



News Release

FOR IMMEDIATE RELEASE

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Public Information Office

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COVID-19 Update

Additional Changes in County Operations Effective March 30

FAYETTEVILLE – Cumberland County will implement additional operational changes starting Monday, March 30, to help reduce the spread of the coronavirus in the community and protect residents and employees.

On March 20, county facilities were closed to the public, except by appointment in some departments. The new changes will significantly reduce the number of employees reporting on-site and further limit services.

“This is a pandemic and if we are strongly encouraging people to stay at home, then local government should set an example by limiting the exposure of our workforce and contributing to the potential spread of this virus,” said County Manager Amy Cannon

Details are available on the County’s COVID-19 Closures and Cancellations webpage at <http://www.co.cumberland.nc.us/covid19closures> and listed on the individual departmental webpages.

Ann Street Landfill/Solid Waste Management sites: The **Wilkes Road Landfill** will no longer be open on Saturdays effective March 26. The **Ann Street Landfill** will no longer be open on Saturdays effective April 11. For social distancing, only one lane at the scale house will be open. Please be patient as there may be delays.

All other convenience sites are open on Saturday for residential waste only. NO yard waste or furniture will be accepted at convenience sites starting on April 11. Call: 910-321-6920 or visit: www.co.cumberland.nc.us/solidwaste.

The **Department of Public Health** is open to the public, but all services require an appointment, this includes WIC, Medical Records and Environmental Health. Call: 910-433-3600 or email: clinicappointments@co.cumberland.nc.us. Include name and phone number in email. Visitor restrictions are in place and posted on the website.

The following departments are closed to the public until further notice and will have very limited staffing and services.

- **Libraries** – Fines and fees are waived until further notice. All book drops will be closed. Please keep all checked-out materials until further notice. Visit: www.cumberland.lib.nc.us for online resources.
- **Child Support** – DHHS Customer Service Call Center: 1-800-992-9457.
Email: cumberlandcse@co.cumberland.nc.us

- **Cooperative Extension** - 910-321-6860 or visit www.cumberland.ces.ncsu.edu.
- **Senior Services Employment Program**
- **Soil and Water Conservation** - www.co.cumberland.nc.us/soilandwater
- **Veterans Services** – Visit: www.co.cumberland.nc.us/veterans. Call: 910-677-2970 or 910-677-2971
Department of Veterans Affairs, Regional Office, Winston-Salem: 1-800-827-1000
North Carolina Department of Military & Veterans Affairs, State office; 910-778-5888
VA Website: www.VA.gov or www.ebenefits.va.gov

The following departments are closed to the public, with reduced on-site staffing and services. They are open for assistance by telephone and email.

- **Animal Control** – Adoptions are suspended during the next 30 days. People looking for lost pets can view shelter animals on petharbor.com. If they see their lost pet on the website, they can call to schedule a time to reclaim. No owner surrenders of animals are being accepted. Call: 910-321-6852
Email: ccac@co.cumberland.nc.us
Visit: www.co.cumberland.nc.us/animalcontrol
- **Board of Elections** - Visit: www.electionready.net to download a voter registration application and absentee request. Call: 910-678-7733 or email boardofelections@co.cumberland.nc.us
- **Clerk to the Board of Commissioners**
- **Community Development** will see customers by appointment. Payments may be mailed to Cumberland County Community Development, 707 Executive Place, Fayetteville, NC 28305 or to P.O. Box 1829, Fayetteville, NC 28302.
Call: 910-323-6112
Visit: www.co.cumberland.nc.us/communitydevelopment
- **Community Transportation program** is limiting services to essential, non-emergency medical appointments and services.
Call: 910-678-7619
Visit: www.co.cumberland.nc.us/transportation
- **County Attorney's Office**
- **County Manager's Office**
- **Emergency Services**
- **Engineering and Infrastructure**
- **Environmental Health**
- **Finance**
- **Human Resources**
- **Information Services Technology**
- **Inspections** – this includes central permitting, code enforcement, building inspections and community transportation. Call: 910-678-7600 or visit: www.co.cumberland.nc.us/planning
- **Pre-trial Services**
- **Public Information Office**
- **Public Utilities**
- **Register of Deeds Office** – Real estate recordings received electronically and by mail will be processed daily. Certified copies of birth, death and marriages will be processed by mail and through “Get

Certificate Now” on our website at www.ccrd.org. No marriage licenses will be issued until further notice. No Notary Oaths until further notice. Call: 910-678-7775 or visit www.ccrd.org for detailed information on operations.

- **Social Services** - The Department of Social Services is closed to the public. For detailed information on operations and services visit: www.ccdssnc.com.
- **Tax Administration** – Tax bills may be paid online and by mail. Call: 910-678-7507
- **Workforce Development/NC Works Career Center** – Call: 910-486-1010
State Website Visit: www.ncworks.gov
Local Website Visit: www.co.cumberland.nc.us/ncworks

Unemployment Assistance in NC

The only way to file for unemployment in NC is through the Division of Employment Security. The website is www.des.nc.gov and the Customer Call Center is 888-737-0259. You may also email des.ui.customerservice@nccommerce.com.

The Customer Call Center can assist with claims, resetting accounts or passwords and answer specific questions.

Still need additional assistance? Send your name and last four of your social security number, contact number, best time to call and description of problem to ncworks.3500@nccommerce.com.

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