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FOR IMMEDIATE Release:

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Madison County Offices Open to the Public, by Appointment

Wampsville, NY – Madison County announced today that beginning on Monday, June 8, 2020 more employees will be returning to campus and additional services that were put on hold during the COVID-19 pandemic will be ramping back up. Also, many offices will be opening up to the public, by appointment only.

Not all employees will return to campus. Those who can still work from home will do so in order to limit how many people are in the buildings. Madison County is following infection control recommendations made by the U.S. Centers for Disease Control and Prevention (CDC) and the Public Employee Safety and Health (PESH). Employees are asked a series of screening questions at the start of their shift, each employee will wear a face covering and offices are set up to maintain social distancing. Facilities staff have installed Plexiglas in public contact areas, touch free bathroom fixtures, and guidelines are in place for breakrooms and conference rooms.

Even though Madison County Offices closed to the public on March 20, 2020, many departments have still been working to provide services to residents. For example, the Madison County Health Department and Office of Emergency Management have been on the front lines of response to the COVID-19 pandemic. Madison County Mental Health Department has continued to see clients via telehealth and have taken calls on their crisis line. And with the help of a new app, the Department of Social Services has continued serving residents during this especially difficult time.

As the county moves forward, more and more services will resume. We will update the public as things continue to reopen. When visiting the County Offices for an appointment we ask that if you are sick and not feeling well to not come in, you can reschedule your appointment. Also, please wear a face covering, maintain social distancing and use good hygiene.

As of Monday, June 8, 2020:

- **Department of Social Services:**
 - o Will continue to serve the residents of Madison County who need income supports, food resources and health care needs. All these programs can be accessed online through www.mybenefits.ny.gov. Residents of the county can also submit documents to Madison County through the NYDocSubmit application that can be downloaded for free at the Google or Apple stores. DSS also has a paperwork drop box near the front

entrance of the Health & Human Services Building, which is checked throughout the day and on weekends.

- Madison County DSS also continues to investigate concerns regarding child abuse and neglect, provide case management for children in foster care and their families, and provide adult protective and home care supports.
- Only those with appointments will be allowed entry to the building; please call (315) 366-2211 make an appointment.
- Many safety precautions have been put in place to allow for appointments. Any others accompanying a scheduled appointment will be asked to remain outside, all scheduled visitors will be screened for active illness and fever; and visitors will be scheduled based on safe occupancy numbers.

- **Department of Solid Waste:**

- All facilities (transfer stations, landfill and the main office) are operating on their normal schedules. Residents can buy punch cards at the Main Office, which is open Monday through Friday from 8 AM to 4 PM. The scale house will continue to sell punch cards on Saturdays only. For all locations and hours, visit the solid waste website. Please practice social distancing and wear a face covering when entering any facility or office.
- The residential electronic waste program at LOJO Technology in Oneida (634 Birchwood Drive) has resumed their Monday through Friday drop-off hours from 8 AM to 3 PM. In addition, LOJO Technology has a Saturday collection event on July 11 from 9 AM to 1 PM for accepted residential e-waste. Please note that an attendant will not be available to help unload and business waste will not be accepted.
- The Household Hazardous Waste program is still on hold.
- Call the Solid Waste Main Office at 315-361-8408 or visit their website for more information and other program updates: www.madisoncountyclecycling.ny.gov

- **Madison County Clerk's Office:**

- The Madison County Clerk's office is open for appointments only to the public. Residents can come in to inspect deed and mortgage books and conduct business. To set up the appointment, call the office at 315-366-2261. If possible, the Clerk's Office encourages everyone to conduct their needs electronically. At this time, the Clerk's Office cannot file new cases and when they are able to, it may only be electronically filed in the beginning. Residents can use the Postal Service or electronic filing for deeds and mortgages, as well as ongoing matters with the courts.

- **Madison County DMV:**

- Currently, the DMV in Wampsville is still closed to the public. When it is able to open, it is going to be by appointment only and only for license needs, not registrations. Madison County has put a drop box in the parking lot for 24-hour access or you can mail items to PO Box 667, Wampsville, NY 13163.
- Please note that registration for any vehicle and all licenses whose expiration date falls on or after March 1, 2020 is still valid. The expiration date for those documents has been extended until further notice by the Governor. Registration renewals, applications to transfer to a new vehicle, registrations for a vehicle that is new to you, putting a vehicle back on the road and any other vehicle transactions can be processed, so please drop those items off or put them in the mail. Unfortunately, permit tests cannot be authorized at this time.

