

Changes to Services with Partner Agencies due to COVID-19

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>ADULT &amp; CHILD DAYCARE</b>		
Salvation Army-Waynesboro/Augusta	540-943-7591	<p><b>SA-Waynesboro/Augusta Co. is so excited to offer a Community Learning Center on Mondays from 8:30am - 4:30pm for kids in Kindergarten through 5th grade!</b> Limited spots available. Registration is now OPEN! Stop by the office to pick up your registration packet. Tuition is \$5 per child. If you have other questions or want more information, call at 540-943-7591. <span style="float: right;">UPDATED: 09/18/2020</span></p>
Valley Program for Aging Services	540-949-7141/ 800-868-8727	<p>Due to the coronavirus pandemic, all VPAS offices and senior centers are closed to the public until further notice. Additionally, all current and scheduled VPAS programs, including health and wellness workshops, are being held in a virtual format. Please check back for updates, stay safe and visit this page for guidelines on coronavirus and older adults.</p> <p>VPAS services including Meals on Wheels, case management, senior transportation, and Medicare counseling will continue with modifications for the health and safety of staff, volunteers, and the older adults they serve.</p> <p><b>***UPDATE: While many non-essential businesses are beginning to open, VPAS senior centers will remain closed to ensure the health and safety of our members.</b></p> <p><b>Senior Centers</b> While senior centers are closed, VPAS is contacting members by phone to determine if they need meals delivered to their homes. They are also mailing information to members which includes education about older adults and coronavirus, and they are delivering hygiene and activity kits.</p> <p><b>Meals on Wheels</b> Meals and other critical supplies are being delivered to homebound residents. VPAS is adding health screenings of all staff and volunteers preparing and delivering these meals, and reducing physical contact during delivery to prevent spread of the virus. They are also conducting safety checks by phone to these individuals.</p> <p><b>Senior Transportation</b> VPAS is continuing to provide transportation to life-necessary destinations for eligible riders. They are enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers.</p> <p><b>Case management and Medicare Consulting</b> No in-home assessments are being made at this time. VPAS case managers will be available to respond to questions and conduct client reassessments by phone. Medicare consultation will continue by phone.</p> <p><b>Health and Wellness Workshops</b> All health and wellness workshops are being held online.</p> <p><b>Caregiver Support</b> Confident Caregiver Circles are being held online and online summer mini retreats for caregivers are underway. <span style="float: right;">UPDATED: 09/18/2020</span></p>
YMCA – Staunton, Waynesboro	540-885-8089/ 540-943-9622	<p><b><i>All details subject to change as needed to accommodate the needs of the community within the guidelines set by Licensing, the Governor of Virginia, and the Department of Health.</i></b></p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	<p><b>Staunton/Augusta YMCA</b>  <b>Pre-K and Elementary Programs</b>  <b>Y-Clubhouse Fall 2020</b>  Due to the 100% virtual program put in place by Staunton City Schools, on 8/10/20, they are altering their entire plan for the fall. They will be offering a 5 full day program starting August 24th. Space is EXTREMELY LIMITED. If they have space after enrolling current families, they will provide the link for additional families to register.  They know that many families are struggling during this time. They are available to support you and will do their best to find alternative sources of care if they cannot provide it. They know that Waynesboro YMCA and Boys and Girls Club in Staunton/Waynesboro are also running 5 day full day program. If you have questions, please reach out to Ashley Cole, Youth and Family Director, ashley@saymca.org  This is an active document and will change as needed to accommodate the needs of the community within the guidelines set by Licensing, the Governor of Virginia, and the Department of Health.  Location: YMCA Afterschool Room  708 North Coalter St, Staunton, VA 24401  Start Date: August 24th  End Date: December 18<sup>th</sup></p> <p><b>Middle and High School Programs</b>  <b>Middle School Student Support Program</b>  Please register here:  <a href="https://saymca.org/campmanagement.com/p/request_for_info_m.php?action=enroll">https://saymca.org/campmanagement.com/p/request_for_info_m.php?action=enroll</a>  Middle School only  8am-6pm (Drop off 8-8:15am, Pick up before 6pm)  Fees: Financial Assistance available thanks to the Community Foundation. Please apply at the front desk at the YMCA.  \$140 per week Member  \$150 per week Non-Member  Lunch and afternoon snack provided. Students and staff required to wear masks at all times.  Students will receive mentoring and academic support during the school day. They will be supported in meeting their class requirements and meeting with teachers on Zoom. Contact Eddie Santiago for more information esantiago@saymca.org.</p> <p><b>Homeschool P.E.</b>  Ages 5-12  Both age groups will include a fun fitness section, a skill-building portion and finish with a sports period.  Fees:  \$45 Member  \$60 Non-Member  Dates: Due to COVID-19 Homeschool P.E. dates are currently TBD.</p>

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YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	<p>Times: Ages 5-8, Wednesdays, 10:00am-11:30am Ages 9-12, Wednesdays, 1:00pm – 2:30pm *(Swimming Week) Ages 5-8, Wednesdays, 11:45am – 1:00pm (Swimming Week) Ages 9-12, Wednesdays, 1:15pm – 2:30pm *\$10 discount will be given if child is registered by the Friday before each session begins. Please wear athletic shoes.</p> <p><b>Teen Center</b> As of July 2020, we are still waiting to re-open our Teen Center due to COVID-19 precautions. Ages 12-17 Community Youth can experience a safe and fun environment under the care of Teen Center Supervisor Eddie Santiago and his youth development staff. The renovated Teen Center is equipped with a game room, a lounge area and a homework area. Optional programs offered for teens as well. For middle school and high school students. Times: M-F 2:30 pm – 8:00 pm Weekends: 2:00 pm – 7:00 pm Hours subject to change. For more information, please contact Eddie Santiago at <a href="mailto:esantiago@saymca.org">esantiago@saymca.org</a></p> <p><b>Middle School Mayhem (Grades 6-8)</b> 6th – 8th graders This event is for middle school students to be kids, have fun with their friends and make new ones in a fun and safe place. Middle School Mayhem features basketball games, dodgeball, music, a game area, swimming and more. Parents must pick up kids by 9:45 pm. The price includes pizza and drinks. Fees: \$1 for Members and \$3 for Non-Member (CASH ONLY)</p> <p>Dates: Due to COVID-19 Middle School Mayhem dates are currently TBD. Time: 7:15 pm – 9:45 pm Contact: Eddie Santiago <a href="mailto:esantiago@saymca.org">esantiago@saymca.org</a></p> <p><b>Media Club</b> Ages 12-17 The Media Club is designed to give students an overview into storytelling and visual media. In the six-week session, students will be introduced to photojournalism, videography, print journalism, storytelling and graphic design. For students ages 12-17. Fees: \$30 Members \$40 Non-Members Dates: Due to COVID-19 Media Club dates are currently TBD. Time: Wednesdays, 4:00 pm – 5:00 pm</p>

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YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	<p><b>Tools for Achieving Success</b>            The Tools for Achieving Success program helps prepare students ages 11-16 for the entire process of securing and keeping a job. Topics include: presentability, resume &amp; cover letter, job interviews, job performance and other related skills. Meetings will be in the multi-purpose room.            Time: Wednesdays 4:00 pm – 5:00 pm            Fees: \$20 Members \$30 Non-Members            Dates: Due to COVID-19 Tools for Achieving Success dates are currently TBD.</p> <p><b>Waynesboro YMCA Childcare:</b>            The Creative Collaborative Coalition for Childcare (C4) is a grassroots effort to address and respond to the childcare needs of the Staunton, Augusta County and Waynesboro community during the COVID-19 pandemic. Primary coalition partners are the United Way of Staunton, Augusta County &amp; Waynesboro, the Staunton-Augusta Family YMCA and the Waynesboro Family YMCA with additional support coming from a host of private and public individuals and organizations.            Please visit <a href="https://sawchildcare.org/">https://sawchildcare.org/</a> for more details.</p> <p style="text-align: right;"><b>UPDATED: 09/18/2020</b></p>
<b>ALCOHOL/SUBSTANCE USE</b>		
Alcoholics Anonymous Valley Intergroup	540-885-6912/ 866-281-8456	Valley Intergroup meets on the last Wednesday of each month (except December) at 6:15 PM. The meeting is held at the Staunton Group located at 304 North Central Ave in Downtown Staunton. There are a variety of A.A. meetings accessible via <a href="http://www.aavalleyintergroup.org/where-and-when-meeting-list">http://www.aavalleyintergroup.org/where-and-when-meeting-list</a> . <b>UPDATED: 09/18/2020</b>
