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## Stanly County Government – Service Provision Changes

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Stanly County Government is operational and committed to serving residents during the COVID-19 pandemic crisis. However, based on the social distancing guidance from the CDC and the NC DHHS, Stanly County has determined all County buildings will be closed to the public until further notice. Stanly County will continue to serve residents either virtually or by appointment for select services.

The following information outlines how to access services by department. Departments and divisions are listed in alphabetical order below:

### Agri-Civic Center

The [Agri-Civic](#) Center is closed and all activities and events are postponed until further notice. Select state and federal agencies that have offices in the Agri-Civic Center will meet with individuals by appointment only. Please call the following for more information:

Cooperative Extension – **704-986-3987**

Farm Services – **704-982-5114**

Soil & Water Conservation – **704-982-1835**

NC Forestry Service – **704-982-5317**

### Animal Control

The Animal Control shelter is not open to the public and is not accepting owner surrenders at this time. However, if you are need to reclaim an animal you may do so by calling **704-986-3881** to schedule an appointment. Non-profit rescue groups can visit the Animal Control Shelter by appointment as well by calling **704-986-3881**. If you have an animal related emergency (bite, attack, etc.) please call **704-986-3700**.

## **Board of Elections**

The Stanly County Board of Elections is closed to the public until further notice. Staff will remain available each day from 8:30 a.m. – 5:00 p.m. to serve residents by phone at **704-986-3861** or [via email](#) (check Stanly County Board of Elections website for more details).

## **Building Code Enforcement**

Permits will continue to be issued. Please use the County's [online permitting system](#). Further citizens and contractors can obtain forms at the Stanly Commons in the vestibule area adjacent to the Central Permitting Office. If you are unable to access the website, call **704-986-3667**. If an appointment is required please call **704-986-3667**. Inspections will continue to be performed. Call **704-986-3667** to schedule.

Electronic plan review will continue. If you have hard copy plans for review, please call **704-986-3057** to arrange a drop off at the Central Permitting Office.

## **DSS**

Many social services programs have implemented modifications to processes to allow the public to access information and services through alternative means such as telephone, mail, or email.

Call: **704-982-6100**

Mail: 1000 N. 1st. St., Ste. 2, Albemarle, NC 28001

Visit: <https://stanlydss.com/>

Email:

Adult Medicaid: [Adultmedicaid@stanlycounty.nc.gov](mailto:Adultmedicaid@stanlycounty.nc.gov)

Family and Children's Medicaid: [Familychildrensmedicaid@stanlycountync.gov](mailto:Familychildrensmedicaid@stanlycountync.gov)

Food and Nutrition Program: [FNS@stanlycountync.gov](mailto:FNS@stanlycountync.gov)

Energy Program: [EnergyAssistance@stanlycountync.gov](mailto:EnergyAssistance@stanlycountync.gov)

Daycare: [Daycare@stanlycountync.gov](mailto:Daycare@stanlycountync.gov)

Child Support: [Childsupport@stanlycountync.gov](mailto:Childsupport@stanlycountync.gov)

Adult Services: [AdultServices@stanlycountync.gov](mailto:AdultServices@stanlycountync.gov)

Additional Phone Numbers:

Child Protective Services: **704-982-6100** to make the report by telephone during regular business hours; Reports may be made after hours by calling **704-986-3700**

Adult Protective Services: **704-982-6100** to make the report by telephone during regular business hours; Reports may be made after hours by calling **704-986-3700**

Our blue information mail box, located in the Commons, where the public can drop off completed applications or other information. The box can be accessed using the north side of the Commons facility entrance adjacent to 1000 N. First Street. Paper program application forms are available in the revolving magazine display located next to the blue box.

For more detailed information about program specific information related to process changes during this time, please visit our website: <https://stanlydss.com/> for additional guidance or call **704-982-6100**

## **Courthouse and Clerk of Court**

Operations at the Stanly County Courthouse remain open on a limited basis. The Courts are still available for emergency domestic violence and no-contact restraining orders; as well as certain hearings in juvenile matters. All other matters - jury trials, criminal and civil trials, family court cases, traffic cases, and small claims matters - have been canceled and will be rescheduled. Please call **704-986-7000** for more information.

## **Environmental Health**

[Visit the Environmental Health website](#) to access online resources and find contact information. Appointments will be used for services that cannot be accomplished virtually. Call **704-986-3667** with any questions.

## **Fire Marshal**

The Fire Marshal's Office will continue conducting inspections and investigations while taking precautionary measures. Inspections at facilities with populations vulnerable to COVID-19 will be modified on a case-by-case basis for the protection of all parties involved. If you have questions or need assistance please call **704-986-3650**.

