

Rowan County Department Operational Changes

Airport

Hours

Daily, 8 AM - 8 PM

Phone

704-216-7749

Operational Changes

- Customer interactions will adhere to mandated physical distancing protocols.
- Self-service coffee, ice and popcorn have been suspended.
- Tenants have been asked to utilize the phone or email rather than visit the office.
- Visitors are directed to call the front desk for access.

Animal Shelter

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-7768

Operational Changes

- Adoptions and surrenders of stray animals are by appointment only.
- Volunteer program is currently suspended until further notice.
- Dogs currently housed in the Shelter will be moved into foster homes within Rowan County.

Building Inspections

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8619

Operational Changes

- Building inspection requests may be completed online at www.rowancountync.gov/inspectionrequest
- You are encouraged to scan and submit all of your building permit documents to buildinginspections@rowancountync.gov with the information specified below. A permit technician will review your information, call for any additional information needed, review your application, and take payment over the phone.

Requirements for Building Permit Issuance (where applicable)

- Application filled out, including owner's name, job site address, owner's contact number and email address; if known, directions to property, square footage, number of fixtures, HVAC units and Electrical amps, etc.
- Application signed by contractors performing work.
- Zoning Permit from Rowan County or corresponding municipality.
- Flood approval from Rowan County, City of Salisbury, or City of Kannapolis.
- Environmental Permits, Well and Septic, or Salisbury Rowan Utilities (132 N. Main St, Salisbury).
- Lien Agent appointment paperwork (www.liensnc.com).

Cooperative Extension

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8970

Operational Changes

- Staff are working on rotational basis in the office, so please call 704-216-8970 to ask for assistance.

ROWAN COUNTY

NORTH CAROLINA

Be an original.

- Limited Extension programming for adults is being offered effective May 26 in accordance with Governor Cooper's Phase 2 guidelines. Please contact the Extension office or visit our webpage <http://rowan.ces.ncsu.edu> for more information.
- All 4-H and Youth Development programming is currently online. Summer Fun kits and online program information is at <https://rowan.ces.ncsu.edu/rowan-county-4-h-summer-fun/>.
- Virtual club meetings and other activities are taking place. Please contact Agent Laura Allen by email at laura_allen@ncsu.edu for more information.
- Soil test kits are available and the lab is accepting all tests.

YouTube Channel: NC COOPERATIVE EXTENSION- ROWAN COUNTY
Facebook: Rowan County Cooperative Extension
Facebook: Rowan County 4-H Program

Environmental Health

Hours

Monday - Friday, 8 AM - 5 PM; closed for lunch 1-2 PM

Phone

704-216-8525

Operational Changes

- Payments are accepted via credit card over the phone (receipt emailed once email address is obtained), check, or cash.
- Questions or concerns may be shared via telephone or via environmentalhealth@rowancountync.gov.

Septic and Well

- Clients may apply for new septic, wells and repairs online at www.rowancountync.gov/EnviroHealth or via paper copies in office. A Site Plan is required for all Septic and Well Applications.
- Issued septic and well permits may be requested by email at environmentalhealth@rowancountync.gov or in person.

Food and Lodging

- Food and Lodging applications are available online at <https://rowancountync.gov/292/Food-Lodging-Sanitation> or may be requested by email at environmentalhealth@rowancountync.gov. Clients can mail in paper copies with payment.

Water Samples

- Water sample applications may be requested by email at environmentalhealth@rowancountync.gov and returned via email with payment accepted over the phone.
- Water sample results requests may be emailed to environmentalhealth@rowancountync.gov.

Environmental Management

Hours

[View by location](#)

Phone

704-216-8589

Operational Changes

- Volunteer program is suspended effective March 26, 2020. Community Service program participants who may report to any of our sites will be asked to leave and contact the Community Service Program (NC DPS) office.
- Modification to our practice of performing customer cash transactions allows us to adhere to mandated social distancing protocols.

