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# COMMUNITY RESOURCES

## for Older Adults, Adults with Disabilities, and their Families

### Food (free)

Organization / Program	Details	Notes
<b>Community of Hope Ministries</b>	Drive-thru food pantry and counseling. See <a href="#">here</a> for more information. 601 St. Mary's Street, Garner 27529 Tuesdays and Thursdays, 11 a.m. to 12 p.m. and 3 <sup>rd</sup> Thursday of every month, 6 to 7 p.m.	For all ages. Households are eligible once per month. No sign-up required.
<b>Food Bank of Eastern &amp; Central NC "Food Finder" Search</b>	Online <a href="#">search database</a> to find food banks near you.	If you do not have internet access, call the Resources for Seniors Information Line (Information & Referral staff can assist in using the website): 919-713-1556.
<b>Inter-Faith Food Shuttle Mobile Markets</b>	During March, free food is available for pick-up at the following locations:  <b>Abundant Life Cathedral</b> Saturday, 3/28/2020, 10 to 11:30 a.m. 4400 Old Poole Rd., Raleigh 27610	Open to community members of all ages. Procedures may be adjusted to minimize exposure and work within new state guidelines. Volunteers are taking extra precautions.
<b>North Raleigh Ministries Food Pantry</b>	Now offering curbside pick-up – park in lot during pantry hours, and call 919-844-6676, ext. 1, to request assistance.  Pantry hours: Monday, Tuesday, and Thursday, 10:30 a.m. to 2 p.m.; Wednesday, 4 to 7:30 p.m.  Location: 9650 Strickland Road, Suite 175 Raleigh, NC 27615	NRM services are open to residents of zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616.
<b>Wake County Food Pantries List</b>	Posted by Passage Home. See <a href="#">here</a> for complete list.	Passage Home has posted a collection of many other local resources, <a href="#">here</a> .

## Food (specialized)

Organization / Program	Details	Notes
<b>Mom's Meals</b>	Home-delivered prepared meals. Self-pay rate is \$6.99/meal + \$14.95 shipping. Available in quantities of 7, 10, 14, or 21 meals. Breakfast, lunch, and dinner options.	Call 877-508-6667 or see <a href="#">website</a> for more information.

## Information

Organization / Program	Details	Notes
<b>AARP Tele-Town Halls</b>	Weekly, Thursdays at 1 PM. Call-in by dialing 855-274-9507 or listen to the live stream <a href="#">here</a> . Experts share information about COVID-19 and how to protect yourself and your family.	
<b>GoodRx Coronavirus Screening Service</b>	Free COVID-19 symptom screening via 15-question online chat based on CDC guidelines. Go <a href="#">here</a> to get screened.	Staffed by US-based doctors and nurses.
<b>NC 211 (24/7)</b>	Call 2-1-1, or 888-892-1162, 24/7, for information and referral services for help related to the COVID-19 pandemic. For all NC residents.	Free, confidential, and available in many languages. Can also search for resources on their <a href="#">website</a> .
<b>NC Dept. of Health and Human Services COVID-19 Text Updates</b>	Text COVIDNC to 898211 to get regular COVID-19 (Coronavirus) updates via text.	
<b>NC Poison Control &amp; NC Dept. of Health and Human Services COVID-19 Call Center (24/7)</b>	Call 866-462-3821, 24/7, if you have questions about COVID-19 symptoms, how to assess and reduce your risk of catching the virus, and/or what to do if you suspect you have it. Online chat option also available (see Notes).	Staffed by NC Poison Control officials. Press 1 for English or to ask for a language interpreter. Press 2 for Spanish. To submit questions online, go <a href="#">here</a> and select "Chat"
<b>Wake County COVID-19 Hotline</b>	If you have specific questions about COVID-19 and your risk, call 919-856-7044 or email <a href="mailto:covid19.questions@wakegov.com">covid19.questions@wakegov.com</a> .	Inquiries are responded to by the Public Health Team within one business day.

Wake County, NC Resources during COVID-19 (Coronavirus)  
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**LAST UPDATED: Tuesday, March 24<sup>th</sup>, 8 AM**  
**(NEW items since 8 AM 3/23 are highlighted **YELLOW**)**



