service Update](#)
- Sixth COVID-19 Emergency Alert sent out
- SOCIAL MEDIA: Beware of fake messages, Mandatory national quarantine
- RELEASE: [COVID-19 Status Update](#)
- [Fort Bliss announces its second and third COVID-19 cases](#)

TIMELINE

March 23, 2020

- No Visitor Policy from Children's Hospital, Hospitals of Providence, Las Palmas Del Sol Healthcare and University Medical Center
- RELEASE: [Curbside Meal Distribution at Senior Centers to Continue for Qualifying Senior Residents](#)
- RELEASE: [Sun Metro Service Update](#)
- RELEASE: [Two new coronavirus cases in Ciudad Juarez](#)
- RELEASE: [COVID-19 Update El Paso Identifies 7th Case](#)



Curbside Meal Distribution at Senior Centers to Continue for Qualifying Senior Residents
Action to Protect Public from Evolving COVID-19

Curbside Meal Distribution at Senior Centers to Continue for Qualifying Senior Residents

As part of a joint meal distribution initiative by the Parks and Recreation Department and El Paso County, curbside distribution of meals will continue every Tuesday, from 10 a.m. to noon, at all City Senior Centers for seniors enrolled in the El Paso County Senior Noontime Meal Program.

The County meal program is preparing and providing five pre-packaged meals consisting of pre-packed shelf and pr...

[See More](#)



COVID-19 Update
El Paso Identifies 7th Case

COVID-19 Update: El Paso Identifies 7th Case

The City of El Paso Department of Public Health (DPH) reported its seventh positive case for the County of El Paso.

This latest case involves a woman in her 50s who has domestic travel history. She is currently self-isolating and recovering at home.


Three additional individuals were tested elsewhere, but reside in El Paso. The individuals are currently self-isolating and recovering at home bringing ...

[See More](#)

TIMELINE

March 24, 2020

- RELEASE: [City Offers New Hotline to Field COVID-19 Questions](#)
- RELEASE: [El Paso City/County Health Authority Issues “Stay Home, Work Safe” Order](#)
- PRESS CONFERENCE: [Community Leaders Provide Update on COVID-19](#)
- RELEASE: [Police Modify Records Services](#)



City of El Paso
DoITS
Always On

IT Notification – Telecommute resources

General Summary

Telecommute Resources

Information

Please visit the IT [COVID-19 City Employee Resources](#) site providing information and training resources for:

- 1) Microsoft Teams - provides teleconferencing, team collaboration and messaging capabilities.
- 2) OneDrive – edit and share employee work files from home easily and securely.
- 3) How to use Webmail
- 4) Information coming soon if you don't have a city issued laptop. You will be able to use your home pc, be on the lookout for info.

Login into the site using your City network credentials.

Note: Web email, One Drive and Teams access do not require VPN access

Affected Sites

Citywide

Thank you for your cooperation with this matter, please contact us with any questions or concerns.

Department of Information Technology Services
Network Integration | [Self Service Portal](#) | Service Desk Phone: (915) 212-0072



TIMELINE

March 24, 2020

- RELEASE: [Planning and Inspections Notice, City Departments Take Precautions Amid Coronavirus Concerns](#)
- RELEASE: [Environmental Services Department, COVID-19 Related Service](#)
- RELEASE: [City Offers Drive Thru COVID-19 Sample Collection to Residents with Doctor's Orders](#)
- RELEASE: [COVID-19 Update El Paso Identifies Five Additional Cases](#)



TIMELINE

March 25, 2020

- RELEASE: [EP Water Temporarily Suspends Sandbag Distribution](#)
- VIRTUAL PRESS CONFERENCE: [COVID-19 Update Virtual Press Conference](#)
- RELEASE: [COVID-19 Update El Paso Identifies Additional COVID-19 Cases](#)



Security Broadcast Notification – March 25, 2020

Increased Coronavirus Scams

Remain vigilant for scams related to Coronavirus Disease 2019 (COVID-19). Cyber actors may send emails with malicious attachments or links to fraudulent websites to trick victims into revealing sensitive information or donating to fraudulent charities or causes. Exercise caution in handling any email with a COVID-19-related subject line, attachment, or hyperlink, and be wary of social media pleas, texts, or calls related to COVID-19.

