

Nassau County Expanded In-Person Citizen Service and Access Plan

Like most communities, Nassau County expanded virtual access for citizens while temporarily limiting in-person access to public offices in response to the COVID-19 pandemic. We are excited to begin the process of expanding in-person citizen access to facilities/offices starting November 9, 2020. These efforts are in collaboration with the Nassau County Department of Health and Office of Emergency Management to ensure consistency with CDC guidelines and best practices. The access plan will be phased. In the short term, you may still see limitations in some areas while we continue to adapt to new guidance.

Pursuant to Executive Order No. 24, face coverings will be required inside all County facilities/offices. Also, we will strive to maintain appropriate social distancing of 6 feet by limiting capacity to certain lobbies and facilities. In addition, county personnel will be present at the entrance to most county facilities/offices to ask screening questions recommended by the Department of Health related to COVID-19 symptoms (screening questions are attached).

As always, if you are not feeling well or are experiencing symptoms associated with COVID-19 (see screening questions attached), we ask that you stay home and we will be happy to assist you via phone or email. Likewise, if you are isolating because you have tested positive for COVID or are under quarantine because of close contact to a positive case, please request services be provided to you remotely by phone or email rather than in person. Below is specific information for the most popular county facilities and offices under the direction of the Board of County Commissioners. The below dates and hours of operation are subject to change based on further evaluation.

Board and Committee Meetings

Meetings are open to the public and you are welcome to attend in person. Nassau County will continue to provide virtual access to Board of County Commissioner, Planning and Zoning Board, Code Enforcement, Conditional Use and Variance and Development Review Committee meetings through at least December 31, 2020. Those wishing to attend in-person will be required to wear face coverings while in the building/chambers and county personnel will be present at the entrance of the building to ask screening questions recommended by the Department of Health related to COVID-19 symptoms (screening questions are attached). Those that answer “yes” to any screening question will not be permitted inside the building and will be asked to utilize an alternative means of viewing and/or speaking to the Board as provided below.

In addition, access to the commission chambers will be restricted to speakers wishing to address the Board/Committee or applicants/individuals with items on the agenda. Anyone not addressing the Board/Committee will be asked to wait in the corridors where a live stream of the Board/Committee meetings will be broadcast in real time. Weather permitting, a live broadcast of the Board/Committee meetings will also be available for view under the large tent in the parking area outside the James S. Page building.

If you are unable to pass the screening questions, or unable to wear a mask, you may watch meetings, in real time, in the covered area outside and provide input by using the podium located in the hallway. County staff are available during meetings to assist you.

- Live stream of all BOCC and Planning & Zoning Board meetings are provided by the Clerk of Courts at <https://www.nassauclerk.com/watch-meetings>
- Citizens can provide input live during meetings via Zoom. Specific links for each meeting can be located on the agenda and the County website.

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- In order to participate via Zoom (live speaking to the Board), use the “Raise Hand” feature when using the app, or press *9 if calling in by telephone, when the item you wish to speak on comes before the Board.
- When you call, you will be muted until it is your turn to speak. The Chairman will call your name or the last four digits of your telephone number when it is your turn. You will have three minutes to speak and must begin by stating your name and address for the record.

James S. Page Governmental Complex

(County Manager, County Attorney, Human Resources, Office of Management and Budget)

Visitors will be required to wear face coverings while in the Governmental Complex and screeners will be present at the main entrance asking screening questions recommended by the Department of Health related to COVID-19 symptoms (screening questions are attached). Those that answer “yes” to any screening question will not be permitted inside the building and will be asked to request services be provided remotely by phone or email rather than in person. Or, in the alternative, return for in-person service when you can answer “no” to all screening questions and wear a face covering.

County Manager – (904) 530-6010, option 1 abell@nassaucountyfl.com

The Manager’s office will be open from 8:00 am - 5:00 pm, Monday through Friday (excluding holidays). It is recommended an appointment be made if possible. You may be asked to wait in the corridors until your appointment time as space is limited in the County Manager’s suite.

County Attorney – (904) 530-6100 ajordan@nassaucountyfl.com

The Attorney’s office will be open from 8:00 am - 5:00 pm, Monday through Friday (excluding holidays). It is recommended an appointment be made if possible. You may be asked to wait in the corridors until your appointment time as space is limited in the County Attorney’s suite.

