



**County Closures, Cancellations, and Service Modifications  
Public Service Announcement  
March 2020**

**As Rutherford County officials ramp up efforts to slow the spread of COVID-19, the following County Departments and Offices have modified their regular schedules.** (Click on Department Head link to read the full PSA.)

**911 Communications:** Currently, law enforcement officers and emergency responders limit visits to the 911 Center. Should an in-person visit be required, our staff will assist you from the door to the Radio Room. Local police agencies can FAX (828.287.6157) or EMAIL (911Supervisors@RutherfordCountyNC.gov) reports directly to us.

**Airport:** Access to the Airport office is limited. We are currently not limiting any of our services. Restrooms/Wi-Fi are available in the pilot lounge connected to the County hangar.

**Animal Control:** Beginning Monday, March 23, 2020, the facility will be opened to the public by appointment only. Please call 828.287.6025 to schedule appointment. Animal Control officers will only answer emergency road calls. For emergencies, please call 828.286.2911. Visit our Facebook or website at [https://www.rutherfordcountync.gov/departments/animal\\_control\\_services/index.php](https://www.rutherfordcountync.gov/departments/animal_control_services/index.php).

**Board of Elections:** Office is closed to the public effective immediately. Office personnel will be available by phone or email. For contact information, visit [https://www.rutherfordcountync.gov/departments/board\\_of\\_elections/index.php](https://www.rutherfordcountync.gov/departments/board_of_elections/index.php).

**Building Inspections:** Office is closed to the public. Inspection staff is available via email, telephone, and other technological means. Find contact info regarding staff and forms at [https://www.rutherfordcountync.gov/departments/building\\_inspections/index.php](https://www.rutherfordcountync.gov/departments/building_inspections/index.php). We are currently conducting inspections and issuing permits

**Convenience Centers:** The operational changes are effective immediately. The Swap and Shop buildings will be closed until further notice. No items should be left in or in front of the Swap and Shop buildings or on the porches of the office buildings. Only employees are allowed in office building (Hut). For questions or concerns, please contact Eddie Mote at 828.447.1871.

*County Commissioners*

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**Richard Williams**, *County Attorney*

**Cooperative Extension:** Effective immediately, the Cooperative Extension is closing office to visitors. The small fruit plant sale is on schedule for pick up next week. If you ordered plants, you will be contacted with instructions on how and when to pick up your order. Find contact information at [Rutherford.ces.ncsu.edu](http://Rutherford.ces.ncsu.edu) or call 828.287.6010 for updates.

**County Administration Offices:** The Rutherford County Office Building is closed to the public as of March 23, 2020. Our staff is available via email, phone and other technological means and will continue to assist you to the best of their ability. If you need to see a staff member, please email or call their office to make an appointment. Find contact info and details regarding Rutherford County at [www.rutherfordcountync.gov](http://www.rutherfordcountync.gov) or call 828.287.6060.

**EDC:** Office will be closed to visitors. Personnel is available via email, phone and other technological means. Feel free to call 828.287.6200 for updates as they become available.

**Foothills Health District:** We are currently open with limited services. To help us serve you better, please call 828.287.6100 before visiting your local Health Department

**Human Resources:** To meet with Rutherford County Human Resources, staff appointments will be required effective immediately. Please email [debra.conner@rutherfordcountync.gov](mailto:debra.conner@rutherfordcountync.gov) or call 828-287-6145 or email [brooke.watson@rutherfordcountync.gov](mailto:brooke.watson@rutherfordcountync.gov) or call 828-287-6061. Also, see resources on the Human Resources website such as insurance forms, workers compensation forms, and other relevant HR forms at [rutherfordcountync.gov-HR](http://rutherfordcountync.gov-HR).

**Library:** Effective Thursday, March 19, 2020, all Rutherford County Library locations will be closed to the public. We will not be accepting any book sale donations, and all library programs and meeting room usage have been suspended until further notice.

**Public Works and Planning:** Office is closed to visitors. Personnel is available via email, phone and other technological means. Find contact info at <https://www.rutherfordcountync.gov/departments/planning/index.php>. Feel free to call our office at 828.288.4501 for more info and updates as they become available.

**Register of Deeds:** We urge those who need to record documents to consider electronic recording. Fees will be waived at this time for new submitters. The website is Simplifile.com. Couples needing marriage license should call office and make appointment. Application can be found on County website: [www.rutherfordcountync.gov](http://www.rutherfordcountync.gov). Notary Public that needs to take their oath should make an appointment. Any veteran that needs to record or obtain a copy of their discharge should call office for assistance: 828.287.6155. Funeral home staff should call office upon arriving at courthouse and staff will assist. If you need to obtain vital records, we ask that you call for further assistance. Our search engine is available from our website and images with indexes are available from 1974 forward.

