

# COUNTY OF MONTGOMERY

102 East Spring St. P.O. Box 425 Troy, North Carolina 27371-0425  
Telephone: (910) 576-4221 Fax: (910) 576-4566

[www.montgomerycountync.com](http://www.montgomerycountync.com)

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## RESOLUTION OF THE COUNTY OF MONTGOMERY DECLARING A STATE OF EMERGENCY AND ESTABLISHING COUNTY OPERATIONAL PROCEDURES TO ENSURE THE CONTINUATION OF SERVICES WHILE LIMITING THE RISK OF COVID-19 EXPOSURE AND COMMUNITY SPREAD

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**WHEREAS**, the President and the Governor have declared States of Emergency in response to the COVID-19 pandemic;

**WHEREAS**, the County of Montgomery desires to enact measures intended to limit the community-contact spread of the virus *while maintaining County services and supporting the economy of the County*;

**NOW, THEREFORE**, pursuant to the powers invested in me as Chair of the Montgomery County Board of Commissioners, I declare a STATE OF EMERGENCY in Montgomery County with the following provisions and practices to be enacted. While limiting in-person contact between residents and employees, the operations and functions of the County departments, offices, and agencies will continue:

**SECTION A:** PUBLIC FACILITIES ARE HEREBY CLOSED TO THE PUBLIC: facilities located at 102 E Spring Street, Troy (Tax Office, Register of Deeds, Finance, Human Resources, Admin offices, Social Services); 217 S. Main Street, Troy (Health Department); 219 S. Main Street, Troy (Veterans Services); 327 N. Main Street, Troy (Elections); 215 W. Main Street, Troy (Library); 199 S. Liberty Street, Troy (911 Center); 444 N. Main Street, Troy (Central Permitting/Water Billing); 442 Landfill Road, Troy (Animal Control); 203 W. Main Street, Troy (Co-op Extension), 227-D N. Main Street, Troy (Soil and Water); 724 Hydro Road, Mt. Gilead (Water Treatment Plant); 111 W. Main Street, Troy (Sheriff Office); 206 Glen Road, Troy (Detention Center); 200 Glen Road, Troy (Ag Center); 4415 NC Hwy 109 N, Troy (Eldorado Community Bldg.); 2481 Okeewemee Road, Troy (Little River Community Bldg.); 2683 Flint Hill Road, Troy (Ophir Community Bldg.) will be closed to the public effective 5 pm Friday, March 20, 2020 and will remain closed until further notice;

**SECTION B.** HEALTH DEPARTMENT CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: primary care clinic services are suspended; Health Department will test all COVID-19 patients referred by medical providers in the County; staff will provide in-person services for immunization, communicable disease, and STD patients by appointment; clinical staff will be converted to assist with pandemic response functions to include monitoring community spread of the virus. RESIDENTS SHOULD CALL (910) 572-1393 for information;

**SECTION C.** DEPARTMENT OF SOCIAL SERVICES CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: Medicaid Special Assistance applications will be taken in-person by appointment; Child Protective Staff will be split - with one half of staff working field operations and one-half performing administrative operations; Adult Protective Staff will be similarly divided to provide services and to limit exposure risks; Econ. Services, Child Support, and Administration will perform services via telephone, email,

and fax. Residents may utilize the drop-box located at the Administration entrance of the building at 102 E. Spring Street, Troy. RESIDENTS SHOULD CALL (910) 576-6531 for information. Fax # (910) 576-5016;

**SECTION D.** 911 CENTER CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: telecommunication operations will continue 24 hours a day. RESIDENTS SHOULD CALL 911 in the event of an emergency;

**SECTION E.** SHERIFF OFFICES AND DETENTION CENTER FACILITIES CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: law enforcement and detention operations will continue 24 hours a day. Please see the attached memo from the Sheriff of Montgomery County. RESIDENTS SHOULD CALL (910) 572-1313 for information. RESIDENTS SHOULD CALL 911 in the event of an emergency;

**SECTION F.** VETERANS SERVICES OFFICE CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: office staff will provide services via telephone, email, and fax. RESIDENTS SHOULD CALL (910) 576-4711 for more information. FAX # (910) 576-0448. [gracia.pack@montgomerycountync.com](mailto:gracia.pack@montgomerycountync.com);

