



COVID-19
INFORMATION RESOURCES

Visit
cityofcarrollton.com/coronavirus
for information regarding:

Health Resources • How You Can Help
FAQs • Community Resources
Resources for Businesses • and more

Be the Carrollton Difference

When you work for Carrollton, you don't just earn a competitive salary and receive great benefits, you get the opportunity to make a difference in your community. Whether they are saving lives, improving roadways, maintaining parks, or protecting residents, City employees inspire growth throughout Carrollton every day.

Job applications are **ONLY** accepted online at cityofcarrollton.com/jobs.

Workforce Services employees are available to assist with the online process Monday through Thursday from 7:30 am to 5:30 pm and Friday from 7:30 to 11:30 am.

📞 972-466-3091
jobs4you@cityofcarrollton.com

Hand Sanitizer Safety

While a lick won't hurt or kill anyone, if a child does consume hand sanitizer, it can cause low blood sugar, slow heart rate, and slow breathing. In serious cases, it can lead to coma and seizures.

- Supervise children
- Only use a dime-sized amount of sanitizer and rub until dry
- Keep sanitizer out of reach of children
- Avoid having children carry or keep sanitizer in their backpack or room

📞 800-222-1222 | poison.org

Neighborhood IMPACT

Neighborhood IMPACT (Improvement in Action), has been designed as a one-stop-shop concept for all things related to neighborhood integrity. Easily navigate through all of the neighborhood incentives Carrollton offers.



Community Development Block Grant
The City receives annual funding from the U.S. Department of Housing and Urban Development's Community Development Block Grant (CDBG) Program. This helps fund activities designed to assist low to moderate-income residents of Carrollton.

The **Emergency Repair Program** assists low-income homeowners in making essential repairs or adding structural accessibility modifications when the owner-occupant lacks sufficient resources of their own. Through this program, the homeowner can qualify for assistance with repairs that can be completed for \$5,000 or less.

The **Minor Home Repair Program** is designed to improve Carrollton's sustainability and make the homes of those needing assistance safer and healthier. Through this program, the homeowner can qualify for up to \$10,000 to assist with eligible repairs.

Neighborhood Empowerment Zones (NEZ)

Homeowners and homebuilders with a property located within a zone are eligible for specific incentives and programs, as well as other grants through the City's IMPACT initiative.

Through the **Single Family Rehabilitation Incentive**, property owners can receive up to 25 percent in reimbursements with a maximum incentive of \$20,000 for projects such as landscaping, driveways, facades, windows, exterior doors, porches, roofs,

fences, retaining walls, and more on homes that are at least five years old.

The **Single Family Demolition/Rebuild Incentive** provides monetary incentives to homeowners or homebuilders who demolish an existing single-family home within 12 months of grant approval – up to 100 percent of the cost of demolition – and rebuild a new home on the same lot within 24 months. The incentive also includes a single rebate payment dependent on the value of the new construction.

Through the **NEZ Minor Home Repair Program**, income-qualifying homeowners within a Zone can receive up to \$7,500 for essential repairs needed to bring their home into compliance with City code. Eligible repairs can be completed on the interior or exterior of the home, or on the property itself.

People Helping People (PHP)

The PHP Program provides assistance to low to moderate-income homeowners for essential repairs when the owner-occupant lacks sufficient resources of their own. All work is done by volunteers in the community. Through this program, the homeowner can qualify for up to \$5,000 to assist with repairs.

90/10 Grant Sidewalk Replacement Program

The 90/10 Grant Sidewalk Replacement Program provides an opportunity for citizens to participate financially to expedite sidewalk repairs or replacement of eligible sidewalks. Only sidewalks in single-family neighborhoods and located on a lot occupied by a single-family home are eligible for participation in the program.

See myNeighborhood page 3



Recycling Education & At-Home Activities

With so many homebound right now, residents' consumption of products and packaging is on the rise. It's more important than ever to keep recycling correctly and practice good habits for sustainability. Visit the website below to:

- Learn what's recyclable and what's not while supporting a favorite restaurant with a takeout order
- Find valuable tips for year-round cleaning
- Learn how to practice mindful buying when shopping for groceries or other household items
- Learn about the importance of recycling through a variety of fun and educational activities

republicservices.com/recycling/recycling-education

Utility Billing Payment Options

During COVID-19, the City of Carrollton suspended utility late fees and disconnections. Beginning July 24, Utility Billing will resume normal collection practices, and timely payments will then be required as usual. Set up a payment plan by contacting Utility Customer Service or apply for utility assistance with our partners at Metrocrest Services.

cityofcarrollton.com/coronavirus

Water Education Programs

From custom presentations to targeted environmental awareness on topics such as water conservation, surface tension and topography, local waterways, and the effects of pollution, the City offers water education programs for all ages and grade levels.

