Message from Mayor Suzanne de Leon
“Wear a Mask - Protect Yourself - Protect our Community”

I know the past few weeks have been a whirlwind of information as we all adjust to temporary restrictions on our lives. We’re working from home; struggling to keep our children happy, healthy and educated while schools are closed; perhaps facing the pressures of lost income in the wake of business restrictions and closures - Some of our families are dealing with all of these struggles at once, and my heart goes out to you. We want you to know we are here for you, to make sure you have the most up-to-date information, as it is changing almost daily. If you would like to receive email or text updates from the City, please provide your contact information to Chrissie Kolb, Community Relations Manager - chrissie@bhtx.gov.

During the current COVID-19 pandemic, we want to be sure we are mindful of you and your neighbors’ needs. We have compiled a collection of resources and programs to support your well-being.

**FOOD ASSISTANCE**

*San Antonio Food Bank* - 210.431.8326  M-F - 8a.m. - 5p.m. at: [www.safoodbank.org/cvresponse/getfood](http://www.safoodbank.org/cvresponse/getfood)

*Meals on Wheels - Assistance for Seniors* - 210.735.5115 or [https://www.mowsatx.org/coronavirus](https://www.mowsatx.org/coronavirus)

**CHILD NUTRITION**

*SAISD Curbside meals M-W-F* - 210.554.2290 - Bus deliveries are M-F - For more information, visit SAISD Child Nutrition Services Department [https://saisd.nutrislice.com/](https://saisd.nutrislice.com/)

*NEISD Curbside meals M-TH* - 210.356.9100 - Meals available while schools remain closed, multi-day meal packs may be picked up curbside 11:30 a.m. and 1:30 p.m. – For more information visit NEISD Nutrition Services Nutrition Services [https://www.neisd.net/Page/273](https://www.neisd.net/Page/273).

**HEALTH & HUMAN SERVICES**

⇒ **The San Antonio Metropolitan Health District**
  ◊ 210.207.5779 has opened a COVID-19 hotline for residents to ask questions about the virus. Hotline available in English and Spanish. **Hours** - M-F 8a.m. - 7p.m. & Sat. & Sun. 8:30 a.m. - 4:30 p.m.

⇒ **Family Violence Prevention Services:**
  ◊ **Call 911** for life threatening emergencies
  ◊ **Call 210.207.7273** for people to make a safety plan or report suspected abuse
  ◊ **Call 210.733.8810** for Crisis Intervention Hotline - you can speak with a hotline specialist, 24 Hours a Day, 365 Days a Year.

⇒ **Texas Health and Human Services:**
  ◊ **Toll-Free 833.986.1919** - 24/7 statewide mental health support line to help Texans experiencing anxiety, stress or emotional challenges due to the COVID-19 pandemic. This new resource offers Coronavirus/COVID-19-related mental health support for all Texans. People can call the Statewide COVID-19 Mental Health Support Line 24 hours a day, 7 days a week.


Stay home, stay safe, and we’ll get through this together.

Peace & Blessings,

Suzanne
Vivian Street
Project Update

The City is postponing the start of the Vivian Street Reconstruction Project due to the Coronavirus COVID-19 pandemic. Construction was to begin in June, but is now planned for later this summer. The design phase of the project is completed. The next step is bidding the job for a contractor. Bidding is planned for July. Bexar County Community Development and the Department of Housing and Urban Development are working with grant recipients to allow projects to be postponed as everyone is dealing with the day to day impact of the pandemic. If you have questions or require additional information, contact Ms. Janet Thelen, Community Development Director jthelen@bhtx.gov.

David Harris
City Administrator

As we continue to face many unknowns each and every day with the COVID-19 pandemic, I want to assure everyone that City staff are doing everything possible to maintain public safety and public health standards. Our City’s Police Officers and Fire Fighters, as well as dispatch, are completely staffed and are applying all necessary safety precautions to maintain all services while working to keep themselves healthy and safe. Though our front door at City Hall is locked, each and every City department is functioning and taking care of City business with little or no interruption. We are conducting business by phone and email, go to www.bhtx.gov for more information. As always, this applies to the City’s website and Facebook page. They are updated as soon as new information is available. City updates are also being posted to Nextdoor, the online social networking application designed to keep in touch with your neighbors.

