**KCDC Offices are Closed for “In-Person” Visits, but are open for Business Via Phone or Email**

KCDC staff members will continue to work remotely via email and telephone - please contact us at normally posted numbers for more information. We appreciate your patience as we adjust to the new work environment - delays in processing are expected. Contact information is listed below.

**Effective immediately:**

- KCDC will not be accepting visitors or in-person meetings at its offices until further notice.
- KCDC will not allow visitors at residential sites – only medical professionals, KCDC staff, approved vendors and emergency and social needs responders should be on the premises until further notice.
- All KCDC briefings and events are cancelled until further notice.
- Recertifications will be done through the mail and over the phone.
- All non-emergency inspections have been cancelled.
- Maintenance staff will only perform essential or emergency work orders (such as clogged plumbing, water leaks and health/safety related issues). All other work orders will be deferred until further notice.

Per CDC recommendations, we encourage all KCDC residents and employees to stay home and not travel if at all possible. Everyone should practice “Social Distancing” and avoid crowds of 10 or more people. Taking these steps reduces the risk of being exposed to the virus or carrying it into the community.

We will continue to monitor evolving conditions about the virus using reputable sources, such as the CDC, World Health Organization (WHO), State of Tennessee, and Knox County Health Department websites to ensure the actions we take are comprehensive and suitable. We encourage you to use these sources for information on how to keep yourself and your family safe during this situation.

While we are always available via email/phone, we encourage you to check the KCDC website (www.kcdc.org) for operational updates. We appreciate the trust you place in us and look forward to continuing to serve our community.

**Contact Information:**

Please refer to KCDC’s Contact Information Link