



A Message from Chief Broadway on the Coronavirus (COVID-19)



The Clermont Police Department is committed to public safety and the health of our community. We will continue to provide you with up to date information regarding the coronavirus (COVID-19). Rest assured that the Clermont Police Department will continue to provide exceptional service during this uncertain time.

The Clermont Police Department remains fully prepared to provide continued exceptional service to the residents of Clermont as well as our visitors. Here are some important things you should know:

Precautions for Clermont Police Officers:

First responders play a vital role in responding to public health concerns such as COVID-19. Based upon Centers for Disease Control and Prevention (CDC) guidelines,

Clermont Police Officers will be doing the following:

- Practicing enhanced hygiene procedures
- Limiting face-to-face interaction to only when operationally necessary
- Taking some reports over the phone as opposed to in-person
- Screening and limiting public access to Clermont facilities and City of Clermont personnel

Personal Protection Equipment

The Clermont Police Department currently has enough personal protection equipment to do our job. Like many agencies across the nation, we are faced with the harsh reality that supply chains that provide important protective equipment are facing diminished capacity. We are monitoring our resources and providing guidance to our staff on the recommended use of personal protective equipment.

COVID-19 Screening

Due to concerns for the health and well-being of both the general public and Clermont Police Officers, all city personnel are being diligently monitored for exposure. Employees are following guidance provided by the Florida Department of Health and the CDC. As for the public, we encourage you to use online resources and only respond to the Clermont Police Department or other city facilities when absolutely necessary. You may be subject to a brief health screening when speaking to police or fire dispatchers before an emergency responder meets with you. This is to provide information to the first responder as to what level of personal precautions to take.

Closures

While we value face-to-face interactions, we understand the need to reduce risk to both citizens and employees during this time of recommended social distancing. As such, we have modified the way we are providing many services. In some cases, services have been temporarily suspended and offices closed. Please see below for important information:

- The Clermont Police Department remains fully operational, 24 hours a day, seven days a week
- Police Officers still patrol the city and respond to calls for service
- The Clermont Police Department building is closed to the public; however, individuals may reach a police officer through the use of a call box located at the front of the building
- A Clermont Police Officer may respond to the front of the Police Department building to provide face-to-face contact after the individual pushes the call box button and speaks with a police dispatcher
- The Police Department Records Division can still be reached at 352-536-8433
- Individuals requesting a copy of a report can do so by emailing policerecords@clermontfl.org or calling 352-536-8433
- Fingerprinting has been suspended

Scam Alert

As fears over COVID-19 are on the rise, so are scammers who are trying to exploit the situation. From phishing emails, fake inspections, fake charitable causes, and skimmers on ATM and gas pumps, criminals are attempting to profit from this epidemic.

Spot a Scam

- Scams can include social media posts, texts, and websites meant to take your personal information and money and infect computers
- Think twice before investing in companies who say they are working on a COVID-19 cure. Check official sources like the U.S. Securities and Exchange Commission before being lured into a scam.
- Be aware of fake fundraising. Verify the charity is legitimate. If someone wants donations in cash, gift card or by wiring money, don't do it!

- Watch out for online marketing of vaccinations or products claiming to treat the virus.
- Do not click on unfamiliar links or emails. Phishing emails may mention the coronavirus, medical supplies or claim to be from government, national or local health organizations in order to get users to open the message that unleashes malware.
- Watch for emails claiming to be from the CDC or experts saying they have information about the virus.
- Be aware of entering personal information into websites.
- Be aware of price gouging. If you see this, please contact the Florida Attorney General's Office or call 1-866-9 NO SCAM (866-966-7226).

COVID-19 Questions

If you have any questions related to COVID-19, call the Florida Department of Health Coronavirus Call Center at 1-866-779-6121. They are available 24 hours a day, seven days a week or email COVID-19@flhealth.gov. Individuals who are concerned they may have been exposed to COVID-19 should call the Florida Department of Health or contact their health care provider. If you are having difficulty breathing, call 911 immediately.

Remember to continue following CDC guidelines such as self-quarantine, hand washing for at least 20 seconds, social distancing and seeking appropriate medical attention if you are experiencing COVID-19 symptoms. By working together, we will all get through this.