



Welcome to Gloucester County! Due to the continuing concerns of the spread of COVID-19 (Coronavirus) and recommendations by state and national government to limit exposure to others, public access to all Gloucester County offices and buildings will remain limited, generally to one customer at a time per department.

During this time, County staff is committed to continuing services to the public to every extent possible. **Procedures for doing business with County Departments are listed below alphabetically.**

Customers who wish to meet with a specific staff member are encouraged to call and make an appointment with that staff member, as teleworking is still being encouraged by the Commonwealth under Phase 3 Guidelines.

BOARD OF SUPERVISORS

Gloucester County Board of Supervisors and Planning Commission meetings will resume in-person this month at the Thomas Calhoun Walker Education Center, 6099 T C Walker Road, to provide more space for social distancing.

Although citizens are invited and encouraged to attend meetings, for those citizens in at risk categories or who may feel uncomfortable attending in person meetings, comments may be submitted through alternate means.

Locations for other boards and commissions will be announced on the County's calendar. Where noted, meetings will be broadcast live on Cox Channel 48 and on the County's meeting portal at <http://www.gloucesterva.info/640/Meeting-Portal>.

It is important to note that comments that are submitted anonymously or with fictitious names will not be accepted. Comments are limited to one submission per person, per comment period. In the case of multiple submissions for the same comment period, only the last submission will be read/played.

“Form letters,” consisting of communications which are verbatim duplicates (other than the identifying information of the author/submitter) of one or more other communications received by the County pertaining to the matter to be considered at the public hearing or public comment period, shall be read only once per letter, along with the list of persons submitting the same comments pursuant to such “form letter.”

Comments submitted through these methods must be received by 4:30 p.m. on the day prior to a meeting or public hearing:

To submit comments online, complete the [Citizen Comment Submission](http://www.gloucesterva.info/citizencomment) form (www.gloucesterva.info/citizencomment). Please follow the instructions on the form to indicate the meeting or public hearing on which you want to comment. Comments may be submitted via this method until 4:30 p.m. on the day PRIOR to the meeting. Comments submitted via this method will be read aloud during the appropriate comment or public hearing period up to the time limit set by the Chair.

To submit comments via US Mail, send to: County Administration ATTN: Citizen/Public Hearing Comment, 6489 Main Street, Gloucester, VA 23061. Any mailed comments must include your name, your magisterial district, and the meeting and item you are commenting on clearly printed at the top. All such comments must be received by 4:30 p.m. on the day PRIOR to the scheduled date of the meeting or public hearing. Please type or print all comments legibly. Comments submitted via this method will be read aloud during the appropriate comment or public hearing period up to the time limit set by the Chair.

COMMISSIONER OF THE REVENUE

Those with questions regarding Business Licenses, Business Tangible Personal Property or Excise forms, Tangible Personal Property or any Real Estate related matter can call 804-693-3451 for assistance. Those needing to submit forms and/or payments, the Commissioner of the Revenue's office will be open to the public to assist them in person or they can [continue to process them by e-mail, mail, or by using the Treasurer's Office drop box in the median of Justice Drive between County Office Buildings 1 and 2.

The Commissioner of the Revenue's office can accept Virginia State Income taxes in person or by mail or by using the Treasurer's Office drop box. Those with questions about this process can call 804-693-3451. Those using the Treasurer's Office drop box are encouraged to label the envelopes for the correct office so that they will be delivered to the correct department. That drop box will be checked periodically throughout the workday. For more information, visit <http://www.gloucesterva.info/cor> or call 804-693-3451 during normal business hours.

The Commissioner of the Revenue's office will continue to follow the social distancing protocols outlined in the Governor's Executive orders. Only one customer will be allowed in the Commissioner of Revenues office at a time due to limited space.

