



# NORTHAMPTON COUNTY

Office of the County Manager

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## **Managing the COVID-19 Crisis: What Residents Need to Know**

**Dear Northampton County Residents,**

As you probably know by now, Northampton County is operating under a state of emergency due to COVID-19, also known as the coronavirus. Northampton County Government will continue to operate as normally as possible. Visitation to our County offices will be limited in order to protect both you and our employees to do our part to keep the spread of COVID-19 at a minimum. At this time, we are dealing with navigating various COVID-19 issues throughout our county offices. This includes sporadic instances of confirmed COVID-19 cases amongst our employees.

### **What does that mean for you as a resident?**

Our top priority is to keep you safe while providing services. Whenever the county confirms a positive case (concerning an employee), our protocol is to immediately disinfect the specific work area or (if necessary) an entire building. With this effort, we can limit the potential spread of COVID, while also assuring our employees that the county is taking precautions to keep them safe. As a result, this may require closing an office with very short notice.

If you are sick, please consider staying home, particularly those who are sneezing, coughing, etc. The threshold to use to determine whether you should stay home is if you have a fever. Please use good judgement on making a decision regarding whether you come to our offices or stay home. If you do decide to stay home, please consider contacting our offices by phone to make payments, etc.

### **Northampton County Guidance/Recommendations**

- **Citizens needing services** - Citizens have been urged at this time to call County offices to address their needs versus visiting in person. This is necessary to limit direct interaction with other employees and/or citizens.
- **Payment of Tax Bills** - Encouraging citizens who are able, to make tax payments online and by mail versus physically coming into the Tax Office. We also have a drop box outside of the Tax Office for payments as well.

- **Payment of Utility Bills** - The Public Works lobby has been closed to citizens. Utility bills may be paid online, over the phone, mailed or paid by drop-box at the drive through window.
- **Stay up-to-date** with latest Northampton County Updates at the following locations:
  - *Northampton County Website:* <http://www.northamptonnc.com/>
  - *Northampton County Facebook Page:* <https://www.facebook.com/Northampton-County-NC-Local-Government-256260454706063/>

## **Closing**

Always remember that our Northampton County Offices are here to assist you through this difficult time. We thank you for your patience as we adapt to the ever-changing COVID-19 climate. Please stay safe.

Cordially,

*Charles M. Jackson*

Northampton County

County Manager