## Prescription drug delivery (no delivery fee)

Organization / Program	Details	Notes
<b>Ashworth Drugs</b> (Cary)	Free prescription drug delivery within Cary town limits. Call 919-467-1877 for details.	
<b>CVS</b>	CVS is waiving prescription delivery fees for current customers, 3/9/2020 to 5/1/2020. See <a href="#">here</a> for details. Other items can be added to a prescription delivery at no additional cost when ordering through the mobile app.	CVS also offers delivery of their storewide products, via <a href="#">Instacart</a> (delivery fees apply).
<b>Falls River Pharmacy</b> (Raleigh)	Free prescription drug delivery to the Raleigh area. Can include over-the-counter items. Call 919-844-2055 or go to their website, <a href="#">here</a> , for details.	
<b>Hayes Barton Pharmacy</b> (Raleigh)	Free prescription drug delivery to the Raleigh area (within a 5-mile radius, inside the beltline) for adults ages 65 and older. Can include over-the-counter items. Call 919-832-4641 or go to their website, <a href="#">here</a> , for details.	For those under age 65, delivery is free for 3 or more prescriptions (otherwise charge is \$5).
<b>Health Park Pharmacy</b> (Raleigh)	Free prescription drug delivery to the Raleigh area. Can include over-the-counter items. Call 919-847-7645 or go to their website, <a href="#">here</a> , for details.	
<b>HealthSmart Pharmacy</b> (Garner)	Free prescription drug delivery throughout Wake County. Call 919-772-6902 or go to their website, <a href="#">here</a> , for details.	
<b>HealthSmart Pharmacy</b> (Wake Forest)	Free prescription drug delivery to the Wake Forest area. Call 919-569-0550 or go to their website, <a href="#">here</a> , for details.	
<b>Holly Park Pharmacy</b> (Raleigh)	Free prescription drug delivery throughout Wake County. Call 919-865-9993 or go to their website, <a href="#">here</a> , for details.	
<b>Josefs Pharmacy</b> (Raleigh)	Free prescription drug delivery to the Raleigh area. Call 919-212-2555 or go to their website, <a href="#">here</a> , for details.	
<b>Person Street Pharmacy</b> (Raleigh)	Free prescription drug delivery to the Raleigh area. Call 919-832-6432 or go to their website, <a href="#">here</a> , for details.	
<b>Village Pharmacy of Wake Forest</b>	Free prescription drug delivery to the Wake Forest area. Call 919-556-2757 or go to their website, <a href="#">here</a> , for details.	
<b>Walgreens</b>	Free shipping on prescription refills through Walgreens Express. See <a href="#">here</a> for details. Restrictions apply.	Walgreens also offers free shipping on storewide products, with no minimum order. Shop <a href="#">here</a> .

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<b>Wendell Drug</b>	Free prescription drug delivery to the Wendell area. Call 919-365-8800 or go to their website, <a href="#">here</a> , for details.	
<b>Zebulon Drug</b>	Free prescription drug delivery to the Zebulon area. Call 919-269-7481 or go to their website, <a href="#">here</a> , for details.	

## Shopping (designated hours)

Organization / Program	Details	Notes
<b>Big Lots</b>	First hour of each day is reserved for 'senior citizens and those most vulnerable.'	Big Lots is also offering curbside pickup (for no extra fee). See more information <a href="#">here</a> .
<b>BJ's Wholesale Club</b>	Effective 3/22/2020, 8 a.m. to 9 a.m. is reserved for members age 60 and older. See their <a href="#">Facebook page</a> for more information.	
<b>Carlie C's IGA</b>	Sundays from 7 a.m. to 8 a.m. is reserved for seniors age 60 and older.	Carlie C's also offers online shopping via their <a href="#">website</a> . Customers who order online can pick up at the store, or, if they live within a 5-mile radius of a store, get their groceries delivered (those over age 65 can use promo code love65 at checkout to get delivery fee waived on orders over \$100, through 6/30/2020).
<b>Dollar General</b>	Starting 3/16/2020, they are 'strongly encouraging' that the first hour of operation, daily, be reserved for senior shoppers. See <a href="#">here</a> for more information.	Stores will also be closing 1 hour early, for extra cleaning/stocking.
<b>Fresh Market</b>	8 a.m. to 9 a.m., Monday-Friday, is designated for 'seniors and other individuals most at risk (those with chronic health conditions such as heart disease or diabetes).' See <a href="#">here</a> for more information.	