- The DMV is processing work, they are trying to get things completed within 48 hours of receiving them. If you have a question for the DMV please visit the [Clerk's Facebook Page](#) or call 315.366.2251.
- **Board of Supervisors:**
 - Committee meetings and Board meetings will continue to be held virtually. When a meeting does occur, we are broadcasting them live on our [Madison County, NY YouTube Channel](#). If you need assistance, please contact 315-366-2201.
- **District Attorney's Office:**
 - If you need services, please contact districtattorney@madisoncounty.ny.gov or by telephone 315-366-2236.
- **Department of Public Health:**
 - The Department continues its work on preventing the spread of COVID-19 through case investigation, contact tracing, isolation and quarantine, and community education and outreach.
 - Early Intervention and Pre-K services will be provided via telephone and teletherapy
 - Childhood lead investigation, TB Control, and human vaccination for rabies will resume.
 - Rabies vaccination clinics for pets will start at the end of June, but will be by appointment only.
 - Regulatory services and inspections will resume on a limited basis.
- **Emergency Management:**
 - The Office of Emergency Management (OEM) continues in its mission of assisting the whole Madison County community in preparedness, response, and recovery from all emergency situations.
 - Those seeking services from OEM are encouraged to call 315-366-2789, email EM@madisoncounty.ny.gov, or visit our webpage at <https://www.madisoncounty.ny.gov/1485/Emergency-Management>
 - In office visits will be by appointment only.
- **Madison County Sheriff's Office:**
 - The Sheriff's Office has not stopped serving the residents of Madison County, and they will continue to do so.
 - Pistol Permit Office resumed normal pistol permit operations by appointment only, Monday through Friday 8 am – 4 pm. If you are coming for your appointment, please note that you must wear a mask and maintain social distancing. Walk-ins without appointments will not be allowed. To make an appointment, please call 315-366-2406.
- **Probation Department:**
 - All services at the probation department will be provided by appointment only. Walk-ins will not be seen.
 - Those seeking an Order of Protection through Family Court who need assistance completing a petition should call 315-366-2351 and ask for the intake officer to schedule an appointment.
 - Face coverings are required for everyone. Only the individual with the appointment will be allowed in the department. Family members, friends, children, and so forth will not

be admitted. The only exception will be for juveniles who may bring one parent/guardian with them or if an individual requests that their lawyer be present.

- Please call 315-366-2351 or contact your probation officer directly with any questions.

- **Mental Health:**

- The majority of our therapy and psychiatric services will continue to be provided via telehealth, but we are scheduling limited in-person services by appointment only. Providers will let clients know when they are scheduled if the appointment will be in-person or via telehealth.
- Our crisis line continues to be available 24-hours a day through our main number: 315-366-2327 (prompt 1)
- If you would like to start services: Please call our main line (315-366-2327) and choose prompt 2. Someone will be available to take your call during most business hours or you may leave a message with your contact information. You may also email MHIntake@madisoncounty.ny.gov. Someone will contact you during regular business hours to schedule an intake appointment via teletherapy.
- For all other questions and concerns, please call our main line at 315-366-2327 and follow prompts. Additional resources can be found on our [COVID-19 Resources page](#).

- **Finance Office:**

- Finance and Payroll office will be open from 8:30 am to 4:30 pm. If you need assistance or an appointment please call, 315-366-2390.

- **Highway Department:**

- The Highway Department will be performing road maintenance and construction Monday through Thursday, 6 am to 4:30 pm. The Administration Office will be taking calls Monday through Friday, 8 am to 4 pm. There are no restrictions for public services related to the highway department.

- **Planning and Workforce Development Center:**

- The Madison County Career Center will be reopening by appointment only starting on June 8th. Appointments to use the resource room computers or to work with a counselor on resume preparation and job searches can be made by calling 315-363-2400. At this time, there will be no Department of Labor staff returning to the Center, and anything related to Unemployment Insurance, the responsibility of the New York State Department of Labor, can be handled either by calling 1-888-209-8124 or by going to this website: <https://dol.ny.gov/>. Thank you for your patience as we begin the reopening process.
- The Madison County Planning Department will reopen as normal to the public on June 8th and all services will resume in full capacity, if you need to visit with the Planning Dept please call ahead for an appointment. The Madison County Parks remain open for full use and enjoyment.

- **Veterans Agency:**

- The Veterans Service Agency continues to be available to assist the veteran community. Any one requiring veteran services or assistance should call our office at (315)366-2395 and we will make the necessary arrangements to address your needs and concerns.

Beginning June 8th, 2020 public access to the office will be restricted to appointment only, please call to make arrangements.

- **Treasurer and Real Property:**

- All staff have resumed working in the office from 8:30 a.m. to 5:00 p.m. However, the public is unable to access the County Office Building without an appointment. Please review the Treasurer's web page for more information about the services being provided without having to make an appointment to come into the office in person.
- For questions about tax payments, tax searches, certificates of residence for college, and occupancy tax, please call the Treasurer's Office (315) 366-2371.
- For Real Property, please call (315) 366-2346.

- **Personnel/Civil Service Office:**

- The Personnel Department will be open between the hours of 8:00 am 5:00 pm Monday through Friday as of June 8. Members of the public needing assistance can call 315-366-2341. Meetings will be by appointment only. Exam applicants that were approved to participate in civil service examinations cancelled due to COVID-19 will be notified when the new dates have been scheduled. Please continue to watch the website for employment opportunities.

To see the most current Madison County COVID-19 Workplace Recovery Guide and a toolkit for employers, visit the Health Department's website at www.madisoncounty.ny.gov/2584/Recovery. This guide is a working draft that will continue to be updated as more information becomes available.

Again, if you go out, be sure to stay at least 6 feet away from others at all times and wear a cloth face covering. Please remember to wash your hands with soap and water for at least 20 seconds, or use hand sanitizer before you touch your face.

For more information, please visit www.madisoncounty.ny.gov/2479/Coronavirus-COVID-19 or call the Madison County non-medical COVID-19 Hotline at 315-366-2770.

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