Blue Ridge Area Narcotics Anonymous	800-777-1515	Due to public health concerns regarding coronavirus and recommendations to limit public gatherings, consider alternatives to face-to-face meetings. Check out <a href="https://brana.car-na.org/">https://brana.car-na.org/</a> to locate phone and online meetings. You can also call the 24-hour hotline at 1-800-777-1515 to find a meeting near you. <b>UPDATED: 09/21/2020</b>
Valley Community Services Board	540-887-3200/ 540-943-5515	Due to COVID-19, the way VCSB provides services has been altered. Most services are being provided by Telehealth. At this time, VCSB does not have a reopen date for the Sanger’s Lane location. Genoa Pharmacy remains open. EXISTING CLIENTS: Your Provider will contact you to set up Telehealth. If you are a NEW or PREVIOUS CLIENT, please call 540-887-3200 for further information. OPEN MON, TUES, THURS, FRI 8 AM – 1 PM FOR SAME DAY ACCESS ONLY FOR CLIENTS THAT DO NOT HAVE INTERNET ACCESS TO DO TELEHEALTH. <b>UPDATED: 09/21/2020</b>
<b>COUNSELING &amp; EMOTIONAL SUPPORT SERVICES</b>		
Augusta Health Behavioral Health Services	540-213-2525/ 540-941-2525	Outpatient Behavior Health has resumed in-person visits. The hours are: Monday – Thursday from 8 am – 6 pm, Friday from 9 am – 3 pm. The Intensive Outpatient Program resumed on Monday, June 15, 2020. <b>UPDATED: 09/21/2020</b>
Compass Youth & Family Services	540-949-7045/ 540-480-2050	Compass continues to meet with clients through home visits and through Telehealth. They are accepting new clients who meet eligibility requirements. Please call to inquire about services. <b>UPDATED: 09/21/2020</b>
FairField Center (Mediation)	540-434-0059/ 800-653-0019	The FairField Center offers a broad range of conflict resolution services and training for individuals, businesses, and organizations with one goal in mind: SOLUTIONS. Don’t let COVID-19 escalate existing

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FairField Center (Mediation) (continued)	540-434-0059/ 800-653-0019	disagreements. FairField Center can provide mediation, coaching, and training services online. Call them today for your options. <b>UPDATED: 09/21/2020</b>
<b>COUNSELING &amp; EMOTIONAL SUPPORT SERVICES (continued)</b>		
Shenandoah Valley Emotional Support Line	540-830-0612	Due to ongoing changes, the Shenandoah Valley Emotional Support Line will end on August 31, 2020. Their Facebook page will remain available for connecting with local resources until September 30, 2020 ( <a href="https://www.facebook.com/EmotionalSupportLine/">https://www.facebook.com/EmotionalSupportLine/</a> ). <b>UPDATED: 09/21/2020</b>
VCE Augusta Financial Counseling	540-245-5750	Virginia Cooperative Extension is open Monday through Friday from 8 AM-5 PM. Face masks are recommended. Please contact the office to schedule an appointment or find out what opportunities are available at this time. <b>UPDATED: 09/21/2020</b>
Valley Community Services Board	540-887-3200/ 540-943-5515	Due to COVID-19, the way VCSB provides services has been altered. Most services are being provided by Telehealth. At this time, VCSB does not have a reopen date for the Sanger's Lane location. Genoa Pharmacy remains open. <b>EXISTING CLIENTS:</b> Your Provider will contact you to set up Telehealth. If you are a <b>NEW</b> or <b>PREVIOUS CLIENT</b> , please call 540-887-3200 for further information. <b>OPEN MON, TUES, THURS, FRI 8 AM – 1 PM FOR SAME DAY ACCESS ONLY FOR CLIENTS THAT DO NOT HAVE INTERNET ACCESS TO DO TELEHEALTH.</b> <b>UPDATED: 09/21/2020</b>
Valley Hope Counseling Center	540-941-8933	Valley Hope Counseling Center is happy to once again be offering in-person counseling, with appropriate precautions, as well as continuing their tele-health options. Contact them for more information. <b>UPDATED: 09/21/2020</b>
Valley Pastoral Counseling Center	540-943-8722/ 540-886-5757	VPCC is continuing to see clients via teletherapy using a secure HIPAA compliant technology that is easy to operate and requires no apps or downloads. VPCC is checking office voicemails daily, so please give your therapist a call at 540-943-8722 should you wish to schedule an online session. Your therapist can provide you the necessary information to get started. <b>New Clients:</b> You may leave a voicemail for Stephanie Sterling, Clinical Coordinator, if you wish to make an initial appointment as VPCC is currently accepting new clients. <b>Fees:</b> Most insurance companies have agreed to cover these teletherapy sessions for the duration of the COVID19 crisis and resulting social distancing requirements. If your plan does not or if finances are otherwise an issue, please talk with a therapist to work out a fee that is affordable for you at this time. <b>SPECIAL ANNOUNCEMENT:</b> COVID-19 Support Group for anyone affected by the pandemic and related issues. Check out <a href="http://www.valleypastoral.org/blog.html">http://www.valleypastoral.org/blog.html</a> for details. <b>UPDATED: 09/21/2020</b>
Virginia Center for Family Relations	540-885-3481	Regarding the COVID-19, you don't have to wait until we get the "all clear" signal to speak to a counselor. Now is the perfect time to call the Virginia Center for Family Relations. VCFR has counselors available to meet with you and provide the emotional support to get through this tough time. With the use of the latest technology, VCFR counselors can video conference in a strictly confidential system that is fully HIPPA compliant. Since this health crisis began, most insurances do cover video conferencing (also called telehealth) for mental health counseling. For some people, they would like to keep the insurance out of their personal business and they are more comfortable with self-pay. VCFR is a provider with most major insurance companies. Call your insurance company to verify that VCFR is indeed a provider with your particular insurance coverage. <b>UPDATED: 09/21/2020</b>



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<b>FOOD/CLOTHING/FUEL</b>		
Blue Ridge Area Food Bank	540-248-3663/ 800-296-3663	BRAFB suggests that people in need of food assistance call their local food pantry before visiting to confirm hours of operation. Distribution plans may change quickly and without much warning. To find a food pantry, use their website tool: <a href="http://www.brafb.org/find-help">www.brafb.org/find-help</a> . The Governor is requiring the use of face coverings in public spaces; at the Food Bank they ask all volunteers and visitors to wear face coverings in our facilities. They can provide a mask when needed. <b>UPDATED: 09/21/2020</b>
COVID-19 Energy Assistance Program	833-829-2767	This new program will assist low-income households that would not typically be eligible for other energy assistance programs (Fuel, Crisis, and Cooling Assistance) offered by the VDSS due to financial criteria or vulnerable individual (a household member who is age 60 or over, disabled, or under age six) criteria. Eligible households will receive a <b>one-time payment of \$300</b> to address their immediate energy costs, including energy debt accumulated during the COVID-19 pandemic. <b>Note: Households that received Fuel, Crisis, or Cooling assistance (except equipment-related services) from VDSS within the 12 months are not eligible to receive COVID-19 Energy Assistance Program benefits.</b> <b>Applications will be accepted through November 20, 2020 or until funds are exhausted</b> , whichever comes first. Applications may be submitted online from the COVID-19 Virginia Resources website at <a href="https://covid.virginia.gov/">https://covid.virginia.gov/</a> or through the COVID-19 Virginia Resources mobile app that can be downloaded from through the App Store or Google Play. <b>All questions about applying</b> should be referred to 1-833-829-2767 (this is a toll free number) or <a href="mailto:denise.t.surber@dss.virginia.gov">denise.t.surber@dss.virginia.gov</a> . (Customers should not be directed to CommonHelp or the Enterprise Customer Service Center to apply or for questions.) All applications will be processed by a statewide unit. Eligibility criteria for assistance includes: <ul style="list-style-type: none"> <li>• Must be a resident of Virginia</li> <li>• Must have a heating or cooling expense responsibility</li> <li>• Must be either a United States citizen or an eligible immigrant</li> <li>• A household's monthly gross income must be less than the maximum allowed for the number of people in the home</li> </ul> <b>UPDATED: 09/18/2020</b>
Goodwill Thrift Stores	Staunton: 540-886-8910  Waynesboro: 540-941-8526  Verona: 540-248-0547	Most Goodwill retail stores will return to normal operating hours of Monday – Saturday 8 am to 8 pm & Sunday 12 pm to 6 pm. The Staunton Outlet will not be reopening in its current location. Goodwill is looking for another location for the Outlet and will update its customers when a decision is made. Customers may continue to shop online at <a href="https://www.shopgoodwill.com/roanoke">https://www.shopgoodwill.com/roanoke</a> . Donation Centers in stores will operate the same hours as store hours. Many Mission Services Offices and Jobs Campuses have reopened. Goodwill has launched Virtual Services for the public and individuals enrolled in training and employment programs. Additional services include virtual computer classes, a job board of employers currently hiring, resume assistance, one-on-one coaching, live online classes, and more. Tours of the Goodwill facilities and mission services will be cancelled until further notice, including The Real Goodwill Tour.

