



# COVID-19 COMMUNITY REFERENCE GUIDE

Resource list for individuals & companies affected by  
COVID-19

**Please note:**

We understand that there is a great deal of uncertainty regarding the COVID-19 public health crisis. In such times of distress, it is pertinent to reach out to various companies and organizations to get your questions answered and the assistance that you need. In response, the Community Task force provides this list of resources to help you navigate and find the resources. Because this a fluid situation, please check the websites for the most updated information.

**COVID Community Task Force**

The information in this resource guide is not intended to be used as legal advice. Please consult an attorney for legal advice about your individual case.

## COVID-19 HOTLINES



## STATE EMERGENCY ORDERS

- Shelter in place order & FAQs: <https://georgia.gov/covid-19-state-services-georgia/covid-19-statewide-shelter-place-order>
- Shelter-in-place requirements from Executive Orders issued by Governor Kemp: [http://www.accg.org/docs/Covid-19/Shelter%20in%20Place%20Requirements\\_ACCG\\_2020\\_04\\_15\\_Final\\_Endnotes.pdf](http://www.accg.org/docs/Covid-19/Shelter%20in%20Place%20Requirements_ACCG_2020_04_15_Final_Endnotes.pdf)

## GROCERY STORE STOCK

Check product availability and prices in stores near you: <https://www.instok.org/>

- Check product inventory at numerous stores at a glance and easily find what you're looking for.
- Check prices at different retailers to get the best deal, no matter what you are searching for.
- Find and share information on where products are available near you to help the community find what they are searching for.

Cobb COVID-19 Grocery Stores and Inventory Hub: <https://cobb-covid-19-grocery-stores-and-inventory-cobbcountyga.hub.arcgis.com/>

- Provides grocery store information via public input on inventory for essential supplies during the COVID-19 outbreak

## **FINANCIAL SERVICES**

The links below are to financial institutions that hold mortgages, credit card, auto loans, and personal loans and may offer relief during this crisis. Check the organizations website for the most up-to-date information around any relief offered.

- Ally Bank: 1-866-401-4742 and <https://www.ally.com/coronavirus-response>
- American Express: <https://www.americanexpress.com/en-us/company/notice/covid-19/>
- Bank of America: call our client services team [https://www.bankofamerica.com/customer-service/contact-us/?request\\_locale=en\\_US](https://www.bankofamerica.com/customer-service/contact-us/?request_locale=en_US)
- Capital One: <https://www.capitalone.com/support-center/contact-us>
- Chase: <https://www.chase.com/digital/resources/coronavirus>, Chase Mortgages: <https://www.chase.com/digital/resources/coronavirus/mortgage>
- CIT Bank and Citibank: <https://online.citi.com/US/JRS/pands/detail.do?ID=covid19>
- Credit Union of Georgia: <https://www.cuofga.org/> and call them at 678-486-1111
- Discover: <https://www.discover.com/coronavirus/>
- Fifth Third Bank: 5/3 Bank: <https://www.53.com/content/fifth-third/en/alerts/covid-support.html>
- iThink Financial (formerly IBMSECU): <https://www.ithinkfi.org/resources/member-alerts>
- PNC: <https://www.pnc.com/en/customer-service/coronavirus-update.html>
- Quicken Loans/Rocket Mortgage: [https://www.rocketmortgage.com/learn/mortgage-assistance-covid19?qls=PUB\\_rocketmo.0000116849](https://www.rocketmortgage.com/learn/mortgage-assistance-covid19?qls=PUB_rocketmo.0000116849)
- Truist: <https://www.truist.com/coronavirus-information>
- United Community Bank: <https://www.ucbi.com/support/covid-19-updates/>
- US Bank: <https://www.usbank.com/splash/covid-19.html>
- Wells Fargo: <https://www.wellsfargo.com/jump/enterprise/coronavirus-response>

\*\* The Internal Revenue Service (IRS) recently launched a site that can be used to check the status of your Economic Impact Payment. The payments, also referred to by some as stimulus payments, are automatic for most taxpayers. No further action is needed by taxpayers who filed tax returns in 2018 and 2019 and most seniors and retirees. To check the status of your payment, visit <https://www.irs.gov/coronavirus/economic-impact-payments>.

## UTILITIES

If you need to call any of these utility companies, please be patient as they may be experiencing high call volumes and you may be on hold longer than usual.

- Atlanta Gas Light: AGL has voluntarily suspended service disconnections for residential and commercial customers for non-payment.: <https://southerncompanygas.com/covid-19-contribution-story/>
- CobbEMC: Has temporarily suspended residential connections: <https://cobbemc.com/content/peace-mind-and-reliable-service-our-members>
- Cobb Water: <https://www.cobbcounty.org/water/customer-service>
- Georgia Power: <https://www.georgiapower.com/covid-19.html>
- Marietta Power/Water: <https://www.mariettaga.gov/CivicAlerts.aspx?AID=2799>
- Scana Energy: <https://www.scanaenergy.com/coronavirus/coronavirus-update/>

## **INTERNET & CABLE COMPANIES**

- AT&T/DirectTV/U-Verse: <https://www.att.com/help/covid-19/>
- Comcast/Xfinity: Free hotspot usage to customers & non-customers; pause data plan; no disconnects/late fees (must call customer service): <https://corporate.comcast.com/covid-19>
- Spectrum Internet/Mobile/TV/Voice/Small business: won't terminate service for Spectrum Internet, TV or Voice residential or small business customers who face difficult economic circumstances related to the COVID-19 pandemic. Similarly, we won't charge late fees for those customers facing difficult economic circumstances related to the pandemic.:  
<https://mobile.spectrum.com/support/article/360040980371/coronavirus-covid19-update>

