

UPDATED September 28, 2020

**New Adjusted Operational Procedures
Charlotte County Board of Supervisors
By Authority given to the County Administrator**

General Information

In response to the COVID-19 pandemic, the Governor of Virginia declared a State of Emergency on March 12, 2020 and has since issued a number of orders to protect public health. Details regarding the Governor's orders are available at <https://www.governor.virginia.gov/executive-actions/>. Charlotte County declared a local emergency on March 16, 2020 and government offices were closed to the public on April 1, 2020. County offices began reopening to the public on May 11th.

Masks

Effective May 29th, everyone inside a business open to the public is required to wear a face covering or mask in accordance with [Executive Order Sixty-Three](#) unless exempt in accordance with the Governor's order.

COUNTY OPERATIONAL PROCEDURES

Operational procedures designed to protect public health and encourage social distancing are also still in place. Those visiting County offices are asked to abide by these procedures to protect the health of themselves, County employees and others.

Due to continuing concerns regarding COVID-19, citizens are still encouraged to contact County staff by telephone, e-mail or fax during normal business hours whenever possible to conduct necessary business.

Events

All special events held at County owned facilities are hereby postponed or cancelled. Use of County facilities by other organizations or entities will be terminated until further notice.

Essential Services

All essential services such as Fire and EMS, Law Enforcement, and Solid Waste are expected to operate as normal. Each department will follow its own protocol when delivering services to the public.

E-911

Dispatch has a list of health questions that will be asked when someone calls in for assistance. Responses are being limited to calls for essential services.

County Administration Office / Building Inspector

The County Administration/Building Inspection Offices are open to the public with social distancing requirements (six feet separation) in place. The Office continues to encourage citizens to conduct business by phone, mail, e-mail or by using the drop box when possible.

Zoning and Building Permit Applications will be available in the office & will continue to be available in the boxes outside the office door and at <http://charlotteva.com/permits.htm>. Completed applications and associated paperwork can be hand-delivered; mailed to PO Box 608, Charlotte Court House, VA 23923; or left in the drop box at the Administration Office.

The Building Inspector will continue inspections while implementing appropriate social distancing procedures. The Building Inspector will also help other counties with inspections if needed.

Office	434-542-5117
Fax	434-542-5248
Building Inspector	434-542-5404 (Office) or 434-315-4330 (Cell)
Website	www.charlotteva.com

Emails:	Daniel Witt, County Administrator	dwitt@charlottecountyva.gov
	Monica Elder, Assistant Co. Admin	melder@charlottecountyva.gov
	Norma Tuck, Finance Director	ntuck@charlottecountyva.gov
	Jenni Booth, Admin Assistant	jpbooth@charlottecountyva.gov
	John Hess, Building Inspector	jrhess@charlottecountyva.gov

Board Meetings, Planning Commission Meetings & Public Hearings

Seating in the boardroom will continue to be limited due to social distancing requirements. In order to conduct necessary business while also encouraging citizen participation from a safe distance, the County will continue to provide live audio access by telephone and internet and will also provide several options for citizens to provide public comments (see below).

Public Comments:

In Person: Comments can be presented in person at public meetings and hearings now.

In Writing: Public comments for meetings and hearings can also be provided in writing. Written comments can be e-mailed to publiccomments@charlottecountyva.gov or can be delivered to the Administration Office; placed in the drop box at the Administration Office; or mailed to PO Box 608, Charlotte Court House, VA, 23923. All comments provided in writing need to identify the hearing or meeting the comments pertain to and must include the provider's name and address.

By Phone: Telephone voicemail comments can be left to be played back at the meeting or hearing by dialing (434) 542-5118. Commenters are asked to note that a three minute time limit will apply to public comments during public hearings. Individuals need to identify the hearing or meeting the comments pertain to and must include their name and address.

Comments received in writing or by voicemail are due by 12:00 p.m. the day of the meeting.