**SECTION G.** REGISTER OF DEEDS OFFICE CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: office staff will provide services via telephone, email, and fax. Residents should utilize the US Postal Service, FedEx, UPS, or the drop-box located at the entrance of the building at 102 E. Spring Street, Troy. The State of North Carolina has waived electronic recording fees. RESIDENTS SHOULD CALL (910) 576-4271 for more information. FAX # (910) 576-2209. [melissa.pipkin@montgomerycountync.com](mailto:melissa.pipkin@montgomerycountync.com);

**SECTION H.** WATER PLANT TREATMENT AND DISTRIBUTION CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: Water Treatment operations will continue 24 hours a day. Montgomery County utilizes chlorine treatment. This disinfectant is proven to kill the COVID-19 virus. Residents can be assured that the drinking water supply is safe. RESIDENTS SHOULD CALL (910) 439-6197;

**SECTION I.** ANIMAL CONTROL CENTER CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: Animal control officers may be contacted at (910) 572-3067. Animal adoptions are suspended. RESIDENTS SHOULD CALL 911 in the event of an emergency;

**SECTION J.** CENTRAL PERMITTING CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: Requests for Building Inspections, Planning/Zoning, and Environmental Health services shall be initiated via email, facsimile transmission, and/or telephone. Building Inspectors will not report to the office but will receive inspection assignments remotely; Environmental Health Inspector will not report to the office but will receive inspection assignments remotely. RESIDENTS SHOULD CALL/CONTACT for services as follows: Central Permitting General Reception: (910) 572-3304. FAX # (910) 576-0043.

Building Inspections [brian.norris@montgomerycountync.com](mailto:brian.norris@montgomerycountync.com);

Planning/Zoning [andrew.gahagan@montgomerycountync.com](mailto:andrew.gahagan@montgomerycountync.com);

Environmental Health [scott.cole@montgomerycountync.com](mailto:scott.cole@montgomerycountync.com);

Reception [khanthaly.keohanam@montgomerycountync.com](mailto:khanthaly.keohanam@montgomerycountync.com);

**SECTION K.** WATER BILLING CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS: in-person payments may be delivered via the drop box located near the lower level entrance at 444 N. Main Street, Troy, NC. Remote payment options are listed on the water bills. New water tap installations are continuing until further notice. RESIDENTS SHOULD CALL (910) 572-1221 for information. [mary.beesley@montgomerycountync.com](mailto:mary.beesley@montgomerycountync.com);

**SECTION L. TAX OFFICE CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS:** Tax staff are currently involved in the 2020 tax revaluation process and will work remotely on data entry needed to issue tax value notices in April. Residents should utilize the US Postal Service or the Drop-box located at the entrance of the building at 102 E Spring Street, Troy for document/payment correspondence. RESIDENTS SHOULD CALL (910) 576-4311 for information. [vmaness@montgomerycountync.com](mailto:vmaness@montgomerycountync.com);

**SECTION M. LIBRARY CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS:** Library staff will provide curb-side check-out for books, movies, and other materials by appointment. RESIDENTS SHOULD CALL (910) 572-1311 for more information. FAX # (910) 576-5565. [david.atkins@srls.info](mailto:david.atkins@srls.info);

**SECTION N. SOIL AND WATER CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS:** field inspections will be handled by appointment. RESIDENTS SHOULD CALL (910) 572-2700 for more information. FAX # (910) 572-9066. [joseph.huntley@montgomerycountync.com](mailto:joseph.huntley@montgomerycountync.com);

**SECTION O. COOPERATIVE EXTENSION CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS:** field services will be handled by appointment. RESIDENTS SHOULD CALL (910) 576-6011 for more information. FAX # (910)576-2635. [cmhaynes@ncsu.edu](mailto:cmhaynes@ncsu.edu);

**SECTION P. ELECTIONS FACILITIES CLOSED TO THE PUBLIC WITH THE FOLLOWING EXCEPTIONS:** office staff will provide services via telephone, email, and fax. RESIDENTS SHOULD CALL (910) 572-2024 for more information. FAX # (910) 576-2118. [rhonda.johnson@montgomerycountync.com](mailto:rhonda.johnson@montgomerycountync.com);

All employees should practice social distancing, use provided personal protective equipment as supplied by their departments, and adhere to all best practices issued by the Center for Disease Control while at work and/or in the field providing services. Employees who are symptomatic should not report to work.