## **CELL PHONE COMPANIES OFFERING ASSISTANCE DURING THE CRISIS**

- AT&T: <https://www.att.com/help/covid-19/>
- Boost Mobile: <https://newsroom.sprint.com/boost-mobiles-response-to-coronavirus-covid-19.htm>
- Cricket Wireless: <https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html>
- Sprint: <https://business.sprint.com/covid-19/>
- U.S. Cellular: Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic <https://www.uscellular.com/covid-19>
- Spectrum Mobile: <https://mobile.spectrum.com/support/article/360040980371/coronavirus-covid19-update>
- Straight Talk: <https://media.tracfone.com/wps/wcm/connect/phones/straighttalk/covid>
- T-Mobile: Ongoing updates: <https://www.t-mobile.com/brand/ongoing-updates-covid-19>
- Verizon: <https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19>

If your bank, utility, internet company or cell phone carrier isn't listed here, contact the company to ask if they are offering any support to customers impacted by COVID-19. Expect longer-than-average wait times wherever you call, as thousands of other Americans and businesses are also trying to get assistance. Keep an eye on correspondence from the company, too, as some of them may extend or expand their available support as the pandemic continues.

## **EXTENDED STAY HOTELS**

Some individuals who live in extended stay motels have tenant rights and should not be forced to move out without an eviction order from the Court.

- Once a resident has lived in a motel for more than 90 days, the motel is no longer an “innkeeper” under Georgia law because they do not have to pay innkeeper taxes or sales taxes anymore. See O.C.G.A. § 48-8-2(31)(B).
- The resident then becomes a “tenant” under Georgia law, and the motel/landlord should utilize the court eviction process to force the tenant to move out, regardless of whether rent has been paid. See O.C.G.A. § 44-7-50(a).
- A motel in this situation that forces a tenant to move out without obtaining an eviction order from the Court first may be liable for breaking the law.

If you are a tenant in this situation, contact Cobb Legal Aid at (770) 528-2565 to find out if you qualify to speak to an attorney to obtain legal advice about your specific situation. You may also apply for assistance at <https://atlantalegalaid.org>.

## **RESOURCES FOR EMPLOYMENT ASSISTANCE**

### **State Resources for unemployment assistance**

The Unemployment Insurance (UI) program provides temporary income for workers who are unemployed through no fault of their own and who are either looking for another job, have a definite recall to their jobs within 6 weeks of the last day worked, or are in approved training. The funding for unemployment insurance benefits comes from taxes paid by employers. Workers do not pay any costs.

- Get unemployment assistance: <https://dol.georgia.gov/get-unemployment-assistance>
- Filing for unemployment during the COVID-19 health crisis: <https://dol.georgia.gov/gdol-covid-19-information>

### **Job site listings**

- Careerbuilder: <https://www.careerbuilder.com/>
- Cobb County Chamber of Commerce: [https://www.cobbchamber.org/business-resources/COVID-19\\_Hirings.aspx](https://www.cobbchamber.org/business-resources/COVID-19_Hirings.aspx)
- Cobb County Government: <https://cobbcounty.peopleadmin.com/postings/search>
- Cobb County School District: <http://www.cobbk12.org/centraloffice/hr/employment/>
- CobbWorks: <http://worksourcecobb.org>
- Georgia Department of Labor: <https://dol.georgia.gov/find-job>
- Home Depot: <https://careers.homedepot.com/>
- Indeed: <https://www.indeed.com/>
- Keep it in Cobb: <https://www.facebook.com/keepitincobb/>
- Kennesaw State University: <https://www.kennesaw.edu/jobs.php>
- Marietta City: <http://marietta.ga.gov/1017/Current-Job-Openings>
- Marietta City Schools: <https://marietta.tedk12.com/hire/index.aspx>
- Monster: <https://www.monster.com/>
- Truist Park: <https://www.mlb.com/braves/team/jobs>
- WellStar: <https://careers.wellstar.org/>
- Work for Good: <https://www.workforgood.org/>

## **NON-PROFITS WHO WILL EXTEND MEAL, FINANCIAL, HOUSING, SAFETY & ADDICTION ASSISTANCE**

COVID-19, is creating an evolving situation with varied impacts across the nation and around the state. If you are in need of general or more specific assistance, visit the applicable non-profits below. They can assist or direct you to an agency that can provide detailed assistance.

- Cobb Community Foundation: <https://cobbfoundation.org/>
- Family Life Restoration Center: <https://www.flrconline.org/>
- MUST Ministries: <https://www.mustministries.org/>
- Ser Familia: <https://serfamilia.org/>
- YMCA Atlanta: <https://www.ymcaatlanta.org/>

### Abuse situations

- liveSAFE: <https://www.livesaferesources.org/>
- SafePath: <http://safepath.org/>

### Addiction recovery/Mental health assistance

- Cobb Community Services Board: [www.cobbcsb.com](http://www.cobbcsb.com)
- Crisis Text Line: Text 'GA' to 741-741
- Georgia Crisis & Access Line: 800-715-4225
- Mental Health America of Georgia: <https://www.mhageorgia.org/>
- Suicide Prevention Helpline: 800-273-TALK or 800-SUICIDE
- The Extension: addiction: <https://www.theextension.org/>
- The Zone: addiction: <https://thezonegeorgia.com/>

### Childcare (assist finding quality childcare)

- Georgia Dept. of Early Care & Learning: <http://qualityrated.org/> or call 1-877-ALL-GA KIDS

### Elderly care/assistance

- A.G. Rhodes Cobb: <https://www.agrhodes.org/coronavirus/>
- Meals on Wheels: <https://www.cobbcounty.org/public-services/senior-services/services-and-resources>

### Financial & Housing assistance

- Center for Family Resources: <https://thecfr.org/services/>
- Salvation Army—Marietta Corps: <https://salvationarmyatlanta.org/ways-we-help/>
- Sweetwater Mission: <https://www.sweetwatermission.org/>
- Zion Keepers, Inc.: 678-698-5087

### Health assistance

- Good Samaritan Health Center of Cobb: <https://goodsamcobb.org/>
- Loving Arms Cancer Outreach: <https://lovingarms.support/>

### Counseling resources

- If you have already been seeing a therapist, ask them if they will be offering teletherapy as an option during the quarantine period. TalkSpace is one platform that offers completely online therapy sessions and includes texting. <https://www.talkspace.com/>
- Emergency mental health assistance is available on the Cobb Collaborative site at <https://www.cobbcollaborative.org/covid-19-resources-emergency-mental-health-services>.