Health Department

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8777

Operational Changes

- Beginning Tuesday, March 24, 2020 at 8 AM, access to the Health Department will be limited to the badge access only doors on the side of the building. Rowan County Health Department staff will start performing COVID -19 screening for each staff member reporting to work and each client for an appointment.
- Late Clinics are cancelled until further notice.
- No walk-in appointments.
- For scheduled appointments, we are limiting to minor and 1 parent or if an adult appointment, then client-only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/animals.
- **Care Management** staff will continue services via phone communication only.
- **Dental clinic** will be open to emergency situations only. For emergency clients, we will limit to the client and 1 parent. For appointment information, please call 704-216-8796.
- **Family Health Services** will provide the following services only: communicable disease, immunizations, prenatal, and sick visits; however, no walk-in appointments. We are limiting appointments to minor and 1 parent, or adult client only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/ animals. For appointment information, please call 704-216-8782.
- **WIC program** is operational as normal with the exception of no walk-in appointments. All appointments must be made ahead of time by dialing 704-216-8797 and please leave a message. This appointment line will have up-to-date information regarding changes to the WIC Program operations if any. We are requesting only the WIC client attend WIC appointments or one adult attend the child(ren)'s WIC appointment.

Library

Hours

Monday - Friday, 9 AM - 6 PM; Saturday, 9 AM - 1 PM

Phone

980-432-8670

Operational Changes

Effective October 1, 2020, public entry will be allowed at all three branches of the Rowan Public Library system: Headquarters (Salisbury), East Branch (Rockwell), and South Rowan Regional (China Grove). Patrons will be able to use computers, browse physical collections, and handle circulation matters in person. New procedures in place to help ensure safety of staff and patrons include:

- Limited entry, in compliance with governor's executive orders and CDC guidelines
- Floor plan re-arrangements (including computer labs) that encourage social distancing of at least 6 feet
- Hand sanitizer stations and increased frequency of cleaning high touch public areas and restrooms
- Protective barriers at service desks
- Reduced seating

Entry to the Library's facilities is in addition to services currently available:

- 24/7 access to book drops
- 24/7 access to WiFi on Library grounds and in parking lots (no passcodes required; unlimited use)
- Virtual programs, shared via RPL social media and YouTube
- Readers advisory and librarian assistance via RPL's Central line, 980-432-8670.
- Curbside Pick Up on Tuesdays-Thursdays from 9 am to 6 pm and Saturdays from 9 am to 1 pm. Via Curbside Pick Up, patrons can pick up materials, mobile prints, and Take Away Kits (crafts and activities), and request copies and faxes – all without leaving the parking lot! Appointments are not required to utilize Curbside Pick Up.

Parks and Recreation

Hours

[View by location](#)

Phone

704-216-7800

Dan Nicholas Park

Facebook: @DanNicholasPark

Amenities Open:

- Campground (including Campground Store and bath houses)
- Concessions stand (subject to staffing availability; check Facebook for hours) - staff will sell out of front window; only customers making reservations will be allowed inside one at a time. Limited items will be available.
- Fishing - free until January 1; pier is open
- Gem Mine (subject to staffing availability; check Facebook for hours) - buckets will be sold out of the outside window. Customers may be allowed in the store one-at-a-time with an appointment.
- Miniature golf (subject to staffing availability; check Facebook for hours)
- Picnic shelters and tables (subject to mass gathering limit of 50)
- Playgrounds
- Restrooms
- Rowan Wild's Wildlife Adventure
- Tennis/Pickleball courts
- Trails

Amenities Closed:

- Carousel
- Hurley Station
- Paddle boats
- Rowan Wild's Nature Center
- Stanback Barnyard
- Train
- Water Plaza

Dunn's Mountain

Amenities Open:

- Picnic tables
- Restrooms
- Trail

Amenities Closed:

- Van rides to top of mountain

Eagle Point Nature Preserve

Amenities Open:

- Canoe/Kayak Access
- Picnic tables
- Port-a-John at parking area (no drinkable water source)
- Trails

Ellis Park

Amenities Open:

- Baseball fields (subject to mass gathering limit of 50)
- Basketball court (subject to mass gathering limit of 50)
- Dining room - accepting reservations (subject to indoor gathering limit of 25)
- Disc golf 18-hole course
- Horseshoe pits

- Pickleball courts
- Picnic shelters (subject to mass gathering limit of 50)
- Playground (fully accessible)
- Restrooms
- Tennis courts
- Volleyball court

Amenities Closed:

- Concession Stand
- Parks Office Building
- Game Room

Sloan Park

Amenities Open:

- Country Life Museum
- Disc golf 18-hole course
- Picnic shelters (subject to mass gathering limit of 50)
- Playgrounds
- Trails
- Volleyball

Amenities Closed:

- Kerr Mill

Therapeutic Recreation Events

- Club Rec Tuesday, Club Rec Friday, Ramblers, TRips: Cancelled
- Community Partner Programs: Cancelled
- Special Olympics: All in-person events are cancelled.

