



NCDMVA Coronavirus (COVID-19) Operations And Procedures

March 20, 2020

The safety and well-being of North Carolina's veterans, their families, and our staff is the number one priority of the NC Department of Military and Veterans Affairs.

In response to Governor Cooper's [Executive Order](#) and preparedness plan to slow the spread of COVID-19, the NCDMVA has implemented the following policies and procedures at all of our service offices, veterans homes, and memorial cemeteries.

All NCDMVA offices, veterans homes, and cemeteries, will operate at reduced capacity until further notice. Our service offices are taking appointments on an individual basis for immediate emergency needs only. Walk-ins are prohibited. All offices are operational, but veterans should call their local facility for assistance. Our service officers are prepared to help veterans via remote delivery services by phone and other electronic means. To find a local office, please visit this link [NCDMVA Offices](#).

In-person visits at our veteran homes are suspended with accommodations provided in exceptional cases by management on an individual basis. NCDMVA is encouraging visitors to communicate with veteran home personnel and family members via video conferences and or telephone. Modified operational procedures are in place to ensure the safety and health of all residents and staff at our veteran homes.

Currently, all NCDMVA memorial cemeteries continue to remain open for burials. At this time, visitation of the cemetery grounds is permitted, however, public committal services are suspended. Walk-ins are **not** permitted at **cemetery offices**. Families should call staff at the cemeteries for assistance with burials. For more information regarding burials or eligibility, please click [here](#) to contact the cemetery staff.

Please note that the NCDMVA may implement additional changes to operations and procedures as this public health crisis continues to develop. NCDMVA will continue to monitor the situation and provide updates on a continuing basis.

For more information about North Carolina's response to COVID-19, visit [NC 2-1-1](#) and <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>.