- TeleMental Health is a great way to practice self-care while you are unable to see an in-person therapist. Georgia HOPE is prepared to provide services to those in need now. For more information, you can also visit their site at [www.gahope.org](http://www.gahope.org)

## **BUSINESS OWNER RESOURCES**

If you own a business, there are resources available to help you through the COVID-19 public health crisis. Newly signed legislation provides billions in emergency funding for federal agencies to respond to the coronavirus outbreak, enabling the U.S. Small Business Administration to offer disaster assistance loans to small businesses impacted by COVID-19.

- Cobb Chamber: COVID-19 resources: updated daily: [https://www.cobbchamber.org/your-chamber/COVID-19\\_Resources.aspx](https://www.cobbchamber.org/your-chamber/COVID-19_Resources.aspx)
- Cobb County Economic Development: Business resources: <https://www.cobbcounty.org/economic-development/business-resources>
- KSU Small Business Development Center: <https://coles.kennesaw.edu/sbdc/index.php>
- SBA Disaster Loan Assistance: <https://disasterloan.sba.gov/ela/>
- SCORE—Counselors to America’s Small Businesses: North Metro Atlanta: <https://northmetroatlanta.score.org/>
- UGA Small Business Development Center: <https://www.georgiasbdc.org/sba-economic-injury-disaster-loan/>

### **Obtain or renew a business license or for business changes**

Business License will have limited staff available to answer phone calls, process phone payments, and process mail-in renewals. Our lobby is currently closed to the public. Business License Renewal Delinquency penalties effective April 1, 2020, have been postponed until June 1, 2020. Alcohol regulatory fees will be accepted by credit card until further notice. For more information visit the Cobb County Business License department at <https://www.cobbcounty.org/community-development/business-license>

### **To obtain an alcohol license**

Alcohol applications, including the application fee, should be mailed to P.O. Box 649, Marietta, GA 30061, ATTN: Business License C/O Regulated Section. Applications will be processed as quickly as possible.

### **Cobb Shops To Go**

The Cobb Chamber has created a new Facebook page devoted to promoting our small businesses. Cobb Shops To Go is our social home for sharing how to support our small businesses throughout this uncertain time. Businesses can post their current deals and get social at <https://www.facebook.com/CobbShopsToGo/>

## **CAR TAG RENEWALS/VEHICLE REGISTRATIONS**

The Georgia Department of Revenue is automatically extending the 2019 income tax filing and payment deadline to July 15, 2020.

In addition, vehicle registrations that expire between March 16, 2020 and May 14, 2020 are being extended through May 15, 2020. This extension applies to all annual registrations, including:

- personal passenger vehicles,
- commercial vehicles,
- vehicles registered in the International Registration Plan (IRP), and
- Temporary Operating Permits (TOPs) issued at the time of a vehicle purchase.

Registrations that expired before March 16, 2020, do not qualify for this extension.

**How can I renew my tag while you're closed to the public?** Tags can be renewed online, at any MV kiosks in the metro area including 6 in Cobb, via US mail or drop box submission.

**I can't renew online because I cannot get an emissions test. Can you waive the emissions requirement?**

Emissions waivers are very tightly regulated by Georgia Clean Air Force and must be strictly documented. However, the Georgia Department of Revenue has extended some registration deadlines. Specifically, vehicle registrations that expire between March 16, 2020 and May 14, 2020 are being extended through May 15, 2020. Here's the link for more information about DOR MV extensions [Special Motor Vehicle Policies for COVID-19 Relief](#).

**Can I have an extension to file my homestead exemption?** Homestead exemptions applications must be received or US post marked by April 1 to apply to the current 2020 tax year. We must conform to the April 1 deadline date as it is mandated by Georgia code. However, we are flexible in terms of the mode of submission and will accept applications by mail, email or drop box.

**The Tax Offices are closed. How can I get my decal?** All Cobb County Tax Commissioner's Offices remain closed to the public until further notice. Many tax and tag transactions can be conducted by online, at kiosks, by utilizing drop boxes or mail.

Online: Motor vehicle services can be completed online at <https://www.cobbtax.org/vehicles>. For property tax transactions, go to [https://www.cobbtax.org/taxes#/. Processing fees may apply.](https://www.cobbtax.org/taxes#/)

Kiosks: Receive decals instantly at kiosks across the metro area, including six in Cobb County:

- South Cobb Government Service Center  
4700 Austell Rd Austell, GA (6:00 AM - 12:00 AM Daily)
- East Cobb Government Service Center  
4400 Lower Roswell Rd Marietta, GA (6:00 AM – 12:00 AM Daily)
- Inside Kroger stores (*check [www.kroger.com](http://www.kroger.com) for the most current store hours*)
  - 3240 South Cobb Dr SE, Smyrna, GA
  - 1000 Whitlock Ave NW, Marietta, GA
  - 3162 Johnson Ferry Rd, Marietta, GA
  - 4400 Brownsville Rd, Powder Springs, GA

Drop boxes: 24/7 drop boxes for all transaction types available at:

- West Park Government Center, 736 Whitlock Avenue, Marietta, GA
- South Cobb Government Service Center, 4700 Austell Road, Austell GA
  - *\*All transactions should be sealed in an envelope - no cash payments please.*

Phone, email & mail: The Tax Commissioner's Customer Care team will continue providing assistance via phone and email, 8:00 AM – 5:00 PM weekdays.

