

**GUIDANCE FOR SAMPSON COUNTY OFFICE ACCESS DURING COVID-19**  
**[Amended March 31, 2020]**

Based on the current guidance to minimize the spread of COVID-19, Sampson County departments have adjusted access and operations to protect the health and safety of the public AND county staff.

**Effective March 31, 2020, the only buildings that are open to walk in traffic by the public are Building C (County Administration, Finance, Economic Development and Human Resources) and Building E (Health and Human Services).** While these buildings remain open, the public is encouraged to call before coming as many of your questions and service needs can be handled over the phone or online.

All departments are accessible by phone (see contact listing here: <https://bit.ly/2xTxg6F>). County staff are making every effort to minimize delays and interruptions as we continue to serve the public during this time; however, to preserve continuity of operations, many employees are working remotely or on staggered shifts. We appreciate your continued patience and understanding.

This is an evolving situation and subject to change at any time, with little notice. See attached access guide, effective March 31, 2020.

<b>Departments</b>	<b>Status</b>
Administration (County Manager's Office) and Legal	Open regular hours, but limited public access encouraged; call before you come.
Aging	Office closed to the public; call for essential services. Nutrition and Senior Centers closed; home delivered meals to previously approved clients.
Animal Shelter	Shelter closed to the public. Adoptions and owner surrenders suspended. To remain compliant with state regulations, shelter will make special appointments for those seeking lost animals and will work with rescue organizations in cases of animals with extenuating health circumstances. Staff will maintain hours that allow the shelter to fully comply with regulations regarding the proper care and feeding of our animals.

Board of Elections	Office closed to the public; call for essential services.
Cooperative Extension Service	Office closed to the public. Drop off/pick up established for essential supplies.
Economic Development	Open regular hours, but limited public access encouraged; call before you come.
EM/EMS-Rescue/911/Addressing/Fire Marshal	Emergency services offices closed to the public; staff available by phone. EOC active M-F, 8-5; 911/EMS under normal operation. Fire inspections for lifesaving matters only.
Environmental Health	Office closed to public; inspectors working in the field. Drop off box available for applications, permits and payments.
Expo Center/ CVB	Office closed to the public; call for essential services. All events cancelled through April 30 <sup>th</sup> .
Finance	Open regular hours, but limited public access encouraged; call before you come.
Health Department	Limited access and limited services by appointment only. Entrance by rear of facility only and screening conducted prior to entrance. Those needing testing should call first; testing areas will be established.
Human Resources	Open regular hours, but limited public access encouraged; call before you come.
Information Technology	Office closed to the public; call for essential services.
Inspections and Planning	Office closed to the public; call to schedule an inspection. Inspections staff working in the field.

Libraries	Branches closed to the public. Use book drop for returns; fines and fees suspended. Call J.C. Holliday Branch during normal working hours for assistance with online reading options.
Parks and Recreation	Office closed to the public; call for essential services. All sports programming suspended.
Public Works	Access limited to drive-thru window only. Water disconnections and late fees temporarily suspended.
Register of Deeds	Office closed to the public; call for essential services.
Sheriff/Detention Center	Limited access to facilities; call regarding fingerprinting/permits.
Social Services	Offices open and services provided in compliance with State/Federal directives. Some by appointment only and with limited access as allowed by policy. Entrance by rear of facility only and screening conducted prior to entrance. See additional information specific to DSS here: <a href="https://bit.ly/2wNYDiq">https://bit.ly/2wNYDiq</a>
Soil and Water Conservation (NRCS)	Office closed to the public; call for essential services.
Tax Office	Office closed to the public; call for essential services.
Transportation	Office closed to the public, but transportation services operating normal schedules with services reduced to medically necessary (dialysis included) or for employment. Clients will be notified.
Veterans	Office closed to the public; call for essential services.