Salisbury/Rowan Senior Games & SilverArts Events

All state finals are going to be virtual and hosted by NC Senior Games. There are no currently scheduled in-person fall activities.

Planning and Development

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8588

Operational Changes

- Planning and Development Department will begin limiting access to its offices located at 402 N. Main Street, Salisbury, NC to one client at a time beginning Wednesday, April 1, 2020

Development Permits

Zoning and Preliminary Zoning Permits may be obtained by Phone or Email, but an active and valid email address is needed to receive the zoning permit upon issuance. In most cases the zoning permit may be “handed off” to the Inspections Department for processing. Phone inquiries should be made to 704-216-8588 and will be directed accordingly. If prompted, please leave a message or submit an email to either rebecca.Bost@rowancountync.gov or aaron.Poplin@rowancountync.gov. Staff will respond to email and phone inquiries as quickly as possible, but delays should be expected due to call volume or as the staffing situation changes.

General Development Questions - Questions related to zoning, subdivision, floodplains, etc. may be directed to one of the following staff members by phone or email:

Staff Name	Phone Number	Email Address
Ed Muire	704-216-8599 or 704-202-4144	Ed.Muire@rowancountync.gov
Aaron Poplin	704-216-8600	Aaron.Poplin@rowancountync.gov
Shane Stewart	704-216-8602 or 704-213-8463	Shane.Stewart@rowancountync.gov

Subdivision Approvals and Plat Reviews

A PDF of the proposed subdivision should be sent to either Shane Stewart or Aaron Poplin at the email address above for review and comment. When directed by Staff that the plat is ready for approval, bring the plat to 402 N. Main Street and enter through the N. Main Street entrance. Due to social distancing protocol, you may need to wait for access to the Planning Department. This same procedure may be utilized for Review Officer signatures.

Addressing

All addressing inquiries should be directed to Aaron Poplin or Becky Bost at the contact numbers noted herein.

Nuisance Enforcement

County zoning complaints should be directed to Lloyd Pace at 704-216-8598 or Lloyd.Pace@rowancountync.gov. Drive-by investigations of the complaints will be conducted for each, but enforcement activities will be prioritized and focus on the most egregious violations. Violators will be notified by mail.

Other Inquiries

Please direct any related comments, questions or other inquiries to Ed Muire at the phone numbers or email address above or to schedule a Zoom “conversation” with one of the staff members.

Register of Deeds

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8626

Operational Changes

- Notaries who need to take their notary oath may walk in the office Monday - Friday, 8:00 am - 5:00 pm. Appointments are no longer required. Please bring your notification letter with you along with payment. The fee for the notary oath is \$ 10.00 cash or check.
- Marriage Licenses will be issued Monday - Friday, 8 AM - 4 PM, unless the applicants have completed their online application (the latest they may apply for a marriage license is 4:30 pm).
- Passport Services have resumed. Applicants wishing to apply for a passport must bring a mask to enter the passport office. If applicants do not have a mask, we will provide one for you. Masks are not required to enter the remainder of the office.
- The land record and Vital Record Vaults are open to the public.
- Thank-A-Vet card issuance has resumed.
- The office is open for normal operation. For any questions or concerns, please call 704-216-8626. For questions concerning passports, please call 704-216-8631.

Social Services

Hours

Monday - Friday, 8 AM - 5 PM

Phone
704-216-8330

Operational Changes

The following Programs are mandated services that will continue being provided:

- Medicaid applications and determinations
- Food and Nutrition Services applications and determinations
- Work First Family Assistance applications and re-certifications
- Adult Services including Special Assistance, APS, Guardianship
- Child Support
- Energy Programs
- Non-Emergency Medicaid Transportation
- Children's Services including CPS, Foster Care, In-Home Services, Adoptions
- Subsidized Child Care
- Refugee Assistance

How to apply for benefits:

- Residents are encouraged to utilize the online application tool known as the Electronic Pre-Assessment Screening (e-PASS) to apply for Food and Nutrition, SNAP and Medicaid using the following link: <https://epass.nc.gov/CitizenPortal/application.do>.
- Applications must be mailed, faxed, dropped off to agency, or completed online electronically.