- Property Tax: For general inquiries, contact 770-528-8600 or [tax@cobbtax.org](mailto:tax@cobbtax.org). For payments call 1-866-PAY-COBB (1-866-729-2622)
- Motor Vehicle: [tags@cobbtax.org](mailto:tags@cobbtax.org) or 770-528-8600
- Mail: P.O. Box 100127, Marietta, GA 30061

For additional questions, visit

- The Cobb County Tax Commissioner: <https://cobbtax.org/>
- Georgia Department of Revenue: Motor vehicles: <https://dor.georgia.gov/motor-vehicles>

## **COMMUNITY DEVELOPMENT**

The Community Development lobby is closed to the public effective 8 am Thursday, March 24, 2020. Divisions will continue to operate remotely, conducting business by phone and email. Check our Community Development site for updates: <https://www.cobbcounty.org/community-development/news/covid-19-agency-update>

### **Alcohol & Business License**

Business License will have limited staff available to answer phone calls, process phone payments, and process mail-in renewals. Our lobby is currently closed to the public. Business License Renewal Delinquency penalties effective April 1, 2020, have been postponed until June 1, 2020. Alcohol regulatory fees will be accepted by credit card until further notice. For more information visit the Cobb County Business License department at <https://www.cobbcounty.org/community-development/business-license>

Alcohol applications, including the application fee, should be mailed to P.O. Box 649, Marietta, GA 30061, ATTN: Business License C/O Regulated Section. Applications will be processed as quickly as possible.

### **Code Enforcement**

Code enforcement officers will still be conducting premises inspections. All violations will be mailed via USPS to the mailing address of violation until further notice. Phone and email operations remain active for code enforcement inquiries. To submit a complaint online, visit <https://cobbca.cobbcounty.org/CitizenAccess/default.aspx>.

### **Development & Inspections**

We will be inspecting commercial and new construction; however, given the current health concerns, we will not be inspecting inside homes that are occupied (for instance, basement remodels, etc.) in order to minimize the risk to our inspectors. Development and Inspections operations will continue on an as-needed basis including building, site, electrical, and mechanical inspections, permitting, and online site plan review. For assistance you may reach the Development and Inspections office by calling 770-528-2051 or emailing [subpermits@cobbcounty.org](mailto:subpermits@cobbcounty.org). Visit <https://www.cobbcounty.org/community-development/news/covid-19-agency-update#> for additional info for forms and contact information.

### **Erosion Control**

For Erosion Control complaints please continue to use the online complaint form, available at <https://www.cobbcounty.org/community-development/enforcement/erosion-control>. For in-office plan sign offs, please send a PDF to [frank.gipson@cobbcounty.org](mailto:frank.gipson@cobbcounty.org). To schedule an erosion inspection please call 770-528-2190.

### **Zoning**

Zoning applications are still being accepted via email at [john.pederson@cobbcounty.org](mailto:john.pederson@cobbcounty.org). Planning Commission and BOC Zoning meetings are canceled until further notice.

A list of forms needed for conducting business with Community Development, can be found here: <https://www.cobbcounty.org/community-development/formshttps://www.cobbcounty.org/community-development/forms>

## **COURTS**

As a reminder, the Judicial Complex, will remain open in accordance with the Judicial Emergency Order issued by the Georgia State Supreme Court. This order includes the Superior Court, Superior Court Clerk's Office, Juvenile Court, Magistrate Court, Probate Court, State Court, and the State Court Clerk's Office. To reiterate, the Judicial Branch will remain open to handle essential matters to ensure due process and to protect our community.

### **Cobb County District Attorney's Office**

During the National Emergency as deemed by our federal, state, and county governments, the Cobb District Attorney's Office is open. However, the office is handling only essential matters such as probable cause/bond, other in custody matters, and certain juvenile matters as outlined by Chief Justice Harold Melton of the Supreme Court's Judicial Emergency Order. For office and court matters, the staff is divided into two small teams to make sure all court matters are handled each week during this emergency. We will be using these teams throughout the Judicial Emergency instead of rotating all staff into the office in a way that helps our office maximize work and minimize the spread of illness (Covid-19 or otherwise). Although, we are not scheduling appointments or having drop-in appointments, all staff may be reached at their county email addresses and county phone numbers.

Additionally, our victim advocates are working remotely to give case information, direct them to resources, and otherwise assist with lending support. The counseling project that we are doing with KSU offers counseling via telemental phone calls and they are working on providing that through video conferencing (during state of emergency).

For additional information visit <https://www.cobbcounty.org/courts/district-attorney>.

### **Cobb County Superior Court**

No petit jurors shall report and no jury trials shall be held for a period of **thirty (30) days** from the date of this Order. Furthermore, civil and other non-essential matters shall be limited by the courts during this 30-day period. The Superior Court suspends, tolls, extends, and otherwise grants relief from:

- A statute of limitation
- The time within which to try a case for which a demand for speedy trial has been filed
- The time within which to hold a commitment hearing
- The time within which to return a bill of indictment or accusation to bring a matter before a grand jury; and/or
- Such other legal proceedings as determined to be necessary, including calendars involving large numbers of litigants, lawyers, or other persons

For questions concerning how to handle custodial/non-custodial child visitations, parenting plans, etc. As it relates to the shelter-in-place/state of emergency orders, please contact the Superior Court.

For additional questions visit <https://www.cobbcounty.org/courts/superior-court>.



## **Frequently Asked Questions (FAQs) about Evictions during the Judicial Emergency**

This is not intended to be used as legal advice. Please consult an attorney for legal advice about your individual case.

