Town of Hilton Head Island
TOWN MANAGER UPDATE

An Update from Town Manager Steve Riley
6/10/2020

Good afternoon Hilton Head Islanders and Guests,

After weeks of having our Town office buildings closed, we are gearing up to reopen them on Monday, June 15, with limited public access. The coronavirus is still present and we are moving cautiously as begin to have more interaction with our public. To prevent the spread of COVID-19 in our facilities and in our community, the Town is operating according to public health guidelines from the S.C. Department of Health and Environmental Control and the Centers for Disease Control and Prevention.

We ask for your patience as we work through our new reentry procedures and create a safe environment for the public.

Here is what you need to know:

- We encourage residents to conduct business with the Town by phone, e-mail or online, when possible.
- If you need assistance in person, you will be allowed to enter Town office buildings by appointment only. Please call ahead to schedule your visit.
- Upon arriving in the parking lot for your scheduled meeting, you should call the staff person you are meeting with and let them know you have arrived. The staff person will meet you at the designated public entrance and escort you to the location of your meeting.
- Following the meeting, you will be escorted back to the public door to exit the building. No member of the public will be allowed to roam Town buildings unescorted.
- Anyone visiting our Town office buildings are required to wear a mask while in the buildings, so please bring one with you.

How to Reach Town Staff
If you need to reach someone on our staff, please use our online directory at https://hiltonheadislandsc.gov/contactus/staffcomplete.cfm to obtain that person's contact information. A directory is also posted on the main entry door at Town Hall.

Safeguards at Town Hall
At Town Hall, we have put safeguards in place to protect you and our staff.
- We have installed plexiglass shields at all the counters in our front lobby area.
- We have a hand sanitizer station at our main entrance.

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- All Town employees are required to wear a face covering when entering and circulating in Town buildings. Upon arriving at work, staff complete screenings including checking their temperatures.
- All of our Town Hall departments and facilities are equipped with hand sanitizer, wipes, masks and other supplies employees may use to protect themselves and clean their work spaces.
- Our facilities staff and contracted crew clean our buildings regularly and often.
- A video intercom system with a door buzzer has been installed at our front desk so our receptionists can communicate with any member of the public before allowing them to enter the building.
- There are collection boxes at our main entrance where residents and business owners may drop off business license forms and payments, permits, plans and other documents.

Facilities Management Office, 12 Gateway Circle
Our Facilities Management Office at 12 Gateway Circle will also reopen on Monday, June 15. Here is what you need to know:
- The front door at Facilities Management will be locked. A doorbell will be temporarily located outside so you can alert staff of your arrival. A video intercom system with a door buzzer will be installed in the near future.
- Phone numbers to key staff will be posted on the front door/window.
- Facilities Management will be accepting applications for beach parking passes and boat passes.
- Members of the public are required to wear a mask while inside the lobby.
- Hand sanitizer stations will be available.
- Only one person at a time will be allowed in the lobby.
- Social distancing markings will be placed on the sidewalks leading to our front door.
- If a meeting is requested with key staff, the meeting will take place in the conference room at Facilities Management.

Fire and Rescue Headquarters and Fire Stations
The classroom at Fire and Rescue headquarters at 40 Summit Drive, and the fire stations and conference rooms remain closed to the public for the foreseeable future. Staff is working on procedures to reinstitute CPR classes, car seat installations and other activities. Information will be released when safe procedures are developed and approved.

CultureHHI Delivers Array of Virtual Offerings
During the COVID-19 outbreak, CultureHHI served the community by fostering artistic growth through a wide range of virtual artistic and cultural offerings, including

demonstrations with local artists and live musical performances. Those will continue. Our Town Hall Gallery is currently closed to the public. Follow CultureHHI's Facebook page to stay connected to artistic offerings and updates.

Stay Up-to-Date With Town Government
Now is the time to connect with us via our e-subscription service. Please visit our website and subscribe today. On the sign-up page, you will be able to choose which topics you wish to receive information about. If you have already signed up for this service, we encourage you to go to your subscription page and update your selections. This is something you will need to do because as a self-service portal we do not have access to privacy information to update the service for you.

Beaufort County Government Building Openings
Beaufort County remains on schedule to resume regular services and reopen its buildings to the public on Monday, June 15. The County still strongly encourages residents to conduct County business online, through email, or over the phone when possible. In the interest of preventing any further spread of COVID-19, the County is operating according to public health guidelines put forth by DHEC and the CDC. All County employees have been provided with hand sanitizer and are required to wear face-coverings in the workplace. Anyone visiting a County building is also required to wear a face-covering while in the building. All buildings will continue to close at 4:30 p.m. for disinfecting until further notice. For more information on County government, visit beaufortcountysc.gov.

Beaufort County Magistrate Court
Beaufort County Magistrate Court will be fully operational beginning June 15. Daily bond court and signing of warrants will continue. Hearings will continue to be held using remote communication technology. In-person court hearings will resume. The magistrate court will follow orders from the S.C. Supreme Court regarding resumption of in-person hearings and trials.

Beaufort County Library
The Hilton Head Branch of the Beaufort County library will continue to offer limited services after June 15 and until further notice. Curbside and digital services are available. Visit beaufortcountylibrary.org for more information on these services.

Hilton Head Island Airport
Operations at the Hilton Head Island Airport remain available. Travelers should contact their airline carrier for questions about flight schedules. Information on the operating status of the nation's major airports can be found at www.fly.faa.gov. Inquiries regarding flight information at Hilton Head Island Airport should be sent directly to airlines.

Dates to Keep In Mind

June 20th   Deadline for Business License Renewal for the Town of Hilton Head Island
July 15th   Deadline to file personal income tax returns. Visit www.IRS.gov for federal
                 information and https://dor.sc.gov/ for state guidelines.

Keep Up With COVID-19

For the latest update on COVID-19 cases in South Carolina and in Beaufort County,
and mobile testing locations, visit SCDHEC.gov.

Ways to Give

For a list of very worthy organizations and initiatives that need your support as they
continue to help individuals in our community, visit the Hilton Head Island-Bluffton
Chamber Commerce at https://www.hiltonheadchamber.org/covid-19/ These
organizations are assisting with rent, food and other needs.