

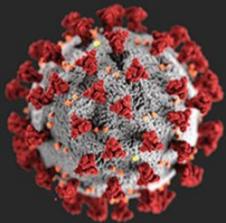
COVID-19 RESPONSE | www.cityofdenton.com/coronavirus



City of Denton Department FAQs

The following FAQs are in response to the City press releases linked below:

- [City Implements Precautionary Measures to Reduce COVID-19 Risk](#)
- [Mayor Issues Declaration of Local Disaster for COVID-19](#)
- [City Council Amends Declaration of Disaster Order, Postpones General & Special Election to November](#)



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YOUR Frequently Asked Questions Denton Parks and Recreation

What Parks and Recreation facilities are open and/or closed?

The following facilities are closed through April 5: MLK Jr. Recreation Center, Denia Recreation Center, North Lakes Recreation Center, Denton Senior Center, Denton Natatorium, Denton Civic Center, North Lakes Driving Range, Goldfield Tennis Center, and all playgrounds and public park restrooms.

Effective March 23, the Civic Center Pool showers and restrooms will be open to the public Monday through Saturday from 9 a.m. to 5 p.m., until further notice.

All facilities are tentatively scheduled to reopen on Monday, April 6. However, given the rapidly changing impacts of COVID-19, the City will continue to reassess the situation and adjust as needed.

Are City playgrounds, parks, and trails open?

All City playgrounds and public park restrooms are closed, however, open space parks and trails remain open for "passive recreation" (such as walking or jogging), and the City will continue to reassess the situation and adjust as needed.

We strongly advise park and trails users to follow these guidelines:

- Use the restroom before leaving the house, so you're not dependent on public restrooms.
- Carry your own water bottle to avoid using public water fountains.
- Bring a suitable trash bag or leave your trash at home to protect other park users and park staff.
- Follow CDC's guidance on personal hygiene before heading to trails — wash your hands and carry hand sanitizer.
- Keep six feet from other people as you walk, bike, or hike.
- Warn other trail users of your presence, and as you pass and step off trails to allow others to pass, keeping minimum recommended distances at all times. Signal your presence with your voice, bell, or horn.
- Follow CDC's guidance on the recommended size of social gatherings, including pick-up sports and other group hangouts, and maintain proper physical distance at all times.

Are programs canceled or postponed?

Effective March 18-April 5, all Parks and Recreation programs are canceled, including but not limited to classes, leagues, trips, childcare, and lessons. Customers can choose to receive a refund, credit, or remain enrolled if it's rescheduled for a later date.

Effective March 21-April 30, the [amended declaration of disaster order](#) prohibits community gatherings of 50+ individuals and prohibits social gatherings of 10+ individuals. That said, programs scheduled through April 30 could potentially be canceled based on the size of the program.

Are events and rentals canceled or postponed?

Effective March 18-April 5, all Parks and Recreation events, facility rentals, field rentals, and pavilion rentals are canceled. Customers can choose to receive a refund, credit, or reschedule based on future date availability.

Effective March 21-April 30, the [amended declaration of disaster order](#) prohibits community gatherings of 50+ individuals and prohibits social gatherings of 10+ individuals. That said, events and rentals scheduled through April 30 have been canceled based on expected attendance.

City-hosted event cancellations, include but are not limited to:

- Easter Egg Hunt and Egg'stravaganza
- Breakfast with the Easter Bunny
- Teen Twilight Egg Hunt
- Keep Denton Beautiful Redbud Festival

Are City co-sponsored events canceled?

The Denton Festival Foundation Board of Trustees voted on March 18 to postpone the 2020 Denton Arts and Jazz Festival. Also, the Cinco de Mayo Festival scheduled for May 2 is canceled.

Are special event permits still valid?

Effective March 21-April 30, the [amended declaration of disaster order](#) prohibits community gatherings of 50+ individuals and prohibits social gatherings of 10+ individuals. That said, special event permits issued for events on public or private property are revoked based on the date and size of the permitted event. Organizers can choose to receive a refund, credit, or reschedule based on future date availability.

Will I receive a refund or credit?

Refunds and credits due to COVID-19 cancellations for programs, rentals, events, and permits are being processed by staff. If you have questions or any other customer service needs, please email us at parksnrec@cityofdenton.com or call (940) 349-7275. Staff are working remotely Monday through Friday from 8 a.m. to 5 p.m. and are available to assist you by phone or email.

Customers have the option to receive a refund, credit, or elect to remain enrolled if rescheduled for a later date.