DEPARTMENTS OF PLANNING, ZONING AND ENVIRONMENTAL PROGRAMS, BUILDING INSPECTIONS AND COMMERCIAL SITE PLANS

PLANNING AND ZONING

You can phone our office at 804-693-1224 and we will help you with whatever your questions or concerns are and walk you through how to submit an application either by email or by regular

mail (see information for each type of applications below). Our fillable forms are available on our website under forms and policies: <https://www.gloucesterva.info/362/Planning-Zoning>.

Our office is now open to the public with one customer at a time. Upon arrival, please stop by the reception window at the mobile unit behind Building #2 to check in. The customer will then be notified when enough room is available to enter the department. Again, appointments are recommended if a customer wishes to meet with a specific staff member, as teleworking is still being encouraged under Virginia's Phase 3 Guidelines. Customers can also take advantage of the following services without coming into the office:

For payment, you can:

1. Pay on-line at www.officialpayments.com (a convenience fee will apply);
2. Mail your check with your application (Planning and Zoning, 6489 Main Street, Gloucester, VA 23061); or
3. Mail in your check **after** you've emailed your application **and we've provided you an application number** so the fee can be applied to the correct application. **Please include the application # on the check!**
4. Put your check in the treasurer's drop box located on Justice Drive with the application # on the check so that your fee will be credited to the application.

If you need to drop off applications or plans, please visit the reception window at the mobile unit behind Building #2. From there, a staff member will pick up your documents.

Please continue to be patient with us if we don't reply right away as the phone lines will be used more heavily than normal. We will all be monitoring the phone lines to cover when other staff are on the phone.

Once approved, staff will return permits, applications or plans to you by one of the following pre-arranged methods:

1. We can email you the scanned permit;
2. We can mail you the permit or plans;
3. You can arrange to pick up the permit, plans, materials at the mobile unit;
4. You can provide a pre-paid package for larger plans or plats.

Zoning Permits:

Zoning permit applications are available on our website - please fill out the application as completely as possible and if you have any questions, please give us a call so we can help you over the phone the same way we would help you if you came in the office. ***Please make sure that you fill in the application completely and that the name and phone number are legible so that we can call with any questions and not hold up your approval.***

Zoning Permits for construction will need to be submitted with a scaled plot plan showing the existing structures (if any) and proposed construction. If you need help with creating a scaled plot plan, please call us at 804-693-1224 and we will do our best to help you to locate a plat or plan in our office that could be used for the plot plan. If we don't have a plan available, you may

need to go to the Clerk's office or draw a plot plan using graph paper (available for free on the internet). Again, give us a call if you have any questions.

Please email any zoning permit applications to ZoningStaff@gloucesterva.info. This email goes to multiple staff members so that your application is taken care of regardless of who is in the office to receive it.

Minor Subdivisions Plats, Family Transfers, Property Line Vacations, or Boundary Line Adjustments:

We will do our best to review electronic submittals by email, but this may be difficult for some plats and plans which may be better submitted by mail or dropped off at the mobile unit, using the procedure outlined above. This process will be especially important for final plats that will need to be signed by the subdivision agent. *Please make sure that the name and phone number of a contact person are included on the application and are legible so that we can call with any questions and not hold up your review or approval.* Please email any electronic applications to PlanningStaff@gloucesterva.info. This email goes to multiple staff members so that your application is taken care of regardless of who is in the office to receive it.

Rezoning, Conditional Use Permits or Board of Zoning Appeals Applications:

These applications all require public hearings by different Boards and Commissions. They also require a mandatory pre-application. Staff is happy discuss your application with you by phone and provide you with similar feedback as we would during a preapplication conference. Please call 804-693-1224 and explain what you are looking to do, and we will make sure we connect you with the appropriate staff member. You can also email PlanningStaff@gloucesterva.info. This email goes to multiple staff members so that your question is taken care of regardless of who is in the office to receive it.

For preapplication conferences conducted over the phone, please submit the preapplication request form by mail, e-mail, or dropped off at the mobile unit using the procedure outlined above and staff will contact the applicant to determine a time and date to conduct the phone conference.