Live Audio Stream & Audio Recordings:

The County is providing citizens the opportunity to listen in on meetings and public hearings through a call-in system. The call-in number is 1-312-626-6799. The associated meeting ID number and online access information can be obtained prior to the meeting by calling 434-542-5117 or e-mailing melder@charlottecountyva.gov. Additionally, all meetings will be recorded and will be posted on the County's website at www.charlotteva.com within a day or two of the meeting.

Citizen Attendance at Meetings:

In person attendance ***IS STRONGLY DISCOURAGED***, however, seating in the boardroom allows for approximately twenty people total to be present, including board members and staff, at a meeting. Seating is available on a first come first serve basis. Attendees MUST sit in a designated seat allowing for six (6) feet of separation.

Recycle Centers

Recycle centers workers will only handle or remove trash from vehicles if help is required and requested. This is only a temporary measure.

Animal Control

Animal Control field activities will operate on a normal schedule. Shelter operations will be closed to the public.

Elwood Hamlett, Animal Control Officer 434-542-5141

Schools

CCPS will be updating their website at <http://www.ccpsk12.org/> and their Facebook page at <https://www.facebook.com/ccpsk12/> regularly with current information for parents and students. Please see those pages for information about instructional materials, additional educational resources, and all other school related issues.

School Board Office 434-542-5151
Fax 434-542-4261
Robbie Mason, Superintendent masonr@ccps.k12.va.us

Dept. of Social Services

At this time the Charlotte County Department of Social Services is open to the public by appointment only. Please contact the office at 434-542-5164 to schedule an appointment.

The agency will continue to accept Child Protective Services/Adult Protective Services referrals. To report a CPS or APS issue during working hours please call CPS/APS at 434-542-5164. For afterhours concerns, please contact the hotline: for CPS is 1-800-552-7096 and for APS is 1-888-832-3858 and the Sheriff’s Department at 434-542-5141.

You may apply for benefits online at <http://commonhelp.virginia.gov>, by phone at 1-855-635-4370, or for Medical Assistance only at 1-855-242-8282 (TDD: 1-888-221-1590). For Deaf or Hard of Hearing, please call 1-800-828-1120 or 711 for relay communication assistance. In addition, a box with applications will be left outside the door for customers to pick up and complete. Please return by mail or leave in the drop box.

Submit needed information/documentation by mail, fax to 434-542-5692, email to your worker, or use the Drop Box in front of our office. You can report changes to your worker at 434-542-5164. Should you need a replacement EBT card, call 1-866-969-4246. Individuals requiring an issuance of an emergency EBT card will be scheduled an appointment to come into the agency for pickup. If you need any additional services, please call the office at 434-542-5164 Monday through Friday 8:30 to 4:30.

We want to ensure our County and its citizens that we remain committed to providing quality and continuous services to our community. We ask that you be patient with us as we attempt to alter our operations for both your health and safety and that of our employees.

Office 434-542-5164
Fax 434-542-5692

To report a CPS or APS issue during working hours call 434-542-5164
After hours hotline for CPS 1-800-552-7096
After hours hotline for APS 1-888-832-3858

Benefits online at <http://commonhelp.virginia.gov>
Benefits by phone at 1-855-242-8282 (TDD 1-888-221-1590)
EBT Card Replacement at 1-866-969-4246

Treasurer’s Office

The Treasurer’s Office reopened to the public on May 11th with the following procedures in place:

- Citizens are still strongly encouraged to use mail, the drop box at the Treasurer’s Office, or our online services for payments. Payments can be mailed to the Treasurer at PO Box 267,

Charlotte Court House, VA 23923 or made through the phone/online payment services. Information concerning the phone/online payment services can be found on the Taxes & Licenses page of the County website www.charlotteva.com

- The office will be following social distancing guidelines by permitting no more than three (3) individuals in the office (not counting staff) at one time.
- The drop box can also be used for other correspondence for the Treasurer's Office.

