



# Town of Black Mountain

## Facility Operations

### Effective 3/18/2020 until further notice

Following the Mayor's declaration of a State of Emergency, the Town of Black Mountain is taking proactive steps to protect the health and well-being of our citizens in the face of growing cases of the coronavirus COVID-19 both around the nation and here in North Carolina. Following the guidance of county and state officials, many town facilities will be closed to the public and business will be conducted via phone, email, fax, or other virtual means to the greatest extent possible. As the virus progresses additional closures may be announced. Temporary operations of Town facilities are outlined below.

#### **Town Hall**

A phone is provided in the main entrance with directions and extensions. All others should dial 828-419-9300 and follow the menu prompts or visit the Town's website at [www.townofblackmountain.org](http://www.townofblackmountain.org). When calling Town Hall, if you are not able to reach staff, please leave a voicemail and someone will return your call as soon as possible. Documents requiring delivery to Town Hall staff should be placed in baskets in the front entrance at Town Hall or placed in the drop box located outside the Water Department at Town Hall. **Sensitive documents or payments should be placed in clearly marked, sealed envelopes and delivered through the Water Department drive through window.** You may also call 828-419-9300 and select Option #5.

#### **Vendors & Packaging Services**

All vendors conducting business inside of Town Hall must ring the bell for assistance. Any mail packages should be left in the lobby. Staff will not be signing for packages to limit exposure. You may also call 828-419-9300 and select Option #5.

#### **Meetings**

The meetings of all appointed Town advisory boards, commissions and committees have been canceled to reduce vulnerability of people of the Town of Black Mountain. Town staff will be in contact with these respective groups to outline meeting procedures going forward. Meetings of groups not affiliated with government operations are not permitted in Town buildings until further notice. There is no change to the format or schedule of the Board of Aldermen meetings at this time, however, that may be modified in the future if needed. Additional announcements will be posted on the Town's website at [www.townofblackmountain.org](http://www.townofblackmountain.org)

## **Building Inspections**

Building inspections will be conducted as normal, however, meetings in person will be restricted to those initiated or requested by Town staff only. The Building Inspector requests that attendance at on-site inspections be limited to the inspector only unless otherwise arranged.

Permit applications are made available in the Town Hall lobby and may also be found on the Town's website (<https://www.townofblackmountain.org/218/Building-Inspections>). Completed applications can then be placed in the bins located in the Town Hall lobby, mailed, emailed to [jennifer.tipton@townofblackmountain.org](mailto:jennifer.tipton@townofblackmountain.org) or faxed to 828-669-2030. Credit card permit payments made via phone are strongly encouraged by contacting Jennifer Tipton at 828-669-2030. You may pay by check or cash through the Water Department drive through. Permit applications, payments, and/or plans can also be folded and placed in the Town Hall drop box located outside the Water Department at Town Hall. You may also call 828-419-9300 and select Option #4.

## **Public Safety Building (Police and Fire)**

The Public Safety Building will be closed to the public and all non-emergent business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible.

If you have business with the Fire Department and need to contact someone there, please call 828-419-9320. If you have an emergency and need fire/ems to respond to your home, please call **911**. If you need fire/ems to respond to your home and it is not an emergency, please call the non-- emergency number at our dispatch center at 828-419-9320. Walk in persons are encouraged to use the intercom located in Police Dispatch.

If you have business with the Police Department and need to contact someone there, please call 828419-9350. If you have an emergency and need police to respond to your home, please call **911**. If you need police to respond to your home and it is not an emergency, please call the non-emergency number at our dispatch center at 828-419-9350.

## **Public Works Building (Public Works / Recreation & Parks Department)**

The Public Works Building will be closed to the public and all business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible. Citizens may report missed trash stops or make requests for service (white goods/brush) by visiting the Town's website – Public Works – and clicking on the links to the left. You may also call 828-419-9300 and select Option #2

## **Parks & Recreation**

The Public Works Building & Parks & Recreation will be closed to the public and all business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible. All Town of Black Mountain parks and greenways will remain open to citizens. No events or gatherings of more than 10 people will be permitted as per the CDC recommended guidelines for social distancing. You may also call 828-419-9300 and select Option #6.

## **Lakeview Senior Center for Active Aging**

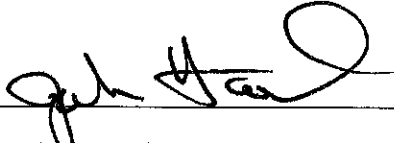
The Lakeview Senior Center has been closed until further notice. Staff will continue to work with the County and Council on Aging to ensure information is disseminated to the vulnerable citizens in Black Mountain. You may also call 828-419-9300 and select Option #6.

## **Black Mountain Golf Course**

The Black Mountain Golf Course will remain open at the discretion of the Town Board of Aldermen for the time being. Golf personnel will practice social distancing and limit contact with the public as much as possible. No carts will be rented during this time due to lack of cleaning supplies to adequately sanitize the carts for public use. No cash will be accepted. You may also call 828-669-2710.

## **Events/Meetings**

- All Town Sponsored events are cancelled until further notice.
- 2020 Black Mountain Greenways Challenge
- Black Mountain Litter Sweep (April 4<sup>th</sup>) Will be rescheduled.
- The Town will not accept any new rentals for facilities and has cancelled current rentals.
- Elevate Black Mountain (Comp Plan) public meetings have been placed on hold.
- Lakeview Senior Center for Active Aging has been closed until further notice.
- Black Mountain Greenways will remain OPEN but users are encouraged to follow CDC guidelines for social distancing and group gatherings. No gatherings of 10 persons or more, including any events will be allowed on Greenways until further notice.
- Safety Saturday(May 18<sup>th</sup>) has been postponed
- Fire Department community classes (fire extinguisher/cpr etc.) Canceled until further notice.
- Police Department community events (Mothers against Drunk Driving). Will be rescheduled.



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Josh Harrold, Town Manager