



Pigeon Forge City Hall
3221 Rena Street
Pigeon Forge, TN 37863
www.cityofpigeonforge.com

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MESSENGER

A PUBLICATION FOR THE RESIDENTS OF PIGEON FORGE

COVID-19 INFORMATION

CITY MANAGER'S UPDATE

Earlene Teaster, City Manager

Dear residents, business owners and employees,

The impact of the coronavirus on our city and beyond is unprecedented. However, I want to assure all of you that our city leaders are working around the clock to implement the plans and procedures we have in place to deal with these circumstances. It's times like these that we are reminded just how strong our Pigeon Forge community is, and I appreciate you working alongside me during the days to come.

During this situation, I can't stress enough the value of factual and current information from reliable sources. Two excellent sources are the Centers for Disease Control & Prevention:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

and the World Health Organization:

<https://www.who.int/emergencies/diseases/>

Please visit these sites often as information continues to change rapidly. We want to exercise good judgement and that means not relying on hearsay or rumors. In this case, knowledge is power.

The Tennessee Department of Health provides guidelines and procedures for business owners and operators here:

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Please take advantage of these resources to inform yourself and your employees.

Community wide, I ask that you help by taking any precaution that you can. Wash your hands and wash them often. If you are sick, please stay home from work and avoid activities that put you in contact with others. We know that older adults and people who have severe underlying chronic medical conditions are at higher risk for developing more serious complications from the coronavirus. Let's make every effort to help these folks limit their exposure.

Your city commissioners, our local health care officials and I are in regular communication with state leaders. We've compiled our most current information in this special edition of The Messenger. As the need arises, we will make updates available by calling (865) 429-7489.

Above all, let's be kind to one another. I understand that these are difficult times but kindness and compassion sure do go a long way as do your prayers for one another.

TIPS TO STAY HEALTHY

As a reminder here are some ways to stay healthy and keep those around you healthy.

- Avoid close contact with people who are sick and put distance between yourself and other people. Practice social distancing by avoiding large groups of people, limiting group sizes to no more than 10 people, and avoiding contact with high-risk groups.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you do not have a tissue, use your arm or sleeve to cover the cough.
- Clean your hands often. Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. If you are not able to wash your hands, use alcohol-based hand sanitizers, rubbing hands together until they are dry.
- Clean shared surfaces and equipment often. Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, microwave buttons, etc. Germs travel fast with multiple hands touching shared surfaces.
- Avoid touching your eyes, nose and mouth.
- Stay home when you're sick. When you are sick or have flu symptoms, stay home and contact your primary care provider.

SEVIER COUNTY FOOD MINISTRIES

Sevier County Food Ministries has reopened with onsite drive around service to pick up supplemental groceries only. The thrift shop will remain closed until further notice, and it will not be accepting thrift store donations at this time.

Please consider making a food or monetary donation during this time of need as many families in the area may need additional support due to the economic impact of the COVID-19 outbreak. Visit www.seviercountyfoodministries.org for more information or to learn how to get help. For additional assistance, visit the United Way of Sevier County's website at www.uwosc.org.

COVID-19 HOTLINE

The city has established a hotline at 865-429-7489 for recorded updates related to COVID-19 (coronavirus).

The information included in this newsletter was correct and in accordance with the CDC guidelines as of the date of release. Please visit www.CityofPigeonForge.com for timely area updates.

CITY HALL INFORMATION

Pigeon Forge City Hall is open to the public, however in an effort to comply with the CDC's request of social distancing, we encourage you to use the drive through payment window. The payment window is open during the below times and can be used to pay all bills normally accepted at City Hall. If you are having trouble making payments due to the economic impact of COVID-19, please contact City Hall at 865-453-9061.

As a reminder, water bills and property tax payments also can be made online at www.cityofpigeonforge.com or by phone at 865-429-7473. Monthly business taxes cannot be paid online; however, forms are available at www.cityofpigeonforge.com under "administration."

**Monday - Friday 8 a.m. - 4:30 p.m.
865-453-9061**

**Please note that City Hall hours are subject to change.*

CITY UPDATES

Mass Transit

Pigeon Forge Mass Transit will begin a modified schedule Monday, March 23 with daily trolley service beginning at 8 a.m. and ending at 8 p.m. Please call 865-453-6444 for the most current information on trolley schedules and routes.

Community Center

The Pigeon Forge Community Center is closed indefinitely.

Parks and Recreation

Wear Farm Park sport fields are closed indefinitely. The park's walking trails and playgrounds are open at this time. Additionally, Patriot Park is open at this time. If you choose to visit an open public space at this time, we encourage everyone to follow CDC guidelines and use their best judgement including staying a minimum of six feet from other people.

Library

The Pigeon Forge Public Library is closed until further notice. Although all programs in the main library and meeting room are cancelled, library staff will be on hand to answer phones and will stream various programs and helpful information on social media throughout the closure including preschool and toddler story times on

Tuesday and Thursday mornings. Fines will be waived on all library materials while the library is closed.

You can access library information from your home, including digital books, audio books, and videos. Please email library@cityofpigeonforgetn.gov with any questions.