Treasurer's Office Phone 434-542-5125
Fax 434-542-4710

Patricia Berkeley, Treasurer pberkeley@charlottecounyva.gov

Real Estate inquiry/On-line payments: <https://charlotte-revmgt.secure.openrda.net/portal>

Payments/credit or debit card: <https://ipn.paymentus.com/otp/stde/cltc>
1-855-748-1351

Commissioner of the Revenue/DMV

The Commissioner of the Revenue's Office / DMV Select reopened to the public on May 11th with the following procedures in place:

- Because of social distancing, no more than three (3) people will be permitted in the Commissioner of the Revenue/ DMV Office at any given time (not counting staff).
- Everyone must use the front door to enter the office!
- DMV services are by appointment only. Please call the office (434-542-5546) to schedule an appointment.

Office 434-542-5546
Fax 434-542-4167
Naisha Carter, Commissioner of Revenue ncarter@charlottecounyva.gov
DMV On-line www.dmv.virginia.gov

Court Services

The Court Service Unit will remain on partial telework status until further notice. Probation Officer Rodney Wilkerson will be in the office Monday-Thursday and teleworking on Fridays.

Due to the Department of Juvenile Justice's COVID-19 Pandemic Plan, the Court Service Unit (CSU) has implemented the following:

- Masks are required to enter the CSU.
- CSU staff will follow the COVID screening protocols.

- In order to follow the six feet of social distancing guidelines, the CSU is limiting the number of individuals, not including staff, in our office at one time. Civil and criminal intake appointments: Only one person (the petitioner) will be allowed in the waiting room. Probation and parole appointments: Only juveniles and their parent/guardian will be allowed to enter the CSU.
- Civil intake is by appointment only.
- The Probation Officer may not be in the office daily and can be reached by email and phone on these days. The Probation Officer will report to the office if necessary to complete criminal intake and protective orders on days they are assigned to telework.

Office 434-542-5080
 Fax 434-542-5294
 Rodney Wilkerson, PO rodney.wilkerson@djj.virginia.gov
 Tiffany Russell, Supervisor tiffany.russell@djj.virginia.gov

Commonwealth’s Attorney

The Commonwealth’s Attorney will continue to meet with the public by appointment only. To schedule an appointment, please contact the office to schedule an appointment if needed. Letters, documents, etc. can be submitted using the drop slot on the office’s side door or can be mailed to the Commonwealth’s Attorney at P.O. Box 503, Charlotte Court House, VA 29323.

Office 434-542-4786
 Fax 434-542-4887
 William Green, Comm Attn wegreen@charlottecountyva.gov

Circuit Court

Courts will be using guidelines as set out by the Supreme Court of Virginia. Please see the Charlotte County Courts’ Policies & Procedures [here](#) and the 10th District Court Operational Procedures document provided at <http://www.charlotteva.com/COVID-19.html> for more details.

Citizens are also encouraged to access services on-line by visiting www.vacourts.gov.

Circuit Court Office 434-542-5147
 Circuit Court Fax 434-542-4336
 Nan Colley, Clerk ncolley@vacourts.gov

General District Court

Courts will be using guidelines as set out by the Supreme Court of Virginia. Please see the Charlotte County Courts’ Policies & Procedures [here](#) and the 10th District Court Operational Procedures document provided at <http://www.charlotteva.com/COVID-19.html> for more details.

Citizens are also encouraged to access services on-line by visiting www.vacourts.gov.

General District Court Office 434-542-5600
General District Court Fax 434-542-5902
Sabrina Powell, Clerk shpowell@vacourts.gov

J&D Court

Courts will be using guidelines as set out by the Supreme Court of Virginia. Please see the Charlotte County Courts' Policies & Procedures [here](#) and the 10th District Court Operational Procedures at <http://www.charlotteva.com/COVID-19.html> for more details.

