



PUEBLO OF LAGUNA ENTITIES

This document references the specifics of each Pueblo entity's operational adherence to the Executive Order, dated April 8, 2020. Please note this document is a living document and changes may be made to the operations of a specific entity at any time and as it pertains to current or future orders set forth by the Governor.

A. Laguna Housing Development & Management Enterprises (LHDME);

1. Payments can be made by mail or the drop box,
2. Applications/re-certifications are currently suspended,
3. Main doors to office will remain locked to all Non-Staff for the duration of this order,
4. Staff will have minimal tenant/community contact,
5. Tenants/Community can call for service M-F, between the hours of 8:00 am to 4:30 pm,
6. For emergency calls outside of business hours, please call Police Department,
7. Maintenance Dept. will be on a rotating On-Call status, and will be addressing emergency work orders only.

B. Laguna Department of Education (LDOE):

1. LDOE staff are working from home for the majority and on abbreviated On-Site work schedules in some cases;
2. Non-resident staff may only travel to and from work site;
3. LDOE Administrative offices will be locked through the duration of the order, individuals that need assistance must call the LDOE number for entry;
4. All sites shall adhere to the social distancing precautions;
5. LES and LMS teachers/staff will be permitted to be on campus and within their classrooms, as to allow for preparation of school materials. One (1) grade level per day will be permitted;
6. Campus' will not exceed the 5 people gathering requirement;

C. Laguna Development Corporation (LDC):

1. Operations/Essential Businesses:

Based on the emergency orders previously issued by the State of New Mexico and the Pueblo of Laguna, LDC has implemented public health guidelines that are determined essential and remain operational. These businesses include:

- a) Route 66 Travel Centers at Exits 140 and 108;
- b) Dairy Queen Restaurants at Exits 140 and 108;
- c) 66 Pit Stop and Laguna Burger Exits 140 and 114;
- d) The Marketplace at Dancing Eagle grocery store in Casa Blanca;
- e) Great American Diner;
- f) Pagate Mart.

2. Additional Policies & Procedures:

As a result of the Pueblo Order, LDC has implemented the following additional policies and procedures and restricted hours of operation as follows:



- a) Route 66 Travel Centers at Exits 140 and 108 open 24 hours daily;
 - b) The Marketplace at Dancing Eagle open 7 am to 8 pm daily, Limiting the number of shoppers; inside the Marketplace at any one time to 25 shoppers;
 - c) The Marketplace will make every effort to provide curbside pick-up call-in or email orders for elderly residents age 65+;
 - d) All food venues currently in operation will close at 8 pm;
 - e) Laguna Burger Pit Stop at Exit 140, open 8 am to 8 pm daily;
 - f) Laguna Burger Pit Stops at Exit 114, open 6 am to 8 pm daily;
 - g) Dairy Queen at Exit 140, open 8 am to 8 pm daily;
 - h) Dairy Queen at Exit 108, open 7 am to 8 pm daily;
 - i) Great American Diner, open 11 am to 8 pm daily;
 - j) Route 66 Casino Employee dining room, open 8 am to 8 pm daily;
 - k) Route 66 RV Resort open for medical personnel and first responders;
 - l) All employees are required to wear masks (once available from suppliers) and gloves during working hours.
3. **Closures:**
- a) Dancing Eagle RV Park will remain closed, except for contractors, and other current RV park approved stays.

D. Laguna Rainbow Corporation (LRC):

Nursing Home

1. The center is closed to all visitor, for the safety of our elders until POL and DOH recommend it is safe to allow visitors ;
2. Methods are in place for families to communicate with their loved ones, such as, phone calls, online facetime calls, and families can visit residents from their **closed** exterior room windows at the facility, staff will assist with phones or 2-way radios when visiting at window;
3. Any questions can be directed to the main office at 505-552-6034;
4. Families can also email feedback (compliments or concerns) to:
 - a) Angela York, Administrator at ayork@lagunarainbow.org
 - b) April Ruben, AIT at aruben@lagunarainbow.org
 - c) Kortney Lucero, Director of Nursing (DON) at klucero@lagunarainbow.org,
 - d) David Ray, Environmental Services at dray@lagunarainbow.org;

Senior Center

1. Continuing to provide lunches to Elders 50 yrs & older and Individuals with disabilities. Drive thru is Monday - Friday from 12:00 PM to 1:00 PM, and Meals-On-Wheels are delivered Monday - Friday to all six villages.
2. For more information at the Senior Center contact Rebecca Gutierrez at 505-552-9072.

The staff and leadership at Laguna Rainbow Corporation facilities want the families and community for your understanding and support during these difficult times. We can assure you we care for your loved



ones as family, and are making every effort to keep them safe and healthy. Any support from the community to help encourage our dedicated workers/caregivers is definitely welcomed and appreciated.

E. Pueblo of Laguna Utility Authority (PoLUA):

The PoLUA is taking all necessary precautions during this time to help prevent the infectious spread of the COVID-19 (Coronavirus). The PoLUA will continue to administer business operations to the greatest degree possible, so that we can continue serving the Laguna Community. However, it is necessary to ensure the safety of our customers and staff, therefore the PoLUA will be imposing the following protocols and mandates until further notice to help safeguard.

1. Operational Changes:

- a) Business Hours: Monday thru Thursday 9:00 am to 2:30 pm. Friday thru Sunday - Closed
- b) Essential staff will remain in place and will be available for limited services to the public. For information and assistance not related to emergencies or after-hours services, please call (505) 208-1713.
- c) For after-hour services including emergencies, please call (505) 414-4103.
- d) Construction water will be suspended until further notice.
- e) Bill payments – Customers should follow these steps for paying their monthly bill;
- f) In person cash payments will not be accepted. Customers should use the drop-box for cash, check or money order payments. Payments received through the drop-box will receive a mailed confirmation receipt. Customers are encouraged to record the time and date payment was submitted through the box.
- g) Use over the phone system if paying by debit or credit card or bank draft.
- h) Use the E-Payment system if paying by debit or credit card or bank draft.
- i) Customers should provide all of the following information;
 - (1) account #,
 - (2) account holder's name,
 - (3) physical address and,
 - (4) phone #, to contact if we have any issues processing the payment.
- j) Delinquency notices will not be issued for late payments. However, customers are encouraged to call for arrangements.

2. Other Services:

- a) If you experience a water break or a sewer blockage, please call our offices at (505) 208-1713. PoLUA responds to service areas that are either between the water meter and main line or between the sewer cleanout and main line. For after hours assistance, call the on-call number at (505) 414-4103.
- b) The PoLUA manages a strict water sampling and reporting protocol that is required by EPA, this will remain consistent with day-to-day practices.
- c) Solid waste trash pick-up and septic tank pumping services will be provided to Laguna community members only.
- d) Transfer station will remain open for solid waste handling and drop-off for Laguna community members only.



- e) KHI - All service orders pertaining to in-home services which include installations, will be suspended until further notice