

Welcome back!

Guide to services and facilities, beginning June 15, 2020.



MONTGOMERY
COUNTY VIRGINIA
EST. 1776

Face coverings are required by all visitors per Commonwealth Virginia Executive Order 63.

ANIMAL CARE AND ADOPTION CENTER and ANIMAL CONTROL

Within the Animal Care and Adoption Center (ACAC), circulation will be limited to the extent possible. The following changes to access to and within the ACAC will be made:

- Appointments are strongly encouraged.
- Animal areas are closed due to inability to provide safe social distancing within these areas.
- The front desk area will be limited to one party at any given time; and will be served on a first come first serve basis.
- Socially distanced seating will be provided.



Call: 540-382-5795 | Email: animalcenter@montgomerycountyva.gov

PARKS & RECREATION FACILITIES and PROGRAMS

- Montgomery County is working on options for youth sports and will share information as soon as possible.
- On Monday, June 8, all playgrounds, outside basketball courts, shelters and bathrooms will reopen.
- The Frog Pond will remain closed for the summer 2020 season due to the Commonwealth of Virginia Executive 65, which does not allow recreational swimming and use of slides and other water features.

Call: 540-382-69755 | Email: mcpr@montgomerycountyva.gov

MONTGOMERY COUNTY GOVERNMENT CENTER



Face coverings are required by all visitors over the age of 10 per Commonwealth of Virginia Executive Order 63.

■ Building Inspections

Information about building permits, plan reviews, submitting development plans, or building inspections

Call: 540-382-5750

■ Planning & GIS

Reviews of electronically submitted requests will continue to be processed. Approvals will be made upon payment. To submit items for review, email mcplan@montgomerycountyva.gov.

Call: 540-394-2148

■ Public Service Authority (PSA, water and sewer)

Call for inquiries about new or existing service or to report an issue.

Call: 540-382-6930

■ Treasurer

Tax payments can be made by mail, at our dropbox (Chinquapin Trail entrance), or online.

Call: 540-382-5723 | Email: mctreasurer@montgomerycountyva.gov



■ Commissioner of the Revenue

Note: the Commissioner of Revenue's office is currently not completing income tax returns.

Call: 540-382-5710 | Email: royalhp@montgomerycountyva.gov

■ Voter Registrar

Absentee ballot information can be found on the Virginia Department of Elections website. To Register to Vote please go to vote.virginia.gov.

Call: 540-382-5741 | Email: govote121@montgomerycountyva.gov

■ County Administration and Board of Supervisors Call: 540-382-6954

■ County Attorney Call: 540-382-5730

■ Economic Development Call: 540-382-5732

■ Finance and Purchasing Call: 540-382-6960

SOCIAL SERVICES

On June 15, 2020, the Montgomery County Department of Social Services will reopen to the public by appointment only. In an ongoing effort to protect the citizens as well as the staff, individuals who believe they need to come to the office will be required to schedule an appointment with their worker that will take place either by in-house phone or at a transaction window. We encourage citizens to continue to take advantage of electronic and online opportunities to conduct affairs with our office and staff.

- If you have questions about benefit services (TANF, SNAP, Medicaid, etc.) go to the CommonHelp website at www.commonhelp.virginia.gov, or call **855-635-4370**.
- If you want to make a report of suspected child abuse or neglect or elderly/disabled abuse or neglect, please call the state hotline **800-552-7096**.

These guidelines will be in place until the status of the current pandemic allows us to modify them.

Main DSS Office: 540-382-6990

MONTGOMERY-FLOYD REGIONAL LIBRARY

All library branches will reopen to the public on June 15, 2020. Library updates: <https://mfrl.org/covid.php>

MONTGOMERY COUNTY COURTHOUSE



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■ Clerk of the Court

Members of the public are encouraged to utilize online services available at <https://www.montva.com/Elected-Officials/clerk-circuit-court>.

Call: 540-382-5760



NEW RIVER HEALTH DISTRICT

The New River Health District has activated a local public health hotline at **540-267-8240**, Monday through Friday, 8 a.m. to 8 p.m.; Saturday, 8 a.m. to noon; Sunday, noon to 4 p.m.

Women, Infants, and Children (WIC) Program is still being administered. In addition, Family Planning services are still being administered. For details, call **540-585-3300**.