



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

January 7, 2021

Memorandum

To: N.C. Licensed Adult Care Home & Family Care Home Providers and Prospective Applicants

From: Megan Lamphere, Chief 
DHSR Adult Care Licensure Section

Re: ACLS Raleigh Office Operating Procedures During COVID-19

As COVID 19 cases are on the rise in North Carolina, we are challenged with the task of providing excellent customer service to the citizens of North Carolina while also protecting your safety and the safety of our State employees. COVID-19 has forced all of us to change the way we do business, at least for the time being.

In our effort to reduce the risk of COVID-19 transmission in the workplace, we implemented teleworking for our employees and have embraced the 3W's (wearing a facemask, washing hands, and waiting six feet apart) when employees are in the office.

Now, for your safety and our employees' safety, we urge you to use mail, e-mail or fax for your business communication with our office whenever possible. In lieu of face-to-face meetings at our office, we are happy to arrange a telephone conference or video conference meeting with you and our employees via Microsoft Team or other approved venues to meet your needs. If you feel you have to physically come to our office to drop off an application or other paperwork, we have implemented measures to reduce the necessity of face-to-face encounters with our employees by installing a secured drop box in the front lobby of our office in the Brown building on the Dorothea Dix campus. The drop box is safe for dropping off applications, checks and other confidential documents from 8:00am-5:00pm Monday-Friday, excluding state holidays. Our employees check the drop box at least twice daily. Applications and any other documents will be stamped as received the same day they are deposited into the drop box. Please use the drop box.

If you need to speak with our employees while at our office, we have posted a list of our employees, their email addresses and their work phone numbers for you to contact them if you

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

ADULT CARE LICENSURE SECTION

LOCATION: 801 Biggs Drive, Brown Building, Raleigh, NC 27603
MAILING ADDRESS: 2708 Mail Service Center, Raleigh, NC 27699-2708
www.ncdhhs.gov/dhsr/ • TEL: 919-855-3765 • FAX: 919-733-9379

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have any questions. If they do not answer, please leave a voicemail message. Employees check their voicemail several times a day and they will call you back. If the person you need to reach does not answer and you need immediate assistance, please contact a supervisor or manager whose contact information is also listed.

We thank you for your cooperation and assistance in keeping you and our employees safe. These measures protect you and our employees and allow us to offer the excellent level of customer service that we strive to provide. In the coming weeks, we will reevaluate the situation and modify our procedures accordingly.

If you have any questions or concerns, please feel free to contact Ms. Ibtisam Zadari, ACLS Program Manager, at 919-855-3791 or Ibtisam.Zadari@dhhs.nc.gov.