Citizens are also encouraged to access services on-line by visiting www.vacourts.gov.

Useful links:

Court costs: <https://eapps.courts.state.va.us/fmsOnline>

Forms: <http://www.courts.state.va.us/forms/district/jdrcourt.html>

J&D Relations Court Office 434-542-5104
J&D Relations Court Fax 434-542-4339
Katie Wallace, Clerk kwallace@vacourts.gov

Voter Registrar

The Voter Registrar's Office reopened to the public on May 11th with social distancing procedures in place. There is also a drop box outside the office where the public can leave election related documents, i.e. voter applications, absentee ballot applications, candidate forms, etc., if they do not wish to enter the building. A doorbell has also been installed outside the Voter Registrar's door should someone dropping off material have an immediate need to speak with office personnel.

Office 434-542-5856
Fax 434-542-4168
Nan Lambert, Registrar charlottecountyvotes037@gmail.com

Sheriff's Office

The Sheriff's Office will continue to perform law enforcement activities. Access to the Sheriff's Office will be limited and staff and visitors will be screened prior to entry. If a Deputy responds to a residence, they will ask the citizen to step outside to speak with them. Road officers are now completing required training on-line.

Jail visitation has been suspended until further notice and citizens are encouraged to call rather than come to the jail. A designated area for the complaints within the jail will be established. No courtesy fingerprinting is being done. Funds for inmate accounts will be accepted Monday through Friday from 8 AM to 4 PM. However, individuals are encouraged to mail a money order to 222 Law Lane, Charlotte Court House, VA 29323 instead of bringing funds by the office.

Office 434-542-5141
Fax 434-542-5100
Sheriff Royal Freeman rsfreeman@cchsheriff.com

Extension Office

The Extension Office will remain closed at this time but will meet with citizens as needed by appointment. To schedule an appointment, please contact the office by e-mail or phone.

Citizens are encouraged to contact the Extension Office via phone and email. All activities except for virtual/on-line activities have been suspended. The office will follow County and VT guidelines if anything changes.

Office 434-542-5884
Fax 434-542-4377
Darla Marks, UC, 4-H Agent dmarks@vt.edu
Joanne Jones, ANR Agent jojenki1@vt.edu

Southside Soil & Water District

Southside Soil & Water will remain closed at this time. Staff will be available in the office Monday, Tuesday and Thursday. Citizens should call or e-mail the office for assistance. Field visits are made by request only, with no personal contact within 6 feet. Paperwork for the office, can be placed in the drop box at the office door.

Office 434-542-5405
Fax 434-542-5823
Tricia Mays tricia.mays@vaswcd.org
Sara Dejarnette sara.dejarnette@vaswcd.org

Library

All four library locations are open on a full schedule. Entry to the buildings is controlled, and occupancy is limited. While walk-ins are welcome, reservations are also available. The libraries also continue to offer curbside checkout and printing services. For specific requirements regarding library use visit www.cclibrary.net. The libraries are accepting returns on Mondays (weather permitting), but no donations are being accepted at this time. For specific requests or questions regarding available services call 542-5247 or email cclibrary@hovac.com.

See the library website at www.cclibrary.net for more information about the library's services, to view their catalog and to access other resources available through your local library. Visit www.sovalue.org for Ebooks, and more!

Virginia Dept. of Health – Charlotte County and Piedmont District

Virginia Department of Health

270 David Bruce Ave.

Charlotte Court House

Phone: 434-542-5251

Website: <https://www.vdh.virginia.gov/local-health-districts/>

COVID-19 Dashboard: <https://www.vdh.virginia.gov/coronavirus>

The VDH website contains a wealth of information related to COVID-19 including tips for everyday life during the virus.

Charlotte County is part of the Piedmont Health District with the central office located in Farmville. H. Robert Nash, MD FCAP, is the Health Director. The address is 111 South Street, First Floor, Farmville VA 23901, (434) 392-3984