The following facilities/services will remain open using best practices: landfill and convenience sites, County maintenance and housekeeping, County Airport and Aviation fueling.

The County expresses its sincere appreciation to the women and men who provide first responder essential services to the residents of Montgomery County. Our thoughts and prayers are with law enforcement, EMS, 911, volunteer fire, emergency management, and rescue.

ENACTED AND DECLARED THIS 20<sup>th</sup> DAY OF MARCH, 2020

By:   
Dottie Robinson, Chair

Attest:   
Misty Coffin, Clerk to Board

SEAL



OFFICE OF  
**Sheriff of Montgomery County**  
CHRIS WATKINS, Sheriff  
111 West Main Street  
TROY, N.C. 27371

Office: (910) 572-1313  
Fax: (910) 572-9236

March 18, 2020

MEMORANDUM:

**TO:** All Sheriff's Office Personnel

**FROM:** Chris Watkins, Sheriff

**SUBJECT:** Reduction of access and admittance of the public into our facilities as well as a modification of nonessential services.

As an essential service agency, we are tasked with providing the highest quality of service to our citizens to ensure safety and order at all times, but more especially in times of uncertainty. As the world addresses measures needed to combat the COVID 19 virus, it calls upon us to employ measures to ensure we are deploying safety measures to mitigate the virus.

In an effort to meet the directives provided by Federal and State proclamations and emergency orders to protect the public and equally importantly our staff, I am making the following changes to reduce the flow of the public into our facilities:

1. The Detention Center will follow the directives contained in my March 13, 2020 memorandum which outlined methods to address colds, flu and COVID 19 with special emphasis on the following:
  - a. Screening the intake of probation (weekend) offenders for colds and flu symptoms and diverting them if warranted.
  - b. Suspending all non-essential people from entering the custody section of the center, i.e. church and religious services, Grand Jury visits, etc.
  - c. Discouraging attorney visits with clients, encouraging them to use the off-site video visitation system.

- d. Follow the directives from the NC Office of Administrative Courts with guidance from our Clerk of Superior's Office and District Attorney's Office regarding inmate movement to and from court.
2. Effective immediately the Sheriff's Office will implement the following:
    - a. Suspend inmate on-site video visitations and post public notices stating: *Due to flu season and the concern of COVID 19 we have suspended all on-site video visits until further notice and ask you use the off-site "home user" options to conduct inmate visits.*
    - b. Suspend all applicant fingerprinting services for the public, i.e. teacher, nurses, ABC permits, etc.
    - c. Suspend all applications for new Carry Concealed Handgun permits. Renewals for existing Carry Concealed Handgun permit will be done by conducting document completion in the outer lobby or entrance doorway.
    - d. Conduct interviews of victims and witness of crimes by telephone as much as possible. When there is a need for personal interviews consider conducting the interview away from the office. There will be exceptions to this guidance, when those exceptions present themselves, please have them wash their hands, limit their access and contact with other staff members.
    - e. Limit intake and monitoring of sexual offenders by conducting reporting in the outer lobby or in the parking lot with LEO assistance for safety.
    - f. Suspend attending all nonessential gatherings, i.e. meetings, community functions etc. which have been eliminated by executive orders or proclamations.
  3. Effective immediately sheriff's office personnel will remind themselves and their coworkers to employ the following:
    - a. Hand washing
    - b. Cleaning and sanitizing common surfaces
    - c. Not sharing pens and other personally contacted items
    - d. Restricting non-essential personnel from our facilities to include family members, former or retired personnel, etc.

4. The dissemination of this information is incumbent upon us all to share with the public to ensure clear communications, but shall be effectively performed by the receptionist at the Sheriff's Office and Detention Center

I will continue to work with our Director of Health and key stakeholders to provide current information and guidance as we move forward and track the epidemiology and progression of this virus.

CC: Matthew Woodard, County Manager  
Dottie Robinson, Chairperson of Board of Commissioners  
Mary Perez, Director of Public Health  
John Deaton, Clerk of Court  
Brain Helms, Director of E-911 Communications  
Robbie Smith, Director of Emergency Management