Human Resources – (904) 530-6075

The lobby will be open from 8:00 am - 5:00 pm, Monday through Friday (excluding holidays) and is limited to four (4) persons. It is recommended an appointment be made if possible. If the capacity of the lobby is exceeded, you may be asked to wait in the corridors until space allows.

Office of Management and Budget – (904) 530-6010, option 2

SHIP/Housing Assistance/Grants – (904) 530-6010, option 3

Fire-Rescue Billing – (904) 530-6010, option 4

Contracts Management – (904) 530-6010, option 5

OMB staff will be available to assist the public in-person from 8:00 am - 5:00 pm, Monday through Friday (excluding holidays), by visiting the OMB lobby and pressing the buzzer for assistance. The lobby is limited to four (4) people at a time. If the capacity of the lobby is exceeded, you may be asked to wait in the corridors until space allows.

Public Works Building

(Building Department, Engineering, Planning, Code Enforcement)

Visitors will be required to wear face coverings while in the Public Works Building and screeners will be present at the main entrance asking screening questions recommended by the Department of Health related to COVID-19 symptoms. Those that answer “yes” to any screening question will not be permitted inside the building and will be asked to request services be provided remotely by phone or email rather than in person. Or, in the alternative, return for in-person service when you can answer “no” to all screening questions and wear a face covering.

The Departments housed in the Public Works Building encourage the continued use of virtual services, however, the lobby will be open for business from 8:00 am - 5:00 pm, Monday through Friday (excluding

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holidays). The lobby is limited to six (6) persons at a time. If the capacity is exceeded, you may be asked to wait outside until space allows. Meeting space within the Public Works Building is very limited. Group meetings are unlikely to be accommodated and will continue to take place via platforms such as GoToMeeting and Zoom.

Building Department – (904) 530-6250

Engineering – (904) 530-6225

Planning – (904) 530-6300

Code Enforcement – (904) 530-6200

Animal Services – (904) 530-6150 pburnsed@nassaucountyfl.com

Adoptions will remain available by appointment only. Please call ahead to schedule a time to visit. Adoption events are being held at Petco on Saturdays from 10:00 am – 3:00 pm, with details being provided on our Facebook page here: <https://www.facebook.com/NassauCountyAnimalServices/>.

Volunteers are welcome on a limited basis by appointment.

The lobby will be open for up to three (3) people at a time for permits, licenses, microchipping, etc. If the lobby is full, customers will be asked to wait outside or in their vehicles until space allows additional individuals to enter the lobby. Office hours for these services are as follows:

Sunday	Closed
Monday	Closed
Tuesday	11:00 am-5:00 pm
Wednesday	1:00 pm-5:00 pm
Thursday	11:00 am-5:00 pm
Friday	11:00 am-5:00 pm
Saturday	11:00 am-4:00 pm

Fire-Rescue – (904) 530-6600 (if you are experiencing a medical emergency, call 911)

Fire-Rescue will remain closed to the public and will not handle blood pressure checks or visits at any station through at least December 31, 2020.

Extension Services – (904) 530-6353, llaroche@ufl.edu

The lobby will be open for up to two (2) people at one time from 8:30 am - 5:00 pm, Monday through Friday (excluding holidays). You may be asked to wait outside or in your vehicle until space allows additional individuals to enter the office. Soil samples can be brought to the Callahan office during regular business hours and placed in a bin by the entrance. To order Zoe's Mission, please call to arrange a pickup time. Agents are available by appointment only. Please call or email to make an appointment. The Yulee office will remain closed at this time.