<b>Harris Teeter</b>	<p>Starting 3/23/2020, Mondays and Thursdays from 6 a.m. to 7 a.m. will be reserved for seniors ages 60 and older.</p> <p>Also, ExpressLane Online Shopping pick-up times from 9 a.m. to 2 p.m. every Thursday will be reserved for seniors, and Harris Teeter will waive the \$4.95 fee and offer \$5 delivery for seniors during these times.</p> <p>Read more <a href="#">here</a>.</p>	<p>Every Thursday, ages 60 and older receive a 5% discount.</p> <p>Effective 3/19/2020, all stores will operate from 7 a.m. to 8 p.m. for extra cleaning/stocking.</p>
<b>Publix</b>	<p>Stores and pharmacies will be open from 7 a.m. to 8 a.m. on Tuesdays and Wednesdays for customers ages 65 and older.</p>	<p>Publix stores are also offering delivery and curbside pickup options, with ordering via <a href="#">Instacart</a>.</p>
<b>Roses</b>	<p>Starting 3/19/2020, they are strongly encouraging that the first hour of shopping each day will be for 'seniors and at-risk customers.' See their <a href="#">Facebook page</a> for more information.</p>	
<b>Target</b>	<p>Starting 3/18/2020, the first hour of operation on Wednesdays will be designated for 'vulnerable populations.' See <a href="#">here</a> for more information.</p>	<p>Stores will also be closing early, for extra cleaning/stocking.</p>
<b>Trader Joe's</b>	<p>Starting 3/23/2020, every day from 9 a.m. to 10 a.m. there will be an additional line outside the front door for senior customers. 'This will ensure that those customers in need will have an expedited entrance to the store to help make their experience a more positive one.' Read more <a href="#">here</a>.</p>	<p>Stores will operate from 9 a.m. to 7 p.m. for extra cleaning/stocking.</p>
<b>Walmart</b>	<p>From 3/24/2020 to 4/28/2020, every Tuesday, ages 60 and older can shop one hour before stores open (6 a.m. to 7 a.m. for most stores, but check your local store's hours to confirm). Pharmacies and Vision Centers will be open during this time. See <a href="#">here</a> for more information.</p>	<p>Stores will also be adjusting operating hours to allow for extra cleaning/stocking.</p>
<b>Whole Foods</b>	<p>Starting 3/18/2020, the first hour of operation is designated for 'seniors age 60 and older.'</p>	<p>Stores will also close up to 2 hours early for extra cleaning/stocking.</p>

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## Shopping delivery or curbside pick-up (no extra fee)

Organization / Program	Details	Notes
<b>ALDI</b>	Free delivery on your first 3 online orders of \$35 or more, through <a href="#">Instacart</a> , when you use the coupon code <b>SHOPALDI20</b> at checkout.	
<b>Big Lots</b>	Curbside pick-up for no extra fee. See more information <a href="#">here</a> .	
<b>Carlie C's</b>	Free delivery to customers over the age of 65 who live within a 5-mile radius of a store, ONLY for orders \$100 or more and must use promo code love65 at checkout to have the delivery fee waived. Effective through 6/30/2020.	
<b>Walgreens</b>	Free shipping on online orders of all store items, with no minimum order.	Restrictions may apply.
<b>Walmart</b>	Curbside pick-up for no extra fee. Order <a href="#">here</a> and select the store closest to you in the "Pickup from" section.	

## Support

Organization / Program	Details	Notes
<b>NAMI Wake County Virtual Support Groups</b>	<p>National Alliance on Mental Illness (NAMI) of Wake County is offering virtual support groups.</p> <p><b>Virtual NAMI Connections Support Groups for Recovery</b>            (Wednesdays from 7 to 8:30 p.m.)            For diagnosed adults age 18 and older who have concerns and want to explore options for change and recovery. Register <a href="#">here</a>.</p> <p><b>Virtual NAMI Family Support Group</b>            (Tuesdays from 7 to 8:30 p.m.)            For adults age 18 and older who are caring for a diagnosed family member. Register <a href="#">here</a>.</p> <p><b>Virtual Support Group for Stress and Anxiety</b>            (Mondays from 6 to 7 p.m.)            For those who experience a mental health condition and for family members. Register <a href="#">here</a>.</p>	<p>Registration is required.</p>
<b>NC Baptist Aging Ministry "Hope Line"</b>	<p>Call 866-578-4673 (866-578-HOPE) to chat with trained staff and volunteers. Available Monday-Friday, 9 AM to 9 PM.</p>	<p>Especially for older adults experiencing isolation due to social distancing.</p>
<b>SAMHSA Disaster Distress Helpline</b>	<p>Offers crisis counseling and emotional support for stress, anxiety, depression, and depression-like symptoms. Call 800-985-5990, 24/7. See <a href="#">here</a> for more information.</p>	<p>Multilingual and confidential. Available to residents of all United States and territories.</p>