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Goodwill Thrift Stores (continued)	Staunton: 540-886-8910  Waynesboro: 540-941-8526  Verona: 540-248-0547	<p><b>Upon reopening, the following measures are in place to ensure the safety of our employees, shoppers, and donors:</b></p> <ul style="list-style-type: none"> <li>• Social distancing is a top priority. New signage provides guidance for customers and employees.</li> <li>• Stores will abide by the Governor’s requirements for the number of patrons. During peak times it may be necessary to set time limits to ensure everyone has an opportunity to shop.</li> <li>• Masks are recommended following CDC and VDH guidelines for proper usage, including being worn by store employees as required by Forward Virginia guidelines.</li> <li>• Employees are wearing gloves in the donation area and sometimes on the sales floor.</li> <li>• Dressing rooms are closed. • Water fountains are closed.</li> </ul> <p style="text-align: right;"><b>UPDATED: 09/21/2020</b></p>
<b>FOOD/CLOTHING/FUEL (continued)</b>		
Meals on Wheels-Staunton City only	540-886-1219	Meals are being delivered; however, meals are usually left at the door or left inside the door and deliverers are maintaining a distance from residents. <b>UPDATED: 09/21/2020</b>
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. <b>UPDATED: 09/21/2020</b>
Salvation Army-Waynesboro/Augusta	540-943-7591	SA-Waynesboro/Augusta Co. remains open Monday thru Friday 9:00 a.m.-4:00 p.m. (closed 12-1 for lunch) to assist those suffering with layoffs and job interruptions and have implemented procedures to safeguard clients, volunteers, and staff. The Food Pantry is open. “Grab and Go” lunch is available on Fridays from 11:30 AM-12:15 PM. The Salvation Army Social Services office is open (Mon.-Fri.: 9:00-11:30 a.m. & 1:30-3:30 p.m.) to assist people with applying for assistance. <b>UPDATED: 09/09/2020</b>
Salvation Army-Staunton/Augusta	540-885-8157	<p>During this time of the COVID-19 pandemic, SA-Staunton is still helping with rent, utilities, and mortgages, baby supplies, and food pantry assistance. Please contact them if you need assistance or have any questions at 540-885-8157.</p> <p>The Salvation Army of Staunton has resumed its 11:00 AM Worship Service in their chapel. The Salvation Army’s Family Store is open Tuesday-Saturday 9am-4pm and pickups are on a Thursdays by appointment by calling (540) 886-9830. Their Online Boutique sales on Mondays every week via The Salvation Army Staunton- Facebook. <b>UPDATED: 09/21/2020</b></p>
Salvation Army-Harrisonburg	540-434-4854	SA-Harrisonburg is still open! However, there are modifications in place. The food pantry is open each morning except for Wednesday. They are following CDC guidelines for the workplace and shelter in regards to sanitation and hygiene. You must wear a mask upon entry into the facility. The shelter is operating as normal while taking precautions and following CDC guidelines. They are asking all visitors who have fever, coughing, and other COVID symptoms to please refrain from visiting. <b>UPDATED: 09/21/2020</b>
Valley Program for Aging Services	540-949-7141/ 800-868-8727	<p><b>Meals on Wheels</b></p> <p>Meals and other critical supplies are being delivered to homebound residents. VPAS is adding health screenings of all staff and volunteers preparing and delivering these meals, and reducing physical contact during delivery to prevent spread of the virus. They are also conducting safety checks by phone to these individuals. <b>UPDATED: 09/18/2020</b></p>

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<b>FOOD/CLOTHING/FUEL (continued)</b>		
WIC – Staunton/Augusta Health Dept.	540-332-7830	Due to COVID-19 (Coronavirus), most WIC clinics in Virginia are temporarily closed to visitors. However, staff are available to help you by phone. Call your local WIC Office or 1-888-942-3663 for assistance with your benefits. Contact them by phone or e-mail ( <a href="https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/">https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/</a> ) with questions. <b>UPDATED: 09/21/2020</b>
WIC – Waynesboro Health Dept.	540-949-0137	Due to COVID-19 (Coronavirus), most WIC clinics in Virginia are temporarily closed to visitors. However, staff are available to help you by phone. Call your local WIC Office or 1-888-942-3663 for assistance with your benefits. Contact them by phone or e-mail ( <a href="https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/">https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/</a> ) with questions. <b>UPDATED: 09/21/2020</b>
<b>FOOD PANTRIES – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.</b>		
Churchville Community Food Pantry	540-885-3009	The Food Pantry will be open at its usual time of the 3 <sup>rd</sup> Tuesday from 7:00-8:30 p.m. Food distribution will be drive thru. Pantry customers should bring a note with their name, telephone number, date of birth, and food bank needs listed. Please remain in your vehicle. Food will be loaded into your vehicle. <b>UPDATED: 09/14/2020</b>
Erma Food Pantry	540-249-5893	Pantry is open on Monday's beginning at 6:30 p.m. (closed on the 5 <sup>th</sup> Monday). Please go to the back door of the church, sign in, and food will be set on a table for you to load in to your vehicle. Please ask for assistance with loading if needed. <b>UPDATED: 09/14/2020</b>
Bethany UMC	540-234-8880	The Bethany Food Pantry is open every Monday from 4:00-5:30 p.m. They will be operating on a drive-thru basis for the foreseeable future. <b>UPDATED: 09/14/2020</b>
Craigsville Area Food Pantry	540-997-5827	Pantry is open the 3 <sup>rd</sup> Thursday of each month at 9:30 a.m.-1:00 p.m. and 5:30 p.m.-7:00 p.m. Delivery is available on the Tuesday prior to the 3 <sup>rd</sup> Thursday of each month. Please call for details. <b>Updated: 09/14/2020</b>
Fishersville UMC	540-942-9355	The FUMC Food Pantry is open each Tuesday from 12:00-2:00 p.m. Bring your photo I.D. People will drive up, indicate what food is needed, and food is brought to the vehicle. <b>UPDATED: 09/14/2020</b>
Kingsway Help Center	540-377-5708	Kingsway Help Center is open the third Wednesday of each month from 9:30-11:30 a.m. and 1:30-4:30 p.m. for distribution of food. Distribution will be drive-thru only. <b>UPDATED: 09/15/2020</b>
Mint Springs UMC	540-337-3507	The Helping Hands Food Pantry will be open on September 24, 2020 (4 <sup>th</sup> Thursday) from 4:00-6:00 p.m. It will be drive-thru only. <b>UPDATED: 09/14/2020</b>
Calvary UMC	540-337-2980	The food pantry is open on Mondays and Thursdays at 2:00-5:00 p.m. <b>UPDATED: 09/14/2020</b>
Rejoicing Life Baptist Church	540-337-2447	The food pantry is operating on its normal schedule of the 1 <sup>st</sup> and 3 <sup>rd</sup> Saturdays from 11 AM-1 PM. Pull up to the sidewalk and volunteers will load a box of food into your car. If you need food outside of these scheduled hours, please contact Nancy at 540-337-2447. <b>UPDATED: 09/14/2020</b>
Verona UMC	540-248-7777	Pantry remains open on Tuesdays at 9:00-11:00 a.m. and the 2 <sup>nd</sup> and 4 <sup>th</sup> Thursdays at 6:00-8:00 p.m. Please bring a photo ID and proof of address. <b>UPDATED: 09/15/2020</b>
Verona Community Food Pantry	540-430-2844	The Verona Community Food Pantry has reopened. VCFP is open on Mondays, Wednesdays, and Thursdays from 9-11 a.m. and on Tuesdays from 4:30-5:45 p.m. You must arrive by quarter till the hour in order to have time to pick up your food. To obtain food, please drive up. Keep to the right of the tents. Stop at the registration table. Have your ID and red/orange sticker with you if you have one.