Applying for benefits from home:

- The State website also has applications via Word documents that you may print out from home for all programs that include FNS, Medicaid, Energy, Work First and Subsidized Child Care Assistance. If you do not have access to a computer, you may stop by the DSS office to pick up a paper application and submit it at front reception tables or via our external drop box. We encourage you to use the best method for you in order to apply for any benefits you may need.
- All interviews will be held via telephone. For those customers without a phone, one is available in our lobby interview room.

How to reach your case worker:

- If you are already receiving benefits and have questions, please call 704-216-8330 and you will be put into contact with your current caseworker.

Adult Protective Services

- There is 24 hour availability to report adult abuse, neglect or exploitation 704-216-8331. Call Rowan County Communications at 704-216-8500 after normal business hours.

Child Protective Services

- There is 24 hour availability to report child abuse or neglect 704-216-8499. Call Rowan County Communications at 704-216-8500 after normal business hours.

Foster Care

- In-person visitation for foster youth has been temporarily suspended. Virtual visits will be arranged for parents through Skype, Facetime and Zoom.
- Rowan One Church One Child Assistance Center at Main Street United Methodist Church is open and operating normal hours of Mondays and Thursdays from 9-11 AM and 1:30-4 PM. Donations will be accepted during this time, especially teen and infant clothing.

Child Support

- No walk-in appointments. Call 1-800-992-9457 for general information. Questions about upcoming court dates, please call 704-216-8302.

Tax Administration

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8544

Operational Changes

Please refrain from physically visiting our offices by taking advantage of the following alternatives in order to have your concerns addressed. In addition to the below information, you may also visit www.rowancountync.gov/tax.

Tax Collector Office

- For payment of 2019 tax bills, please do so through the following website: <http://taxsearch.billbridge.com> using Google Chrome. If you should require assistance with the process, please call the Tax Collector office at 704-216-8544.
- If you would prefer to mail in your tax payment, you may address it to Rowan County Tax Collector at 402 N. Main St. Suite 101, Salisbury, NC 28144. If you wish to pay on taxes owed from 2018 and earlier, you may do so through the following site, <http://www.officialpayments.com> and use jurisdiction code 4340 (or call 1-800-272-9829). You will need the 7-digit bill or receipt number.
- For payments on vehicles taxes, please contact the DMV Tag Office at 130 E Kerr St, Salisbury, NC 28144. Or you may call them at 704-633-5312 for assistance.
- In addition, you may also drop off your payments into the Tax Collector drop-box located on the side of the building facing F&M Bank. Also, if you have additional questions regarding the payment of past or current taxes, you may call 704-216-8544 or send an email to: taxcollector@rowancountync.gov and you will be contacted as soon as possible.

Tax Assessor Office

- For questions or concerns pertaining to real estate values, please call 704-216-8586 or email taxdept@rowancountync.gov.
- For questions or concerns pertaining to personal property, please call 704-216-8558 or for business personal property please call 704-216-8571. Or send an email to the previously provided address.
- For questions or concerns in regards to registered vehicles, please call 704-216-8583 or, again, send an email to the provided address.
- If you have online appeals to be filed, they may be done through the Rowan County website. Or, forms may be printed off, completed, and emailed to appraisal.dept@rowancountync.gov.
- Forms in regards to elderly/disabled exemptions can also be found on the website as well, and they can be dropped off using the drop-box located on the side of the building facing F&M Bank.

Telecommunications

Phone

704-216-8500

Operational Changes

- Access to the Rowan County 9-1-1 Center has been restricted to employees only.
- Information requests from citizens should be made through <https://www.rowancountync.gov/911recordrequest>

Transit

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8888

Operational Changes

- Scheduled routes are assigned in compliance with mandated physical distancing protocols.
- Customer interactions will adhere to mandated physical distancing protocols.