## CHANGES & CLOSURES

### A-C

Provider	Date Notified	Change	Notes
<b>AARP Tax-Aide Program</b>	3/16/2020	SERVICE SUSPENDED AT ALL SITES until further notice.	<p>Possible alternatives:</p> <p>The IRS <b>Free File</b> program offers free federal tax returns depending on income (fees for state returns may still apply). Go <a href="#">here</a> for more information.</p> <p>Some <b>VITA</b> sites may still be open; search <a href="#">here</a> and call ahead to confirm.</p> <p>The <b>State Employees Credit Union</b> offers a low-cost tax preparation option FOR MEMBERS ONLY. See <a href="#">here</a> for more information.</p>
<b>Anne Gordon Center for Active Adults</b>	3/15/2020	CLOSED for at least two weeks.	
<b>AT&amp;T</b>	3/18/2020	<p>SUSPENDING TERMINATIONS of wireless, home phone, and broadband service. If you need help, call and ask.</p> <p>WAIVING LATE FEES. If you need help, call and ask.</p>	AT&T is also providing free access to its public WiFi hot spots.
<b>Campbell Senior Law Clinic</b>	3/16/2020	CLOSED.	
<b>Cary Senior Center</b>	3/11/2020	CLOSED until further notice.	
<b>Cary Total Life Center</b>	3/16/2020	CLOSED until 3/31/2020, effective 5 PM 3/17/2020.	
<b>Catholic Parish Outreach</b>	3/17/2020	CHANGE IN SCHEDULE: Curbside pick-up only, Monday-Friday, 10 a.m. to 1 p.m. (no Saturday hours).	

<p><b>Center for Volunteer Caregiving, The</b>        UPDATED 3/23/2020</p>	<p>3/19/2020</p>	<p>MODIFIED REGISTRATION PROCESS to make it easier for individuals to receive help right now. Requests are being taken for telecare check-in phone calls, grocery shopping services, pharmacy pick-ups, etc.</p> <p>HOLD ON IN-HOME ASSESSMENTS for a few weeks. Volunteers are continuing to help current clients, and requests to help are still being received.</p>	<p>Call 919-460-0567 if you know of someone who is isolated and in need of help.</p> <p>Services are designated for seniors (age 65 or older) and adults with disabilities who are Wake County residents and who are unable to leave their homes or do not want to leave their homes at this time.</p>
<p><b>Comcast</b></p>	<p>3/18/2020</p>	<p>SUSPENDING INTERNET DISCONNECTIONS AND LATE FEES. If you need help, call and ask.</p>	<p>Comcast is also offering free access to its Xfinity WiFi hot spots, for everyone (including non-subscribers), for the next 60 days.</p>

**D-F**

Provider	Date notified	Change	Notes
<p><b>Dementia Alliance</b></p>	<p>3/12/2020</p>	<p>ALL MARCH TRAININGS AND WORKSHOPS POSTPONED.            APRIL 'CHARTING THE COURSE' GALA POSTPONED TO AUGUST 1.</p>	
<p><b>Dominion Energy</b></p>	<p>3/23/2020</p>	<p>SUSPENDING DISCONNECTIONS. Will also work with customers whose services were recently shut off, to restore services.</p> <p>If you are facing financial difficulties, please call 866-366-4357, Monday-Friday 8 a.m. to 5 p.m.</p>	<p>Customers who typically pay bills in person are being asked to pay online, by mail, by credit card or debit card payment, or via automatic bank draft.</p>
<p><b>Dorcas Ministries</b>        UPDATED 3/23/2020</p>	<p>3/12/2020;        updated        3/23/2020</p>	<p>CLIENT SERVICES continues to serve residents of Cary and Morrisville with food and/or financial assistance. Please call 919-469-9861, ext. 203, or email <a href="mailto:clientservices@dorcascary.org">clientservices@dorcascary.org</a>, for assistance.</p> <p>THRIFT SHOP is closed until further notice, effective 3/17/2020.</p> <p>DONATION DROP-OFF HOURS are Monday-Friday, 9 a.m. to 3 p.m., effective 3/24/2020.</p>	<p>Check <a href="#">here</a> for updates about revised hours.</p>

<b>Duke Energy and Piedmont Natural Gas</b>	3/17/2020	SUSPENDING DISCONNECTIONS, effective 3/13/2020,.  WAIVING LATE PAYMENT FEES AND FEES FOR RETURNED PAYMENTS, effective 3/21/2020 and lasting until the State of Emergency is lifted. Also waiving fees for payments via credit or debit card.	Applies to all home and business accounts in North Carolina. They will continue to read meters and send bills. Customers should pay what they can to avoid building up a large balance. See <a href="#">here</a> for more info.
<b>Eastern Wake Senior Center</b> UPDATED 3/23/2020	3/17/2020	BUILDING IS CLOSED, effective 3/18/2020.  STREAMING LIVE some programming on <a href="#">Facebook</a> . 'Follow' to stay tuned!	No congregate meal service 3/23/2020 – 3/27/2020.
<b>Eastern Wake Total Life Center</b>	3/16/2020	CLOSED until 3/31/2020, effective 5 PM 3/17/2020.	
<b>Evergreen Adult Day Services</b>	3/16/2020	CLOSED 3/17/2020 to 3/27/2020.	
<b>Five Points Center for Active Adults</b>	3/15/2020	CLOSED for at least two weeks.	UPDATED 3/19/2020: No congregate meal service 3/23/2020 – 3/27/2020.