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Verona Community Food Pantry (continued)	540-430-2844	Register outside and then drive around. Two pre-packed boxes will be placed in your car. Please make sure you have room for them before coming to the VCFP. <b>UPDATED: 09/15/2020</b>
<b>FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.</b>		
Blue Ridge Area Food Bank	540-248-3663	Food Bank staff, volunteers, and partners throughout their network provide essential service to the communities they serve, and they will continue to do so as the COVID-19 public health crisis evolves. Before visiting the Food Bank or a local food pantry or meal program: BRAFB suggests that people in need of food assistance call their local food pantry before visiting to confirm hours of operation. Distribution plans may change quickly and without much warning. To find a food pantry, use their website tool: <a href="http://www.brafb.org/find-help">www.brafb.org/find-help</a> . The Governor is requiring the use of face coverings in public spaces. The Food Bank now asks all volunteers and visitors to wear face coverings in their facilities. They can provide a mask when needed. <b>UPDATED: 09/15/2020</b>
Lyndhurst UMC	540-943-8057	The food pantry is open the first Thursday after the 1 <sup>st</sup> Saturday of the month. The next day of operation is Thursday, <b>October 8</b> , 2020. The hours are from 5:00-6:30 p.m. The food pantry is drive thru at this time. Please call the church prior to showing up. The food pantry serves mainly the Lyndhurst community. <b>UPDATED: 09/15/2020</b>
Valley Mission	540-886-4673	Valley Mission is open for meals: walk in clients are served breakfast at 6:45 a.m., M-F; lunch at 12:00 p.m., M-F; and dinner at 5:00 p.m., M-F. On Saturday and Sunday, brunch is served at 9:30 a.m. and dinner is at 4:00 p.m. <b>UPDATED: 09/11/2020</b>
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. <b>UPDATED: 09/15/2020</b>
Central UMC	540-886-3441	The food pantry is available on Wednesdays at 10:00-11:30 a.m. Noon Lunch has re-opened! Beginning July 21 <sup>st</sup> , each Tuesday and Thursday from 11:30 AM-12:00 PM, Central UMC will offer a bag lunch. Drive-in or walk up to Central Curbside (Beverly Street where they had the soup ministry). <i>Please observe social distancing and wear a face mask.</i> <b>UPDATED: 09/15/2020</b>
Seventh Day Adventist Church	540-886-8081	The food pantry is still operating. Call 540-448-2904 on MONDAYS between 9:00 a.m.-5:00 p.m. to reserve a box of food that you will pick up on Tuesday at 9:30-11:00 a.m. <b>UPDATED: 09/15/2020</b>
Marquis Memorial UMC	540-886-1176	The food pantry will be OPEN on Wednesdays at 9:00-11:00 a.m. In order to protect the safety of volunteers and clients, and in accordance with national and state regulations, MMUMC is modifying their process of food distribution. They will be implementing a drive thru service. They ask that clients pull up to the door, REMAIN in their vehicles, and food will be brought out to you. <b>UPDATED: 09/15/2020</b>
Linden Heights Baptist Church	540-886-1138	The food pantry is <b>not</b> available until further notice. People needing assistance may contact the church Monday-Thursday from 8 AM to 1 PM. <b>UPDATED: 08/19/2020</b>
Trinity Episcopal Church	540-886-9132	Trinity Episcopal Church's noon lunch on weekdays is on hold until further notice. Please check their website ( <a href="https://trinitystaunton.org/">https://trinitystaunton.org/</a> ) for updates. <b>UPDATED: 09/15/2020</b>
First Baptist Church – Staunton	540-886-8333	The food pantry is open the 3 <sup>rd</sup> and 4 <sup>th</sup> Thursdays every month from 9:00-11:00 a.m. CDC guidelines will be posted and practiced to ensure safety for our neighbors and workers. <b>UPDATED: 09/15/2020</b>
Cornerstone Church of Augusta	540-324-0705	The food pantry at Cornerstone Church of Augusta is no longer in service. <b>UPDATED: 04/15/2020</b>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.</b>		
Calvary Baptist Church	540-885-5512	The food pantry is the 1 <sup>st</sup> and 3 <sup>rd</sup> Wednesdays of each month at 6:00-7:00 p.m. The next food pantry date is Wednesday, <b>October 7, 2020</b> followed by Wednesday, <b>October 21, 2020</b> . Curb side pick-up only. Drive up to the Mission House and people will come out to you at a safe distance. Provide your name and the number of people in your family and food will be brought out to you. <b>UPDATED: 09/15/2020</b>
First Presbyterian Church – Staunton	540-886-0704	First Presbyterian Church’s Food Pantry will remain open Monday and Thursday of each week from 9:00 a.m.-12:00 p.m. To stay in the loop, everyone is encouraged to sign up to receive emails at stauntonfirst@gmail.com. <b>UPDATED: 09/15/2020</b>
West Waynesboro Church of Christ	540-949-8670	The food pantry is available on the 2 <sup>nd</sup> and 4 <sup>th</sup> Mondays from 9:30-11:30 a.m. <b>UPDATED: 09/15/2020</b>
Second Presbyterian Church	540-943-3211	Disciples Kitchen is offering <i>Grab and Go Lunches</i> on Mondays, Tuesdays, and Thursdays from 11:30 a.m.-12:00 p.m. <i>Grab and Go Dinner</i> is offered on Sundays from 4:00-4:30 p.m. Please call the church office (540-943-3211) for updates. <b>UPDATED: 09/15/2020</b>
Glen Kirk Presbyterian Church	540-943-2896	The food pantry will be distributing food on the first Monday of every month from 4:30-6:00 PM. To reserve a box of food, please contact Carol at 540-430-5331. <b>UPDATED: 09/15/2020</b>
First Presbyterian Church – Waynesboro	540-949-8366	Clients are presented with a shopping list of fresh produce and frozen food from which to choose which are delivered to the cars. The Food Bank is currently being held on its regular schedule of 2:00-4:00 p.m. the second and fourth Thursday of each month throughout the year. <b>UPDATED: 09/15/2020</b>
Main Street UMC	540-942-1179	The Pantry is operating Monday through Thursday from 9:30 to 11:00 a.m. <b>UPDATED: 09/15/2020</b>
Basic UMC	540-949-8947	Grab and Go Groceries is on <b>Wednesdays from 6:00-6:30 p.m.</b> On <b>Saturdays, Grab and Go Breakfast</b> is from <b>10:00-10:30 a.m.</b> <b>UPDATED: 09/15/2020</b>
St. John Evangelist Catholic Church	540-949-6145	The food pantry has been canceled until further notice. Please contact the church if you need assistance with food. <b>UPDATED: 09/15/2020</b>
<b>FARMER’S MARKETS</b>		
 <b><i>All Farmer’s Markets will match (double) SNAP benefits and there is no limit this year A customer can spend \$50 and get \$100 worth of fresh local foods. P-EBT also accepted!</i></b> 		
North Augusta Farmer’s Market	540-324-3416	<b>Last market day: September 23, 2020</b> <span style="float: right;"><b>UPDATED: 09/21/2020</b></span>
Staunton-Augusta Health Department Market		<p>Project GROWS and the Central Shenandoah Health District partnered to improve access to local fresh fruits and vegetables among families participating in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and low income seniors by hosting a weekly farmer’s market at the Staunton-Augusta Health Department.</p> <p>Local farms, including Project GROWS, participate in the WIC &amp; Senior Farmers’ Market Nutrition Programs (FMNP) at The Farmer’s Market @ the Health Department. These programs provide vouchers to qualifying seniors and WIC families for the purchase of fresh fruits and vegetables at approved farmer’s markets. The Farmer’s Market @ the Health Department is held every Friday from June through September and is open to the general public. Open Fridays from 11 AM-2 PM at the Staunton-</p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Staunton-Augusta Health Department Market (continued)		Augusta Health Department at 1414 North Augusta Street, Staunton, VA 24401. It is a drive thru market (order from your vehicle). <b>Last market day: September 25.</b> <span style="float: right;">UPDATED: 09/21/2020</span>