## **Libraries**

[All library locations](#) are closed to the public, but residents can still access virtual/electronic resources by visiting the [library's website](#). Additionally, curbside pickup is available by calling **704-986-3755**.

## **Planning/Zoning**

[Visit the Planning Department's website](#) for all online resources and contact information. All meetings required to complete processes will be done via phone or video conference.

If you are unable to use the online system or need further assistance with permit applications please call **704-986-3665**. If you need to coordinate dropping the permit or plans off at the Planning Office located at 1000 N. 1<sup>st</sup> Street, Albemarle, NC 28001 please call **704-986-3667** for customer service assistance.

For zoning violations or complaints call **704-986-3801**.

## **Public Health**

The public health clinic and other public health services such as family planning will be provided on a limited basis at the Stanly Commons location (1000 N. First Street, Albemarle, NC 28001). Please call **704-982-9171** for an appointment.

## **Dental Clinic**

The Dental Clinic is only seeing emergency patients by appointment from 7:30 a.m. – 5:30 p.m. Monday-Thursday at the Stanly Commons. Do not come to the building without calling first. Call **704-982-9171** if you need emergency dental services.

## **WIC**

Individuals can contact **704-986-3003** for assistance with any WIC applications or certifications.

## **Register of Deeds**

Numerous [e-Services are available online](#) including recording and vital records requests. The office will be open M-F 8:30 a.m. - 5:00 p.m. with very limited access. Attorneys can still enter one of the rooms in the Register of Deeds office to access computer terminals for deed research and recording. The entrance for this room is on the hallway adjacent to the Tax Collections Office. Staff will be available to assist from a distance. Additionally, a data terminal is available in the lobby of the Courthouse for those seeking to obtain a marriage license or a certified copy of a vital record. If you have questions please call **704-986-3640**

## **SCUSA Transportation**

Call **704-986-3790** or **1-800-735-2962** for **TTY/TTD** to schedule a trip for **ONLY** medical appointments, dialysis, pharmacy trips or grocery store pick-ups. Trip times may be extended. Vehicles are undergoing extra cleaning and disinfection procedures multiple times daily.

## **Senior Services**

Both the Senior Center in Albemarle and the Senior Center located in Locust (operated via contract with the YMCA) are closed for programming and activities until further notice. If you have questions please call **704-986-3769**

### **Senior Nutrition Congregate Program**

The congregate meal sites are closed. However, registered users of the congregate meal sites will be able to pick-up frozen meals for a full week each Monday at their regular congregate meal site. Please call 704-986-3772 for more information or questions.

### **Senior Nutrition Homebound Program**

**For recipients:** For current recipients of home-delivered meals, your meals will be placed on your door step or porch. The volunteer will knock, return to their car, and wait for you to get your meal. A staff person from our office will be calling you each week to check how you are doing. Call **704-986-3772** with any questions.

### **Senior In-Home Aide Program**

In-Home Aide services will continue. However, if a recipient is sick (fever, cough, shortness of breath) please call to let the Senior Services staff know. If you have questions please call **704-986-3772** with any additional questions.

## **Sheriff's Office**

For more information related to the Stanly County Sheriff's Office, [visit the Sheriff's Office website](#) or call **704-986-3714**

## **Solid Waste**

All convenience site locations are operating under normal business hours. The Annual Household Hazardous Waste Day has been postponed until further notice. For details, [visit the Solid Waste website](#) or call **704-986-3692**.

## **Tax Assessor's Office**

[Visit the Assessor's Office website](#) for information, call **704-986-3626** for additional questions or assistance.

## **Tax Collector's Office**

There are two (2) ways to pay past

- [Online via the County's tax payment system](#). There is a service charge to use the on-line payment system.
- Call **704-986-3619** to make a payment by phone. Please have your parcel or personal property record identification number available.

## **Utilities**

Visit the Public Utilities website to access the [on-line bill payment portal](#). Further customers can utilize the payment drop box adjacent to the Utilities office at the Stanly Commons located at 1000 N. First Street, Albemarle, NC 28001 or call to make a payment over the phone. Please call **704-986-3686** for billing, payment or service related questions. Requests for new services (water or sewer) can be done over the phone and/or email at **704-986-3688** or email to [albaucom@stanlycountync.gov](mailto:albaucom@stanlycountync.gov)

## **Veterans Services**

The Veteran Services office is closed to the public. Veterans can still access services by calling our local Veteran Services Officer at **704-986-3694**

Additional contact information and resources include: VA Hospital in Salisbury-Urgent Care available 24/7 (800-469-8262); VA Clinic Tyvola Road - Charlotte (704-329-1300); VA Clinic - University Area in Charlotte (704-597-3500). Call before you arrive. Contact your VA primary care clinic to ensure your appointment is still scheduled. SCUSA Transportation is continuing to support medical trips.