### **What is the judiciary’s response to the COVID-19 pandemic?**

On March 14, 2020, Chief Justice Harold D. Melton of the Georgia Supreme Court issued an amended Order Declaring Statewide Judicial Emergency (“Order”). This Order declared that “courts should remain open to address essential functions.”

### **Are evictions an essential function?**

Chief Magistrate Judge Brendan F. Murphy has determined that Dispossession matters (landlord/tenant evictions) are NOT an essential function of the Magistrate Court of Cobb County as defined by the Chief Justice’s Order. During the statewide judicial emergency—which lasts until May 13, 2020 but may be extended by the Chief Justice—all eviction matters are on hold.

### **Do I have to come to court during the judicial emergency for an eviction hearing?**

No. All eviction hearings are cancelled. No court dates are being set. No orders are being signed nor writs of possession being granted. After the judicial emergency ends, all affected parties will be provided with notice of a new court date.

### **I am a landlord. Can I still file a new eviction case?**

Yes, the Chief Justice’s Order does not prevent parties from filing civil actions. By law, the Magistrate Court Clerk’s Office must continue to accept civil filings. However, no hearings will be scheduled until after the judicial emergency ends.

### **Are new eviction actions still being served?**

Magistrate Court is not directly releasing service copies to the Sheriff’s Office or private process servers. However, some process servers continue to serve new filings. Being served with a new eviction action does not mean you have to immediately move out. You are entitled to a hearing which will occur after the judicial emergency ends.

### **If I’m served with a new eviction during the judicial emergency, do I have to file an Answer within seven (7) days?**

No. The Chief Justice’s Order “suspends, tolls, extends, and otherwise grants relief from any deadlines or other time schedules or filing requirements.” An Answer may be filed during the judicial emergency, but it does not have to be.

### **When do I need to file an Answer?**

If you were served during the judicial emergency, you must answer within seven (7) days of the judicial emergency ending. If you were served before the judicial emergency was declared, your time to answer will be shorter based

on the date of actual service. If you have questions about your deadline to respond, please contact an attorney or call Magistrate Court at (770) 528-8900.

**Is the Sheriff's Office assisting in evictions during the judicial emergency?**

No. The Sheriff's Office does not currently possess any eviction cases that may be acted on during the judicial emergency. Magistrate Court is not releasing any "blue slips" or writs of possession.

**I am worried that I will be evicted. What should I do?**

Contact a lawyer and stay in contact with your landlord or management company to determine what options may be available to you during this difficult time.

**Can I make partial rent payments?**

Each situation is unique. Contact an attorney, review your lease, or discuss partial payments with your landlord or management company directly.

**What about foreclosures?**

Magistrate Court does not handle residential property foreclosures. Please speak with an attorney or your mortgage company.

**How can I get an attorney to help me?**

Please call Cobb Legal Aid (770-528-2565) or the Cobb County Bar Association Lawyer Referral Service (770-424-2947) for help finding legal representation. No or low-cost options may be available.

**What should I do if I have a question about an eviction case?**

Please visit [www.cobbcounty.org/courts/magistrate-court](http://www.cobbcounty.org/courts/magistrate-court) or call Magistrate Court at (770) 528-8900. A real person will answer the phone during normal business hours: Mon - Fri, 8:00 a.m. – 5:00 p.m.

*You, your case, and everyone's good health matter to the Magistrate Court of Cobb County!*



## **PUBLIC SAFETY**

### **Animal Services**

Cobb County Animal Services is open however, they have amended their hours in response to the public health crisis. Cobb County Animal Services is open and operating under a limited status:

- Available by appointment only Tuesday-Saturday (9:30am-12:00pm) and Sunday (2:00pm-5:00pm).
- All animal waitlists will be honored the day that an animal is available for adoption on Tuesday-Saturday at 9:30 and Sunday at 2:00pm
- Phones will be manned for citizen inquires on Tuesday-Saturday (9:30am-4:00pm) and Sunday (2:00pm-5:00pm)

### **Police**

Cobb County Police Department, based on recommendations from the CDC and upon the authorization of the Cobb County Board of Commissioners, is making some limited changes to operations. Our main emphasis is on that of public safety response and as such we remain committed to responding to calls for service that require an officer's presence. However, there are calls for service that do not necessitate the need of an officer at the scene. In such cases residents may, after making an initial 911 call, get a call back from a police supervisor or an officer to make a report over the phone. Those will be handled on a case-by-case basis.

Additionally, several of our units at Cobb Police Headquarters are operating under Limited Operational Services.

- The Records Unit is available at the front lobby at 140 North Marietta Parkway. It will remain open and available to the public from 8 a.m. to 6 p.m., Monday through Friday. Phone or website is strongly encouraged for copies of accident and/or incident reports. Call 770-499-3900 Monday through Friday, 8 a.m. to 5 p.m. citizens can call 770-499-3900 or visit [www.cobbpolice.com](http://www.cobbpolice.com).
- The **Permits Office is closed until further notice**. All current eligible permit applicants will not be able to renew or obtain a permit for employment until the office re-opens. Call 770-499-3932, Monday through Friday from 8:30 a.m. to 4 p.m. for questions or visit <https://www.cobbcounty.org/public-safety/police/permits/alcohol-pawn-precious-metal-dealer-permits>.
- **The Evidence Unit is also closed** and suspending property pickups. Call 770-499-4128, Monday through Friday from 8 a.m. to 5 p.m. if an item is needed due to an emergency (e.g., medication, currency, house/car keys)

To reduce exposure to our First Responders please follow the below guidelines:

- If you suspect you or a family member has been exposed to the Coronavirus, PLEASE advise the 911 dispatcher.
- If you need a copy of a report or to report suspicious activity, use our website
- If you are unable to achieve your request through the website, call your precinct or Cobb Police Headquarters at 770-499-3900 and speak with a representative before visiting either location.
- If you need assistance by the Criminal Investigations Unit, call 770-499-4469 prior to visiting the Precinct.