<b>FARMER'S MARKETS (continued)</b>		
Staunton Farmers' Market	540-448-1937	<p>Staunton Farmers' Market is open each Saturday from 7 AM-12 PM. You may purchase items with the vendors from their stand, or, you may continue to preorder. Customers who choose to preorder are asked to please pick up their orders at the vendor's stand. The parking lot on the vendor's side will be closed to customer vehicles. Last market day: November 21.</p> <p>SFM asks that you maintain social distancing of at least 6 feet and wear a mask. They also ask that you do not congregate and please leave the Market as soon as you have made your purchases. Please leave your pets at home. Dogs are prohibited inside tents near food items.</p> <p>As a reminder, SFM is accepting SNAP/WIC cards, as well as SNP coupons. SNAP/WIC participants, please see John Oakes to get your tokens.</p> <p>Craft vendors have returned to SFM.</p> <p>Location: the Wharf Parking Lot on Johnson St. in historic downtown Staunton. Please visit <a href="https://www.stauntonfarmersmarket.org/">https://www.stauntonfarmersmarket.org/</a> for a list of participating vendors. <span style="float: right;">UPDATED: 09/21/2020</span></p>
Waynesboro Farmers Market	540-324-3416	<p>Waynesboro Farmers' Market (WFM) is open for in-person shopping each Saturday from 9 AM-12 PM. Their online order window is from Sunday through Thursday. Curbside pickup is on Saturday from 9 AM-10:30 AM at Constitution Park. Online orders can be placed at <a href="https://projectgrows.luluslocalfood.com/">https://projectgrows.luluslocalfood.com/</a>.</p> <p><i>If you receive WIC or Senior Voucher benefits, you can shop in-person at the market or pull up to the curbside area and someone will assist you with placing an order from your car. SNAP customers can continue shopping online or in person. If shopping in person, please see the market booth when arriving at Constitution Park.</i></p> <p>If you would like to use your SNAP/EBT card to purchase food from their online market, please email <a href="mailto:markets@projectgrows.org">markets@projectgrows.org</a> to learn how you can save on your order!</p> <p><b>Last market day: September 26, 2020</b> <span style="float: right;">UPDATED: 09/21/2020</span></p>
<b>FOOD – MISCELLANEOUS</b>		
Kroger		<p>To use Kroger Pickup, SNAP recipients select their preferred store location on Kroger.com or the Kroger app, shop for their groceries, choose a pickup date and time, and pick SNAP/EBT as the payment method. A store associate then picks and packs the order. Once notified that their groceries are ready, customers go to the store, look for the pickup signs in the parking lot, and pull into the designated spot and call the number on the sign. An associate then brings out the order and loads it into the customer's car. Those using an EBT card for payment present it at the time of pickup. Currently, EBT card customers can complete their transaction via a mobile point-of-sale system and pay for ineligible EBT purchases or any remaining balance with their debit or credit card. <span style="float: right;">UPDATED: 09/01/2020</span></p>
Walmart		<p><b>How Walmart Grocery Pickup SNAP/EBT Payments work:</b></p> <ol style="list-style-type: none"> <li><b>1. Order:</b> order groceries at <a href="http://walmart.com/grocery">walmart.com/grocery</a> or on the Walmart Grocery mobile app.</li> <li><b>2. Checkout:</b> During checkout, select <b>EBT Card</b> as payment method.</li> <li><b>3. Pickup:</b> Swipe EBT card with the Walmart Associate when you arrive at the pickup location.</li> </ol>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Walmart (continued)		When you get to the Walmart Pickup location, the Walmart Associate will know that you are an EBT customer and will swipe your EBT card to pay for those items that are EBT-eligible. For any items that are not EBT-eligible, the Associate will then take payment with another credit/debit card. <b>UPDATED: 09/01/2020</b>
<b>FOOD – MISCELLANEOUS (continued)</b>		
VDSS is pleased to announce that effective May 29, 2020, SNAP recipients in Virginia may purchase food from approved online retailers using their EBT card! Currently, the approved online retailers are Amazon and Walmart. Both retailers provide information on their website about using EBT for online purchases. SNAP benefits may only be used to purchase eligible food. Delivery fees and other associated charges may not be paid for with SNAP benefits. Any retailer interested in applying may access information on this at <a href="https://www.fns.usda.gov/snap/online-purchasing-pilot">https://www.fns.usda.gov/snap/online-purchasing-pilot</a> . <b>UPDATED: 06/02/2020</b>		
<b>HOUSING – SHELTER</b>		
Habitat for Humanity	540-886-1944	The ReStore in Staunton is now open on Saturdays from 10 AM-4 PM. Masks and social distancing are highly recommended. The ReStore in Waynesboro will open on Saturdays from 10 AM-4 PM beginning September 19 <sup>th</sup> . <b>UPDATED: 09/21/2020</b>
Open Doors Shelter – Harrisonburg	540-578-3869/ 540-705-1908	The departure from Godwin Hall closed out the 2019-2020 Shelter season. Open Doors is looking at options and their schedule for 2020-2021. If you are in need of shelter, call 540-705-1908 for up to date shelter info amidst the COVID-19 crisis. Anyone over the age of 18 who is experiencing homelessness is welcome at Open Doors. They offer shelter from 6:30 PM – 7 AM from November - March. If no one can be reached at the office, please call Centralized Housing Intake at 540-271-1701. <b>UPDATED: 09/21/2020</b>
Ruth’s WARM House	540-324-8166	The shelter is open and accepting applications as residents move out. You can obtain an application at <a href="https://www.warmwaynesboro.org/get-help/">https://www.warmwaynesboro.org/get-help/</a> . <b>UPDATED: 09/21/2020</b>
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. <b>UPDATED: 09/21/2020</b>
Salvation Army Shelter – Harrisonburg	540-433-2785	The shelter is able to accept new residents as space becomes available. Call for details. <b>UPDATED: 09/21/2020</b>
Staunton Redevelopment & Housing Authority	540-886-3413	SRHA is currently closed to public but is available over the phone. Due to COVID-19, SRHA will be implementing the following effective immediately: <ul style="list-style-type: none"> <li>• The office will be completely closed to the public. Applications will be posted on the door but there will be no doorbell and staff will not be letting anyone enter for any reason. They will conduct business by phone as efficiently as possible.</li> <li>• Anything they have scheduled with you during this time period will be rescheduled.</li> <li>• Maintenance will NOT be completing any work orders unless they are determined to be emergencies.</li> <li>• There will be a black lock box installed to the right of the entrance door at the main office. DO NOT PUT MONEY IN THIS, it is only for paperwork. Staff will be checking the box daily. Your paperwork must be placed in an envelope with your name and address on it. If you have make a payment for any reason, it must be mailed to the main office. <b>UPDATED: 09/21/2020</b></li> </ul>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>HOUSING – SHELTER (continued)</b>		
StayHomeVirginia.com		Virginia Housing Development Authority has partnered with Governor Northam to create StayHomeVirginia.com, a website for housing-centered information about programs, services and resources to help Virginians who have experienced job or income loss and other impacts due to the COVID-19 crisis. It includes guidance on how to work with landlords, financial institutions, and others to sustainably utilize temporary eviction and foreclosure protections during this crisis. <b>UPDATED: 09/21/2020</b>
