



# KALAMAZOO COUNTY GOVERNMENT

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**NEWS RELEASE**  
**FOR IMMEDIATE RELEASE**  
March 27, 2020

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269-373-5271 or 269-373-5270

## **Kalamazoo County COVID-19 Call Center: Change in Hours**

Kalamazoo, MI – The Kalamazoo County Health & Community Services Department (HCS) is changing the hours of operation for the COVID-19 Call Center. The call center will operate Monday through Friday from 8:00 a.m. to 5:00 p.m. and on the weekend (Saturday and Sunday) from 8:00 a.m. to 12:00 p.m.

Since March 16, 2020, the Kalamazoo County Call Center has answered 1,586 calls. The calls are answered by public health nurses who provide guidance to providers and the public regarding medical-related questions. The reduction to the hours is due to the decrease in number of calls received. The Michigan Department of Health & Human Services (MDHHS) COVID-19 Hotline 1-888-535-6136 is still operational Sunday through Saturday from 8:00 a.m. to 5:00 p.m.

Accessing the Kalamazoo County COVID-19 Call Center should now be easier. People can reach the call center by dialing HCS's main office number at 269-373-5200 and select Option 1 to be directed to the Kalamazoo County COVID-19 Call Center.

"People are used to calling our main number, 269-373-5200. That number is published everywhere. With our main number now having an option to be directed to the call center, we hope access to our public health nurses is more easily obtainable to the community," stated Jim Rutherford, Health Officer of Kalamazoo County.

Since Governor Whitmer issued the "Stay Home, Stay Safe" Executive Order 2020-21, there have been many non-medical related questions from individuals and businesses regarding exemptions for essential employees and jobs related to public safety, health care and other critical industries, their suppliers and other distributors.

Locally, the Kalamazoo County Sheriff's Office has setup a number and email address to address those types of questions. Residents, visitors or local businesses should call 269-385-6101 or email [staysafe@kalcounty.com](mailto:staysafe@kalcounty.com) for any concerns or violations with regards to the "Stay Home, Stay Safe" Executive Order. Lines will be open daily from 8:00 a.m. to 8:00 p.m. If lines become overwhelmed at any point, callers will be able to leave a voicemail and they will be contacted by the Sheriff's Office.

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## **HEALTH AND COMMUNITY SERVICES DEPARTMENT**

311 E. Alcott St. | Kalamazoo, MI 49001  
Phone: 269.373.5200 | [www.kalcounty.com/hcs](http://www.kalcounty.com/hcs)

Emails will be returned as time allows. There is additional guidance for businesses regarding the “Stay Home, Stay Safe” Executive Order on MDHHS’s website: [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus).

“Please continue to call 269-488-8911 for general non-emergency calls not referencing COVID-19 or the "Stay Safe, Stay Home" order and 911 for any emergencies,” stated Kalamazoo County Sheriff Rick Fuller.

Metro’s public transportation system is considered essential during this time for those needing to get to work, medical services, and food. Do not ride the bus for any other purpose. By staying home, people can help minimize the spread of COVID-19 in Kalamazoo County and ensure fellow passengers and Metro drivers stay healthy. Information on Metro’s service is available by calling 269-337-8222 or online at [kmetro.com](http://kmetro.com). Regular updates are also available on [Facebook Metro Transit](#).

Information about the COVID-19 is rapidly changing. For general questions about COVID-19, call the state hotline at 1-888-535-6136 or the Kalamazoo County Health & Community Services Department Hotline at 269-373-5200. For more information, visit [www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html), [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus), and [www.kalcounty.com/hcs/covid19.php](http://www.kalcounty.com/hcs/covid19.php).

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Kalamazoo County Government  
Health & Community Services Department

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