### **SHERIFF**

The Sheriff's Office takes direction from orders of the court on things like evictions and foreclosures and those have been stayed until further notice. For questions concerning warrants, court security, evictions etc., call 770-499-4600.

## SCHOOLS

For information on the status of the Cobb County and Marietta City Schools, visit their respective websites:

- Cobb County: <http://www.cobbk12.org/>
- Marietta City: <https://www.marietta-city.org/>

**Home school/education/virtual field trip resources are available at:**

Distance learning: <https://www.georgiainsights.com/digital-learning.html>

Virtual School Activities: <https://virtualschoolactivities.com/>

Georgia Insights: <https://www.georgiainsights.com/coronavirus.html>

Cobb County Public Library System: <http://www.cobbcat.org/>

PBS Kids - (PreK-2nd) Educational games and videos from Curious George, Wild Kratts and other PBS KIDS shows. <https://pbskids.org/>

Khan Academy Kids (PreK-2nd) Engages students in core subjects while encouraging creativity and building social-emotional skills. Age-appropriate, personalized based on each child. <https://learn.khanacademy.org/khan-academy-kids/>

Bedtime Math (PreK-3rd) - Mini Math (ages 4-5) and Bedtime Math (ages 3-9) are apps to access a fun story that can be used as a routine at bedtime, bathtime, or anytime! <http://bedtimemath.org/apps/>

ABCya (preK-5th) -Over 400 free educational games that will keep children engaged and having fun. <https://www.abcya.com/>

Adaptive Reading Video - Resource available to the families of special needs children. Have fun making your own books! <https://www.youtube.com/watch?v=T16hO56vFEo>

Ready4K - If you are not signed up for this free text messaging service, do so now! <https://ready4k.parentpowered.com/>

Storyline Online - When you're ready for a break, let a celebrity take over! Storyline Online is available 24 hours a day for children, parents, caregivers and educators worldwide. Each book includes supplemental curriculum developed by a credentialed elementary educator, aiming to strengthen comprehension and verbal and written skills for English-language learners. <https://www.storylineonline.net/>

Reading Rockets: Launching Young Readers - Resources, blogs, and more! Let Reading Rockets help you find the very best educational apps that provide practice with essential skills in print awareness, phonics, spelling, vocabulary, comprehension, and writing. <https://www.readingrockets.org/>

Sesame Street in Communities - Customize activities based upon your child's age, desired duration and type. Available in Spanish! <https://sesamestreetincommunities.org/>

Last but not least, The Boys and Girls Club of Metro Atlanta have created a couple resources for you to share with your kids!

- Tips & Tricks Homework Help! <https://www.youtube.com/watch?v=Brx62V8LWDk&feature=youtu.be>
- The GooseChase Game! Instructions can be found <https://www.goosechase.com/how-it-works/playing/>

- Food, Family Services, and Child Entertainment Resources! <https://www.bgcma.org/coronavirus/>

## **SOLID WASTE SERVICES/WASTE DISPOSAL SERVICES**

The team is not conducting any face-to-face interactions with the public in accordance with the County's LOS and Declaration of Emergency.

Solid Waste & Keep Cobb Beautiful (KCB) emails and main phone lines are staffed Monday-Friday from 8 a.m. to 5 p.m.

**Transfer Station** at 1897 County Services Parkway (operated by Advanced Disposal Services)

Advanced Disposal has suspended cash transactions at the transfer station. The transfer station will take card transactions only to allow operations to continue while reducing exposure to their employees.

Open to the Public 7 am to 5 pm M-F and 8 am to 4 pm on Saturday

**Recycling Facility Operations** at 1775 County Services Parkway (operated by WestRock Company)

Open to the Public 7 am to 5 pm M-F and 8 am to 4 pm on Saturday

**Vegetative Recovery Operations** at 2150 County Services Parkway (operated by TAG Grinding Services)

Open to the Public 7 am to 5 pm M-F and 8 am to 4 pm on Saturday

### **Status of Waste and Recycling Collection**

Due to many being home, haulers are experiencing a higher than normal volume of activity. For the health and safety of the garbage hauler personnel, place vegetative waste in bags so they will not need to manually handle the items.

- Please note that haulers may soon collect recyclables with trash for both to be disposed of together. Residents will have the option to hold their recyclables until separate recycling routes are reestablished.

### **Specific haulers**

- American Disposal
  - American Disposal Services suspended the collection of yard waste and special pickup items (BULK PICKUPS). Please make sure all household trash is secured in your cart to minimize the amount of trash employees will have to physically handle.
- Pickers
  - Suspended collection of recyclables and loose waste

Reach out to your hauler for specific information about their change in service. Also, look for mailer notices from them. For more information, visit <https://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal>.

## **VOTING**

### **I need to register to vote, do I still have time?**

Those who are not registered to vote, or who need to change their addresses, have until May 11 to participate in the May 19 election. New voter registration and changed voter registration applications can be submitted at [www.mvp.sos.ga.gov](http://www.mvp.sos.ga.gov).

### **I need to change my address on my voter registration; what do I do?**

New voter registration and changed voter registration applications can be submitted at [www.mvp.sos.ga.gov](http://www.mvp.sos.ga.gov).

### **I did not vote before the public health crisis; how do I vote?**

According to the Georgia Secretary of State's Office, all of Georgia's 6.9 million active voters will soon be mailed absentee ballot request forms for the upcoming primary. Voters will choose whether they want to vote in the Democratic Party or Republican Party primary, sign their names, add 55-cent stamps and put the forms in the mail. Cobb County voters can also take a photo or scan the signed application and email it to [absentee@cobbcounty.org](mailto:absentee@cobbcounty.org).