Valley Homeless Connection	540-213-7347	If you are in danger of, or experiencing, homelessness in Waynesboro, Staunton, or Augusta County, please call the Valley Housing Crisis Hotline at 540-213-7347 for universal intake. <b>UPDATED: 09/21/2020</b>
Valley Mission	540-886-4673	Valley Mission is open for meals. Individuals needing to stay at Valley Mission must call the Valley Homeless Connection (VHC), provide information regarding their situation, and inform VHC that they need residency at Valley Mission. <b>UPDATED: 09/21/2020</b>
WARM (Winter Shelter)	540-943-2190	The shelter is operating 24/7 and is at capacity. There are no available shelter beds. There is no transportation available. <b>UPDATED: 09/24/2020</b>
Waynesboro Redevelopment & Housing Authority	540-946-9230/ 800-788-9742	The Waynesboro Redevelopment and Housing Authority is <b>accepting applications</b> for the Public Housing Program. Please contact them by phone to submit an application. Housing for the Housing Choice Voucher Program is currently closed. <b>UPDATED: 09/24/2020</b>
<b>HOUSING – SHELTER – MISCELLANEOUS</b>		
<p>Virginia Rent and Mortgage Relief Program (RMRP) – Governor Ralph Northam today launched the Virginia Rent and Mortgage Relief Program (RMRP), which will provide \$50 million in federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for households facing eviction or foreclosure due to COVID-19. RMRP will provide short-term financial assistance on behalf of households in the form of rent and mortgage payments.</p> <p>To identify the local RMRP administering organization for a household and to conduct a self-assessment for eligibility, visit <a href="https://dhcd.virginia.gov/eligibility">dhcd.virginia.gov/eligibility</a> or call 211 VIRGINIA by dialing 2-1-1 from your phone. Tenants and homeowners are encouraged to know their rights and responsibilities and pay their rent and mortgages on time if they are able. Visit StayHomeVirginia.com for additional information and resources.</p> <p>For the full release, please go to <a href="https://www.governor.virginia.gov/newsroom/all-releases/2020/june/headline-858911-en.html">https://www.governor.virginia.gov/newsroom/all-releases/2020/june/headline-858911-en.html</a>. <b>ADDED: 07/01/2020</b></p>		
<b>MEDICAL AND DENTAL SERVICES</b>		
Augusta Health	540-332-4000/ 540-932-4000	<p>If you plan to visit the Hospital, please review their current Visitation Policy at <a href="https://www.augustahealth.com/coronavirus/visitor-restrictions">https://www.augustahealth.com/coronavirus/visitor-restrictions</a>.</p> <p><b>Behavioral Health</b> Outpatient Behavioral Health has resumed in-person visits. Throughout the pandemic response, visits have been conducted through telehealth. Outpatient Behavioral Health Services' hours are: Monday through Thursday from 8 am – 6 pm, Friday from 9 am – 3 pm. The Intensive Outpatient Program has resumed.</p> <p><b>Birthing Suite: Information for Expectant Mothers and Support Persons</b> Because of the precautions necessary during the COVID-19 pandemic, and for the safety of mother and baby, Augusta Health (AH) needs to limit the entry and exit to the Birthing Suite. Once mother and her support partner have come into the unit, neither will be able to leave the unit and then return. So please be sure to bring all the items BOTH of you will need for the entire stay before you enter. This</p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Augusta Health (continued)	540-332-4000/ 540-932-4000	<p>may include toiletries, the support person's medications, snacks, clothes, and the car seat you will need when you head home. Support partners will not be able to leave the OB unit and then re-enter. Thank you for your understanding as they work to provide the best care possible for your entire family.</p> <p><b>Business/Finance office</b> They will still be answering phone calls and processing applications, but they will not have any face-to-face interactions with patients. There is a drop off box to the left of the front door for patients to drop off check payments and financial applications. This drop off box is not intended for cash payments, as they will not be able to confirm the cash amount with you at the time of the deposit. If you would like to make a payment with credit card, please either call (540) 332-4600 or make your payment online. If you need to speak with a Financial Advocate, please call (540) 332-4600. If they are unable to take your call, please leave a message in their secured voicemail and they will return your call as soon as possible.</p> <p><b>Care Home Medical Retail Store</b> Anyone who enters the building will be screened and required to wear a mask. Please call (540) 332-4995 to discuss your current needs and to receive instructions. Hours are Monday–Friday: 8 am–4:30 pm</p> <p><b>Fitness Center</b> The Fitness Center is taking baby steps towards re-opening and looks forward to seeing each of you again! They are carefully following the state's guidelines for fitness center and those of Augusta Health.</p> <p><b>Medical Records</b> To ensure the safety and well-being of patients, their families, and staff during the coronavirus (COVID-19) visitation restrictions, the Medical Records office is temporarily closed to walk-in customers. If you need copies of medical records, please follow the steps listed on the Medical Records page at <a href="https://www.augustahealth.com/patients-and-visitors/medical-records">https://www.augustahealth.com/patients-and-visitors/medical-records</a>.</p> <p><b>Outpatient Lab at the Hospital</b> The Augusta Health Outpatient Laboratory in the main hospital building is closed on Saturdays.</p> <p><b>Other Services at Augusta Health</b> Phase I - Procedures that do not require testing, additional PPE, sedation or intubation—began on Wednesday, May 6.</p> <p><b>Diagnostic Radiology</b> has opened up screening exams such as LDCT lung cancer screening, screening mammograms, and non-emergency diagnostics like x-rays, CTs, MRIs, ultrasound and nuclear medicine exams.</p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Augusta Health (continued)	540-332-4000/ 540-932-4000	<p><b>Diagnostic Cardiology</b> has reopened Cardiac/Pulmonary Rehab, echocardiograms, vascular ultrasound, cardiac stress tests, and the Device Clinic. They are contacting patients who had procedures postponed.</p> <p><b>Augusta Medical Group:</b> Practices have been scheduling patients when they can safely be seen, and encourage patients to call their provider if they have questions or concerns.</p> <p><b>The Center for Cancer and Blood Disorders:</b> The Center has resumed routine follow-up visits that had been deferred.</p> <p><b>The Skilled Nursing Floor, Inpatient Rehab Floor and Pain Clinic:</b> Will reopen and begin procedures.</p> <p>Phase II - Procedures that require pre-procedure testing of the patient for COVID-19. The testing protocol will include quarantine prior to surgery—began on Monday, May 25. The procedures include <b>Outpatient Surgery, Endoscopy, Cath Lab, Sleep Lab, and Inpatient and Outpatient Invasive Radiology Procedures.</b></p> <p>Phase III will include Inpatient Surgeries. These procedures will all require pre-procedure testing of the patient for COVID-19. The testing protocol will include quarantine prior to surgery.</p> <p>Phase IV - Augusta Health is now fully open to deliver care to the community! They continue to update visitation guidelines based on needs while keeping the health and safety of patients and team members as top priority.</p> <p>Augusta Health is asking all visitors to their facilities to wear masks. The CDC, the Virginia Department of Health, and Augusta Health all recommend that everyone wear a cloth face mask in the community when out in public. If you will be coming to an Augusta Health facility and have your own clean and laundered mask, please wear it to your appointment. This will help them preserve the mask supply.</p> <p>If you are sick and think you have been exposed, call the <b>Augusta Health COVID Care Call Center: (540) 332-5122.</b> There are a team of nurses answering calls Monday–Friday from 8 am–4:30 pm.</p> <p>Augusta Health's <b>COVID-19 Assessment Center</b> is located at the Waynesboro Urgent Care at 201 Lew Dewitt Boulevard in Waynesboro. <b>The COVID-19 Assessment Center is open seven days a week from 8 am until 7 pm.</b> At the Assessment Center, patients can be evaluated, treated and educated about respiratory illness and tested for COVID if the test is indicated.</p> <p><b>The COVID Care Call Center and COVID-19 Assessment Center</b> work together to see patients effectively while reducing possible exposure of others to COVID-19. <span style="float: right;">UPDATED: 09/24/2020</span></p>
