



James City County - Frequently Asked Questions About Coronavirus (COVID-19)

The Peninsula Health District call center is available for questions about the Coronavirus (COVID-19) at 757-594-7069 from 8 a.m.-6 p.m., Monday-Friday. For information on numbers of cases, please visit the Virginia Department of Health's web page at www.vdh.virginia.gov.

If you think you have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, call your healthcare provider immediately.

For a directory of County Departments, call 757-253-6728.

James City County's COVID-19 Response

Where can I find information from James City County about Coronavirus (COVID-19)?

Call the County's public information hotline at 757-564-2140 or visit jamescitycountyva.gov. The County also provides regular updates through Facebook and Twitter (@jamescitycounty).

Can I get the latest County news delivered to my inbox?

Subscribe to our email distribution list. Go to jamescitycountyva.gov, scroll to the bottom of the page, and click the "Manage Subscriptions" link. This takes you to the "Notify Me" page, where you can sign up to receive news releases (see the News Flash section) and other alerts by email or text message.

What is James City County doing to help protect our community?

County officials are in regular communication with the Virginia Department of Health to stay informed on this rapidly evolving situation.

The County encourages citizens to follow Governor Northam's Executive Order Fifty-Three, which bans public gatherings of more than 10 people. Remember, the key to slowing the spread of COVID-19 is to limit social interactions and practice social distancing. Virginia's health is in your hands. Do your part, stay at home.

Are James City County offices and facilities closed?

All James City County offices, facilities, sports courts, athletic fields, playgrounds, skate park and recreation centers and libraries are closed to the public until further notice. This includes any sports courts at local schools.

All County parks are open; however, the Chickahominy Riverfront Park Campground, and all park restrooms are closed. Jamestown Beach Event Park is closed except for exercise and fishing. In accordance with state and federal guidelines to curb and mitigate the spread of COVID-19, social distancing requirements must be followed at parks and beaches.

The County continues to provide most services, and staff are available for assistance by phone or email. Call 757-253-6728 or visit jamescitycountyva.gov for more information on individual departments and services.

How will the closure affect public meetings and special events?

Special events hosted by County departments, such as Fido Fest, have been suspended during the closure. Some events may be rescheduled for a future date. Visit jamescitycountyva.gov, or contact the County department directly to get information about specific events.

Some public meetings, such as Board of Supervisors, must continue during the closure. The County is exploring options to allow for public input while following social distancing guidelines.

What can I do if I am facing financial hardship due to the COVID-19 pandemic?

Contact Social Services at 757-259-3100 to find information on programs and services that can assist individuals and families. Contact the Office of Economic Development at 757-253-6607 for information on programs and services that can assist businesses.

James City Service Authority (JCSA), Newport News Waterworks, Dominion Energy and Virginia Natural Gas have temporarily suspended all service disconnections due to nonpayment. Other utilities and service providers have made similar announcements. Check with individual companies for details.

The James City County Board of Supervisors has elected to absorb the convenience fees for credit/debit card payment. Payments made online for personal property taxes, real estate taxes, recycling invoices, landfill coupon books and bulk pickup will NOT be charged a convenience fee at this time. If you have any questions, please contact the Treasurer's office at 757-253-6705.

What can I do to help my community at this time?

Call 757-259-5403 or check the County's website, jamescitycountyva.gov, for the latest information on how you can help while following guidelines to limit disease transmission.

To lower the risk of respiratory germ spread, including COVID-19, the Virginia Department of Health encourages the following effective behaviors:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer only if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.

- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick.
- Avoid contact with sick people.
- Avoid non-essential travel.
- Avoid contact with sick people.
- Practice social distancing. Maintain at least six feet of space between yourself and other individuals when out in public.
- Avoid crowds of more than ten people.

Accessing County Services

Social Services

How do I contact Social Services?

Call the main office number at 757-259-3100.

You can apply for Benefit Programs by calling 855-635-4370 or visiting www.commonhelp.virginia.gov. For questions regarding Benefit Programs, call 757-259-3131 during the hours of 8 a.m.-5 p.m., Monday-Friday. You can use the agency drop box located in the parking lot to leave paperwork or applications at 5249 Olde Towne Road.

For questions about other needs, call 757-259-3115 during the hours of 8 a.m.-5 p.m., Monday-Friday.

James City Service Authority (JCSA)

How do I contact the James City Service Authority (JCSA)?

JCSA Customer Service is available Monday-Friday, 8 a.m.-4:30 p.m. at 757-253-6800 to answer questions on bills, starting/stopping service, tap fees, sub-meters and other billing related matters. JCSA Engineering & Operations is available Monday-Friday, 7 a.m.-3:30 p.m. at 757-229-7421 to answer questions on engineering, inspections and other non-billing matters.

How can I pay my JCSA water and/or sewer bill?

Go to www.hrsd.com/payment-methods or make a one-time payment over the phone by calling 1-844-257-6063. There is no charge; just have your 10 digit account number available and follow the instructions to pay using your Debit or ATM card, checking or savings account or Visa, MasterCard or Discover.

How can I calculate and pay my JCSA tap fees?

Call JCSA Customer Service at 757-253-6800 for assistance in calculating tap fees. Tap fee payments via check can be mailed to JCSA, 119 Tewning Road, Williamsburg, VA 23188.