While I certainly encourage everyone to adhere to all necessary safety guidelines, I want to remind everyone that our local Target remains open, as are many of our food service establishments, who will continue to provide drive-thru and curbside pick-up service as long as they are permitted to do so. Denny’s is providing a special senior discount to residents 55 and over with free pick-up and delivery - 210.732.1907.

Again, I strongly urge that each and every one of us continue to practice social distancing, shelter-in-place practices, and use recommended safety protocols as we continue to navigate these trying times, including wearing your masks while you are in public.

Do you also remember the old AT&T commercial jingle “Reach out and touch someone?” Please remember check on your family and neighbors, especially those who are elderly. You can easily check on them by calling them on their telephone or knocking on their door and standing away from the door six feet. Remember when we used to do that to see if a friend could come out and play? Let us all look out for one another during these challenging times.

Please do not hesitate to contact City staff if you have questions or need additional information.

Stay healthy and safe.

David Harris

Order Balcones Heights Food-To-Go

Many Balcones Heights restaurants have Curbside, Take-Out & Delivery service.

These include, Luby’s, Simi’s India Cuisine, Babe’s Old Fashioned Food, Denny’s, Chick-fil-A, Whataburger, Pizza Hut, Grady’s, Peter Piper Pizza, Golden Kirin, and Wendy’s. These local places each have specials and need your patronage.

How can you help support these restaurants?

• Order directly from the restaurant whenever possible, so that they aren’t forced to pay service fees to the delivery companies.
• Buy gift cards or merchandise.

Don’t forget TARGET is open from 8 a.m. - 9 p.m. they are constantly stocking fresh food and supplies daily.

And La Michoacana Meat Market is open and offering fresh produce, eggs, milk, bread, and homemade meals. Open 7 a.m. - 9 p.m.
COVID-19 - UPDATE

With the ever-changing news about COVID-19, Methodist Healthcare remains focused on caring for our patients and doing our part to prevent the spread of this infectious disease in our community. We have been working diligently to help ensure we are prepared. The team at Methodist Hospital | Texsan in Balcones Heights continues to provide the safest care environment for our patients, our healthcare staff and the community.

Visitor Restrictions

The health of the community and our employees is our top priority. In an abundance of caution, we have implemented several policies that align with all hospitals in San Antonio. As of March 21, we are not allowing in-person visits to our patients at any of our hospitals. There are exceptions for laboring mothers, patients under the age of 18, goodbye visits of military personnel departing for deployment, end-of-life situations, or other situations where family presence promotes a patient’s well-being or care. We encourage family members and friends to use alternative ways to interact with their loved ones, including phone and video calls.

This does not apply to anyone seeking care. If you are feeling ill, please seek medical attention.

When to Seek Care

Here are some guidelines to consider during this time if you are feeling ill. We all need to work together to ensure the sickest people in our community are receiving care, that we’re helping minimize the spread of infection and maintaining resources.

Methodist Hospital | Texsan
6700 W IH 10
Balcones Heights, Texas 78201
210.736.6700
Methodist Hospital Texsan
**WHEN TO CALL 9-1-1 ABOUT COVID-19**

Are you exhibiting emergency warning signs of COVID-19 that may include a high fever, difficulty breathing/shortness of breath, persistent pain/pressure in the chest, confusion, or bluish lips/face?

- **No**
  - Don’t call 9-1-1
- **Yes**
  - Call 9-1-1

If you are experiencing mild symptoms (such as a low fever and cough) or have been in a common space with someone who has COVID-19, then you should contact your primary healthcare provider or visit your state or local department of health website for guidance. More info on COVID-19 is available at cdc.gov/covid19.