## G-I

<b>Garner Senior Center</b>	3/13/2020	CLOSED until further notice.	UPDATED 3/19/2020: No congregate meal service 3/23/2020 – 3/27/2020.
<b>Garner Total Life Center</b>	3/16/2020	CLOSED until further notice.	
<b>Glade Adult Day Center, The</b>	3/16/2020	CLOSED for two weeks.	Mary Arthur, Director, is available via phone or email if you have questions in the meantime: (919) 447-4494, <a href="mailto:marthur@glenaire.org">marthur@glenaire.org</a>
<b>GoCary Door to Door</b>	3/22/2020	FARES SUSPENDED for Tier 1 Door to Door trips, effective 3/23/2020.	Tier 2 and Tier 3 Door to Door trips for life-sustaining trips (e.g., dialysis) will continue with regular fares.  Call 919-469-4000 with any questions.
<b>GoRaleigh</b>	3/23/2020	BUS FARES SUSPENDED, effective 3/23/2020, and until further notice.	GoDurham is also suspending fares.

<b>Inter-Faith Food Shuttle Grocery Bags for Seniors Program</b>	3/17/2020	SOME CHANGES. Monthly deliveries are continuing to current buildings according to building manager approval.	On <b>Saturday 3/28/2020</b> deliveries will be made to: Glenwood Towers; Garden Spring; Meadow Spring; Poyner Spring; Berkeley Spring; Carousel Place
<b>IRS (federal taxes)</b>	3/21/2020	FEDERAL TAX FILING DEADLINE NOW JULY 15. You do not have to file your federal tax return, or make payments, until July 15 <sup>th</sup> .	If you already filed a federal return and scheduled a payment for April 15 <sup>th</sup> , you can call the IRS, at 888-353-4537, and cancel it.

## M-O

Provider	Date Notified	Change	Notes
<b>Meals on Wheels of Wake County</b>	UPDATED 3/21/2020	HOT MEAL SERVICE SUSPENDED for both congregate meals and home-delivery, last day 3/20/2020.  NO MEAL SERVICE 3/23/2020 to 3/27/2020 for both congregate meals and home-delivery.  FROZEN MEAL DELIVERY SERVICE starting 3/31/2020.	Staff will continue to call and check-in on clients regularly.  Call 919-833-1749 with any questions.
<b>Medicare (Centers for Medicare &amp; Medicaid Services)</b>	3/17/2020	EXPANDED COVERAGE FOR TELEHEALTH SERVICES, effective 3/6/2020. All beneficiaries may now request telehealth services, as available, from a health care provider they have previously seen (or a provider in the same practice as a provider they have previously seen). Coinsurance (typically 20%) and deductibles apply.	See <a href="#">here</a> for answers to Frequently-Asked Questions, and <a href="#">here</a> for the service listing on Medicare.gov.
<b>NC Dept. of Revenue (state taxes)</b>	3/21/2020	STATE TAX FILING DEADLINE NOW JULY 15. You do not have to file your state tax return, or make payments, until July 15 <sup>th</sup> . Go <a href="#">here</a> for more information.	Taxpayers are encouraged to use online services to file their taxes this year. See options for filing for free, online, <a href="#">here</a> .  For more information, call NCDOR at 877-252-3052.

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<b>NC Electric Cooperatives (Wake Electric)</b>	3/20/2020	SUSPENDING DISCONNECTIONS for late or non-payments. Will work with members with other concerns on a case-by-case basis.	For more information call 919-872-0800, press "0", and ask for Kyle.
<b>Northern Wake Senior Center</b> UPDATED 3/23/2020		BUILDING IS CLOSED. STREAMING LIVE some programming on <a href="#">Facebook</a> . 'Follow' to stay tuned!	
<b>North Raleigh Ministries Office / Financial Assistance</b>		FINANCIAL ASSISTANCE NOT AVAILABLE at this time, and office is closed to the general public until further notice.	NRM services are open to residents of zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616.