General Services

Are Convenience Centers open?

All Convenience Centers are operating under normal business hours. Questions? Call 757-565-0971.

Where can I buy coupon books for the Convenience Center?

Convenience Center coupon books may be purchased in person (by check only) at the Jolly Pond Solid Waste Office from 8 a.m.-4 p.m. daily. Coupon books can also be purchased online or by calling the Treasurer's Office at 757-253-6705 to purchase via phone and the coupon book(s) will be mailed. Please allow 3-7 business days for delivery. All three Convenience Centers also accept credit/debit cards.

When will my recycling be picked up?

Curbside Recycling service continues to follow a normal pickup schedule. Questions? Call 757-253-6700.

Commissioner of the Revenue & Treasurer**I have a question about my taxes. Who do I call?**

Staff is available by calling the Treasurer's Office at 757-253-6705 to assist with any tax related questions.

How can I pay my tax bill?

Mail is still being delivered and drop boxes are available at both the Government Center and the Satellite Services office. If a due date arises during the closure, post mark will continue to be accepted as a payment date. Between now and June 30, 2020, convenience fees have been waived for any payments made online or by telephone. Call the Treasurer's Office at 757-253-6705 for more information.

How can I drop off documents or payments for County departments?

Many County departments have drop boxes outside their offices where you can drop off documents.

- **Commissioner of the Revenue:** Use the drop box outside Building B at the Government Center, 101 Mounts Bay Road. Call 757-253-6695 for more information.
- **Social Services:** Use the drop box at 5249 Olde Towne Road
- **James City Service Authority (JCSA):** Mail tap fee payments (check only) to 119 Tewning Road, Williamsburg, VA 23188
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Courts**Where can I find information about court proceedings?**

The Courts will record information on their status at the following telephone numbers:

- Circuit Court: 757-564-2242
- General District Court: 757-564-2400
- Juvenile and Domestic Relations District Court: 757-564-2200

The Clerk of the Circuit Court's office is open and working with a limited amount of staff. They continue to process marriage license, provide notary service, concealed handgun permits, civil and criminal filings and recording deeds.

Businesses

I own a business. Do I need to close?

The Governor issued Executive Order Fifty-Three closing recreation and entertainment businesses for 30 days.

Restaurants, dining establishments, food courts, breweries, microbreweries, distilleries, wineries, tasting rooms, and farmers markets must close their dining and congregation areas, but they may remain open for delivery and take-out services.

Non-essential retail businesses must limit their operations to ten patrons or less with adequate social distancing. If they cannot limit their operations to 10 patrons or less with adequate social distancing, then they must close.

For questions about businesses or to find business resources, please call 757-253-6607, visit yesjamescitycountyva.com or email yesjcc@jamescitycountyva.gov.

I work at an essential business, but I am concerned that they are not following health and safety guidelines. What do I do?

All essential retail establishments must, to the extent possible, adhere to social distancing recommendations, enhanced sanitizing practices on common surfaces, and other appropriate workplace guidance from state and federal authorities. If you are concerned your employer is not following these guidelines, please contact the Occupational Safety and Health Administration (OSHA) at 1-800-321-6742 or the Virginia Department of Labor and Industry at 804-371-2327.

Scams & Rumor Control

Where do I report a scam?

Scammers are taking advantage of fears surrounding COVID-19. Make sure you and your family members are familiar with these new scams.

Examples:

- COVID-19 Tests
- COVID-19 Treatments
- COVID-19 Vaccines
- Demanding immediate payment to avoid utility shut off
- Requesting your personal information in order for you to receive your stimulus check or other financial relief
- Selling of fraudulent hand sanitizers and/or medical supplies

- Offering work-at-home schemes

If you are unsure about a request or an offer that you receive, please contact James City County Police at 757-566-0112 before providing any personal/financial information or payment.

The Federal Trade Commission (FTC) is cautioning the public to be on the lookout for scammers taking advantage of fears surrounding COVID-19. The FTC and U.S. Food and Drug Administration have jointly issued warning letters to seven sellers of unapproved and misbranded products, claiming they can treat or prevent the COVID-19. For more information, or to file a complaint, call 1-877-FTC-HELP or visit [ftc.gov/complaint](https://www.ftc.gov/complaint).

I've seen price gouging. Where can I report it?

Price-gouging protections are in effect now that Virginia is under a State of Emergency. If you see excessive price increases for COVID-19 necessities, report it to the Attorney General's Consumer Protection Hotline, 1-800-552-9963 or 804-786-2042, between 8:30 a.m.-5 p.m. Monday through Friday.

Stress and Coping

The outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children and different people react in different ways. Here are some resources that can help you and the people you care about cope with stress:

- If you or a loved one is feeling overwhelmed, get support 24/7 by calling the CDC's Helpline at 1-800-985-5990 or text TalkWithUs to 66746.
- For anyone affected by abuse and needing support, call The National Domestic Violence Hotline, 1-800-799-7233 or if you are unable to speak, go to thehotline.org or text LOVEIS to 22522.

Other

My question wasn't answered here. Where can I get an answer?

This is a rapidly evolving situation, and each day brings new information. Call the County's public information hotline, 757-564-2140 for daily updates, or visit jamescitycountyva.gov for the latest information.