



UPDATE June 25, 2020

June 25, 2020 Update Colonial Heights

Colonial Heights City Hall & other City Offices will Re-open to the Public on Monday, June 29, 2020

Please see the facility-specific information below for reopening guidelines and modified public hours (City Hall public access hours will be limited to 9:00 am – 4:00 pm, Monday through Friday). Please Note: City Offices will be closed on Friday, July 3rd. The Library will be closed on both Friday, July 3rd and Saturday, July 4th.

When possible, rather than visiting City offices, citizens are still encouraged to call City offices for assistance:

- For assistance with City Services, please call City offices as listed on the [City phone list](#)
- Or call the City's Citizens Assistance Line at (804) 520-9266 from 8:30 am to 5:00 pm, Monday through Friday.

Citizens are also encouraged to continue to make City payments on-line or at the large white drop box in the City Hall Parking lot:

- There are currently **NO Credit card fees for online payments** - Residents are encouraged to make payments online at www.colonialheightsva.gov/819/Pay-Online
- The City has a large white drop box in the parking lot if citizens want to drop a payment off for a City bill. It is emptied twice daily.

General Guidelines for public access to City Buildings:

- Please wear a mask or face covering while inside the building (for those 10 years old and older unless a health condition prohibits doing so) – ***Please see Courthouse Information below.***
- Please stay home if you are sick or if you have recently been in close contact with someone suspected of having COVID-19.
- Please remember to practice six-foot social distancing.

City Hall

- Reopening to the public Monday, June 29.
- Public Hours are limited to 9:00 am to 4:00 pm, Monday – Friday.
- Temperature checks for the general public will be done inside the City Hall main lobby.
- For access to first-floor offices, members of the public will be directed to the desired office once space is available to help maintain social distancing.
- For second-floor offices, after checking in at the first-floor lobby, a staff member from the second-floor office will come to the first floor to provide assistance to the public and to take the member of the public to the second-floor office, if necessary.

Courthouse

- Open to the public by appointment or court summons only, 8:00 am to 4:30 pm.
- ALL visitors 10 years of age or older **MUST** wear a face covering unless medically exempt (NOT supplied by court staff).
- Temperature checks and COVID-19 screening required of all visitors and staff.
- Summons for Unlawful Detainer and Evictions will resume June 29th.
- General public visitors are encouraged to make an appointment prior to visiting, utilize online/telephonic services or use the General District Court drop box located in the courthouse lobby.
- For more information on status of court operations please call the appropriate Court or Courthouse Office as listed on the [City Phone List](#) or visit: <http://www.courts.state.va.us/main.htm>

Library

- Reopening to the public Monday, June 29
- Library will open on a modified schedule as follows:
 - Monday, Tuesday, Wednesday – 9:00 am to 6:00 pm.

- Thursday, Friday – 9:00 am to 5:00 pm.
- Saturday – 10:00 am to 4:00 pm.
- Temperature checks for the general public will be done inside the Library near the entrance.
- Curbside service will still be provided
- Call the Library at 520-9384 or complete the following form for a curbside request: <http://colonialheightsva.gov/FormCenter/Library-6-6/Book-Request-Form-71-71>
- Library Meeting Rooms will be closed.

Police Department Administration

- The Police Department lobby is open to the public (open 24 hours a day, 7 days week; a telephone is available in the lobby to request police assistance after administrative office hours).
- For entering the Police Department lobby, please wear a mask or face covering or wait outside the building for assistance after checking in.
- Fingerprinting service is now available with a mask or face covering required. A temperature check will be performed prior to access being provided to the fingerprint area.

Fire Stations

- Fire Department Administration will be open to the public from 9:00 am to 4:00 pm, Monday – Friday beginning June 29.
- Temperature checks for the general public will be done upon entry at the Fire Department Administration Office.
- Fire Stations are still closed to interior public access; however, the public may ring the doorbell outside either Fire Station for assistance.

Colonial Heights Community Center

- Community Center rentals will resume July 1 with renters required to follow state guidelines.

Colonial Heights Senior Center

- Reopening to the public on Monday, July 6 with modified program/activities.
- Temperature checks for the general public will be done upon entry at the Senior Center, please use front doors to building.
- Public Hours are limited to 8:30 am to 4:00 pm, Monday – Friday.
- Effective July 6, the Senior Transportation Service will continue medical trips, Food Pantry deliveries, and resume grocery store trips.

Violet Bank Museum

- Reopening to the public on Monday, July 6.

- Temperature checks for the general public will be done upon entry at the Museum.
- Public Hours are 10:00 am to 5:00 pm, Monday – Saturday, and Sundays 1:00 pm to 6:00 pm.

Recreation & Parks – Other facilities

- Recreation and Parks Administration - will be open to the public from 9:00 am to 4:00 pm, Monday – Friday beginning June 29.
- Temperature checks for the general public will be done upon entry at the Parks and Recreation Administration Office.
- Pavilions at White Bank, Lakeview, and Fort Clifton Parks may be rented with renters required to follow any applicable state guidelines.