<b>MEDICAL AND DENTAL SERVICES (continued)</b>		
Augusta Regional Clinic (Medical and Dental Services)	540-221-6723- Medical 540-221-6635 Dental	<p><b>Augusta Regional Medical clinic permanently closed on July 1, 2020. The Dental Clinic remains open. Dental:</b> open for emergency dental visits. If you are having a severe tooth ache or think you have an infection and/or swelling, please call so staff can triage you over the phone and try to fit you in.</p> <p><b>Pharmacy:</b> the pharmacy permanently closed on April 23, 2020. <b>UPDATED: 09/24/2020</b></p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>MEDICAL AND DENTAL SERVICES (continued)</b>		
Dept. of Health – Staunton/Augusta	540-332-7830	The clinic is currently closed. Please call ahead before seeking medical care. <b>UPDATED: 09/24/2020</b>
Dept. of Health – Waynesboro/Augusta	540-949-0137	The clinic is currently closed. Please call ahead before seeking medical care. <b>UPDATED: 09/24/2020</b>
Wilson Workforce & Rehab. Center	540-332-7000/ 800-345-9972	<p>WWRC is and will remain closed for client services until further notice due to the ongoing COVID-19 Pandemic. A reopening date has not been determined.</p> <p>Along with the rest of the Commonwealth of Virginia, they are following CDC and VDH data and guidelines, as well as guidance from the Governor’s advisory team and the Virginia Department of Education.</p> <p>When WWRC is able to determine a reopening plan and date, their website will be updated. During the closure:</p> <p>WWRC staff are working a limited number of hours. They are monitoring voicemails and emails as frequently as possible.</p> <p>If you are a DARS consumer, please contact your DARS counselor if you are not able to reach the WWRC staff you wish to contact.</p> <p>You may also call the main number (540) 332-7000 to be connected with the departments at WWRC who are most accessible.</p> <p>WWRC will return to its normal mission as soon as possible.</p> <p>Please continue to visit <a href="https://sp.wwrc.net/wwrcInfo/SitePages/Home.aspx">https://sp.wwrc.net/wwrcInfo/SitePages/Home.aspx</a> for the latest in closings, delays and special events. <b>UPDATED: 09/24/2020</b></p>
Western State Hospital	540-332-8000	Patient visitation is suspended until further notice. Please call (540) 332-8101 for updated information. <b>UPDATED: 09/24/2020</b>
<b>PAYEE / MONEY MANAGEMENT ASSISTANCE</b>		
Social Security Administration	888-632-6896/ 800-772-1213	<p><b><u>Changes in Operations of Social Security Offices</u></b></p> <p>For the safety of our community, local Social Security offices will only be able to provide services over the phone or online. The Social Security Administration recommends that you first try to use their online services before calling (<a href="https://www.ssa.gov/onlineservices/">https://www.ssa.gov/onlineservices/</a>) for quicker results. To find your local Social Security office’s phone number, please go to <a href="https://secure.ssa.gov/ICON/main.jsp">https://secure.ssa.gov/ICON/main.jsp</a>.</p> <p>If you are unable to utilize the zip code look up feature online, you can also call their national number toll-free at 1-800-772-1213.</p> <p><b><u>Online Services</u></b></p> <p>Social Security offices offer secure and convenient online services. These include:</p> <ul style="list-style-type: none"> <li>• Filing a claim for retirement, disability, or Medicare benefits;</li> <li>• Requesting a replacement Social Security card (includes Virginia);</li> <li>• Requesting a replacement Medicare card;</li> <li>• And more!</li> </ul> <p>The Social Security Administration has a comprehensive FAQ webpage at <a href="https://faq.ssa.gov/en-US/">https://faq.ssa.gov/en-US/</a> to answer most of your Social Security questions online, without having to speak with a Social Security representative. It contains a wide range of topics, such as Medicare, Social Security Payments, Supplemental Security Income (SSI), and many others!</p>



AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Social Security Administration (continued)	888-632-6896/ 800-772-1213	<p><b>Replacement Card Requests</b> You may be able to request a replacement card online with your personal my Social Security account at <a href="http://www.ssa.gov/myaccount">www.ssa.gov/myaccount</a>. Visit the Social Security Number and Card page at <a href="https://www.ssa.gov/ssnumber/">https://www.ssa.gov/ssnumber/</a> to learn how. If you cannot request a replacement card online, call your local office and request to have one mailed.</p> <p><b>Will SSA extend their deadlines to provide documentation and other information?</b> Yes. Due to the COVID-19 pandemic, SSA is working to extend deadlines.</p> <ul style="list-style-type: none"> <li>• If SSA asked you to contact them by a certain date, please <b>do not come to their office</b>. You can contact them once their offices reopen to the public or you can mail your documents to them. They will follow up with you once the COVID-19 pandemic subsides.</li> </ul> <p>Please read SSA's COVID-19 web page (<a href="https://www.ssa.gov/coronavirus/">https://www.ssa.gov/coronavirus/</a>) to learn more, including how to get help from the Social Security Administration by phone and online.</p> <p><b>Disability Determination Services (DDS) Operating Status:</b> State DDSs have experienced periodic closures related to the COVID-19 pandemic. If you have a question about the operating status for a specific state DDS, we recommend calling the DDS. If your attempt to reach a DDS by telephone is unsuccessful (e.g., no answer, no returned call within 24 hours of leaving a message), we recommend contacting the Social Security Regional Communications Director (see list at <a href="https://www.ssa.gov/agency/rcds.html">https://www.ssa.gov/agency/rcds.html</a>) for that specific state DDS.</p> <p style="text-align: right;"><b>UPDATED: 07/29/2020</b></p>
<b>TRANSPORTATION</b>		
BRCC Shuttle	540-943-9302	Due to the continued and amplified spread of COVID-19 in Virginia, campus buildings are closed to students and non-employees. Please see their web site ( <a href="https://www.brcc.edu/services/shuttle">https://www.brcc.edu/services/shuttle</a> ) for route information. <b>UPDATED: 09/24/2020</b>
Brite Bus Transit Services	540-943-9302	<p><b>Staunton Trolleys Summer Hours</b> The Staunton Downtown Trolley will operate Monday-Saturday, 10AM-6PM, and the Staunton Saturday Night Trolley will operate Saturday, 6PM-9PM.</p> <p><b>FRI &amp; SAT Downtown Staunton Detours</b> The BRITE Staunton Downtown Trolley and Saturday Night Trolley will be detoured starting Friday at 5:00pm through Saturday until further notice to coincide with Dine Out in Downtown. The following stops will be missed during that period: Staunton City Hall (Beverly Street) Staunton Visitor Center Beverly Street / Market Street Stonewall Jackson Hotel Please call customer service at 540-943-9302 for further assistance to navigate the detour.</p> <p><b>FACE MASKS REQUIRED</b> Effective Friday, May 29, 2020, Virginia Executive Order 63 requires everyone to wear a face covering on the bus to limit the spread of COVID-19.</p> <p style="text-align: right;"><b>UPDATED: 09/24/2020</b></p>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>TRANSPORTATION (continued)</b>		