**P-R**

<b>Provider</b>	<b>Date Notified</b>	<b>Change</b>	<b>Notes</b>
<b>Raleigh Housing Authority</b>	3/17/2020	OFFICE LOCATIONS CLOSED TO THE PUBLIC until further notice. Payments and paperwork can be mailed in or dropped in office drop boxes. Residents wishing to set up a new account for online rent payment can contact their Property Manager for an account number.  TEMPORARY PROCEDURAL CHANGES. Inspections and home visits are reduced and/or postponed. Section 8 Annual Inspections and Recertification Appointments, originally scheduled for 3/16-3/31, have been postponed.	For general information and public housing inquiries, contact 919-831-8300 or <a href="mailto:info@rhaonline.com">info@rhaonline.com</a> .  Section 8 Department can be reached at 919-508-1105 or <a href="mailto:housinginfo@rhaonline.com">housinginfo@rhaonline.com</a> .  Check for future updates <a href="#">here</a> .
<b>Raleigh Parks, Recreation and Cultural Resources</b>	3/20/2020	ALL FACILITIES TEMPORARILY CLOSED, effective 3/17/2020 and lasting through at least 4/15/2020. Open spaces and trails remain open (please remember to follow distancing guidelines and stay 6 feet away from others). Playgrounds and park restrooms are closed until further notice, effective 3/23/2020.  WALK-IN REGISTRATION CANCELLED. Walk-in registration for Summer programs, originally scheduled for 3/24/2020, will now be available via phone (919-996-4800) or email ( <a href="mailto:RBO.Registration@Raleighnc.gov">RBO.Registration@Raleighnc.gov</a> ) only. Online registration is available as usual at <a href="http://reclink.raleighnc.gov">reclink.raleighnc.gov</a> . Please contact the Recreation Business Office (919-996-4800) if you have any questions.	

Resources for Seniors, Inc. (RFS) has made every effort to publish a frequently-updated, comprehensive, and accurate listing of services of particular interest to Wake County older adults, adults with disabilities, and their families, at this time. RFS does not claim that this publication is an all-inclusive listing of resources, nor that it is free of errors. Inclusion does not constitute an endorsement or recommendation by RFS, nor does exclusion imply a negative evaluation. Please send additions/corrections to [kathrynh@rfsnc.org](mailto:kathrynh@rfsnc.org).

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<b>Raleigh Total Life Center</b>	3/16/2020	CLOSED until 3/31/2020, effective 5 PM 3/17/2020.	
<b>Raleigh Water (City of Raleigh Public Utilities Dept.)</b>		TEMPORARILY SUSPENDING ALL DISCONNECTIONS.	Customers are encouraged to pay bills by mail, via <a href="#">online portal</a> , or by phone at 919-996-3245 instead of in-person.
<b>Resources for Seniors Housing and Home Improvement Department</b>	3/18/2020	OPERATING ON A LIMITED BASIS.	Still accepting referrals/intakes.
<b>Resources for Seniors Main Office</b>	3/18/2020	CLOSED TO THE PUBLIC effective 5 PM 3/19/2020. Any paperwork for RFS staff can be dropped off in the black dropbox located in the grassy area near the back drive, labeled "RFS" in green. Contents will be picked up at 8:30 a.m. and 3 p.m. each business day.	Front desk (919-872-7933) and Information Line (919-713-1556) remain fully staffed. Please call if you have any questions about RFS services or Wake County resources.
<b>Resources for Seniors Medical Transportation</b>	3/19/2020	NO CHANGES yet.	
<b>Resources for Seniors Ramp Program</b>	3/18/2020	ON HOLD until further notice.	Still accepting referrals/intakes.

## S-U

Provider	Date Notified	Change	Notes
<b>SarahCare Adult Day Center</b>	3/18/2020	NO CHANGES yet. Still operating as usual.	
<b>Senior Community Care of NC (PACE)</b>	3/17/2020	NO CHANGES yet. Still operating as usual.	Participants should call 919-425-3000 immediately if they have symptoms or do not feel well, or with any questions.

Wake County, NC Resources during COVID-19 (Coronavirus)  
 RFS internal location: Shared Drive > Intake  
**LAST UPDATED: Tuesday, March 24<sup>th</sup>, 8 AM**  
**(NEW items since 8 AM 3/23 are highlighted **YELLOW**)**