Cobb County voters can also complete absentee ballot applications at [www.cobbelections.org](http://www.cobbelections.org). Election officials will mail the appropriate ballot, which will be counted if it's received by the time polls close at 7 p.m., June 9. Voters who already participated in the Presidential Primary will receive ballots with other races during the election. Voters who haven't yet participated in the Presidential Primary will receive ballots that include both presidential candidates and other candidates.

### **What if I don't vote via absentee ballot?**

People without internet or mail access, such as those experiencing homelessness; Georgians who need language assistance; and people with disabilities who rely on voting machines to cast their ballot will still be able to do so in person on the state's new voting system.

The Georgia Secretary of State is taking extra steps to limit the threat of COVID-19 at the polling place. Poll workers will receive additional resources to clean the equipment regularly. In-person voters who show up to vote in person will be instructed to maintain a safe distance when waiting to vote. These measures will protect poll workers as well.

### **When do we vote?**

The voting calendar is available at [https://sos.ga.gov/index.php/elections/elections\\_and\\_voter\\_registration\\_calendars](https://sos.ga.gov/index.php/elections/elections_and_voter_registration_calendars)

### **Where can I find a sample ballot?**

A sample ballot can be found at the Secretary of State's My Voter Page at <https://www.mvp.sos.ga.gov/MVP/mvp.do>. Enter the required information to receive the sample.

### **For more information, visit**

- Cobb County: <https://www.cobbcounty.org/elections> or call 770-528-2581
- Georgia Secretary of State: Elections: <https://sos.ga.gov/index.php/elections>

## **PUBLIC HEALTH INFORMATION**

Beware of scams touting coronavirus testing, coverage, cures, etc. The most accurate and up-to-date information about COVID-19 can be found at:

- Cobb County COVID-19 updates: <https://www.cobbcounty.org/communications/info-center/covid-19-updates>
- Centers for Disease Control: <https://www.cdc.gov/>
- Cobb-Douglas Public Health: <http://www.cobbanddouglaspublichealth.com/>
- Georgia Department of Public Health: <https://dph.georgia.gov/>
- WellStar Hospital: <https://www.wellstar.org/covid19>
- Kaiser Permanente: <https://healthy.kaiserpermanente.org/>
- Anthem Blue Cross/Blue Shield: <https://www.anthem.com/coronavirus/>

## **STATE RESOURCES**

State Representatives and State Senators can assist with state agencies. You can enter your voter information at My Voter Page (<https://www.mvp.sos.ga.gov/MVP/mvp.do>) to check who they are. You can find their contact information at <http://www.legis.ga.gov/en-US/default.aspx>.

### **Department of Family & Children Services (DFACS)**

DFACS services: <https://dfcs.georgia.gov/services>

### **Apply for Food Stamp and Medicaid Benefits**

Department of Family & Children Services (DFACS): <https://gateway.ga.gov/access/> (verification documents can also be uploaded and case status info is available for all benefits)

### **Electronic Benefits Transfer (EBT)**

Visit: <https://www.connectebt.com/gaebtclient> or call: **888-421-3281** for updates

### **For those without internet access**

You can contact the DFACS Customer Contact Center (**877-423-4746**) for additional information or to request a paper application. Once completed, applications and any required verification can be mailed back to your local county DFCS office located at 325 South Fairground Street, Marietta, GA 30060 and at (770) 528-7683.