Police Department

The Records Office will be staffed during normal business hours of Monday through Friday from 8:00 a.m. to 4:30 p.m. (EST). Staff will be available to answer calls or emails during this time at 865-429-7411 or pd@cityofpigeonforgetn.gov.

If you have a question regarding a city citation or if you need to obtain a copy of an incident or accident report email a request to us and the report will be emailed to you as soon as it is available. Please provide the report number (if available) or the name of the person(s) involved and the date the report was taken. In order to give everyone time to recover both physically and financially we have extended the court dates for citations that have already been issued to July 16, 2020.

Waste Removal

Trash pick-up service continues as normal.

COVID-19 HELPFUL INFORMATION

With so much information circulating about COVID-19, it can be overwhelming and hard to determine what information is factual. Here are some key points to keep in mind through this situation to help keep you and the Pigeon Forge community safe. The below information comes from the Centers for Disease Control and Prevention.

Trusted Sources

Please use caution when gathering information on this disease. The Centers for Disease Control and Prevention (CDC) www.cdc.gov and the World Health Organization (WHO) www.who.int are verified sources for factual information and should be the first place you look for answers about COVID-19.

Social media can be misleading and is not always a valid source of information on COVID-19. Please use caution when sharing or posting information on social media as it could prevent efforts to slow the spread of this disease.

Know the Symptoms

COVID-19 symptoms include fever, cough, shortness of breath, or difficulty breathing.

Steps to Take

If you or someone you know exhibits these symptoms, please direct them to contact their primary care physician and express that they may have COVID-19. After hours, please contact your local emergency room. In the event of an emergency, please call 911.

People who are undergoing testing should isolate at home until results are received.

Confirmed cases should isolate at home for 14 days and should consult a doctor.

People who live with someone who has a confirmed case of COVID-19 should also stay home in an effort to contain the spread of the virus.

Please remember, if you feel sick or have symptoms, do not go to work to avoid exposing others.

IMPORTANT REMINDER

Remember, high-risk groups include the elderly, people who have compromised immune systems, pregnant women, healthcare workers, people with pre-existing health issues, and those who have come into contact with confirmed COVID-19 cases.

To protect the high-risk population, please remember there is currently no visitation allowed at hospitals and nursing homes until further notice.

UNEMPLOYMENT RESOURCES

Temporary Assistance for Needy Families (TANF) program provides grant funds for states to provide families with financial assistance and related support services. Tennesseans are eligible for up to \$1000 for a family of five who have experienced the loss of a job and qualify for funding. The fastest way to apply is online at <https://www.benefits.gov/benefit/613>.

Unemployment Insurance trust fund has unemployment benefits for those who lose a job, but it also will be providing benefits for those who are quarantined by a doctor and are out of work for a period of time and temporarily suspended from their jobs. More information is available here: <https://www.tn.gov/workforce/unemployment/apply-for-benefits.html>

IRS EXTENSION

The United States Treasury and Internal Revenue Service (IRS) has extended the deadline to pay income taxes owed for 2019 to July 15, 2020. The 90-day reprieve is meant to help individuals and small businesses affected by the COVID-19 outbreak. Please visit www.irs.gov/coronavirus for more information.

GROCERY STORES, RESTAURANTS, AND PHARMACIES

Grocery Stores

Please be advised that grocery store chains in Pigeon Forge have adjusted operating hours to keep up with the current demand and government guidelines. Kroger is open daily from 6 a.m. to 10 p.m., Publix is open daily from 7 a.m. to 8 p.m., and the Teaster Lane Food City location is open daily from 7 a.m. to 9 p.m. Food City and Dollar General are reserving the first operating hour of each day for high-risk shoppers only. This provides a safer shopping option for the high-risk population. Please visit each company's website for additional information.

Restaurants

Please visit www.MyPigeonForge.com for more information on changes to Pigeon Forge restaurant operating hours, reduced seating capacity, and available services including curbside pick-up and delivery.

Pharmacies

Pharmacies throughout the city have adjusted their hours in response to the COVID-19 outbreak. Hours of operations and phone numbers for pharmacies are posted below. This information reflects pharmacy hours only.

CVS Pharmacy 865-429-6410

Monday - Friday 9 a.m. - 8 p.m.
Saturday and Sunday 10 a.m. - 5 p.m.

Food City Pharmacy 865-505-8329 (Teaster Lane)

Monday - Friday 9 a.m. - 7 p.m.
Saturday 9 a.m. - 3 p.m.; Sunday Closed

Kroger Pharmacy 865-428-0629

Monday - Friday 9 a.m. - 6 p.m.
Saturday 9 a.m. - 6 p.m.; Sunday 11 a.m. - 6 p.m.

Publix Pharmacy 865-774-2034

Monday - Saturday 9 a.m. - 6 p.m.
Sunday 11 a.m. - 5 p.m.

Stewart's Discount Drugs 865-453-9096

Monday - Friday 8:30 a.m. - 6 p.m.
Saturday 8:30 a.m. - 2 p.m.; Sunday Noon - 4 p.m.

Walgreens 865-429-7127

Monday - Friday 8 a.m. - 8 p.m.
Saturday 9 a.m. - 6 p.m.; Sunday 10 a.m. - 6 p.m.