It may be a phishing attempt if:

- Be wary of unsolicited and COVID-19 themed emails or SMS (text) messages from untrusted users.
- Be on the lookout for messages impersonating legitimate government agencies or organizations and attempting to lure recipients taking immediate action.
- Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying that have information about the virus.

For the most up-to-date information go directly to

- <https://www.cdc.gov/>; or,
- <http://epstrong.org/>; or,
- <http://www.elpasotexas.gov/public-health>

- Refrain from opening any file attachments
- Don't click on links from sources you don't know
- Be wary of visiting a suspicious-looking site requesting personal information or other sensitive and confidential information.
- Always inspect the website address to ensure the legitimate website is properly displayed.
- Do not blindly trust that the padlock located at the top left of the address bar signifying that the website is legitimate, as that only indicates the information moved from the targeted computer to the requested site is encrypted.
- Ignore online offers for vaccinations. If you see ads touting prevention, treatment, or cure claims for the Coronavirus, ask yourself: if there's been a medical breakthrough, would you be hearing about it for the first time through an ad or sales pitch?
- Other recipients outside from other organizations are copied.

If you suspect or identify a suspicious email(s), please forward to ScamReport@elpasotexas.gov for analysis. If you need further information or assistance please contact Information Assurance (IT-SecurityAssurance@elpasotexas.gov).

Regards,
Information Security Assurance



Drive-Thru COVID-19 Specimen Collection Moves into Phase II
Seniors with Symptoms Targeted

Drive-Thru COVID-19 Specimen Collection Moves into Phase II – Seniors with Symptoms Targeted

This morning the Department of Public Health announced that the drive-thru COVID-19 specimen collection site will collect specimens of seniors 65 years of age or older who have a temperature of 99.6 F or higher.

"We are moving into the second phase of our testing and are now focusing our efforts on members of our community who may belong to high risk groups and could be more seriously affected by t...

[See More](#)

TIMELINE

March 26, 2020

- **RELEASE:** [Drive-Thru COVID-19 Specimen Collection Moves into Phase II](#)
- **RELEASE:** [Tax Office Closes for In-person Services, Action to Protect Public from Evolving COVID-19](#)
- **RELEASE:** [City Urges Public to avoid Playground and Workout Equipment at City Parks](#)
- **RELEASE:** [El Paso Identifies Additional COVID-19 Cases](#)

COVID 19 VISITING PARKS?



Wash your hands before and after each visit



Practice social distancing and avoid large group activities



DON'T use playgrounds



DON'T use exercise equipment

TIMELINE

March 27, 2020

- RELEASE: [El Paso Identifies Additional COVID-19 Cases](#)
- RELEASE: [City Landfill Service Changes](#)
- SOCIAL MEDIA: [Fact Friday COVID-19 Drive-thru Information](#)
- VIRTUAL PRESS CONFERENCE: [COVID-19 Update](#)



