



## Pigeon Forge Business FAQs

**Question:** Who has the authority to shut down and/or close my place of business with relation to the COVID-19 (coronavirus) issue?

**Answer:** The regional director of the Knox County Health Department has the authority, as we understand at this time. Please know there are no plans now to ask any business to close. However, this situation is constantly changing, and this could change at any time. Please also know that our state or federal government can intercede, and we would have to comply with any state or federal mandates. Currently, our Pigeon Forge elected officials are recommending that you follow Tennessee State Health Department guidelines that can be accessed here [https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html)

**Question:** Who has the authority to shut down and/or close our city(s) and county?

**Answer:** A collaboration of federal and city government would be required to close our city.

**Question:** What can we, as business owners, do to help?

**Answer:** Individuals and local businesses must play a role in limiting the spread of the coronavirus. The CDC and Tennessee Department of Health have directives and guidelines to help slow the spread of COVID-19. We encourage everyone to follow these guidelines to ensure the safety of the public. *The President's Coronavirus Guidance for America: 15 Days to Slow the Spread* contains specific guidance for individuals. We implore our citizens to follow these guidelines.

We strongly encourage everyone to pay attention to updates provided via emails to our business partners for the most up-to-date information available.

**Question:** What is the up-to-date "recommendation" of the person(s) of authority with relation to the operation of my business?

**Answer:** We encourage everyone to follow best practices: disinfect, maintain a safe distance of six feet from others, avoid gatherings of more than 10 people, isolate yourself and/or seek medical attention if you are sick or have symptoms. Also, it is of utmost importance to listen and pay attention to the latest information from city leaders. Updates are also available at [www.cityofpigeonforge.com/COVID](http://www.cityofpigeonforge.com/COVID).

**Question:** Has the city(s) and county suspended advertising inviting visitors to our city(s) and county or vacation area (until this issue is contained or resolved)?

**Answer:** During this nationwide crisis, we have paused all traditional marketing efforts. We will continue a presence on our social media channels to keep people informed and answers questions. We will reevaluate our marketing efforts as circumstances improve.

**Question:** What precautions should we be taking as a business and/or resident at this time and/or until this issue is contained or resolved?

**Answer:** We encourage everyone to follow best practices: disinfect, maintain a safe distance of six feet from others, avoid gatherings of more than 10 people, isolate yourself and/or seek medical attention if you are sick or have symptoms. Also, it is of utmost importance to listen and pay attention to the latest information from city leaders. Updates are also available at [www.cityofpigeonforge.com](http://www.cityofpigeonforge.com). The Centers for Disease Control's website [www.CDC.gov](http://www.CDC.gov) is a factual resource, as well.

**Question:** Where can I get up-to-date information regarding COVID-19 as it relates to my business, city, county, state?

**Answer:** Our local, state and federal health departments listed below provide current, factual information.

Centers for Disease Control's Coronavirus site [here www.CDC.gov](http://www.CDC.gov)

Tennessee Dept. of Health Coronavirus site [here https://www.tn.gov/health/cedep/ncov.html](https://www.tn.gov/health/cedep/ncov.html)

Interim Guidance for Businesses and Employers is available [here https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html)

Environmental Cleaning & Disinfection Recommendations are available [here https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)

**Question:** When and where are the COVID-19 remote assessment locations within or near our city?

**Answer:** There are no remote assessment locations in Sevier county at this time. However, this is subject to change at any time. If you think you have symptoms of novel COVID-19 (coronavirus), please contact your primary care physician (by phone) or the Sevier County Health Department (by phone at 865-453-1032). After hours, please call your nearest emergency room. You may reach the LeConte Medical Center at 865-446-7000.

**Question:** Will large public events be cancelled as a result of Covid-19?

**Answer:** All events sponsored by the City of Pigeon Forge through April 30, 2020, have been cancelled. Please know that all private events are being evaluated with event owners/organizers on a case-by-case basis and information is being communicated to the necessary parties.

**Question:** Where can business owners sign up for financial aid and how will that system work?

**Answer:** Business owners can learn more about available financial assistance through the U.S. Small Business Administration at [www.sba.gov](http://www.sba.gov)

**Question:** Where can businesses send employees who are laid off to learn more about available resources and financial assistance?

**Answer:** Please encourage employees to:

- visit <https://www.tn.gov/workforce/covid-19/employees.html>,
- have an active email address to ensure this process works efficiently
- be on the lookout for an email so they can register to complete weekly certifications to notify the state that they are still not working.

City leaders are working to develop a plan to make accommodations for those without access to computers and/or internet.

**Question:** Is the city's mass transit closing or altering routes at this time?

**Answer:** Pigeon Forge Mass Transit will modify its schedule beginning Monday, March 23, 2020. The trolleys will run from 8 a.m. to 8 p.m. daily.

**Question:** If a business closes, can extra law enforcement be requested for protection of business location?

**Answer:** Please know that the Pigeon Forge Police Department, as well as those in our sister cities and the county, will be working continually with no interruption. (You can request additional contracted security on your premises, but you are responsible for any costs.)

Please be assured that all Pigeon Forge Police Department, Fire Department and all first responders are fully staffed, prepared and equipped to deal with this situation. All are working with the Tennessee Emergency Management Agency, and all resources are being deployed to ensure the safety and security of our city and its residents, employees and visitors. We are confident, and you should be, too, in our city's ability to successfully navigate the weeks and months ahead.