**QUICK REFERENCE CONTACT LIST**

<b><u>Cobb County Resources</u></b>	<b><u>Phone #</u></b>	<b><u>Website</u></b>
Cobb County Accountability Courts	(770) 528-1800	<a href="https://www.cobbcounty.org/courts/superior-court/administration/accountability-courts">https://www.cobbcounty.org/courts/superior-court/administration/accountability-courts</a>
Cobb County Animal Services	(770) 499-4136	<a href="https://www.cobbcounty.org/public-safety/animal-services">https://www.cobbcounty.org/public-safety/animal-services</a>
Cobb County Bar Association Lawyer Referral Services	(770-424-2947)	<a href="https://www.cobbcountybar.org/page/LawyerReferralService">https://www.cobbcountybar.org/page/LawyerReferralService</a>
Cobb County Business License	(770) 528-8410	<a href="https://www.cobbcounty.org/community-development/business-license">https://www.cobbcounty.org/community-development/business-license</a>
Cobb County Code Enforcement	(770) 528-2180	<a href="https://www.cobbcounty.org/community-development/enforcement">https://www.cobbcounty.org/community-development/enforcement</a>
Cobb County Community Development		<a href="https://www.cobbcounty.org/community-development">https://www.cobbcounty.org/community-development</a>
Cobb County COVID-19 hotline & updates	(770) 590-5790	<a href="https://www.cobbcounty.org/communications/info-center/covid-19-updates">https://www.cobbcounty.org/communications/info-center/covid-19-updates</a>
Cobb County Development & Inspections	(770) 528-2051	<a href="https://www.cobbcounty.org/community-development/development-and-inspections">https://www.cobbcounty.org/community-development/development-and-inspections</a>
Cobb County District Attorney’s Office	(770) 528-3080	<a href="https://www.cobbcounty.org/courts/district-attorney">https://www.cobbcounty.org/courts/district-attorney</a>
Cobb County Economic Development Office	(770) 528-2018	<a href="https://www.cobbcounty.org/economic-development">https://www.cobbcounty.org/economic-development</a>
Cobb County Elections & Voter Registration Office	(770) 528-2581	<a href="https://www.cobbcounty.org/elections">https://www.cobbcounty.org/elections</a>
Cobb County Erosion Control	(770) 528-2190	<a href="https://cobbcounty.seamlessdocs.com/f/erosion">https://cobbcounty.seamlessdocs.com/f/erosion</a>
Cobb County Juvenile Court	(770) 528-2220	<a href="https://www.cobbcounty.org/courts/juvenile-court">https://www.cobbcounty.org/courts/juvenile-court</a>
Cobb County Legal Aid	(770) 528-2565	<a href="https://atlantalegalaid.org">https://atlantalegalaid.org</a>
Cobb County Magistrate Court	(770) 528-8900	<a href="https://www.cobbcounty.org/courts/magistrate-court">https://www.cobbcounty.org/courts/magistrate-court</a>
Cobb County Meals on Wheels	(770) 528-5364	<a href="https://www.cobbcounty.org/public-services/senior-services/services-and-resources">https://www.cobbcounty.org/public-services/senior-services/services-and-resources</a>
Cobb County Police	(770) 499-3900	<a href="https://www.cobbcounty.org/public-safety/police">https://www.cobbcounty.org/public-safety/police</a>
Cobb County Probate Court	(770) 528-1900	<a href="https://www.cobbcounty.org/courts/probate-court">https://www.cobbcounty.org/courts/probate-court</a>
Cobb County Recycling Operations	(770) 528-1135	<a href="https://www.cobbcounty.org/keep-cobb-beautiful/recycling">https://www.cobbcounty.org/keep-cobb-beautiful/recycling</a>
Cobb County Sheriff	(770) 499-4600	<a href="https://www.cobbsheriff.org/">https://www.cobbsheriff.org/</a>
Cobb County Solid Waste Department	(678) 581-5488	<a href="https://www.cobbcounty.org/keep-cobb-beautiful/solid-waste">https://www.cobbcounty.org/keep-cobb-beautiful/solid-waste</a>
Cobb County Superior Court	(770) 528-1800	<a href="https://www.cobbcounty.org/courts/superior-court">https://www.cobbcounty.org/courts/superior-court</a>
Cobb County Tax Commissioner	(770) 528-8600	<a href="https://www.cobbtax.org/">https://www.cobbtax.org/</a>
Cobb County Transfer Station	(770) 485-8940	<a href="https://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal">https://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal</a>
Cobb County Vegetative Waste Recovery Center	(678) 540-5001	<a href="https://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal">https://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal</a>
Cobb County Zoning	(770) 528-2027	<a href="https://www.cobbcounty.org/community-development/zoning">https://www.cobbcounty.org/community-development/zoning</a>
Cobb-Douglas Public Health	(770) 514-2300	<a href="http://www.cobbanddouglasspublichealth.com/">http://www.cobbanddouglasspublichealth.com/</a>
CobbLinc	(770) 427-4444	<a href="https://www.cobbcounty.org/transportation/cobblinc">https://www.cobbcounty.org/transportation/cobblinc</a>
Keep Cobb Beautiful	(770) 528-1135	<a href="https://www.cobbcounty.org/keep-cobb-beautiful">https://www.cobbcounty.org/keep-cobb-beautiful</a>
<b><u>State</u></b>	<b><u>Phone #</u></b>	<b><u>Website</u></b>
Georgia Board of Education	(404) 656-2800	<a href="https://www.gadoe.org/Pages/Home.aspx">https://www.gadoe.org/Pages/Home.aspx</a>

Georgia COVID-19 hotline & site	(844) 442-2681	<a href="https://dph.georgia.gov/contacts/covid-19-hotline">https://dph.georgia.gov/contacts/covid-19-hotline</a>
Georgia Department of Family & Children Services (DFACS)	(404) 657-3433	<a href="https://dfcs.georgia.gov/">https://dfcs.georgia.gov/</a>
Georgia Department of Labor		<a href="https://dol.georgia.gov/">https://dol.georgia.gov/</a>
Georgia Department of Public Health	(404) 657-2700	<a href="https://dph.georgia.gov/">https://dph.georgia.gov/</a>
Georgia Department of Revenue	(877) 423-6711	<a href="https://dor.georgia.gov/">https://dor.georgia.gov/</a>
Georgia Secretary of State	(844) 753-7825	<a href="https://sos.ga.gov/">https://sos.ga.gov/</a>
<b><u>Business</u></b>	<b><u>Phone #</u></b>	<b><u>Website</u></b>
Cobb County Chamber of Commerce	(770) 980-2000	<a href="https://www.cobbchamber.org/">https://www.cobbchamber.org/</a>
KSU Small Business Development Center	(470) 578-6450	<a href="https://coles.kennesaw.edu/sbdc/index.php">https://coles.kennesaw.edu/sbdc/index.php</a>
Small Business Administration (Georgia)	(404) 331-0100	<a href="https://www.sba.gov/offices/district/ga/atlanta">https://www.sba.gov/offices/district/ga/atlanta</a>
<b><u>Utilities</u></b>	<b><u>Phone #</u></b>	<b><u>Website</u></b>
Atlanta Gas Light	(800) 427-5463	<a href="https://www.atlantagaslight.com/">https://www.atlantagaslight.com/</a>
Cobb EMC	(770) 429-2100	<a href="https://cobbemc.com/">https://cobbemc.com/</a>
Cobb Water	(770) 419-6200	<a href="https://www.cobbcounty.org/water">https://www.cobbcounty.org/water</a>
Georgia Power	(888) 660-5890	<a href="https://www.georgiapower.com/">https://www.georgiapower.com/</a>
Marietta Power & Water	(770) 794-5150	<a href="http://www.mariettapowerandwater.com">http://www.mariettapowerandwater.com</a>
<b><u>Schools</u></b>	<b><u>Phone #</u></b>	<b><u>Website</u></b>
Cobb County Schools	(770) 426-3300	<a href="http://www.cobbk12.org/">http://www.cobbk12.org/</a>
Marietta City Schools	(770) 422-3500	<a href="https://www.marietta-city.org/">https://www.marietta-city.org/</a>