All Carrollton water education programs including materials are FREE of charge. City programs are provided on a first-come, first-served basis. Visit the website below for a list of available presentations and to schedule one for your school or organization.

cityofcarrollton.com/stormwater

Online Leisure Connections Magazine



As a reminder, Carrollton's *Leisure Connections* magazine is available online and includes listings of fun classes, programs, and leisure activities offered through both the Carrollton Public Library and Carrollton Parks & Recreation, many having been

adapted to virtual or socially distanced formats. The online magazine offers info on Rosemeade Rainforest Aquatic Complex, offerings at A.W. Perry Museum, classes at Oak Creek Tennis Center, and tee times at Indian Creek Golf Club all season long.

The printed version is normally available for pickup in City facilities, but distribution has slowed with Stay-At-Home directives, so check out the easy-to-view, digital flip-book version. The City will continue to update the magazine as the next few months unfold. **Stay active and stay safe, Carrollton!**

cityofcarrollton.com/leisuremag

Barking Dog Ordinance Reminder



Did you know that the Carrollton Animal Services team received more than 100 citizen complaints last year for nuisance barking? These requests are not only challenging for Animal Services to resolve, they can be equally challenging for both the complainant and the animal owner. In most cases, these are not resolved immediately and often result in citations being issued. The maximum fine for

nuisance barking is \$2,000. As a pet owner you can avoid most of these challenges by:

- Listening for your dog and working to limit excessive barking
- Providing fun toys, such as indestructible hollow toys stuffed with snacks, to keep your dog busy when you're not home
- Rotating the toys to make them seem new and interesting
- Bringing your pets in at night so that they do not disturb your neighbors
- Taking your dog on a daily walk, as exercise helps calm an anxious pet

Always remember that just because your dog's barking does not bother you, it may still create a nuisance for one of your neighbors.

[972-466-3420](tel:972-466-3420)
cityofcarrollton.com/animalservices

Supporting Children During a Pandemic



While the COVID-19 pandemic has caused uncertainty around the world, it is important to be mindful of your child's emotional response. Here are some ways to support your child during the pandemic:

1. **Structure:** Children thrive in a routinely structured environment. Design a realistic daily routine that could help ease your child's emotional stress.

2. **Be creative with new activities:** Although your usual favorite spots may be closed, be creative with new activities with items you may have at home (building a fort for movie night or holding a family talent show).
3. **Emotion check-in:** It is important to have an open conversation with your child about how they are processing all of the changes both physically and emotionally.
4. **Be mindful of your own stress and anxiety:** Those little eyes and ears are observant to your emotions and stress levels. It is okay to take time for yourself.

Contact the Substance Abuse and Mental Health Services Administration National Helpline to locate a mental health service.

[800-662-HELP \(4357\)](tel:800-662-HELP)
cityofcarrollton.com/vap

– Support Your Local Animal Shelter



If you've been thinking that it's time to add a new member to the family, consider adopting from the Carrollton Animal Services & Adoption Center. To keep the community safe and healthy, and to ensure our furry friends can still find their forever homes, animal adoptions are now temporarily available through appointment only. If it's not the right time in your life to adopt, consider making a donation.

Online Donations

Make a donation in any amount you choose. It's convenient, fast, and secure.

Tree of Life Donations

This special program is designed to recognize our donors' support, no matter what the size! Whether engraved with the name of an individual, a family, a business, or as a loving tribute to a furry friend, supporters' leaves are adhered to tree artwork in the Center to be viewed by all who pass by.

Cash Donations

Make a cash donation in person and be sure to ask for a receipt. Call the Animal Services team to request a receipt if one wasn't provided.

Material Donations

The Adoption Center is limited on what materials are accepted. If you would like to donate material items, please adhere to the following list:

- Purina Dog Chow dry dog food*
- Special Kitty dry cat food*
- Non-clumping kitty litter
- Specialty Food – any brand of canned puppy or kitten food
- Cleaning Supplies – bleach, Spic and Span antibacterial multi-purpose cleaner, glass cleaning, stainless steel polish, dish soap, hand soap, and other similar cleaning supplies

**dry food items are brand specific as a change in diet can upset stomachs*

Monetary donations are tax deductible and used for resources such as food, medicine, cleaning supplies, and treatment of sick or injured animals.

 **972-466-3420**
cityofcarrollton.com/animalservices



Read eBooks for FREE!

It's back to school time, and your Carrollton Public Library card serves as a gateway to cloudLibrary's thousands of eBooks and eAudiobooks. Save a trip to the Library and gain access to cloudLibrary's electronic materials on your phone in three steps:

1. **Download** cloudLibrary from the App Store or Play Store
2. **Select** "Texas" and "Carrollton Public Library" from the dropdown menus, then enter your Library card number
3. **Access** your account by managing borrowed items, seeing your reading history, and your holds

If you prefer to access cloudLibrary on other devices such as a laptop or tablet, follow setup instructions by visiting cityofcarrollton.com/ebooks.

 cityofcarrollton.com/library



myNeighborhood

Continued from page 1

Neighborhood Enhancement Matching Grant Program

This grant program is aimed at providing assistance to neighborhood organizations on projects that improve the aesthetic appeal of the community such as entryway markers, park improvements, and landscaping. Matching grants are awarded for up to \$25,000 per neighborhood per year.

