

Planning and Inspections – COVID-19 Operational Protocol

As of May 11, 2020

Community Transportation:

- All in-person office services shall be made by appointment only
- Regular (pre COVID) transportation programming will resume
- Staff will work with private vehicle contractors to establish sanitation and operational protocols in accordance with State and County recommendations for safety.

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 shall be 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 shall be encouraged, when possible, via electronic methods
- Social distancing shall be implemented 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, office services shall be made by appointment only or through other department divisions
- If appointments are made or services are requested, staff will inquire about recent travel and health status related to COVID-19*

- All field services will resume at their normal operations. Staff will work to establish sanitation and operational protocols in accordance with State and County recommendations for safety.
- 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 inspection services shall be made by appointment only
- For field inspections, staff will work to establish sanitation and operational protocols in accordance with State and County recommendations for safety.
- 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.