Major Subdivisions (4 or more lots or any subdivision with a new road other than a private road serving 3 or few lots):

Major Subdivisions greater than 50 lots require review and preliminary approval from the Planning Commission. Due to the size of the plans, the plans will need to be submitted through the drop off procedure outlines above, but the application and fees could be submitted electronically or by mail. Application fees for major subdivisions reviewed by the Planning Commission must be paid prior to staff scheduling a date for the Planning Commission's review of the application. However, you can email draft plats or plans and ask questions for us to review prior to submittal. Email PlanningStaff@gloucesterva.info with any questions about major subdivisions. This email goes to multiple staff members so that your application is taken care of regardless of who is in the office to receive it.

Major Subdivision under 50 lots do not require preliminary approval from the Planning Commission. Prior to final plat approval of a major subdivision, development plans for the subdivision need to be approved by the site plan committee. Applications for development plans for major subdivisions are submitted to the [Community Development office](#) for review and approval prior to final plat approval. Procedures for submittal to that office are outlined separately.

ENVIRONMENTAL PROGRAMS

You can phone our office at 804-693-1217 and we will help you with whatever your questions or concerns are and walk you through how to submit an application either by email EnvironmentalStaff@gloucesterva.info or by regular mail (Environmental Programs, 6489 Main Street, Gloucester, VA 23061). Our fillable forms are available on our website under forms and policies: <https://www.gloucesterva.info/565/Forms>.

For payment, you can:

1. Pay on-line at www.officialpayments.com (a convenience fee will apply);
2. Mail your check with your application (Environmental Programs, 6489 Main Street, Gloucester, VA 23061); or
3. Mail in your check **after** you've emailed your application **and we've provided you an application number** so the fee can be applied to the correct application. **Please include the application # on the check!**
4. Put your check in the treasurer's drop box located on Justice Drive with the application # on the check so that your fee will be credited to the application.

If you need to drop off applications or plans, and do not require to speak with a member of staff, please drop them off at the reception window of the mobile unit behind Building #2.

Please be patient with us if we don't reply right away as the phone lines will be used more heavily than normal. We will all be monitoring the phone lines to cover when other staff are on the phone.

Once approved, staff will return permits, applications or plans to you by one of the following pre-arranged methods:

1. We can email you the scanned permit;
2. We can mail you the permit or plans;
3. You can arrange to pick up the permit, plans, materials at the mobile unit;
4. You can provide a pre-paid package for larger plans or plats.

CHESAPEAKE BAY PRESERVATION AND WETLANDS

Chesapeake Bay Exception Applications for accessory structures or additions to existing structures in the RPA and Chesapeake Bay Waiver applications for activities in the landward 50'

of the RPA must be submitted through the above process. Please call 804-693-1217 with any questions or email rowens@gloucesterva.info.

Joint Permit Applications, requiring a public hearing through the Gloucester County Wetlands Board and are submitted to the Virginia Marine Resources Commission (VMRC). Please visit the VMRC website to get information regarding them directly: <https://www.mrc.virginia.gov/>

Army Corps Pre -Applications are available on our web page and sent to the Army Corps directly.

SITE PLAN SUBMITTALS

You can phone our office at 804-824-2458 and we will help you with whatever your questions or concerns are and walk you through how to submit site plan by drop off or by regular mail (see information for each type of applications below). Our applications are available on our website under forms and policies: <https://www.gloucesterva.info/253/Commercial-Plan-Development-Site-Plans>.

For payment, you can:

1. Pay on-line at www.officialpayments.com (a convenience fee will apply);
2. Mail your check with your application (County Administration-Third Floor, Attention: Christina Grover, 6489 Main Street, Gloucester, VA 23061); or

If you need to drop off plans, please visit the reception window at the mobile unit behind Building #2.