<b>Seniors' Health Insurance Information Program (SHIIP)</b>	3/19/2020	ALL IN-PERSON COUNSELING APPOINTMENTS POSTPONED. Toll-free Information Line, 855-408-1212, remains fully staff. Please call if you have any questions about Medicare.	NC DOI office building is closed to the public as of 3/18/2020.
<b>Social Security Administration</b> UPDATED 3/23/2020	3/16/2020 and 3/20/2020	OFFICES CLOSED, effective 3/17/2020. Local office will continue to provide critical services via phone (877-803-6311), and many services are available via website ( <a href="http://www.ssa.gov">www.ssa.gov</a> ).  SOME CHANGES TO PROCESSES, e.g. continuing disability reviews are suspended until further notice, and most processing and collection of overpayments is also suspended.  <b>BE AWARE OF FRAUDULENT LETTERS, TEXTS, OR PHONE CALLS THREATENING SUSPENSION OR DISCONTINUATION OF BENEFITS.</b> Social Security benefits will NOT be suspended or discontinued due to COVID-19. If you receive any communication stating otherwise, DO NOT share personal information, and you are encouraged to report such communications <a href="#">here</a> .	You can subscribe to COVID-19 updates from the SSA, via email or text, <a href="#">here</a> .
<b>Southeastern Wake Adult Day Center</b>	3/16/2020	CLOSED for two weeks	
<b>SPCA of Wake County AniMeals Program</b>	3/17/2020	NO CHANGES yet to monthly delivery schedule for current clients.	March 2020 delivery scheduled for Saturday 3/21
<b>St. Saviour's Congregate Meal Site (Tucker St.)</b>	3/16/2020	CLOSED	UPDATED 3/19/2020: No congregate meal service 3/23/2020 – 3/27/2020.
<b>Telecommunications Relay Services (TRS)</b>	3/17/2020	POSSIBLE DELAYS IN SERVICE. From the Hearing Loss Association of America (HLAA): "If you use an IP CTS phone, you are probably accustomed to picking up the phone and having an immediate connection. During this emergency... if there are a lot of people calling at the same time, it may take a bit longer to get connected." (Full HLAA post <a href="#">here</a> )	If you spend more than 2 minutes waiting to get connected, or have repeated problems getting connected, let the FCC know: Voice phone: 888-225-5322 TTY: 888-835-5322 Videophone: 844-432-2275
<b>T-Mobile</b>	3/18/2020	PROVIDING UNLIMITED DATA to all current customers who have plans with data, for the next 60 days. If you need help, call and ask.	

<b>Triangle Family Services</b>	3/23/2020	IN-PERSON SERVICES SUSPENDED, effective 3/17/2020. Financial counseling and some other services are available via telephone. Call 919-821-0790 or email <a href="mailto:info@ffsnc.org">info@ffsnc.org</a> for more information.	
<b>US Dept. of Housing and Urban Development</b>	3/18/2020	MORATORIUM ON FORECLOSURES AND EVICTIONS, effective 3/18/2020. Mortgages owned by Fannie Mae or Freddie Mac have suspended foreclosures and evictions for at least 60 days. This includes foreclosures that were already in progress.  The order also applies to people with loans backed by the Federal Housing Administration (FHA loans).	To find out if your mortgage is owned by Fannie Mae or Freddie Mac, you can search using the tools <a href="#">here</a> . Even if your address does not come up, contact your loan servicer if you are in distress. They can double-check for you, or possibly offer other options for relief.

## V-Z

Provider	Date Notified	Change	Notes
<b>Verizon</b>	3/18/2020	SUSPENDING SERVICE TERMINATIONS. If you need help, call and ask.  WAIVING LATE FEES. If you need help, call and ask.	
<b>Wake County Parks, Recreation &amp; cultural Resources</b>	3/18/2020	ALL PROGRAMS AND EVENTS CANCELED through 4/15/2020. PARK OFFICES AND CENTERS CLOSED through 3/27/2020.	
<b>Wake County Public Libraries</b>	3/18/2020	CLOSED through 3/27/2020.	Effective 3/19/2020, book returns will be closed and libraries will no longer accept book donations.
<b>WakeMed</b>	3/17/2020	CO-PAY FOR VIRTUAL URGENT CARE APPOINTMENTS NOW \$15, through the end of March 2020. (Was \$45)	Go <a href="#">here</a> for more information and to schedule a Virtual appointment. Enter code CARENOW on payment screen.
<b>Weatherization Assistance Program (WAP)</b>	3/18/2020	CONTINUING IN A LIMITED CAPACITY. Limiting contacts with high-risk clients and working to complete current projects.	Following guidance from NC WAP.



<p><b>Western Wake Crisis Ministry</b></p>	<p>3/19/2020</p>	<p>SOME CHANGES.</p> <p><b>Food Pantry Services</b> will be via curbside pick-up, Monday-Thursday from 11 a.m. to 2 p.m. (please do not arrive before 11 a.m.), and 2<sup>nd</sup> and 4<sup>th</sup> Thursdays from 6:30 to 8 p.m. Choice shopping inside the pantry is suspended temporarily.</p> <p><b>Resource Assistance</b> will be managed remotely, via email and phone. To request resource assistance call 919-362-0657 between 11 a.m. and 2 p.m., Monday through Thursday. If leave a message keep it short, speak slowly and clearly, and leave a call back number. A Support Volunteer will return the call. If you do not hear back within 2 business days, please call again.</p> <p>See <a href="#">here</a> for more information.</p>	<p>Food pantry services are available to residents of Apex, New Hill, Friendship, Holly Springs, and Fuquay-Varina.</p> <p>Resource assistance is available to residents of Apex, New Hill, Friendship, and Holly Springs.</p>
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## VOLUNTEER & DONATION OPPORTUNITIES