Valley Program for Aging Services	540-949-7141/ 800-868-8727	<b>Senior Transportation</b> VPAS is continuing to provide transportation to life-necessary destinations for eligible riders. They are enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers. <b>UPDATED: 09/18/2020</b>
<b>VETERANS SERVICES</b>		
Carol H. Berg	Office: 804-786-1051 Cell: 804-316-4119	Ms. Berg is the director of Virginia Veteran and Family Support at the Department of Veterans Services (DVS). If you are a veteran and you need housing or financial assistance, please contact Ms. Berg and she can connect you with the appropriate staff at DVS based on your location and needs. Her mailing address is: 101 N. 14 <sup>th</sup> Street-18 <sup>th</sup> Floor, Richmond, VA 23219. Her e-mail address is: carol.berg@dvs.virginia.gov. <b>ADDED: 04/21/2020</b>
Virginia Dept. of Veterans Services	540-332-8900	Their Staunton offices are open for face-to-face appointments Tuesday-Thursday and continue to provide assistance, virtually, on Mondays and Fridays. Please call for an appointment; currently not seeing walk-in clients and there is no lobby or waiting room available. For Virginia Veteran and Family support, call 540-684-7822. <b>ADDED: 08/27/2020</b>
<b>MISCELLANEOUS</b>		
Augusta Health's COVID Care Call Center	540-332-5122	If you are sick and think you have been exposed, call the <b>Augusta Health COVID Care Call Center: (540) 332-5122</b> . There are a team of nurses answering calls Monday–Friday from 8 am–4:30 pm. Augusta Health's <b>COVID-19 Assessment Center</b> is located at the Waynesboro Urgent Care at 201 Lew Dewitt Boulevard in Waynesboro.  <b>The COVID-19 Assessment Center is open seven days a week from 8 am until 7 pm.</b> At the Assessment Center, patients can be evaluated, treated and educated about respiratory illness and tested for COVID if the test is indicated. <b>The COVID Care Call Center and COVID-19 Assessment Center</b> work together to see patients effectively while reducing possible exposure of others to COVID-19. <b>UPDATED: 09/24/2020</b>
CARES – City of Waynesboro	540-932-2545 e-mail: svss-CARES@dss.virginia.gov	Coronavirus Aid, Relief, and Economic Security Act, also known as CARES This funding is intended to aid the residents of the City of Waynesboro who have been negatively impacted by COVID-19. To be eligible for assistance, you <b>must be a Waynesboro resident</b> and you <b>must have been financially impacted by COVID-19</b> , such as loss of employment or business or medical bills due to COVID-19. Assistance can be provided to help with delinquent/past due bills such as rent, mortgage, utilities, water/sewer, medical bills and possibly other items if they are a result of COVID-19. Verification of financial impact is required, such as unemployment statement/check, positive COVID-19 testing, medical bills plus a copy of the delinquent, past due bill. You may obtain an application in one of the following ways: 1) call 540-932-2545 and request an application be mailed to you; 2) pick up an application at the Waynesboro Office from one of the exterior boxes; 3) request an application via e-mail at svss-CARES@dss.virginia.gov; or 4) complete an online application by visiting <a href="http://www.co.augusta.va.us/government/social-services/announcements/cares">http://www.co.augusta.va.us/government/social-services/announcements/cares</a> . <b>UPDATED: 09/11/2020</b>

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
<b>MISCELLANEOUS (continued)</b>		
COVID-19 Virginia Resources		<p>In efforts to be a direct resource to Virginians facing challenges related to COVID-19, VDSS has spearheaded the launch of a brand new COVID-19 Virginia Resources (<a href="https://covid.virginia.gov/">https://covid.virginia.gov/</a>) website and COVID VA mobile app (available today for iOS users in the App Store and Android users at Google Play). Designed as a “one-stop” resource for individuals, families and businesses to access benefits, services and critical information, the website and app aim to connect an essential need - whether food, child care, healthcare, housing, unemployment insurance, or more - with an immediate and actionable resource.</p> <p style="text-align: right;"><b>UPDATED: 09/24/2020</b></p>
Shenandoah Valley Social Services	<p><u>Phone:</u> Verona Office: 540-245-5800/ W’boro Office: 540-942-6646</p> <p><u>Fax:</u> Verona Fax: 540-245-5804/ W’boro Fax: 540-942-6569</p>	<p>Effective <u>Monday, July 6, 2020</u>, Shenandoah Valley Social Services is open to the public from 8:00 a.m.-5:00 p.m. Monday through Friday. <b>People are still encouraged to apply online or via telephone and to contact their Eligibility Workers via phone, fax, or e-mail, if possible.</b></p> <p><b>Benefits-Apply and Report Changes</b> Apply for benefits (TANF, SNAP, Medicaid, Energy Assistance, and Child Care) and report changes online through CommonHelp at <a href="http://commonhelp.virginia.gov">commonhelp.virginia.gov</a>. Apply for TANF, SNAP, and Medicaid by phone with Enterprise Customer Service at 1-855-635-4370. Apply for Medicaid and report changes by phone through Cover Virginia at 1-855-242-8282. Contact your worker by phone, e-mail, or fax to report changes, ask questions, submit verifications, or request a paper application. Submit your application by mail or drop it off at your local office in the outside drop box. <i>Please include your worker’s name and your case number when sending information.</i> (If you cannot submit copies or submit the information electronically, you may submit the original via mail or drop box and request that the original be mailed back to you.)</p> <p><b>EBT Cards</b> EBT cards can be issued via the mail or during office hours. If possible, please inform your worker if you plan on picking up your EBT card during office hours prior to coming to the office.</p> <p><b>Report Abuse and/or Neglect</b> To report child abuse and neglect during business hours, contact the office at 540-245-5800 and ask for the CPS intake worker. To report Adult abuse and neglect during business hours, contact the office intake line at 540-942-6648.</p> <p>After business hours, please call the following hotlines, which are open 24 hours a day:</p> <ul style="list-style-type: none"> <li>• Virginia Child Protective Services hotline: 1-800-552-7096</li> <li>• Virginia Adult Protective Services hotline: 1-888-832-3858</li> </ul> <p style="text-align: right;"><b>UPDATED: 09/24/2020</b></p>
United Way	540-885-1229	<p>Check out <a href="https://www.unitedwayga.org/covid-19-updates-and-local-resources">https://www.unitedwayga.org/covid-19-updates-and-local-resources</a> for COVID-19 updates and local resources. This site covers a wide array of businesses/services in Staunton, Waynesboro, and Augusta County, as well as information from the Virginia Department of Health, Augusta Health, the Greater Augusta Regional Chamber of Commerce, CommonHelp, Virginia Department of Social Services, the Community Foundation of the Central Blue Ridge, the Virginia Employment Commission, and 2-1-1 Virginia. Also, there are helpful resource lists, school updates, food bank information, rental/mortgage assistance resources, and child care information. A good place to start looking if you need details about local agencies/services. <b>UPDATED: 09/24/2020</b></p>