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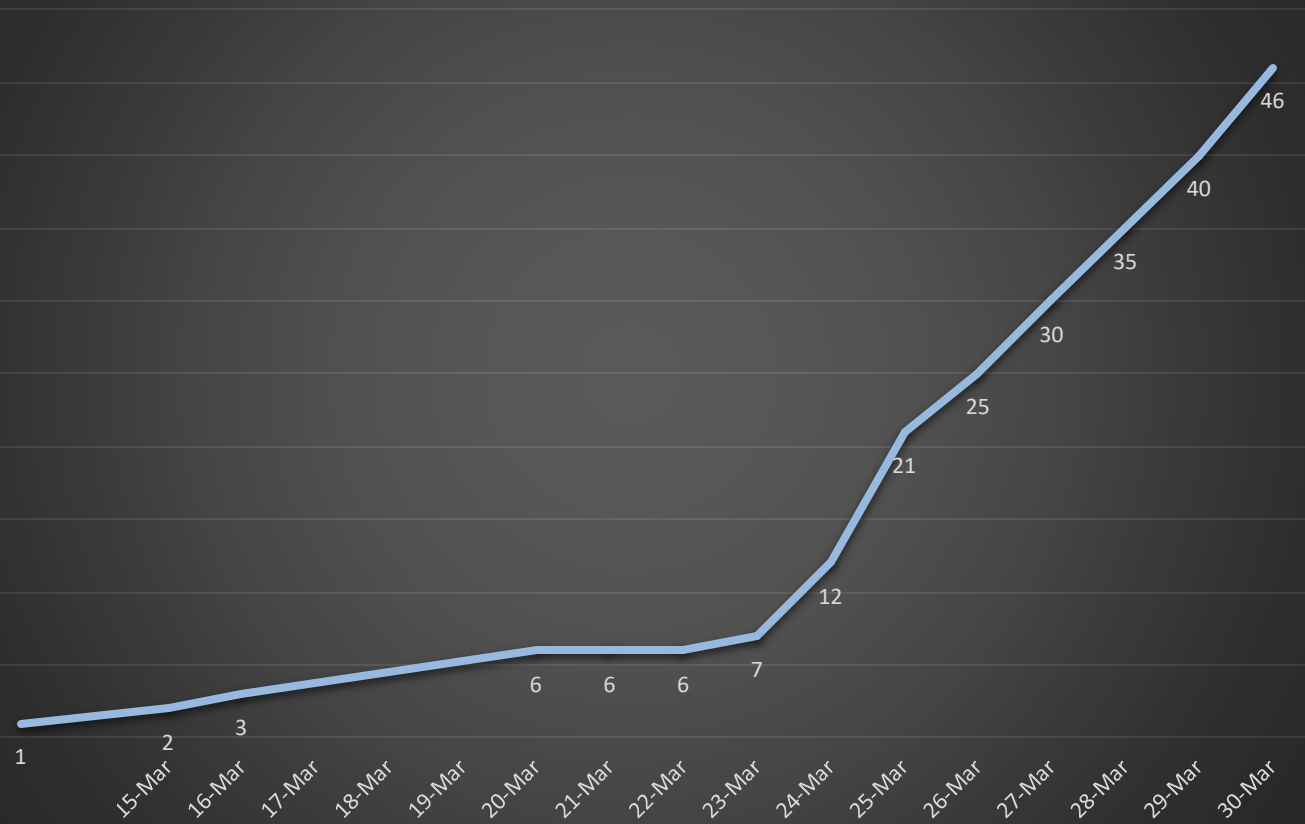
March 28, 2020

- RELEASE: [El Paso Identifies Additional COVID-19 Cases](#)
- [Your City In 5: COVID-19](#)

March 29, 2020

- RELEASE: [Community Reaches Local Spread, Stricter Orders to be Implemented](#)

TOTAL



TIMELINE

18 DAYS SINCE FIRST
PRESUMPTIVE POSITIVE

**COMMUNITY SPREAD
CONFIRMED ON 3/29/2020**

EPSTRONG.ORG

Have questions about Stay Home, Work Safe? View the FAQs
Still have questions? Submit a question or Submit a Compliance Complaint

ELPASOSTRONG

Closures FAQs Resources Health Orders Videos AUG. 3 TRAGEDY →

Coronavirus (COVID-19)

Information & Resources

The City of El Paso is dedicated to keeping you up-to-date with information regarding the novel coronavirus (COVID-19).

Symptoms

Symptoms may appear 2-14 days after exposure.
Call your healthcare provider if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you have recently been in an area with ongoing spread of COVID-19.

Patients with COVID-19 have reportedly had mild to severe respiratory illness. Symptoms can include:

- Fever
- Cough
- Shortness of breath

[Learn More](#) [Symptom Checker](#)

How It Spreads

The virus is thought to spread mainly from person-to-person, and possibly by touching your mouth, nose, or eyes after touching an infected surface.

Person-to-Person spread is defined as:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

[Learn More](#)

Prevention

There is currently no vaccine to prevent coronavirus disease 2019.

If you get sick

If you are sick with COVID-19 or suspect you are infected with the virus that causes

Have questions about Stay Home, Work Safe? View the FAQs
Still have questions? Submit a question or Submit a Compliance Complaint

ELPASOSTRONG

Closures FAQs Resources Health Orders Videos AUG. 3 TRAGEDY →

VIDEOS

Daily Situation Updates

Message from the Department of Public Health, March 16, 2020

How to Protect Yourself

COVID-19

COVID-19 is an infectious disease caused by a new coronavirus introduced to humans for the first time.