Organization	What	Notes
<b>Activate Good</b>	Search <a href="#">online</a> for volunteer opportunities, or join their <a href="#">email list</a> or follow them on <a href="#">Facebook</a> to receive updates. Specific to volunteer opportunities in the Triangle area.	Collects <b>Remote Volunteer Needs</b> that could be fulfilled by those who are staying home right now. Options include making " <a href="#">Courage Cards</a> " for children's hospital patients and at-home <a href="#">sewing projects</a> . See <a href="#">here</a> for all options.  <b>Organizations needing help</b> can fill out this <a href="#">form</a> to request volunteer help.  <b>Organizations offering help</b> can fill out this <a href="#">form</a> to spread the word about volunteer efforts.
<b>ADvancing States</b>	<b>SUBMIT CREATIVE IDEAS</b> on how to help older adults and other vulnerable individuals stay socially engaged during COVID-19. ADVancing States is specifically looking for: <ul style="list-style-type: none"> <li>o 'Creative ideas on how to address social isolation for residents in nursing homes who are likely going to have to forgo visitations for the next several months.'</li> <li>o 'Creative ideas on how to address social isolation for older individuals in communities who will also have limited or no interaction for the next several months.'</li> <li>o 'Ideas for how older adults can volunteer during this time without leaving their homes.'</li> </ul> 'Bonus points if your idea isn't tied to the internet'! Send any and all ideas to April Young at <a href="mailto:ayoung@advancingstates.org">ayoung@advancingstates.org</a> .	OK to submit things that you hear of in the news or in your community (doesn't have to be something you come up with on your own).
<b>Blood Connection, The</b>	<b>Donate blood</b> during day-long blood drive at PNC Arena, 1400 Edwards Mills Rd., Raleigh, 27607, Thursday, 3/26/2020, 10 a.m. to 6 p.m. Go <a href="#">here</a> for more information and to sign up.	The Blood Connection supplies most blood used at UNC Rex and WakeMed hospitals, and has received over 9,000 fewer units than expected since March 1 <sup>st</sup> . Hospitals are in need of resupply.

### VOLUNTEER & DONATION OPPORTUNITIES (continued)

Organization	What	Notes
<b>Center for Volunteer Caregiving, The</b>	Volunteer to do grocery shopping, medication pick-up and delivery, and/or telecare check-in phone calls for older adults and adults with disabilities who are homebound and isolated. Complete the sign-up box on the volunteer page on their website, <a href="#">here</a> , if interested.	<b>URGENT REQUEST FOR VOLUNTEERS.</b>
<b>Food Bank of Central &amp; Eastern North Carolina</b>	<b>Donate</b> <a href="#">online</a> . <b>Organize</b> a Virtual Food Drive! Learn more <a href="#">here</a> . See their <a href="#">infographic</a> about what donation items are most needed right now. <b>Volunteer</b> at a distribution center. Learn more <a href="#">here</a> . <b>Follow</b> on <a href="#">Facebook</a> for updates.	<b>URGENT REQUEST FOR FINANCIAL DONATIONS.</b>
<b>Inter-Faith Food Shuttle</b> UPDATED 3/23/2020	<b>Donate</b> <a href="#">online</a> or via mail (address: 1001 Blair Dr., Suite 120, Raleigh NC 27609). <b>Follow</b> on <a href="#">Facebook</a> for updates.	Effective 3/23/2020, most volunteer activities are suspended. Exceptions are the outdoor volunteer opportunities, including the Food Shuttle Farm. Go <a href="#">here</a> to find out more and to volunteer at this site.
<b>Meals on Wheels of Wake County</b> UPDATED 3/23/2020	<b>Donate</b> <a href="#">online</a> or via mail (address: 1001 Blair Drive, Suite 100, Raleigh, NC 27603). <b>Follow</b> on <a href="#">Facebook</a> for updates.	As of 3/23/2020, they have all the volunteers needed for 3/31 food deliveries. Continue to follow on Facebook for updates about future volunteer opportunities.
<b>Raleigh Water</b>	<b>Donate</b> to Project Share, an initiative where utility customers can donate any amount of money to help other customers who are unable to pay their bills. See <a href="#">here</a> for more information.	
<b>Shepherd's Table Soup Kitchen</b>	They need extra hands to compensate for cancelled volunteer groups. Sign-up <a href="#">here</a> .	
<b>United Way Rapid Response Fund</b>	<b>Donate</b> <a href="#">online</a> or via mail (address: United Way of the Greater Triangle, "Rapid Response Fund", PO Box 110583, Durham, NC 27709-0962).	Funds will be distributed to Triangle-area nonprofits providing emergency support to Wake, Durham, Orange, and Johnston County residents needing access to resources including food, hygiene, childcare, and housing assistance.