**Revenue Office:** Effective March 20, 2020, Rutherford County Revenue/Tax is closing the office to visitors. Staff will be available via email, phone and other technological means. **Phone:** 828.287.6000, **Fax:** 828.287.6179, **Email:** [Collections@rutherfordcountync.gov](mailto:Collections@rutherfordcountync.gov) for Billing and Payment Questions, [Assessor@rutherfordcountync.gov](mailto:Assessor@rutherfordcountync.gov) for Real Property Value and General Questions. **For your**

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**convenience:** A drop box is located outside the office. We ask that you do not drop cash payments in the box. Checks or money orders only. Please write your contact information: Name, Phone #, and mailing address on the envelope to receive your receipt. **Website:**  
[https://www.rutherfordcountync.gov/departments/revenue\\_department\\_tax\\_administrator/index.php](https://www.rutherfordcountync.gov/departments/revenue_department_tax_administrator/index.php)

**Senior Center:** The Senior Center is closed for participants through March 31, 2020. We will revisit to determine if we need to extend this date.

- Rutherford County Senior Center in Spindale will be closed through March 31<sup>st</sup>.
- Rutherford County Senior Center satellite sites (Ellenboro, Henrietta, and Shingle Hollow) will be closed through March 31<sup>st</sup>.
- Meals will not be served at the main site nor the three satellite sites. For participants with a need for a meal, a packed meal will be provided if one pre-registers the day before by noon.
- We will continue to deliver meals to the home-bound (Home Delivered Meals/MOW) on regular schedule.
- Senior Center staff will be present to answer phones during business hours.
- Commodity Supplemental Food Boxes (CFSP) may still be picked up as scheduled next week on March 17<sup>th</sup> and 19<sup>th</sup> from 2pm-4pm. Those who are assigned to receive boxes should drive thru and staff will be outside to load boxes into their vehicles.
- AARP Tax Site will be closed during the time the Senior Center is closed.
- SHIIP Site will be closed during the time the Senior Center is closed.
- Senior Games Silver Arts will be postponed to a later date to be determined.
- Currently, Senior Games Sporting Events remain scheduled for April 6, 2020.

**Social Services:** The COVID-19 crisis is unprecedented and presents many challenges for all of us. The Department of Social Services realizes that our services are essential for many of our citizens to ensure that their needs are met and to protect vulnerable children and adults. While we will continue to provide all services and are not closed to the public, we have put temporary procedures in place to protect both our consumers and our staff from potential exposure to COVID-19. Please click on above link or go to [http://cms6.revize.com/revize/rutherfordnc/departments/social\\_services/index.php](http://cms6.revize.com/revize/rutherfordnc/departments/social_services/index.php) if you have questions or concerns. During the COVID-19 crisis, we are experiencing higher call volume than usual, so it may take longer for calls to be answered.

**Sheriff's Office:** Office personnel has limited contact with the public. Staff is handling as much as possible by phone and email. Fingerprinting public is suspended until further notice.

**Tourism Development Authority:** Lake Lure Welcome Center is closed until further notice. The TDA office in Rutherfordton will have limited staff, but personnel can be reached by phone or email. Contact information can be found at [www.rutherfordcountync.gov](http://www.rutherfordcountync.gov).

**Transit:** Transit, EMS Billing and Fire Marshal's Office is closed to visitors. We are operating during normal business hours and available to assist via phone and email. Feel free to contact the following for assistance:

## TRANSIT

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Jeff Hill, Transit Operations Manager  
828-287-6308 [jeff.hill@rutherfordcountync.gov](mailto:jeff.hill@rutherfordcountync.gov)

Anita Campbell, Transit Specialist  
828-287-6387 [anita.campbell@rutherfordcountync.gov](mailto:anita.campbell@rutherfordcountync.gov)

#### **EMS BILLING**

Phillip Hill, EMS Supervisor  
828-287-6153 [phillip.hill@rutherfordcountync.gov](mailto:phillip.hill@rutherfordcountync.gov)

Michelle Elmore, EMS Administrative Assistant  
828-287-6143 [michelle.elmore@rutherfordcountync.gov](mailto:michelle.elmore@rutherfordcountync.gov)

#### **FIRE MARSHAL**

Frankie Hamrick, Fire Marshal and Emergency Management Director  
828-287-6090 [Frankie.hamrick@rutherfordcountync.gov](mailto:Frankie.hamrick@rutherfordcountync.gov)

**Veteran Services:** Staff is seeing clients by appointment only. Veterans may call 828.287.6185 for assistance. They will be screened, and appointment made if cleared. All group/mass events have been canceled.

Please know that these changes are intended to protect the health and safety of our community while striving to provide the resources and services you need. We will continue to closely monitor the situation and act consistent with local, state and national recommendations. We thank you for your patience and understanding at this time, and we are committed to continue serving and protecting our community.

Please do not visit County Departments or offices if you have a cough, fever, difficulty breathing or have been to an affected area in the past 14 days.

Visit [www.rutherfordcountync.gov](http://www.rutherfordcountync.gov) for more info and updates as they become available.

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