- **Registered Programs, including but not limited to classes, trips, lessons, and activities:** Prorated refunds/credits are being issued for registered programs in-progress when canceled. Full refunds/credits are being issued for the cancellation of registered programs that were scheduled to begin after March 13, 2020.
- **After School Care and Preschools:** Prorated refunds will be issued for dates canceled.
- **Athletics:** Prorated or full refunds/credits vary by league and are being issued accordingly.
- **Rentals, Events, and Permits:** Rentals, events, and permits canceled after March 13 will be issued a full refund/credit of all fees paid in advance, including deposits. Staff is working with long-term facility renters and making account adjustments as needed per the customer's request.
- **Memberships:** Members have the option to extend their membership for the length of the closure or receive a prorated refund/credit based on their date of purchase.

Is the free youth dinner food program on hold?

The free dinner food program at Denia and MLK Jr. Recreation Centers are temporarily on hold now through April 6. However, Denton ISD is serving breakfast and lunch, via take-out only, to all students who wish to participate. For access, they ask that students use the cafeteria entrance to discourage congregating. This service will continue each weekday until their campuses reopen to students.

The schools that are adjacent to Denia and MLK Jr. Recreation Centers are on the list as serving locations. Breakfast is served from 8 a.m. until 9 a.m., and lunch is served from noon until 1 p.m. No student ID is required. For a complete list of serving locations, visit www.dentonisd.org/meals.

What should I do with my kids while they're out of school?

We encourage families to embrace social distancing, and help kids understand what it means. We also encourage families to use the library remotely, as seen below:

[Library eCard](#): You'll need this to get started. No worries, it's free.

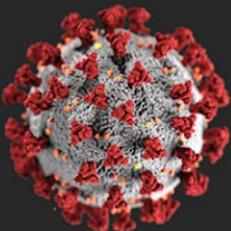
eCard Services and Resources Include:

[CloudLibrary](#): ebooks and audiobooks

[Hoopla](#): movies, music, audiobooks, ebooks, comics, TV shows

Online Resources: [Pronunciator](#), [Brainfuse](#), and [Lynda.com](#).

Thank you for your patience as we implement measures to safeguard the well-being of the community and staff. If you have additional questions, please email us at parksnrec@cityofdenton.com.



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COVID-19 Procedures & FAQs

Denton Public Library

Denton Public Library is paying close attention to the coronavirus (COVID-19) outbreak in our country and to recommendations from local, state, and national health officials for safeguarding against it.

All Library locations closed to the public

All three library locations are closed to the public effective March 18th. However, there are ways to use the library without coming in.

Denton Public Library Curbside Pickup

While our libraries are closed, Denton Public Library will offer temporary curbside pickup. [Click here to learn how to use this service.](#)

Using your Library remotely

One thing that we can promise will remain unaffected is the Library's multitude of digital resources. We encourage you to take advantage of the resources listed in the Online Library tab on the homepage of our site at library.cityofdenton.com – from ebooks and digital audiobooks to online learning and career-development sites; and TV, movie, and music streaming services.

We encourage you to use the numerous digital resources available through your library card. For more detailed information about our online resources see below.

Check out ebooks and audiobooks through CloudLibrary

You can access thousands of ebooks and audiobooks through CloudLibrary. To use CloudLibrary, download the app and login with your library card number. [Click here for more detailed instructions on how to use CloudLibrary on a phone, tablet, computer or Kindle Fire see our online tutorials.](#)

Check out audiobooks, movies and more through Hoopla

Similar to CloudLibrary, Hoopla is another digital platform available through the library. Hoopla allows you to borrow movies, music, audiobooks, ebooks, comics and TV shows to enjoy on your computer, tablet, or phone – and even your TV! [Click here for video tutorials on how to use Hoopla.](#)

Use our online learning resources

Whether you're looking for ways to work out your brain or you need resources to keep kids engaged while not in school, we have a number of learning tools you can use. With Lynda, you can access on-demand training through video tutorials to build technology, creative, and business skills. Or you can use Pronunciator to learn how to speak, read, and write any of their 80 languages covered through lessons, feature films, music, and more. For our full list of learning resources, visit library.cityofdenton.com/screens/dpl_learn.html.

No penalties for returning items late

The Denton Public Library has a fine-free policy, meaning patrons who are unable to return items to the library will not be penalized with fines. During this time, we understand you may be unable to bring back items for an extended period of time, so any items that are overdue more than 21 days won't be cataloged as "Lost" and sent to collections. If you do receive a collection notice and can't return your item, email us at library@cityofdenton.com, and we will resolve the issue.

Don't have a Denton Public Library card?

Get immediate access to our online services by signing up for an eCard. [Click here to apply for an eCard.](#)

(Note: if you already have a Library card, you do not need an eCard.)

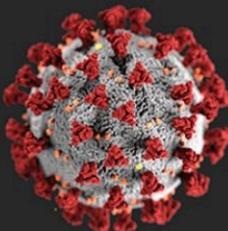
Interlibrary loan services suspended

While patrons are still able to place items on hold and pick them up through curbside pickup, interlibrary loans will not be available while the library is closed.

