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Media Contact: Karen Lemke
Head of Marketing & Community Engagement, Rochester Public Library
Direct: 970-946-2527 | E-mail: klemke@rplmn.org

FOR IMMEDIATE RELEASE

City opens COVID-19 information hotline

March 26, 2020 – ROCHESTER, MINN. – As community members continue to have questions about COVID-19 resources, the City of Rochester is opening a new call center.

The City of Rochester COVID-19 Information Hotline will open at 9am on Saturday, March 28 and will continue into the foreseeable future. **Every day from 9am to 9pm**, including weekends, the hotline will be staffed by employees from the Rochester Public Library.

The number for the hotline is 507-328-2822.

“Library staff are accustomed to answering community members’ questions, and even though the library has been closed, we have a crew of staff working from home to answer phone calls, texts, emails, and online chats,” says Karen Lemke, Head of Marketing and Community Engagement at the library. “Information Hotline staff will either be able to locate the information requested or direct callers to the appropriate organization or person.”

Call center staff will be available to answer questions about COVID-19 response efforts and resources in the community. Community members can also access the city’s COVID-19 webpage to find information and other links to helpful information. The site can be accessed at: rochestermn.gov/covid19.

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NOVEL CORONAVIRUS (COVID-19) PANDEMIC



EMERGENCY DECLARATIONS

Stay at Home
Executive Order 20-20
Effective March 27 – April 10

City of Rochester
Declaration of Local Emergency
Issued March 17, 2020

Olmsted County
Public Health Emergency
Issued March 17, 2020

Minnesota Peacetime State of
Emergency EM-3453
Issued March 13, 2020

National Emergency
Concerning Novel Coronavirus
Disease (COVID-19) Outbreak
Issued March 13, 2020

LOCAL ACTIVATIONS

City of Rochester
Emergency Operations Plan

Joint Information Center (JIC)

City of Rochester Emergency
Operations Center (EOC)

EOC STRATEGY

Ensure Community Lifelines

EOC OBJECTIVES

Continuity of Operations
Timely Community and
Teammate Communication
Economic Stability
Community Stability
Healthcare System Support

Lifelines enable the continuous operation of critical government and business functions and are essential to human health and safety or economic security.

ROCHESTERMN.GOV/COVID19