

Planning and Inspections – COVID-19 Operational Protocol

As of March 25, 2020

Community Transportation:

- All in-person services by appointment only
- All ride servicing limited to non-emergency medical appointments and services

Planning:

- All services, including, but not limited to, plat review, zoning, subdivision, and plan review, shall be made by appointment only
- If appointments are made, staff will inquire about recent travel and health status related to COVID-19*
- Business activity encouraged, when possible, via electronic methods

Central Permitting:

- All services and payments shall be made by appointment only or through other department divisions
- If appointments are made, staff will inquire about recent travel and health status related to COVID-19*
- Business activity encouraged, when possible, via electronic methods
- Social distancing is in effect in the permitting area; including the seating area. Customers shall be limited to interactions at the front desk and shall be seated when not conducting business

Code Enforcement:

- All in-person services shall be made by appointment only or through other department divisions
- All field services shall be made on a complaint basis
- If appointments are made or services are requested, staff will inquire about recent travel and health status related to COVID-19*

- For all field personnel that require entrance to a structure that is occupied, staff will inquire about recent travel and health status related to COVID-19*
- Where applicable and at the discretion of the inspector, inspections may be held to the protocol of the NC Department of Insurance/ Office of the State Fire Marshal regarding extending scheduled inspections (adopted 3/16/20)

Building Inspections:

- All in-person and field services shall be made by appointment only
- If appointments are made or services are requested, staff will inquire about recent travel and health status related to COVID-19*
- For all field personnel that require entrance to a structure that is occupied, staff will inquire about recent travel and health status related to COVID-19*
- At the discretion of the inspector, inspections may be held to the protocol of the NC Department of Insurance/ Office of the State Fire Marshal regarding extending scheduled inspections (adopted 3/16/20)

*Staff required questions:

1. Have you or anyone in your current household been determined exposed or under investigation for the Coronavirus?
2. Is your home under quarantine?
3. Are you or anyone in your home in isolation?

If the answer is “yes” to any of these questions, staff will not enter the home or set an appointment. Staff will explore with the applicant their options for video, remote, teleconferencing, or other service alternatives.

If the answer is “no” to all of these questions, staff should follow normal operating procedures utilizing the CDC’s best practices for social interaction and hygiene.