Sign Topper Program

Decorative sign toppers help to identify neighborhoods. Matching grants are available for up to \$5,000 per neighborhood.

For more information about the City's Neighborhood Empowerment Zones and grant programs, and to find out if your property is eligible, visit the website below.

 **972-466-4299**
cityofcarrollton.com/IMPACT



ONLINE CITY SERVICES

Access government information and services 24 hours a day



Request a 10-day extension to pay a citation



Pay utility bills and view a six-month history



Access the Library online, renew books, and more



Pay for and renew alarm permits



Pay court fines and request Deferred Disposition



Register and pay for recreation memberships and programs



Look up a warrant and find out more about plan review operations

cityofcarrollton.com/how-do-i/pay

— Practice Social Distancing for Safe Outdoor Fun —



As the COVID-19 pandemic continues, many residents are seeking fun and safe activities that every family member can enjoy, and Carrollton Parks & Recreation is here to meet that need.

With 1,792 acres of park land across more than 50 parks and trails stretching 20+ miles, Carrollton offers an abundance of high-quality outdoor amenities. Spending time outdoors

promotes physical activity and better health, and best of all, it's free and fun for all ages.

By taking a few precautions, families can enjoy the City's many parks and trails while helping to protect themselves and others from contracting COVID-19. Remember to practice social distancing of at least 6 feet from non-household members and wear a cloth face covering where that is not possible. Step off the trail when passing others if you need to make more room, so you aren't breathing in what they are exhaling. Additionally, practice good hand hygiene and carry hand sanitizer when in public.

Through use of these practices, Carrollton's outdoor amenities can continue to provide safe and fun opportunities for family fun.

 cityofcarrollton.com/parksandrec

— Fertilizers and Stormwater —



Each year, millions of homeowners turn to fertilizer as the answer to give their lawns that extra green boost. While fertilizer can work wonders in revitalizing a lawn's life, it can have harmful effects to waterways if used improperly. Just like in the garden, fertilizer in waterways makes plants grow. In water bodies, extra fertilizer can mean extra algae and aquatic plant growth. Too much algae causes water quality problems, harms or displaces the fish that live there,

and makes activities like boating, fishing, and swimming unpleasant. As algae decays, it uses up oxygen in the water that fish and other wildlife need to survive.

Always remember when fertilizing:

- Follow label directions and apply the recommended amounts. Twice as much will not do twice the job.
- Avoid application before a rainstorm. You cannot control how heavy the rain will be and chemicals may be washed down a storm drain and flow directly into a waterway.
- Store or dispose of leftover fertilizers properly.
- Sweep up spilled fertilizer from the driveway or sidewalk.
- Never dump anything down a storm drain.

 cityofcarrollton.com/stormwater

Going Away on Vacation?

While you are away on vacation, volunteers from the Carrollton Police Department Citizens on Patrol will periodically stop by your home to check for open doors, broken windows, or any other suspicious circumstances. It is another added security precaution you can utilize to safeguard your possessions and assure your peace of mind while you are away. This is a free service provided to all Carrollton residents. Visit the website below to request a vacation check.

 cityofcarrollton.com/police
'I Want to' on left-hand sidebar

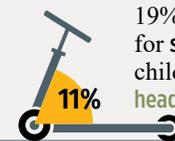
Kids and Wheeled Sports Safety

Every hour, nearly 50 children visit emergency rooms with an injury related to **bikes, scooters, skates, or skateboards.**



Serious head injuries (concussions, internal injuries, and fractures) made up 11% of ER visits across the four wheeled sports.

Fractures to the shoulder, arm, elbow, wrist, or hand were the most frequent diagnoses for hospital admissions.



19% of hospital admissions for scooter injuries to children were because of a head injury.

Among parents who say they **always wear a helmet** when riding a bike, 86% say their child also does. However, among parents who say they **never wear a helmet**, only 38% say their child always does.



Top Tips to Keep Kids Safe on Wheels

- All riders should wear a properly-fitted helmet to prevent head injuries and death.
- Ensuring correct fit of a helmet can increase comfort and use.
- Knee pads and elbow pads are recommended for scooters, skaters, and skateboarders. Wrist guards are also recommended for skaters and skateboarders.

 safekids.org

Urgent Pantry Needs in Response to COVID-19 Pandemic



Metrocrest Services has seen a large increase in need during the COVID-19 pandemic and anticipates the same needs continuing into the foreseeable future.

Donate nonperishable items that do not require refrigeration.

- | | | | |
|---------------------|-----------------------|-----------------|----------------|
| • Canned fruit | • Canned tomato sauce | • Mac & cheese | • Clorox wipes |
| • Canned vegetables | • Canned soup | • Rice | • Diapers |
| • Canned chicken | • Pasta | • Cereal | • Laundry soap |
| • Canned tuna | • Dried beans | • Peanut butter | • Dish soap |



\$1 = 3 meals

Make a monetary donation at metrocrestservices.org/idonate.php.

Questions?
Call 972-446-2100