Facilities Maintenance - (904) 530-6120

Community Centers will begin accepting reservations starting November 9, 2020. Persons reserving these centers will be required to follow CDC guidelines and any Nassau County implemented guidance posted in the facility. Capacity will be limited as follows:

- American Beach Community Center – 40 persons
- Bryceville Community Center – 47 persons
- Callahan County Building – 25 persons
- Multi-Use Facility (Callahan) – 120 persons
- Yulee County Building – 18 persons

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Nassau-Amelia Utility (NAU) Customer Service – (904) 530-6030

On November 16, 2020, NAU will open a new customer service office located on Amelia Island to better serve NAU customers. The customer service office will be located at: 5185 S. Fletcher Ave. Unit 5, Fernandina Beach, FL 32034. The NAU customer service lobby will be open for business from 8:00 am - 5:00 pm, Monday through Friday (excluding holidays). The lobby is limited to three (3) persons at a time. If the capacity is exceeded, you may be asked to wait outside or in your vehicle until space allows entry. It is encouraged that an appointment be made to limit wait time. As with all County offices, face coverings will be required for entry and the attached COVID-19 screening questions will be asked.

Library – (904) 530-6500 libraryinfo@nassaucountyfl.com

Libraries will be closed for software and technology upgrades to better serve citizens from November 2-13, 2020. Staff will be available for assistance by phone during this period from 4:00 pm-6:00 pm daily. Regular hours of operation will resume on November 16, 2020, as below.

Fernandina Beach Branch – 904-530-6500, option 1
Tuesday, Wednesday, Friday and Saturday 10:00 am-6:00 pm
Monday and Thursday 10:00 am-8:00 pm

Callahan Branch – 904-530-6500, option 3
Monday, Wednesday-Friday 10:00 am-6:00 pm
Tuesday, 12:00 pm-8:00 pm

Hilliard Branch - 904-530-6500, option 4
Monday, Tuesday, Wednesday & Friday 10:00 am-6:00 pm
Thursday, 12:00 pm-8:00 pm

Bryceville Branch - 904-530-6500, option 5
Tuesday, Wednesday, Saturday, 10:00 am-6:00 pm
Thursday, 12:00 pm-8:00 pm
Closed from 12:30 pm-1:00 pm daily

Yulee Branch – 904-530-6500, option 6
Curbside Pickup only
Monday-Thursday 10:00am-4:00pm
Closed daily from 12:30 pm-1:00 pm

- Passport Application Processing - 904-530-6500, option 2. Passport Applications will be available from November 2-13 from 4:00 pm-6:00 pm, by appointment only. Regular hours of operation will resume on November 16, 2020.
- Children's Rooms opened October 12, 2020 and will be available by appointment through December 31, 2020. Call your local branch to schedule your appointment. Appointments allow for adequate cleaning by staff between visitors.
- Meeting Rooms will open November 16th and will require 6' social distancing while in the rooms. Based on square footage, no more than 20 people will be allowed in the meeting room. Appointments/reservations are recommended. Call your local branch to schedule your appointment.
- Reading Rooms remain closed through at least December 31, 2020. It is possible the reading rooms will remain closed until further guidance/best practices are provided by the Florida Library Association and/or others.

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Screening Information

Visitors to the James S. Page Governmental Complex, including the James S. Page Building and the Public Works Building will be subject to screening questions at the entrance of each buildings. Those wishing to enter the building/office will be required to wear face coverings. County personnel will be present at the entrance of each building to ask screening questions recommended by the Department of Health related to COVID-19 symptoms (screening questions are below). Those that answer “yes” to any screening question will not be permitted inside the building and will be asked to request services be provided remotely by phone, email or other medium rather than in person. Or, in the alternative, return for in-person service when you can answer “no” to all screening questions and wear a face covering.

The screener will ask you the following questions:

- Are you experiencing signs or symptoms of a respiratory infection such as **New Loss of Taste or Smell, Nausea or Vomiting, Diarrhea, Fatigue, Sore Throat, Muscle or Body Aches, Fever, Cough, or Shortness of Breath?**
- Have you been tested for COVID-19 and either are waiting for test results or tested positive?
- Have you had **close contact** without proper social distancing from someone who has tested positive for COVID-19? Have you had close contact with someone who is under quarantine for COVID-19 exposure and then developed symptoms?
- Have you taken **any fever-reducing medicine four to six hours (for the purpose of reducing a fever or for symptoms associated with COVID-19)** before answering these questions? (These can mask fever or other COVID-19 symptoms.)
- Have you **contacted your doctor or health department during the last 14 days** because you believed you had **COVID-19 symptoms and are you still experiencing those symptoms?**

Anyone who answers “YES” to any of the screening questions will be asked to request services be provided to you remotely by phone or email rather than in person.