Please be patient with us if we don't reply right away as the phone lines will be used more heavily than normal. We will all be monitoring the phone lines to cover when other staff are on the phone.

Once approved, staff will return plans to you by one of the following pre-arranged methods:

1. You can arrange to pick up the permit, plans, materials at the lobby interface;
2. You can provide a pre-paid package for mailing plans back to applicant.

BUILDING PERMITS AND INSPECTIONS

You can phone our office at 804-693-2744 and we will help you with whatever your questions or concerns are and walk you through how to submit an application either by email or by regular mail (see information for each type of applications below). Or, drop off at the temporary office trailer. Our fillable forms are available on our website under forms and policies: <https://www.gloucesterva.info/172/Building-Inspection>.

For payment, you can:

1. Pay on-line at www.officialpayments.com (a convenience fee will apply);

Put your check in the treasurer's drop box located on Justice Drive with the application # on the check so that your fee will be credited to the permit number, or, pay at the temporary office trailer.

If you need to drop off applications or plans, we developed a system where you can bring your materials to the temporary office trailer.

Please be patient with us if we don't reply right away as the phone lines will be used more heavily than normal. We will all be monitoring the phone lines to cover when other staff are on the phone.

Once approved, staff will return permits, applications or plans to you by one of the following pre-arranged methods:

1. If applicable, we can email you the scanned permit;
2. We can mail you the permit or plans;
3. You can arrange to pick up the permit, plans, materials at the temporary office trailer;
4. You can provide a pre-paid package for larger plans or plats.

Building/Trade Permits:

Building/Trade permit applications are available on our website - please fill out the application as completely as possible and if you have any questions, please give us a call so we can help you over the phone the same way we would help you if you came in the office. ***Please make sure that you fill in the application completely and that the name and phone number are legible so that we can call with any questions and not hold up your approval. Owner applications need to complete owner affidavit portion.***

Request for Building/Trade Inspections:

Please contact the Building Inspections office at 804-693-2744 to request inspections. The request for next day inspections must be received by 4 p.m. the day prior to the requested inspection and is based upon availability.

ECONOMIC DEVELOPMENT

The Economic Development staff has been working in conjunction with the Small Business Development Administration and the Virginia Employment Commission to provide the most up to date information on resources available for small businesses. A form to capture and report financial losses and employment changes remains website at www.gloucesterva.info/econ.

Please contact our Business Recovery Coordinator, Sherry Spring at 804-693-1414 or email sspring@gloucesterva.info for more information, or visit <https://www.gloucesterva.info/1189/COVID-19-BUSINESS-RESOURCES>.

One visitor at a time will now be allowed to enter the Economic Development office. However, all visitors must stop at the reception window in the mobile unit behind Building #2 to check in

and wait until enough space is available to enter the building. With telework still being encouraged, customers who wish to meet with a member of the Economic Development staff are encouraged to reach Ms. Spring on her mobile phone anytime by calling 804-815-2212.

LIBRARY

The Gloucester County Public Library, in compliance with Gloucester County Emergency Protocols regarding the COVID-19 virus, have suspended all programs and outreach. Updates will be provided on social media as well as on the Library's website.

The Main Library began hosting Curbside Service May 20. The service allows patrons to pick up holds on any books they may have placed. Also, patrons will be able to return books that they have finished at the book drop.

Beginning Monday, July 6, the Point Branch began offering Curbside Service. Curbside Service will be available Mondays through Fridays from 10 a.m. to 4 p.m. and book drops will be open Mondays through Fridays from 9 a.m. until 5 p.m. Patrons will receive a phone call when their holds are ready for pickup. Library cards will be needed for placing and picking up holds. Items can be placed on hold by visiting www.gloucesterva.info/publiclibrary or by calling 804-693-2998. Or, for help at the Point Branch, call 804-642-9790.