We will try to process requests that were in progress, but items may be delayed. For questions about ILL services, email library@cityofdenton.com.

Returning items to the Library

If a patron has a physical item that they need to return to the Library, the book drops will still be accessible. Items may also be returned via the drive-up service window at North Branch Library (3020 N. Locust St.). Once items are returned, Library staff will sanitize them for future use.



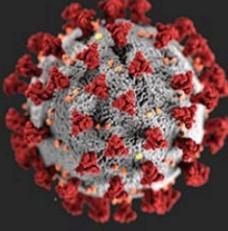
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COVID-19 Procedures & FAQs

Development Services

- The March 18, 2020 Planning & Zoning Commission meeting has been cancelled and there are no additional Commission meetings scheduled at this time.

- Until this condition changes, the City will not be accepting new plat applications, as state regulations require Planning & Zoning Commission action on plats within defined time periods.
- All other planning and development applications will be accepted and may only be submitted electronically.
- Where any of these accepted applications require consideration during a public meeting, final action will be withheld until a public meeting can be scheduled.



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COVID-19 Procedures & FAQs Animal Services

Thank you for your patience as we implement measures to safeguard the well-being of the community and staff. If you have questions, concerns, and/or comments, please call us at (940) 349-7594.

Facility Closure Effective March 18:

Linda McNatt Animal Care and Adoption Center will be temporarily closed starting March 18. However, we will still offer limited services on an appointment-only basis. All events are also canceled.

The shelter is tentatively scheduled to reopen Monday, April 6. However, given the rapidly changing impacts of COVID-19, the City will continue to reassess the situation and make adjustments as necessary. Check www.cityofdenton.com/coronavirus for updates.

Frequently Asked Questions

Can I still visit the shelter and adopt a pet?

Yes, we are still open for adoptions however, we have implemented a change in our process to provide social distancing for our staff and residents:

- Visit www.denton.petfinder.com and browse our available pets
- Contact the shelter to schedule an adoption appointment: (940) 349-7594.
- Arrive at your scheduled time and meet with your new best friend!

What if I need to surrender my animal?

Even though we are open for adoptions, it is at a limited capacity. Due to this, we will not be intaking owner surrenders at this time. We kindly ask that you hold on to your animal until we are fully open for business again.

What if I find a stray animal?

As a precautionary measure we are attempting to limit our number of intakes, so we do not reach capacity. If you find a stray animal, please contact the shelter first to determine if we are able to accept it. You can also utilize the Finding Rover App to help the owner find the animal.

What if I need to reclaim my animal?

Please call the shelter and schedule an appointment to reunite with your animal. Please remember that all applicable fees will still apply.

What if I have an animal emergency?

Our field officers are still responding to animal emergency related calls only. Please review the list of calls we consider emergency:

- Loose livestock
- Injured animals
- Animals that have bitten an individual
- Aggressive and threatening animals
- Wild animals that have bitten an individual or are contained within a residence

Can I still trap wildlife?

We kindly ask that you temporarily discontinue trapping wildlife. Due to the reduction in our field operation we are only responding to animal emergency related calls.

General Information

Social Distancing Courtesy of Denton County Public Health, March 14

If your school district or childcare facility has chosen to close, it can be challenging to stay at home and limit social gathering. DCPH urges you to follow the recommendation and keep your family home, away from social gatherings.

The term “social distancing” refers to:

- Avoiding groups of people and large events
- Staying 6 feet away from other people, when possible
- Foregoing handshakes and high-fives
- Using online transactions
- Avoiding close contact with people who are sick
- Businesses, organizations, universities, and school districts choosing to close schools, cancellation of events, or requesting that employees and students stay home

You are being asked to do this because social distancing helps to slow the spread of COVID-19. Even if you do not fall into a high-risk category, remember many others do.

Where can I get local updates?

[Denton County Public Health Department](#)

Facebook – [Denton County Public Health](#)

Twitter – [@WeAreDCPH](#)

[City of Denton COVID-19 \(Coronavirus\) Information](#)

Facebook – [City of Denton, TX – City Hall](#)

Twitter – [@cityofdentontx](#)

Who can I call if I have COVID-19 questions?

We encourage you to direct your questions to the [Texas Department of State Health Services](#) any day of the week from 7 a.m. to 8 p.m. Simply dial 2-1-1 and then choose option 6.

You can also call the Denton County Public Health COVID-19 information hotline at (940) 349-2585. Calls will be answered weekdays from 8 a.m. to 5 p.m. Call the hotline if you have questions or need information about COVID-19. Please be advised that the hotline is not for clinical advice or to provide diagnosis. If you are ill, please contact your healthcare provider.