



COVID-19 Business Enforcement

Regional collaboration for guidelines

- Since beginning of closures
- Re-branded with phase one re-opening
- To continue into all phases of re-opening

- Available on [covid19washoe.com](https://www.covid19washoe.com)
 - Great guidance for business owners
 - Great guidance for consumers
 - Great information for the community
 - Includes contact information for enforcement entities



COVID-19 Business Enforcement

Phase 1 Guidelines Washoe County



Guidance & Enforcement

Businesses must create individualized plans to mitigate the risks associated with Covid-19 and to ensure the safety of their employees and customers/guests.

Anyone with concerns that a business is operating in a manner that is hazardous to the health of employees and customers/guests is encouraged to report to the appropriate regulatory body:

Business	Regulatory Agency
Personal Appearance/Beauty	Nevada Barbers' Health and Sanitation Board 702.456.4769
	Nevada Board of Cosmetology: inspection@nvcosmo.com
Consumer, Retail & Services General Office	City of Reno: Reno Direct at 775.334.INFO (4636) or RenoDirect@Reno.gov City of Sparks: 775.353.5555 or business@cityofsparks.us
	Washoe County: Dial 3-1-1 or 775.328.2003 or Washoe311@washoecounty.us Washoe County Health District permit holders: 775.328.2434
Food Establishments	Washoe County Health District: 775.328.2434
Real Estate/Leasing	Nevada Real Estate Division: 775.684.1900



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Specific for Unincorporated Washoe County

- Enforcement begins with a call to 311 (775-328-2003)
- Information provided to proper jurisdiction code compliance
- Washoe County code compliance officer visits location
- Reviews complaint, reviews guidelines, provides information
- Follow up within 48 hours
- If non compliant – forward information to Washoe County Sheriff

- We have not had to forward any items to Washoe County Sheriff
 - Education of the business is sufficient
 - As of May 22nd we have no open complaints



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Additional actions related to business

Business License

Temporarily suspend late penalties, and other disciplinary actions.

- Penalties and late fees will not be assessed on business licenses that become due during April, May or June 2020 (this may be extended);
- The status of the business license will not be changed to Delinquent status for license fees that become due during April, May or June 2020 (this may be extended);
- Collaborate with business owners to allow payment plans for renewal fees; and
- No disciplinary action for business license fee payments submitted after the due date.

Gaming and Liquor License

- Allowing gaming operators to lower the number of tables, slots, or games to 1 during the quarter for those months of no operation. This lowers a portion of their gaming license fee.
 - Gaming Tax portion of the license is under review as it impacts more than just Washoe County.
- Penalties and other disciplinary actions will not be assessed on gaming or liquor license due during April, May, or June 2020 (this may be extended).



Washoe County Commission

Additional actions related to business (cont.)

Utility Services

Temporarily suspend late penalties, and other disciplinary actions.

- Penalties and other disciplinary actions will not be assessed on Sewer bills due during April, May, or June 2020 (this may be extended);
- Penalties and other disciplinary actions will not be assessed on Spanish Springs Floodplain Detention Facility bills due during April, May, or June 2020 (this may be extended);
- Penalties and other disciplinary actions will not be assessed on Golden Valley Water Recharge customer bills due during April, May, or June 2020 (this may be extended).

Building Services

Washoe County Planning and Building services are operating utilizing our Accela permit platform. Electronic submission of permit applications has been implemented for all permit types. Field inspections are being conducted virtually and in person where appropriate for the type of inspection being provided. All field activities are adhering to strict social distancing and employee safety standards.