The Main Library also began accepting reservations for one-hour public computer use on Monday, July 6. Call 804-693-2998 for more information.

Library patrons are reminded that fines will not accrue on their accounts while the library is closed to the public. However, any fees on a patron's account prior to when the library closed on March 16 remain the patron's responsibility. Monetary transactions for fine payments cannot be handled at this time.

The Library's public Wi-fi connection equipment has been positioned to best support access from the parking lot. Those wishing to use the public Wi-Fi from the parking lot at either the Main or Gloucester Point branches can do so by using the password "hellopatron." Please be sure to practice effective social distancing if you get out of your car to do so.

The Library is always open online at www.gloucesterva.info/publiclibrary.

PARKS, RECREATION, AND TOURISM

Gloucester County Parks are open with most amenities available. The basketball court at Ark Park is closed, but playgrounds are open at all County parks. Beaverdam Park continues to operate on a modified schedule (7:00 am – 7:30 pm) and bathrooms remain open. Rental equipment (batteries, jon boats, canoes, kayaks, paddles, life vests, etc.) and bait sales are not available at this time, and boat launch permits can be purchased at the self-serve location at the Ranger Station. Picnic shelters are available for reservation, and the Whitcomb Lodge is

available for modified reservations (capacity of 25, modified hours and implementation of a \$25 cleaning fee).

Gloucester Point Beach Park remains open for fishing, boating and recreational use including sunbathing and swimming. Park users are reminded to remain six feet apart and not congregate in groups.

The Visitor Center in the court circle will reopen on Friday, July 10 from 10 a.m. until 4 p.m. and will operate on a schedule of Tuesdays-Saturdays going forward.

The Gloucester Museum of History will reopen on Tuesday, July 7 from 11 a.m. to 3 p.m. and will operate on a schedule of Tuesdays-Saturdays. Patrons are reminded to wear a face covering when entering these facilities and adhere to capacity restrictions at each location.

Department-sponsored recreation programs are beginning in July on a limited basis. A decision on future programs and events will be made in the coming weeks. More information on parks, programs and tourism functions can be found at gloucesterva.info/pr.

PUBLIC UTILITIES

Customers can pay Gloucester water and sewer bills as follows:

- By mail to: 6489 Main Street, Gloucester, VA 23061.
- In person using the Treasurer's drop box in the median of Justice Drive between County Office Buildings 1 and 2. Checks and money orders will be accepted. Cash payments, while typically discouraged, will also be accepted through the drop box. Any over-payment will be credited to your next bill. Please be sure to include the payment portion of the bill in an envelope with your payment.
- As of July 6, 2020, the Public Utilities department office will reopen to the public. However, only one person at a time will be allowed inside to comply with social distancing. Customers are asked to call 804-693-4044 when they arrive and they will be notified when it is appropriate to enter into the building.
- Online, by visiting the Public Utilities page on www.gloucesterva.info using a credit/debit card (\$3.95 fee) or by electronic check (\$2.50 fee).

Account numbers will be required to ensure payment is applied to the correct account – please ensure that you include your account number on your check or on a separate piece of paper if paying by cash.

Applications for service are available by visiting <https://www.gloucesterva.info/DocumentCenter/View/1428/Application-for-Water-and-or-Sewer-Service-PDF>. Completed/signed applications can be submitted at the Public Utilities office at 7384 Carriage Court, by e-mail to (ADurham@gloucesterva.info), by fax, 804-693-4664, or by dropping it off in the Justice Drive drop box. Deposits or transfer fees can be paid at the Carriage Court location or through Official Payments. Contact customer service at 804-693-4044 to coordinate payments.

Utilities staff will not be scheduling disconnection of service for delinquent accounts at this time.

As toilet paper runs short, many citizens may turn to alternatives such as "flushable" wipes and sanitizing wipes. These poor substitutes can cause problems for the nation's (and our local) sewers that could include backups into homes and malfunctioning treatment equipment.