Stay Home, Work Safe

Travel

Un Mensaje de Dr. Osorio para Viajeros

Businesses

Message from Dr. Osorio for Business Owners

HEALTH ORDERS

FAQS - STAY HOME, WORK SAFE

Health Authority Orders

- 2020.03.20 - Health Authority Order: Homeless Service Providers
- 2020.03.20 - Health Authority Order: Workplaces (updated)
- 2020.03.20 - Health Authority Order: Restaurants (updated)
- 2020.03.20 - Health Authority Order: Mass Gatherings
- 2020.03.17 - Health Authority Order: Restaurant and Bars
- 2020.03.17 - Health Authority Order: Assisted Living & Senior Centers
- 2020.03.17 - Health Authority Order: Daycare Centers
- 2020.03.17 - Health Authority Order: Workplaces
- 2020.03.17 - Health Authority Order: Assisted Living Facilities/Senior Centers

Local, State Orders and Declarations

- 2020.03.20 - Amendment to Emergency Ordinance Instituting Emergency Measures
- 2020.03.20 - La extensión de la Ordenanza de Emergencia una declaración de desastre (modificada)
- 2020.03.26 - State of Texas Airport Travel Orders
- 2020.03.24 - Stay Home, Work Safe Order
- 2020.03.24 - Orden de Permanezco en casa/Trabaja seguro
- 2020.03.24 - County of El Paso Orders
- 2020.03.17 - Emergency Ordinance Extending a Disaster Declaration
- 2020.03.17 - Emergency Ordinance Instituting Emergency Measures
- 2020.03.13 - Local Declaration of Emergency
- 2020.03.13 - Declaration of Local Disaster

Press Releases

- 2020.03.30 - City and County Create Joint Small Business Emergency Relief Program
- 2020.03.28 - El Paso Identifies Additional COVID-19 Cases
- 2020.03.27 - El Paso Identifies Additional COVID-19 Cases
- 2020.03.27 - Lonafill Services Changes Related to COVID-19
- 2020.03.26 - Parks and Recreation COVID-19
- 2020.03.26 - El Paso Identifies Additional COVID-19 Cases
- 2020.03.26 - COVID-19 Drive Thru Specimen Collection Phase II Begins
- 2020.03.25 - Consolidated Tax Office Closes to In-Person Services
- 2020.03.25 - New COVID-19 Cases in El Paso County
- 2020.03.25 - ENWater Temporarily Suspends Sandbag Distribution
- 2020.03.24 - Planning Inspections Department Encourages Public to Use Online Services
- 2020.03.24 - New COVID 19 Cases in El Paso County
- 2020.03.24 - City Offers Drive Thru COVID-19 Sample Collection
- 2020.03.24 - Environmental Services Announces Waste Service Changes
- 2020.03.24 - Police Modify Records Services
- 2020.03.24 - Autoridades de Salud de la Ciudad y Condado de El Paso Emiten Orden Quédese en Casa Trabaja Seguro
- 2020.03.24 - Stay Home, Work Safe
- 2020.03.23 - Sun Metro Service Update
- 2020.03.23 - Novel Coronavirus (COVID-19) Drive-thru Specimen Collection Site
- 2020.03.23 - Curbside Meal Distribution at Senior Centers to Continue for Qualifying Senior Residents
- 2020.03.21 - COVID-19 Status Update

2-1-1 Communications

As of Saturday, March 28, 2-1-1 has responded to **more than 4,335** COVID-19 calls since March 1.

This does not include the thousands of other calls that are not related to COVID.

The numbers sky rocketed on the March 13 and have continued to remain high as more and more cases are found across the State of Texas.

The top 10 emerging COVID-19 needs for El Paso County include:

- Rent Payment Assistance: **629**
- Medline for consult: **512**
- Utility Payment Assistance (Electricity, Water, Gas): **679**
- State Unemployment Insurance: **185**
- Housing Related Coordinated Entry: **173**
- Disaster Food Stamps: **92**
- VITA Tax Preparation for Elderly: **62**
- Community Clinic: **60**
- COVID-19 Hotline: **45**

Thank you.