

On **Monday, May 2, 2022, at 8:00 a.m.**, the Oregon Water Resources Department is opening its public lobbies to visitors and customers of the Department. As we prepare to make this transition, we want to share some important information that affects our Salem, Region, and Field offices.

Limited Staff Availability

Given that many staff may continue teleworking remotely or have job duties which take them into the field on a regular basis, availability of staff in all our offices is not guaranteed 8 a.m. - 5 p.m. every day.

- **Customers and visitors are strongly encouraged to schedule an appointment in advance if you wish to meet in person with specific staff members.**
- Alternative methods for meeting, such as by phone or virtually via Teams, are available.
- Online services and information are available on the Department's [website](#).
- Staff contact information is available through the [OWRD Directory of Services](#).

Customer Service

- **Salem Office** – Our customer service staff will be available to provide services as usual and serve you Monday through Friday from 8 a.m. - 5 p.m., however, **the Salem office now closes during the noon hour from 12 p.m. - 1 p.m.**
- **Region and Field Offices** – If staff are in the office, services will be provided as usual Monday through Friday; however, staff cannot be guaranteed to be in the office 8 a.m. - 5 p.m. every day. Please see above section “Limited Staff Availability” for more information.

NOTE: Many Region and Field offices **are closed during the noon hour from 12 p.m. - 1 p.m.**

Health and Safety of OWRD Staff and the Public Upon Re-Opening

While COVID-related requirements are no longer in place, the health and safety of OWRD staff and the public remain of the utmost importance. There is currently no requirement for staff or the public to wear face coverings or practice physical distancing while inside state-owned facilities, however, anyone should feel free to continue doing so if they wish. Additionally, while not a requirement, we plan to continue implementing cleaning and sanitization best practices to help maintain the safest work environment possible, both for our staff and our customers.

We look forward to welcoming you back into our offices on **Monday, May 2, 2022**. For more information, please visit our website at www.oregon.gov/OWRD or contact the Department at 503-986-0900.