SOCIAL SERVICES

GDSS remains available to assist county citizens. While offices will reopen to the public on July 6, 2020, we ask that citizens **call to schedule an appointment** at (804) 693-2671 from 8:00-4:30pm.

In our efforts to ensure the safety of our community, the agency will manage most matters by phone. If a face- to-face meeting is required, an appointment will be scheduled. Those coming to the agency without an appointment are asked to call the above number before entering the building, and instructions will be provided to you based on social distancing requirements. We ask that anyone coming to our agency abide by Governor Northam's guidance to wear a facial covering. A pre-screening tool will be posted on the front door and you are asked to avoid entry to the building if you answer "Yes" to any of the screening questions. The safety of our citizens and employees is important.

Gloucester County will continue to work with all appropriate federal and state partners to support program participants with vital resources during this period of uncertainty. Child and Adult Protective services continue to be offered. If you have concerns and wish to make a report, please call GDSS at 693-2671. You may also contact the state hotline as follows: CPS Hotline: 1-800-552-7096 Adult Protective Services hotline at 1-888-832-3858. Those reports will then be forwarded to GDSS.

Virginians are encouraged to contact 2-1-1 to learn more about available state and local resources. To apply for health care or other benefit programs, visit CommonHelp online at <https://commonhelp.virginia.gov>.

For information regarding Virginia's efforts to increase access to health care, visit the Virginia Department of Medical Assistance Services online at www.dmas.virginia.gov will be managed by phone.

We thank you for your continued cooperation in the face of the COVID-19 pandemic.

TREASURER'S OFFICE

The Gloucester County Treasurer's Office mailed out the first installment 2020 Real Estate, Personal Property and Mobile Home tax bills in mid-June. Though June 30, 2020 is the legal due date, the Treasurer reiterated that the Gloucester County Board of Supervisors voted in May to give taxpayers a grace period until August 14, 2020 to pay their bill without penalty or interest. The waiver does not apply to prior year bills that are already past due.

The Board of Supervisors, at the recommendation of Gloucester's Treasurer Tara Thomas, voted to grant the extension to give taxpayers necessary financial flexibility due to the ongoing COVID-19 pandemic.

Alternative payment options for those wishing to pay remotely:

- Treasurer's Office drop box located in the median of Justice Drive in between County Office Buildings #1 and #2 (please include payment stub). Checks or money orders should be made payable to "Gloucester County."
- Mail to Gloucester County, ATTN: Treasurer, 6489 Main Street, Gloucester, VA 23061.
- Online using a credit/debit card or electronic check - visit www.officialpayments.com or call 1-800-272-9829 (use jurisdiction code 1087). Taxpayers should be aware that there are fees associated with this method of payment.

For those who wish to make their tax payments in person, the office reopened to the public on June 8th. Payments are being accepted at a temporary facility located in the parking lot behind County Building #2 (6489 Main Street) during regular business hours.

Applications and payments for Animal Licenses are currently being accepted by mail and by drop box only. She asks that the applicants allow at least 24 hours to process Animal License applications.

For more information, contact the Treasurer's Office at 804-693-2141 or treasurer@gloucesterva.info.

VIRGINIA COOPERATIVE EXTENSION

The Gloucester County Office of Virginia Cooperative Extension remains closed to the public pending the opening of the T.C. Walker Education Center.

For information on 4-H programs, clubs and volunteering with 4-H, contact Krista Gustafson at kgustafson@vt.edu. 4-H continues to offer virtual programming and information is available on the Gloucester County Virginia 4-H Facebook page.

For Extension information regarding family economics, food and health, please contact Glenn Sturm, Extension Agent for Family and Consumer Sciences at gjsturm@vt.edu.

For Extension information on the Family Nutrition Program, please contact Elizabeth Hayes at ehayes@vt.edu.

Those without access to email are asked to leave a message on the office main line at 693-2602.