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**KEEP 9-1-1 LINES OPEN FOR POLICE - FIRE - EMS EMERGENCIES**

GET THE LATEST COVID INFORMATION AT: www.cdc.gov/coronavirus
Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse hands well under clean, running water.
5. Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

www.cdc.gov/handwashing
Social distancing means putting space between yourself and others.

cdc.gov/COVID19
SpringHill Suites San Antonio Medical Center/Northwest
3636 NW Loop 410 • San Antonio • TX • 78201
www.marriott.com/satnl
210-737-6086

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Complimentary
Free Grab-and-go Breakfast - Free Wi-Fi - Free Parking
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Business Center
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Roundtrip transfers to San Antonio Intl. Airport, Local Offices
and Medical facilities within five miles of the Hotel
Also available On-Site
Coin-operated Laundry facilities
On-site Meeting Space
Located near junction of IH 10 and Loop 410

Ray Turpin • General Manager • 1-210-737-6086
Ray.Turpin@Marriott.com
Your Locally-owned Denny’s
4510 Fredericksburg Rd.
Offering 25% Discount for Locals
To Go & Curbside
Any Menu Item - Call: 210.732.1907

Upon arrival, please remain in your vehicle, we will gladly greet you outside with your order or we can take your order.

If you are unable to come to the Restaurant, we will deliver to you!!
Serving you for over 20 years - Our wish is that You Stay Healthy!

From Your Local Denny’s Team
Owner Judy Barreras
REMINDER - ROGIERS & NOVAK PARKS CLOSED

CLOSING UNTIL FURTHER NOTICE

HELP US FLATTEN THE COVID-19 CURVE
The 2020 Census
4 Ways to Respond

1. Secure Internet
New and Quick, Respond Online.
It’s safe, secure and confidential. Your information and privacy are protected. It economizes both for you and for the taxpayers. It’s greener saving trees and it’s user-friendly—offering you help screens and the ability to review your answers.

2. Respond by Phone
Our enumerators are ready to take your information question by question from the convenience of your phone from any location.

3. Respond by Mail
Wait until you receive your paper form through the mail or dropped at your residence. It can be filled out at home and dropped into your mailbox or post office.

4. In-person Interview
Our enumerators will visit residences that choose not to self respond.

Multiple Languages Available

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<tr>
<th>Phone &amp; Internet</th>
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<th>In-Person Interview</th>
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Each completed survey is a building block to a better America.

Confidentiality
The 2020 Census & Data Stewardship

We Keep Your Data Safe!

When you trust us with your information, our goal — and legal duty — is to keep it safe. Our mission is to serve as the nation’s leading provider of quality data about its people and economy. We couldn’t produce this information without you.

Employees take an oath for life to safeguard your information. If they break that oath they can be fined up to $250,000 and jailed up to 5 years. All of our employees take a mandatory annual training reminding them of our confidentiality policies.

The Law Protects Your Information

By law, your information is confidential. Your answers cannot be used against you by any government agency or court. The law is found in Title 13 of the U.S. Code. Anyone who violates this law faces severe penalties.

Our Privacy Principles Guide Our Work

Our privacy principles guide our actions so that we respect your privacy and protect your confidentiality.

- We do not identify individuals in the data.
- We publish. We only publish statistics.
- Our Disclosure Review Board verifies that any data product we release meets our confidentiality standards.

Secure Technologies

From the beginning of the data collection process through the final storage of information, we protect your data following industry best practices and federal requirements. We use data encryption and two forms of authentication to secure system access. The security of our systems is a top priority and we continually refine our approach to address emerging threats.

APRIL 2020 CALENDAR

All events for April have been cancelled or postponed

April 27 - Regular City Council Meeting - 5:30 p.m. - This meeting will be held by video teleconference. Visit the city website for more information www.bhtx.gov

The 2020 Census is happening now. You can complete your questionnaire online, by phone, or by mail. If you need help contact Census Chair Councilmember & Mayor Pro-tem Lamar Gillian: lgillian@bhtx.gov

Follow and “Like” the City FB page: facebook.com/BalconesHeights/

MAY 2020 CALENDAR

May 2 - Community Event - Postponed
May 10 - Mother’s Day
May 12 - International Nurse Day
May 10-16 National Police Week
May 18 - Regular City Council Meeting - 6 p.m.
May 25 - Memorial Day Holiday - City offices closed.

BALCONES HEIGHTS MAYOR & CITY COUNCILMEMBERS

Left to right: Miguel Valverde, Councilmember Place 5; Stephen Lara, Councilmember Place 1; Mayor Suzanne de Leon; Lamar Gillian, Councilmember Place 4 & Mayor Pro-Tem; Gloria Cantu, Councilmember Place 2 and John Halpin, Councilmember Place 3.

Newsletter Editor: Chrissie Kolb, Community Relations Manager
For questions or comments contact chrissie@bhtx.gov