Plant diagnostic testing services at the Virginia Tech Plant Disease Clinic: Due to the COVID-19 response in Blacksburg, the Plant Disease Clinic continues to prioritize samples from commercial growers whose livelihood depends on accurate diagnosis. For samples from home

landscapes, home gardens and public gardens (including samples from landscape professionals), the Plant Disease Clinic will rely on photographic evidence to make the best diagnosis of the problem, but will only culture samples from commercial growers.

- Local producers in need of plant diagnostic services and nematode assays are asked to contact Krista Gustafson by email at kgustafson@vt.edu.
- Soil test kits are available in an exterior bin outside Entrance 6S at T.C. Walker and also at Tractor Supply. Samples should be submitted with the appropriate form and payment if required.
- To submit photos for insect or plant disease id, please fill out the google form available on the Virginia Cooperative Extension Facebook page email hajohnson@vt.edu for the link. We can also accept information by text. Please call 804-693-2602 for assistance.
- Master Gardeners are still available to return calls. Please leave a message on the main line 804-693-2602.

VOTER REGISTRAR

Gloucester's Voter Registrar's office reopened to the public on Monday, June 15 in its newly expanded space, designed to accommodate recent changes to State code, and facilitate a safer, more convenient voter experience. The Registrar's office is still located in the same County Office Building #1 but is now on the first floor of the building rather than the second floor. With the COVID-19 pandemic still a concern, citizen's access inside the building will be limited.

Detailed signage is in place guiding members of the public how to access the new location from the parking lot. The new office space has been designed to allow for a natural flow of voters to enter the office in one side, vote, and then exit through another portion of the building.

WASTE MANAGEMENT

As of July 1, 2020, all Waste Management Convenience Center locations in Gloucester County have resumed two-lane operations. Social distancing guidelines are still being encouraged.

9th DISTRICT COURT SERVICES UNIT

The 9th District Court Service Unit (CSU) serves eleven jurisdictions, which includes the two cities of Poquoson and Williamsburg, and nine counties of Charles City, Gloucester, King and Queen, King William, Mathews, Middlesex, New Kent, James City, and York.

The services provided by 9th District CSU include juvenile intake, probation, parole, and pre-dispositional investigations. The 9th District CSU is also the site of the Statewide Video Intake Unit. The District office is located in Williamsburg, VA.

In response to the COVID -19 pandemic, the following services are available (subject to change): Protective Order Petitions, Emergency Removal Petitions, and Civil Petitions (i.e., custody, paternity, support, etc.).

Please call 804-693-3860 for assistance or to schedule an appointment.

GLOUCESTER COUNTY'S COMMITMENT TO YOU

To the best of our ability, Gloucester County will continue delivery of services, so long as we can do so in a safe manner – promoting the continued health of our employees, our citizens, and the community overall. While we are doing our best to create service delivery solutions to accommodate these unique and unprecedented times, we acknowledge that no solution is perfect. Those identifying service delivery gaps that we need to focus on, and those with ideas as to how we can better serve our community are encouraged to provide feedback directly through the department affected.

Additionally, County Administration can be contacted directly for escalation of concerns, for suggestions that may impact multiple departments, and otherwise with regard to County service delivery generally at county.administrator@gloucesterva.info or by dialing 804-693-4042.

FOR MORE INFORMATION

This is an evolving situation and all information is subject to change at any time. For up to date information, visit www.gloucesterva.info or the County's Facebook page at www.facebook.com/gloucesterva. For specific questions, contact Gloucester's Community Engagement and Public Information office at 804-693-5730 or e-mail qsheppard@gloucesterva.info.

For health-related information, contact the Virginia Department of Health, Three Rivers Coronavirus Call Center, by calling 804-313-1638. Call Center Hours are 8AM to 6PM Monday through Friday. Alternatively, the public is encouraged to visit the Virginia Health Department's special website on Coronavirus at <http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>.